Customer Management

QAD Customer Management supports all phases of the customer lifecycle from acquiring customers, through managing orders, pricing, and fulfillment.

Included are the following modules:

- Sales
- Field Service Management
- Trade Activity Management
- Customer Relationship Management (QAD CRM for Manufacturers)

Sales

Sales includes managing sales-related activities, including sales orders, scheduled orders, and more.

Sales Orders

A sales order is an agreement to provide a customer with a quantity of a certain item or items at a set price by a set date. You can use Sales Orders to create and manage sales orders.

Sales Orders

With Sales Orders, you can quickly create new sales orders and edit existing orders. Everything you need is on this form; you can go to any panel or field by scrolling or using the navigation bar.

A customer sale can begin as a sales order or a sales quote. Both represent offers to sell the customer certain items at a certain price at a certain time. The sales order represents a commitment from the customer to purchase the items, but a sales quote does not.

When a customer accepts a sales quote, the quote is released to a sales order. Information from the sales quote is automatically transferred to the sales order. The quote number is also displayed in the sales order record.

The Sales Order form allows you to create sales orders, view, edit, and delete the existing sales orders. The default view displays all the columns for sales orders. You can configure the columns to display by selecting the desired columns from the Configure Columns drop-down list on the upper-right corner of the Sales Order form.

Note that the Sales Order view includes two system-defined stored views for your convenience:

- Quick Order — the Quick Order view includes only the panels that contain required fields for quickly completing a sales order. These panels include: Main, Order Lines, and Totals.
- Default View — the Default View includes all of the panels and fields for a detailed view of a sales order. These panels include Main, Order Lines, Shipping, Billing, Salespersons, Totals, and Notes.

This topic describes all the actions, panels, and fields included in the Default View.

The Sales Orders hybrid view includes pre-defined contextual insights accessible from the right-hand navigation bar. These KPI visuals are:

- Customer Yearly Sales
- Sales Orders on Hold
- Late Open Payments

Excel Import/Export for Sales Orders

Like many browses, **Sales Orders** offers the ability to export or import data from Excel in addition to a variety of other formats. For more information, see Exporting and Importing Data on page 266.

Main Panel

The Main panel contains the basic information for a sales order. Some elements on the Main panel, such as some date fields, Detail Allocations, Consignment, Confirmed, and Consume Forecast, default to the line items and can be overridden during line item entry.

Sold-To

Enter the address code of the customer requesting the items on this sales order. The address code identifies a specific customer and related data and credit information.

Determines the default bill-to and ship-to addresses for a new order. Also used in the search for an applicable price list, unless a separate customer record exists for the ship-to address.

Ship-To

Enter the address code identifying where the items on the order should be delivered. If Ship-To is and Sold-To are different, enter an address previously associated with the sold-to customer in Customer Ship-to Create. A warning displays if the ship-to address is not associated with the sold-to customer.

You can create a new, temporary ship-to address during order entry by leaving Ship-To blank or entering a new code.

If you want to create a new, permanent Ship-To code, click the field lookup and select New to launch the Ship-To form.

Note You cannot modify the ship-to address after the order lines have been included on a pre-shipper or shipper.

Order

The sales order number uniquely identifying a sales order. You can either manually enter a number or leave it blank for the system to generate a sales order number.

Revision

Enter a value identifying the revision level of this order. When an order is initially created, revision defaults to zero. Use revision numbers to identify the most current copy of a document.

Each time the order changes, you can manually increase the revision number by 1. A new copy of the document can be printed listing the current information along with the revision number.

If you are keeping booking history, a complete audit trail of all changes is maintained in transaction history along with the document revision number.

Purchase Order

Enter the customer purchase order (PO) number related to this sales order, if applicable.

You can select information on some reports and inquiries by customer PO. The PO number is passed to Accounts Receivable (AR) when an invoice is posted. The PO number can assist your company in responding to customer inquiries since the customer may know only their purchase order number.

Whether or not this field is required depends on the setting of PO Required in Customers. For service purchases such as contracts, RMAs, and calls, the PO Required field in End Users applies.

A warning displays if the same purchase order number is entered more than once for the same customer. If Use Enterprise Material Transfer is Yes in Sales Orders, a warning also displays when the Purchase Order field is left blank.

Quote

Indicates the sales quote this order was created from, when applicable.

Order Date

The default is the system date. It can be the date the order was entered into the system or the date the customer placed the order.

You can generate reports for ranges of order dates.

Required Date

Enter the date the requires delivery. The default is blank. If you specify a different date than the due date, that the customer system uses the value you enter as the default for new line items. If the header required date is the same as the due date, the line-item default is blank.

If the required date on the sales order is blank or the same as the due date, the line-item required date defaults to blank. You can manually update the line-item date. If you do not specify a value, the system sets the line-item required date to the value of the line-item due date after you complete the line.

The required date on the sales order header only affects the line item when it is not the same as the sales order due date. In this case, the value here sets the default for the line.

Important: When Calculate Promise Date is Yes in Sales Control, the required date may have an effect on date calculations for individual order lines.

Promise Date

Enter the date that items are promised to arrive at the customer location. If you enter a date, it defaults to each new order line.

In some cases, the customer is promised delivery on a different date than they require it. For example, they may say that they need the items tomorrow, but you can only promise delivery next week. Both of these dates can differ from the due date, since required and promise dates include delivery time, while due date is the date the items must be ready for shipment.

The header default is blank on both new orders and revised orders. If you enter a date in this field, the system resets the field to blank each time you access the order header.

Pricing Date

Enter the date used to select effective price lists. If you leave this field blank, it defaults from one of the other dates after you finish entering data in the Main panel. See *QAD Master Data User Guide* for more information on sales order pricing.

The date in this field defaults to each line item. You can modify it for individual lines only when Vary Pricing Date by SO Line is set to Yes in Sales Control.

When that field is No, the system automatically updates all line items when the header value is modified.

The default price effective date for the sales order header is determined by the setting of Order Default Pricing Date in Sales Control. This can be the order date, required date, promise date, due date, or performance date. For an RMA, the default pricing date is always the order date, regardless of the control program setting.

Price lists can include effective dates, letting you phase in price changes based on the pricing date specified on the order. When you modify the original pricing date on an order line, repricing functions use the new date in determining effective price lists.

Remarks

Enter brief remarks (up to 40 characters) pertaining to this customer, usually pertaining to the order or shipping process. Remarks default from the ship-to address, if defined for the customer record.

Remarks print on formal documents such as sales orders, RMAs, packing lists, and invoices.

Confirmed

Enter Yes to confirm this order for shipment. Otherwise, enter No. For a new order, this field defaults from the Confirmed Orders field in Sales Control. You can modify this default only when an order is first created.

Note When a sales quote is released, the corresponding order is always created with Confirmed set to Yes.

The header value defaults to each line item on the order and can be changed. You can mark an order as unconfirmed but have some confirmed line items.

If you take orders over the phone, you may want to enter them as unconfirmed until you receive a printed purchase order from the customer.

Confirmed orders can be allocated, consume forecast, and create demand for Material Requirements Planning (MRP). For EMT items, the system generates an EMT purchase order only for confirmed lines. You cannot ship an unconfirmed line item.

In a high-volume order-entry environment, you can choose to enter all orders as unconfirmed and confirm them later in batch. This lets you enter orders quickly with less processing during order entry. However, order promising can be more difficult since allocations occur only when the order is confirmed.

Taxable

Enter Yes if the items on this order are subject to tax; otherwise, enter No. The tax status defaults from the ship-to address if it is defined for the customer record.

For the line-item tax status to default to Yes for an inventory item, do any of the following:

- Set the taxable status for the item to Yes in Base data.
- Set the tax status on the Main panel of the order to Yes.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

A tax status of Yes does not necessarily mean a tax amount is calculated. You can use tax types and zero-percent tax rates to report tax exemptions.

Entered By

Displays the user who entered the sales order.

Contact Subpanel

Contact Name

Displays the primary contact associated with this sales order. Defaults to the primary contact of the customer specified in the Sold-To field. If there is no primary contact, they all default from the Address info of the customer.

Phone

Indicates the phone number for this contact.

Email

Indicates the email address associated with this contact.

Order Options Subpanel

Detail Allocations

This field determines whether general or detail allocations are made for this line item. The line-item value defaults from the header.

- Yes: Specific sites, locations, lot/serial numbers, and lot references are assigned for this line.
- No: Only the line-item quantity is allocated (general allocation).

If you do not create detail allocations during line-item entry, the system automatically generates them when you print a packing list.

Allocations reserve inventory for this order, so it is not available for other sales orders, RMA issue lines, intersite requests, or work orders. Allocations also control shipment quantities when there are not enough items to fill all orders. You can choose to ship the quantity allocated or the quantity picked.

If you are using Enterprise Material Transfer (EMT) and the EMT ship type is TRANSHIP or DIR-SHIP, you cannot update this field. The system automatically allocates the items to the sales order when they are received from the supplier.

Consume Forecast

For confirmed orders only, this field determines whether the quantity ordered consumes available forecast. The value you set on the header defaults to each line item.

- Yes: The order consumes forecast. This is the default.
- No: The order quantity is considered abnormal and is planned in addition to the forecast.

For example, you forecast to sell 100 and have an abnormal sale of 50. If you set Consume Forecast to No, the system plans to make or buy 150 to satisfy the forecast plus this extra demand. If Consume Forecast is Yes, the remaining forecast is 50.

Orders consume forecast in the week they are due. However, if no unconsumed forecast remains in that week, the system looks for unconsumed forecast within a range of weeks before and after this due week. The range is set in the Consume Forward and Consume Back fields in Sales Control.

Import/Export

The Import/Export field controls whether the Intrastat Data subpanel is editable in the Shipping panel.

Enter Yes if the order is subject to Intrastat reporting; otherwise, leave blank.

This value only appears when set up in Logistics Control. The value on the Main Panel defaults to the line item.

Note For the defaulting logic to work correctly, you must associate address records with each site. This is also required for Global Tax Management.

Consignment

Enter Yes if most items on this order are shipped to the customer as consigned inventory. This field has an effect only if you are using the optional Customer Consignment Inventory module. Otherwise, it is for reference only.

When Customer Consignment Inventory is being used and this field is set to Yes, the Consignment sub-panel is available for editing in the Shipping panel of the sales order.

Consignment Orders defaults from Customer Ship-To's/Items if a record exists for the order customer. It sets the default for the same field associated with each line item on the order. You can change it at the line-item level if needed.

EDI PO Acknowledgement

If you use EDI eCommerce to import purchase orders from your customers in electronic data interchange (EDI) format to be converted to sales orders, this field controls whether the system creates a PO acknowledgment for export to the customer using Purchase Order Acknowledgment. If the customer has a record defined in Trading Partner Parameter, the value defaults from the Send EDI PO Ack parameter. Otherwise, the default is No.

Language

Enter the language used by the customer on this order. Language defaults from the ship-to address as specified in Customer Ship-to Create.

You can select orders for printing by range of language codes. This lets you use different preprinted forms in different languages.

Master comments are also stored by language. When you update comments during order entry, the system searches for comments stored in the document's language. This lets you quickly access text, such as customs documentation or item descriptions, in the correct language.

Correction

If indicated, this sales order is a correction order. Read only.

Order Lines Panel

On the Order Lines panel, you can view, create, edit, and delete order line records. The order lines are displayed as a summary grid.

Creating or editing an order line in the Summary mode works only on the displayed fields.

All the line items in a sales order are listed in the grid on the left side. The right side displays the detailed information against the selected order line. When you add an order line, some of the values for the order line default from the corresponding panels in the Sales Order form. You can override them as needed. \

Click Details to open the Sales Order Detail window and interact with items at the line level in more detail. For more information see the section on Sales Order Detail on page 1035.

Shipping Panel

The Shipping panel contains not only the basic shipping information, but also some optional shipping features such as consignment and Intrastat options.

Ship-To

This value defaults from and is always identical with the Ship-To field on the Main panel. If you change the ship-to information on one panel, the value on the other panel changes.

Site

Enter the site originating this sales order or invoice. This field cannot be left blank.

Site defaults from the customer ship-to address. The header site sets the default line-item site. However, items do not have to be shipped from this site. You can change the site based on inventory availability or transport requirements.

Site codes identify areas where inventory is manufactured or stored. Inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger (GL) entity, letting you maintain and monitor complete financial results by site or by groups of sites.

When you ship an order, the system posts inventory and cost of sales to the site from which the shipment was made. When you post the invoice, sales post to the shipping site, and accounts receivable (AR)

post to the site entered on the header. If you leave the header site blank, AR amounts post to the default GL entity.

To calculate taxes, a corresponding address code must exist for this site in Companies. On taxable transactions, the system uses the site address to select the correct line item tax environment.

Due Date

Enter the date the order is due to be shipped. For a new order, the default due date is the system date plus the shipping lead time specified in Sales Control.

*Important:*When Calculate Promise Date is Yes in Sales Control, the header due date may have an effect on date calculations for individual order lines. See the procedure help for information.

The value you specify sets the default due date for each line item and can be changed as needed. Planning functions use due dates to ensure that sufficient inventory is available for shipment when needed. Due date also helps determine which forecast period is consumed by a sale and how freight is calculated.

Several reports and inquiries can be selected for ranges of due dates, in particular the Sales Order Packing List.

Note Based on control program settings, the system may use Due Date, Required Date, and Promise Date to determine default dates on order lines.

Ship Via

Default carrier name that is set up in Customers, which identifies the preferred carrier for a customer’s orders. This value can be overridden.

Ship Via is validated against predefined values entered in Generalized Codes for field so_shipvia, if any. It prints on formal documents such as sales quotes, sales orders, packing lists, and invoices.

Partial OK

Specify whether lines on this sales order can be shipped before all quantities of all items are available.

- No: The customer does not accept partial shipment. Sales Order Packing List verifies that all line items are allocated and can be completely shipped. If they are not, a packing list does not print for this order. Picklists/pre-shippers verify that all items from each site represented on this order can be shipped. The picklist does not include lines on this order from sites that cannot make complete shipments.

- Yes: A packing list prints and shipments are made when the entire order quantity is not available. The remainder of the order remains in the system as backordered until it can be shipped.

This setting defaults from Customers.

Print Pack List

This field indicates whether a packing list for this order should be printed.

- Yes: Allow Sales Order Packing List to print the packing list.
- No: Do not print a packing list for this order.

Other factors such as confirmation, partial shipment, and allocation quantity can also prevent a packing list from printing. In addition, only sales orders with a blank action status are considered. Any other action status indicates that the order is on hold.

To support multi-site shipment, the system does not automatically change this field after a packing list print or after a shipment is processed. However, you cannot print a second packing list when one already exists at a specific site and the order has not shipped yet.

Calculate Freight

Specify whether you want the system to calculate freight charges for this transaction. This field defaults to Yes for new orders and No for existing orders. When orders are shipped, it defaults to Yes if the order has a valid freight list.

If you change the freight terms on an existing order, set this field to Yes to recalculate freight based on the new value.

Note The system only calculates freight when the Freight List field has a value, regardless of the value of Calculate Freight.

The system calculates site-specific and currency-specific freight charges based on:

- The shipping weight of each item for unit price lists
- The total shipping weight of the applicable items for bulk price lists

Note The site used in freight calculations is determined by the value of Calculate Freight by Site in Sales Control. If Yes, the line-item site is used. If No, the site entered on Main panel is used.

Calculated freight charges display on the trailer or are added to the unit price, based on the type of freight terms that apply.

By default, freight calculations use item master shipping weights. These weights can be overridden, if needed. To do this, set Display Weights to Yes. You can also change weight values during shipment, if needed. The system then recalculates freight based on the new weight.

Bill of Lading

Enter the bill of lading (BOL) number for the sales order shipment. A BOL shows a detailed list of a shipper's content.

BOL number is typically entered during sales order shipment but can also be specified in Sales Orders.

Incoterms

Specify an International Commercial Term for this sales order. It identifies where title passes to the buyer and is used to indicate who pays shipping charges.

Values available for selection here are set up in Generalized Codes.

Allocate Days

Enter the number of calendar days the system should use to determine the cutoff date for allocating sales order items. The system only attempts to allocate orders with a due date within the range defined by this field. For orders due outside the range, quantity allocated defaults to zero (0) regardless of available quantity.

This field defaults from Sales Control.

Allocations reserve inventory for this order, so reserved items are not available for other orders in the system. Allocations also control shipment quantities when there are not enough items to fill all orders. You can choose to ship the quantity allocated or the quantity picked.

If you enter zero, the system does not allocate inventory.

Performance Date

Optionally enter the date by which items are to be available to ship. This is the date originally planned to be the due date. This date does not include transit time and can be used to evaluate the accuracy of shipment due dates.

The date entered in the header defaults as the performance date for the line items only when the header Due Date and Performance Date fields are different. If the header dates are the same, the line-item Performance Date field is blank.

The default for new and existing orders is blank.

When you enter an order in Sales Orders, the system uses one of the five dates on the header (order date, required date, promise date, due date, or performance date) to set the default pricing date for determining effective price lists for order lines. The value of Order Default Pricing Date in Sales Control determines which date is used.

When you enter a return material authorization (RMA) issue line using RMAs, the default pricing date is always set to the header Order Date field, regardless of Sales Control setting.

Freight Minimum Weight

For bulk freight lists, enter the minimum weight for calculating freight charges for the shipment. This field does not apply to unit freight lists. It defaults from the freight data defined for the ship-to customer.

Freight charges for shipments that weigh less than the minimum amount are based on this field, not the actual shipment weight.

Freight Terms

Enter the freight term code that applies to this order. This field defaults from the freight data defined for the ship-to customer.

You can also assign freight terms by defining applicable price lists with an amount type of freight. Freight terms from these price lists are applied at the order-line level only when you leave the order Freight Terms field blank or the default freight terms are not manually updated. If you modify the default freight terms, they override the freight terms from the price list. If multiple freight terms apply, the last freight terms are used.

If you leave the header Freight Terms field blank and the system does not find an applicable freight terms price list, an error displays. If you modify the terms on an existing order, you must set Calculate Freight to Yes.

The freight terms type determines how or if freight charges are displayed and calculated.

- ADD: Freight is calculated and displayed on the trailer.
- COLLECT: Freight is calculated and placed on the trailer. However, the freight charges are not tracked through the Freight Accrued and the Freight Applied accounts. The customer will pay freight charges directly to the freight carrier when the shipment is delivered.
- INCLUDE: Freight is calculated, then added to the item's unit price. The price is recalculated after you exit the order line-item screen.
- PREPAID: Freight is calculated and tracked through the Sales Freight Accrued and Sales Freight Applied accounts, but not included on the order or customer invoice because it has been prepaid or is already a part of the normal selling price.

Before it applies a freight terms price list, the system verifies that freight charges have been defined for the freight class of the item being priced. If not, the freight list is not used.

Print Sales Order

This field indicates whether this order should be printed.

Yes: Allow Sales Order Print to print this order. This field is automatically set to No after printing. This field initially defaults from the Are Sales Orders Printed field in Sales Control.

No: The sales order has already been printed. If you do not want to print this order at all, manually set this field to No.

Logistics Accounting Subpanel

The Logistics Accounting subpanel is displayed only when:

1. The Logistics Accounting functionality is enabled in Logistics Control, and
2. There is a Freight Term on the Header level is defined such that the Freight is to be accrued at level of shipment or line, and this freight term is either 1 (Add), 2 (Allow), 3 (Prepaid) or 5 (Include), and
3. There is a Freight List specified on at least one order line

Logistics Charge Code

Select a logistics charge code defined in Logistics Charge Code. Usually, outbound logistics charges include the cost of freight only. The freight charges are paid to third-party carriers when items are shipped to a customer or another company location.

The default for the Logistics Charge Code is that code associated with the Freight Term assigned to the Sales Order Header.

Note The Logistics Charge Code assigned to the Freight Term must have an Apportion Method of **Charge by Cost** or **Charge by Weight** in order for the Freight Term to be valid for the Sales Order.

Logistics Supplier

Enter an active default logistics supplier for this logistics charge.

You can leave this field blank if the Apportion Method of the associated Logistics Charge Code assigned to the Freight Term is **Charge by Cost**. If the Apportion Method is **Charge by Weight**, a Logistics Supplier is required.

Charge

Enter the charge that is to be paid to the logistics supplier. Values available for selection here are created in Suppliers. The Charge field

is initially updated by the system with the per unit Freight Charge associated with the last sales order line

The Charge field is updated when the Apportion Method of the associated Logistics Charge Code is **Charge by Weight** and the Freight Term has a type of either **Add**, **Allow**, or **Include**.

This field can be updated if the Logistics Supplier field is not blank

The Charge field is blank if the Apportion Method is set to **Charge by Cost,** regardless of the Freight Term Type.

Note Updating the Charge field may also result in updating the Amount field.

Amount

The amount of the calculated freight charge.

The Amount field is updated by the system to equal the total of the Freight calculated and can not be updated.

The Amount field is used to populate the Freight trailer code amount, **OR** is added to the Line Total if the Freight Terms Type is **Include.**

The value in the Amount field is calculated differently depending on whether the Logistics Charge Code Type is either Unit or Bulk

Type

Specify the item type (unit or bulk).

Defaults from the Logistics Charge Code. This field can only be updated if the Logistics Supplier field is not blank and the Apportion Method of the Logistics Charge Code is **Charge by Weight**.

Note Specify item type to determine how the logistics charge amount is calculated. If it is a fixed amount per delivery, choose “bulk.” For variable amounts by quantity, choose “unit.”

Unit of Measure

The unit of measure defaults from the Logistics Charge Code. This field is read-only.

Currency

The Currency field is updated by the system when the Apportion Method of the associated Logistics Charge Code is **Charge by Weight** and the Freight Term has a type of either **Add**, **Allow**, or **Include**. This field can be updated if the Logistics Supplier field is not blank.

The Currency field defaults to the Order Currency if it matches the currency of the logistics supplier. If the currencies do not match, the system uses the Base Currency.

Consignment Subpanel

The Consignment sub-panel contains options for customer consignment. You can edit the options on this subpanel only when Consignment is set to Yes on the Main panel.

Consignment Location

Enter the location representing consigned inventory that resides at a customer facility.

Values available for selection here are set up in Locations.

In-Transit Location

Optionally enter the location that represents consigned inventory that is in-transit between you and your customer. When you enter a value for a consigned location but not for an in-transit location, inventory ready for shipping is transferred from the inventory location directly to the location representing the customer facility. When you enter an in-transit value, inventory is transferred from the inventory stocking location to the in-transit location. Enter only valid locations set up in Locations.

Note Assign in-transit and consignment locations an inventory status code with Nettable set to No. Otherwise, MRP considers items in these locations as available to net against open requirements. This understates real demand. Do not use locations defined for customer reserved inventory since this may prevent shipping from occurring.

Values available for selection here are set up in Locations.

Maximum Aging Days

Enter the maximum number of days consigned inventory is allowed to be in-transit to a customer facility or remain there after shipment. The default value is 0 (zero), which indicates there is no scheduled aging deadline.

Intrastat Subpanel

The options on this subpanel are editable only when the Import/Export option on the Main panel is set to Yes. Most options here default from the settings in Logistics Control.

Include Memo Items

Enter Yes if you typically create Intrastat history records for memo items. Otherwise, enter No. This value defaults from Logistics Control. You can override it during order entry.

Correction

Indicate whether this Intrastat data is a correction of previously recorded data. This is a requirement in Italy and the Netherlands.

Original Document

If this Intrastat data is a correction of previously recorded data, enter the ID of the original document this document is correcting. Otherwise, leave the fields blank.

Year/Month

Enter year and month.

Billing

Bill-To

Enter the address code assigned to the bill-to location for this customer. This field defaults from Sold-To if a bill-to address has been defined in the customer record.

Currency

Currency defaults from the bill-to address. Currency codes identify monetary units and form the basis of exchange rate relationships.

Daybook Set

Enter the code for the set of daybooks that the system will use during invoice post. This defaults from the sold-to customer address.

You can change it to a valid value defined in Daybook Sets. If daybooks have been set up by site—based on a setting in Sales Orders —the system verifies that the specified daybook set matches the sales order site. See the *QAD Financials User Guide*for details on daybooks.

Channel

Enter an optional code identifying the distribution channel through which this sales quote, order, or invoice originated. Channel is used when the system searches for default accounts on this order.

Alternate Sales and Sales Discount accounts can be set up in Sales Accounts based on product line, site, channel, and customer type.

Project

Enter an optional code identifying the default general ledger (GL) project associated with the sales order. If you specify a value, it defaults to each line item and can be changed as needed. Project codes are one component of an account number defined in GL setup functions. Other components of account numbers are account, sub-account, and cost center code.

Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components. Although project details are not printed on standard financial statements, project summary and detail transaction reports are available to review project activity. Inventory value, but not physical inventory, can be tracked by project codes.

Discount %

Enter the order discount percentage given to this customer, in addition to price list discounts and discounts for individual line items. The value must be between -99.99 and +99.99.

The discount percentage defaults from Customer Credit Data in Customers.

You can modify discount percent during order entry. If the customer qualifies for a larger volume discount, it is used instead. This discount is an order discount, taken off the order total before tax. Salesperson commission and gross margin reports do not reflect order discounts. Neither do sales analysis or other history reports.

Manual Price List

Enter a code identifying a price list to be considered for line-item pricing on this order in addition to those that the system selects as potential price list candidates. The value you enter defaults to each line on the order.

This field is optional. If you specify a price list code, it is included by the system when it evaluates price lists that apply to this order. The manual price list may not actually affect the price. The system determines the best price by evaluating all price lists according to the rules and codes previously set up.

Reprice/Edit

This field determines whether line-item prices are refreshed during order based on current pricing data. It also determines whether you can modify price-related fields. Repricing applies to existing line items only. The system always executes pricing logic for a new line.

- No: By default, the system does not recalculate prices and you cannot modify price-related fields for existing lines. The Reprice field for each line item defaults to No, but you can change it as needed.
- Yes: The system always reprices changed line items during this session and price-related fields can be modified. The system also reprices line items belonging to the same break category as a changed item. When Reprice is Yes on the order header, you cannot change it for the line item.

Note When Reprice is Yes, you can manually adjust list price, discount, and net price for a line. The system marks these changes as manual overrides. Once a price has been manually overridden, the system never changes it, regardless of the setting of Reprice.

Setting Reprice to Yes also controls:

- Whether you can modify the bill of material for an existing configured line item. If you change the bill, the cost and price are automatically recalculated.
- Whether you can update the discount account, sub-account, cost center, and project for an existing line item.

This field affects RMA issue lines in the same way as sales and sales quote lines.

Fixed Price

Indicates whether the prices for items on this order are normally fixed or subject to batch updates due to inflation, commodity repricing, or break quantities.

If Yes, the Sales Order Reprice action does not update the line. Fixed Price defaults from the customer ship-to Fixed Price setting, if it exists; otherwise, from the sold-to.

The header value of Fixed Price defaults to line items and can be changed on each line.

Line Pricing

This value determines whether the system recalculates line prices to include volume price breaks during line-item entry or when transaction entry is complete.

- No: The system prices each line separately without considering other lines on the transaction. It recalculates line prices only once, when transaction entry is complete.
- Yes: When calculating prices during line entry, the system considers previous line items. It recalculates prices for previous lines when they change due to volume price breaks.

For new sales transactions, this value defaults from Price Order by Line in the Pricing panel of Sales Control. On existing transactions, it defaults to No and cannot be updated.

Example: Items 20-005 and 30-005 belong to price break category A100. Price list PR-047 gives a 15 discount to customers who order 500 items from this category. On sales order SO10656, you specify item 20-005 on line 1 for a quantity of 200 and item 30-005 on line 2 for a quantity of 300.

- When Line Pricing is No, the system prices lines 1 and 2 independently and does not factor in price list PR-047 until transaction entry is complete.
- When Line Pricing is Yes, the system considers price list PR-047 after you enter line 2 and reprices line 1 accordingly.

Setting Line Pricing to No on sales transactions may reduce processing time during line-item entry since the system does not recalculate prices

for previous lines. However, if you need to know the exact price of each transaction line as you enter it, you should set Line Pricing to Yes.

If List Price Table Required is Yes in the Sales Accounting panel of Sales Control, Line Pricing must be Yes on new orders.

EDI Invoice

Enter Yes to have the system generate electronic data interchange (EDI) invoice data for this order. You can then select this order to have an invoice sent using Invoice Export. If you do not export invoices using EDI eCommerce, enter No.

If the order customer is defined in Trading Partner Parameter , this field defaults from the corresponding Send EDI Invoice field. Otherwise, it defaults to No.

Exporting invoice history can be important if you are using EDI eCommerce in high-volume shipping environments. An invoice is typically created for each shipment. When a trading partner is sent invoices using Invoice Export, you can export many invoices in one batch. This means you can ship repeatedly and export all the invoices later.

Credit Subpanel

Credit Terms

Enter the credit terms code that applies to this order. Credit terms default from the bill-to customer. Credit terms codes identify specific types of payment terms. They print on formal documents and determine the payment due date and any discount allowed for early payment.

Credit Terms Interest %

Enter the credit terms interest percent for this order. This field defaults from the credit terms specified. This header percent sets the default for each line item on the order.

You can change line-item interest percent only when Vary Pricing Date by SO Line is Yes in the Sales Accounting panel of Sales Control. When that field is No, the system automatically updates all line items when the header value is modified.

Terms interest is used to calculate an amount to be added to the item list price based on the number of days to pay defined for the credit terms. Terms interest percent is typically used in hyper-inflationary environments. It represents an advance estimate of the gain or loss in the hyper-inflationary currency. When you use terms interest, you can track the interest component of item prices through separate general ledger (GL) postings. For sales orders, the Sales and Accounts Receivable accounts include the interest component of sales. The included interest amounts are also separately tracked in the GL interest accounts to facilitate reporting requirements such as those of the

Financial Accounting Standards Board (FASB). GL terms interest entries are created at invoice post. They post to the SO Interest Accrued and SO Interest Applied accounts defined in the Sales Accounting panel of Sales Control. The amounts in these accounts are then used to adjust inventory and sales accounts per FASB requirements.

Action Status

Leave the field blank if the order can be processed immediately. Any non-blank entry indicates that the order is on hold, and no action should be taken until it has been approved. The system uses customer-specific parameters and control settings to perform a credit check during order entry. If the system detects that the customer has any credit issue, this field is automatically set to one of the following codes as specified in **Sales Control**:

- Customer on Credit Hold
- Fixed Credit Limit Exceeded
- Turnover Credit Limit Exceeded
- Max Days Overdue Exceeded

If you manually specify an action status value on an AUX sales order that differs from the value in Sales Control for the above fields, update access to the Action Status field will continue after saving the record. Restated- the action status field is locked only when saving the sales order with an action status value matching those specified in Sales Control.

Note If the action status field value is locked on the sales order, use **Sales Order Credit** to remove or update the field value.

Prepaid

The amount of prepayment applied to this sales order.

The amount is for reference only and does not update the GL or customer account balance.

You must make a separate unapplied cash receipt in Accounts Receivable to record the prepayment amount. Later, when the invoice is posted, the prepayment is applied to the invoice.

Reviewed

Enter Yes to indicate that a credit controller has reviewed the order. When Reviewed is Yes, its effect depends on a setting in the Credit panel of Sales Control:

- When Allow of Reviewed Orders is Yes, the Reviewed value is for reference only. This order can be updated in the associated program.

- When Allow of Reviewed Orders is No, the order cannot be updated after it has been reviewed.

Sales Order Credit Report lets you determine whether orders are included in the report output based on the Reviewed value.

CR Initials

Enter an optional code identifying the person who approved the credit and terms on this order.

This field is for reference only and can appear on selected reports and inquiries. It is validated against predefined values entered in Generalized Codes for field so_cr_init, if any.

Typically, not all employees are authorized to approve credit. Use generalized codes to restrict entry to approved values.

Credit Card

Enter an optional code identifying the credit card used for orders paid by credit card.

This field is for reference only and can appear on selected reports and inquiries. It is validated against predefined values entered in Generalized Codes for field so_cr_card, if any.

Tax Settings Subpanel

Tax Class

Enter a tax class previously defined in Tax Classes. Tax class defaults from the ship-to address if it is defined for the customer record. Tax classes group customers taxed at specific rates or that are tax-exempt.

Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction. The header tax class is used as the default for memo items on the order. The tax class for inventory items defaults from Items.

Tax Environment

Enter the tax environment that applies to this order. The system determines a default environment based on:

- The To tax zone, determined by the customer ship-to address. If a customer tax zone is not found, the system uses the tax zone specified in Global Tax Management.
- The From tax zone, determined by the order ship-from site. If a tax zone for the ship-from site is not found, the system searches for the zone associated with an environment set up for a blank From tax zone and then the tax environment in Global Tax Management. If no environment is defined in the control program, taxes cannot be calculated and errors display.

- The customer tax class, if any. If the customer does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to order transactions. The header environment is only a default since the From tax zone may change depending on the site associated with each order line.

Transactions are subject to the tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

In Companies, make sure you have a corresponding address code for every shipping site. The system selects tax zones based on addresses, not sites.

Tax Included

This field determines whether the system calculates tax and adds it to the net price or assumes the tax amount is already included in the price.

No: Tax is calculated and added to line-item prices.

Yes: The prices include tax. During line-item entry, the system retrieves the item price, reverse-calculates the tax amount, and displays the item price exclusive of tax. The tax amount is displayed on the Summary sub-panel of the Billing panel.

The value of Tax Included defaults from the customer address. The value on the order header defaults to each line item.

Note The tax rate that applies to the item must have Allow Tax Included set to Yes in Tax Rates for the system to reverse-calculate tax amounts.

In the following example, an item priced at 100.00 includes a 10% tax. The system reverse-calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1 + Tax Rate) = Tax Amount

0.10 * (100.00/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Sales analysis commission reporting is based on item price including tax. Accounts Payable and Accounts Receivable payments with credit terms discounts also calculate the discount on item price including tax. For general ledger reporting, the system posts the tax and net item

price separately. Since commission reporting uses item price including tax, you may have to adjust your commission structure to reflect this.

Tax Usage

Enter the tax usage code that applies to this order. This field defaults from the customer ship-to address.

Tax usage codes identify the normal use of items on this order. Tax usage codes, along with tax class and tax date, determine which tax rates apply to the order. Tax rates may vary depending on the nature of operation of the buyer or seller or on the intended usage of the item.

Common tax usage codes are retail, manufacturing, and industrialization. The tax usage code specified on the header defaults to each order line. You can change it for order lines, but not for trailer charges.

Tax Date

The transaction tax date is used to select tax rates. At order entry, the default tax date is the order due date.

Self-Billing Subpanel

The Self-Billing subpanel is displayed only when self-billing is enabled in the Customer record.

Self-Billing

Specify whether self-billing is allowed for this order. This field is available only when self-billing is enabled in Self-Billing Control on page 6457 and self-billing is enabled for the specified customer in Customer Domain Settings on page 858.

When selected, the customer can initiate invoicing process after the order is shipped.

You, as a supplier, cannot post invoice for this order by Invoice Post and Print. Use Self-Bill Invoice Post to post the invoices.

AR Accrual Account

Specify the AR accrual account, sub-account, and cost center for selfbilling sales orders. This account must be a valid, active account of type Standard. The accrual is created when shipments are confirmed and reversed when self-billing invoices are posted. For consignment self-billing sales orders, the accrual is generated when inventory usage is recorded and reversed when the associated self-billing invoices are posted.

Exchange Subpanel

The Exchange subpanel is displayed only when the currency of the order is different from the base currency.

Exchange Rate From

Displays the exchange rate of the order currency against a unit of base currency.

Exchange Rate To

Displays the base currency.

Fixed Rate

Specify whether to use a fixed exchange rate.

Correction Subpanel

Original Invoice

Displays the original invoice number. Read only.

Original Order

Displays the original sales order number. Read only.

Reason for Correct

Displays the reason given for the order correction. Read only.

Salespersons Panel

The Salespersons panel allows you to record the salespersons who contribute this order and the commission percentage that they can get from selling the items in this order. Add a new salesperson by clicking directly into the grid on an empty line.

The commission percentage for a salesperson defaults from the settings in Salespersons. You can overwrite the percentage if needed.

Totals Panel

The Totals panel includes the discount, charges, and tax information of an order. The panel includes three sub-panels: Charges, Taxes, and Summary. In the Summary subpanel, you can change the discount information and then recalculate the tax and total value using the Recalculate button.

Charges Subpanel

The Freight, Taxable Freight, and Taxable Special trailer codes default from the settings in the Sales Accounting panel of Sales Control.

Note For Discrete Sales Orders, the Sales Order Trailer Amounts are retained after invoicing. This happens automatically if a Generalized Code is defined with the field name so_trl1_amt and the value retain_trailer. Previously, these amounts were reset to zero.

The Container Charges and Line Charges default from the line items in the sales order. You can override them if necessary.

Taxes Subpanel

The Taxes subpanel lists the taxes of the order lines and the trailer.

The taxes amount are subject to the tax class and tax environment specified in the order lines and the trailer code selected for the taxable freight.

Click Details to open the Tax Detail window and maintain tax information further.

Summary Subpanel

The Summary subpanel displays the calculated line price, discount amount, tax amount, charges amount, and the total order price.

On this subpanel, you can only change the discount percentage. After you change the discount percentage, click Recalculate to update the prices and charges.

Notes Panel

On the Notes panel, you can add, edit, and delete notes attached to the sales order.

In the Notes Details window, you can add predefined master references to the sales order.

In the Options panel, you can specify whether to print the notes as follows:

- Print On Quote
- Print On Invoice
- Print on EMT PO
- Print On Sales Order
- Print On Packing List

Actions

The Actions dropdown menu offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Pick Allocated Action

Choose Actions > *Individual* > Pick Allocated to allocate sales orders for picking.

Allocations on sales order lines may occur via the Sales Orders while creating or updating confirmed sales order lines, by using the Sales Order Allocate action, or the Sales Order Allocation report.

You can only perform the PickAllocated action for sales orders. Currently you cannot perform it on credit hold—that is, sales orders with a blank action status value (as shown in **Sales Orders**).

The Pick Allocated action opens the Pick Allocated screen, which includes the Picklist panel, the Lines to Pick panel, and the Workflow Options panel.

- In the Picklist panel, enter or update the picklist information such as the Inventory Movement Code, Carrier, and Document Format.
- In the Lines to Pick panel, select the order lines that you want to pick.
- In the Workflow Options panel,select whether to generate a pre-shipper or a shipper and print a picklist.

When you enter data, click Submit to create a picklist based on the selected sales order line open quantities. The pre-shipper or shipper number displays in a pop-up message.

When you complete the Pick Allocated action, you can view the updated sales order line values for quantity allocated and quantity picked via **Sales Orders** or related browses/reports.

The following outlines when single versus multiple pre-shippers/shippers may result from the Pick Allocated action:

- When there is only one line to pick from the sales order, and the header site and the line site are different, the application creates a single pre-shipper/shipper using the line site.
- When there are multiple lines to pick from the sales order and the line sites are the same, the application creates a single pre-shipper/shipper using the line site regardless of what the header site is.
- When there are multiple lines to pick from the sales order and the line sites are different, the application creates a separate pre-shipper/shipper for each line site, placing lines referencing the same site onto the same pre-shipper/shipper.

Options

Shipping Group

Indicates the shipping group associated with the sales order.

Inventory Movement Code

Enter an inventory movement code that can be used for shipments within this shipping group. Inventory movement codes determine the default NRM sequence, carriers, and document format used for the shipment.

Ship Via

Indicates the default carrier name that is set up in Customers. It identifies the preferred carrier for a customer’s orders. This value can be overridden.

Carrier

Enter the carrier associated with this sales order.

Carrier Account

Enter the carrier account number associated with this sales order.

Carrier Shipment Reference

Enter a shipment reference associated with this carrier.

Payment Type

Enter the payment type associated with this sales order.

Terms of Trade Point

Enter a code identifying the terms of trade for this order. Terms of trade define whether you or the item supplier is responsible for payments to a third-party supplier for logistics charges associated with purchased items. Each terms-of-trade record can include all of the logistics charges associated with a purchase, with the responsible party assigned to each logistics charge.

Mode of Transport

Enter the mode of transport.

Vehicle ID

Enter the vehicle ID number associated with the mode of transport.

Document Format

Enter the numerical code indicating the document format type.

Consolidate Shipments

Indicate the number of shipments to be consolidated.

Total Pallets

Enter the total number of pallets to be picked.

Pre-Shipper

Enter a number to assign the external pre-shipper. This field is only visible when a Pre-Shipper sequence is defined as external in Number Ranges and is entered in the Container/Shipper panel in Logistics Control. This field is mandatory.

Lines to Pick

The Lines to Pick panel displays the sales order lines to be allocated for picking.

Workflow Options

Create

Indicate whether picked lines should be allocated as Pre-Shipper or Unconfirmed Shipper.

Print Picklist

Set this field to Yes to print the picklist upon allocation.

Ship Allocated Action

Choose Actions > *Individual* > Ship Allocated to allocate completed orders for shipment.

Use the Ship Allocated action to go to the Ship Inventory Shipper, Ship Items, and Workflow Options panels;

1. In the Ship Inventory Shipper panel, enter or update shipper information such as the inventory movement code, ship via, and document format.
2. In the Ship Items panel, select the order lines to ship.
3. In the Workflow Options panel, select when to generate an invoice and whether to print a shipper.
4. Click Submit, to display the confirmed shipper number.

   Then the Print and Invoice criteria screens appear, depending on options you specified earlier.

Options

Shipping Ground

Indicates the shipping group associated with the sales order.

Inventory Movement Code

Enter an inventory movement code that can be used for shipments within this shipping group. Inventory movement codes determine the default NRM sequence, carriers, and document format used for the shipment.

Ship Via

Default carrier name that is set up in Customers, which identifies the preferred carrier for a customer’s orders. This value can be overridden.

Carrier

Enter the carrier associated with this sales order.

Carrier Account

Enter the carrier account number associated with this sales order.

Carrier Shipment Reference

Enter a shipment reference associated with this carrier.

Payment Type

Indicate the payment type associated with this sales order.

Terms of Trade Point

Enter a code identifying the terms of trade for this order.

Terms of trade define whether you or the item supplier is responsible for payments to a third-party supplier for logistics charges associated with purchased items. Each terms-of-trade record can include all of the logistics charges associated with a purchase, with the responsible party assigned to each logistics charge.

Shipper

Enter a number to assign the external shipper. This field is only visible when a Shipper sequence is defined as external in Number Ranges and is entered in the Container/Shipper panel in Logistics Control. This field is mandatory.

Mode of Transport

Enter the mode of transport.

Vehicle ID

Enter the Vehicle ID number associated with the mode of transport.

Document Format

Enter the numerical code indicating the document format type.

Consolidate Shipments

Indicates the number of shipments to be consolidated.

Total Pallets

Enter the total number of pallets to be shipped.

Ship Date

Enter the intended date of shipment for the allocated sales order.

Ship Items

The Ship Items panel displays the sales order lines to be shipped.

Workflow Options

Invoice

Indicate whether you would like to create the invoice for this shipment now, later, or apply a hold status.

Print Shipper

Set field to Yes to print the shipper upon allocation.

Copy Action

Choose Actions > *Individual* > Copy to copy an existing sales order to create a new one.

Options

Order

The sales order number uniquely identifying the sales order you are creating. You can either manually enter a number or leave it blank for the system to generate a sales number.

Number Format

The format determining the sales order number format. If you do not specify a format here, the sales order number is generated based on the numbering rule defined in Sales Orders.

Sold-To

Enter the customer placing the order.

Order Date

The default is the system date. It can be the date the order was entered into the system or the date the customer placed the order.

Purchase Order

Enter the customer purchase order (PO) number related to this sales order, if applicable.

Reprice

Enter Yes to have the system reprice changed line items.

Recalculate Freight

Specify whether you want the system to recalculate freight charges for this transaction.

Bill-To

Enter the billing address for the sales order. This indicates the customer paying the invoice.

Ship-To

Enter the shipping address for the sales order.

Confirmed

Set this field to Yes to copy this sales order as a confirmed sales order.

Lines

The Lines panel displays the sales order lines to be copied.

Copy to Quote Action

Choose Actions > *Individual* > Copy to Quote to copy an existing sales order to a sales quote.

Options

Quote

The sales quote number uniquely identifying the sales quote you are creating. You can either manually enter a number or leave it blank for the system to generate a sales quote number.

Sold-To

Enter the customer placing the order.

Quote Date

Indicates the date the sales quote was created. Defaults to the current date.

Expire Date

Enter the sales quote expiration day for the sales quote.

Purchase Order

Enter the customer purchase order (PO) number related to this sales order, if applicable.

Reprice

Enter Yes to have the system reprice changed line items.

Bill-To

The customer paying the invoice. A single bill-to is assigned when the customer is set up. If no bill-to is assigned, the sold-to customer code is used as the bill-to.

Ship-To

Enter the shipping address for the sales quote.

Recalculate Freight

Specify whether you want the system to recalculate freight charges for this transaction.

Lines

The Lines panel displays the sales order lines to be copied to the sales quote.

Email Action

Choose Actions > *Individual* > Copy to email a sales order to the contact associated with the selected order.

To use this action, the selected sales order must have contact information specified. This information can be updated in the Contacts subpanel of the Main panel of the sales order record.

This action sends a report output, identical to that of the Sales Order Print function, to the listed contact's email address. Selecting this action results in a confirmation message that displays the contact information.

Click Continue to submit this action. If successful, a message in the top-right corner of the screen and an inbox notification appear, alerting you that the email was sent.

Invoice Action

Choose Actions > *Individual* > Invoice to invoice any memo type sales order lines, without shipping them first.

You do not need to pick or ship memo type sales order lines before invoicing them because they are not inventory items. The Invoice action lets you create memo type sales order lines and immediately invoice them.

Note An exception arises if self-billing information is required for a memo-type line. In this case, you must ship the line first to generate the self-billing data.

You can also use the Invoice action when you have shipped inventory sales order lines but have not yet invoiced them.

When you use the Ship Allocated action on **Sales Orders** to ship inventory sales order lines, there is a Workflow Option to invoice now (at the current time). If you do not invoice at that time, use the Invoice action at a later stage to invoice the shipped lines.

Options

GL Effective Date

This effective date is written onto the resulting General Ledger journal entry for the invoice post transaction.

Invoice Date

Specify the date the invoice was created.

GL Detail

Select this field to view the resulting general ledger Journal Entry details for the invoice posting.

Sales Order Lines

The Sales Order Lines grid displays the sales order lines to be invoiced

Note You cannot select or deselect lines.

Workflow Options

Print Invoice

Select this checkbox to print the posted invoice.

After you submit the action, a success message is displayed. If you selected the Print Invoice checkbox, the action displays the resulting report.

Allocate Action

Choose Actions > *Bulk* > Allocate to allocate inventory for sales orders.

Using allocations is optional but recommended. You can allocate after creating the sales order lines or after using the Allocate bulk action or the Sales Order Allocation report.

Note You can use the Sales Order Allocation on page 1024 report instead of the bulk action to schedule the process to run at a particular time of day or if you need to process a very large number of records, potentially affecting performance. Running the report provides some advantages over using the Revalue Cost bulk action in **Sales Orders**. See Advantages of Reports Over Bulk Actions on page 1023.

Allocations and printed picklists control what orders are shipped and when inventory can be allocated. Inventory balances are not decreased until a shipment is processed. Allocations reserve inventory for an order, making the inventory unavailable for other sales orders, RMA issue lines, intersite requests, or work orders. When there are insufficient items to fill all orders, allocations also control shipment quantities. You can choose to ship the quantity allocated, or the quantity picked.

There are two types of allocations: general and detail.

- General allocations reserve only the quantity needed at a particular site.
- Detail allocations set aside specific quantities by location, lot/serial, or reference numbers.

To use the Allocate action:

1. Set the Sales Orders filter criteria to identify the orders that you want to allocate.
2. Use the Sales Orders Allocate action to launch the Build Criteria screen.

   The Build Criteria screen first displays the search criteria and several records from the Sales Orders browse.
   Next, the screen displays the required criteria for allocation, which include:

   - You have access to the order line site.

- The line is Confirmed.
- The line is non-EMT.
- The line is not related to a customer scheduled order.
- The line is not a correction.
- The line is not set to Cancel BackOrders.
- The line due date is less than or equal to the date calculated to allocate days into future.
- The line order quantity is greater than the sum of the quantity allocated, picked, and shipped.
- There is no pending batch shipment.

In the Options panel, you can update the following settings:

- Update the allocate days into future value (defaults from **Sales Control**).
- Select the Detail Allocations checkbox (defaults from **Sales Control**).
- Select the Full Orders Only checkbox to indicate that you want the system to only allocate lines on orders that can be fully allocated.
- Select the Full Lines Only checkbox to indicate that you want to only allocate a line if the full ordered quantity can be allocated.
- Select the Single Lot Only checkbox to indicate that you want the system to use more than one lot to allocate against a line (applies to lot-controlled items only).
- Select the Newer Lots Only checkbox to indicate that you want to use lots with an expiration date older than the expiration date of lots previously shipped to the sold-to address (applies to lot-controlled items only).
- Select the Exceptions Only checkbox to indicate that you want to only display lines that could not be fully allocated.

  In addition, if the:

  - Single Lot Only checkbox is selected, it overrides the existing value on any processed item.
  - Single Lot Only checkbox is cleared, the current value on each item is used.
  - Detail Allocations checkbox is selected, it applies to every line processed.
  - Detail Allocations checkbox is cleared, the system analyzes each line to determine if detail allocations previously existed.

3. Click Continue to go to the Allocate screen.

The Allocate screen displays a filtered list of records that you can quickly sort, for example, using the Order and Item columns. All records are selected by default. However, you can use the Main panel grid to deselect and reselect records, as needed. You can, optionally, change the default Quantity to Allocate value on each line, as required. The Status column displays an icon, indicating whether a line is fully allocated (full green circle), partially allocated (half green circle), or completely unallocated (blank circle). The Detail Allocations field indicates whether detail allocations exist, or will exist for the order line after processing.

4. Click Simulate to see the effects of the confirmation of the selected records before committing them.
5. Click Submit to allocate the selected records.

After submitting, the selected lines are processed for allocation in the following way:

1. The line is processed for general allocations in **Sales Orders**.
2. If the Detail Allocations checkbox is selected, the line is detailed auto-allocated as in **Sales Orders**.
3. If any line produces errors during submitting or simulating, the report lists errors that occur for any line.
4. If all lines have costs revalued, the grid on the Revalue Cost screen is refreshed to only show unallocated lines.

The system only allocates inventory to sales orders or RMA line items within the number of days specified in the Allocate Days into Future field. It calculates the quantity available to allocate, based on the calculation method defined in **Sales Control** in the Calc for Qty Avail to Allocate field.

The calculation is the same for all items and sites. If the Limit to Available Only checkbox is cleared in **Sales Control**, the entire order quantity is allocated.

To restrict access, define menu security for the Sales Orders Allocate action.

Options

Allocate Days into Future

Enter the number of calendar days available until the cutoff date for allocating sales order items. Use this field to manually control allocations. The system allocates inventory only to line items due within this number of days.

Full Orders Only

Select this field to allocate full orders only. If an order is not considered full, it remains unallocated.

Full Lines Only

Select this field to allocate full lines only. If a line is not considered full, it remains unallocated.

Show Exceptions Only

Select this field to show all records that could not be allocated under the current conditions.

Detail Allocations

Select this field to ensure that the system makes detail allocations for the selected sales order lines. Otherwise, the system makes general allocations. This value defaults from **Sales Orders** and becomes the default value for line items. If there is inventory in reserved locations for the customers on the sales orders, detail allocation first uses the reserved inventory, before allocating from general inventory.

Single Lot Only

This field is only visible if Detailed Allocations is selected. Indicate whether to treat all allocations as single lots, ignoring cross-multiple lots. This overrides the value in the Single Lot field on individual records.

Newer Lots Only

This field is only visible if Detail Allocations is selected. Indicate whether to only allocate lots with expiration dates newer than the last lot shipped to each customer.

Deallocate Action

Choose Actions > *Bulk* > Deallocate to deallocate quantities currently allocated to sales order line items.

This typically occurs when a manufacturer has run out of inventory and needs to pull off an existing order line in to allocate against another order.

Criteria

The Criteria panel displays the required criteria determining which lines can be deallocated. Records are restricted when:

- The Current Quantity Allocated value equals 0.
- The order line is tied to a customer scheduled order.
- Line Site Access is not allowed.
- There is a pending batch shipment against the line.
- The line is a correction.
- For an EMT line, any SBU order lines are excluded; PBU lines are also restricted if the EMT Type is TRANSHIP.
- Inventory has been allocated to a pre-shipper/shipper for the line.

Lines

Use the checkbox column in the Lines panel grid to select/deselect which lines you want deallocated.

The Status column in the grid visually identifies what portion of the order line quantity is currently allocated. A fully allocated line is indicated by a green circle, while a partially allocated line is indicated by a half-green circle. The Detail Allocations column displays as true if there have been detail allocations against the line.

After selecting Submit, you are returned to the browse where you can refresh the data to view the updated Quantity Allocated for lines as needed.

Confirm Action

Choose Actions > *Bulk* > Confirm to confirm sales orders or sales order lines.

The sales orders, can be confirmed or unconfirmed.

Only confirmed lines can be allocated and shipped, consume forecast, and are considered in demand by MRP. In addition, you cannot generate previous sales history until the order is confirmed. An order may be unconfirmed, pending receipt of the customer's purchase order, deposit, or pending approval from internal sales or credit managers. Sometimes, orders are entered as unconfirmed to enable faster data entry.

Simply selecting the Confirmed field on the sales order header does not confirm a sales order. The Confirmed field only sets the default value for new lines and does not update the unconfirmed status on existing lines. You can confirm lines in the following ways:

- To confirm only the selected lines of a single order, selected Confirmed on the line detail in **Sales Orders**.
- To confirm lines across selected sales orders, use the Confirm bulk action.
- To confirm all lines on one or more sales orders at the same time, use the Sales Order Confirmation on page 1025 report.

Note You can use the Sales Order Confirmation on page 1025 report instead of the action, to schedule the process to run at a particular time of day or to use if running the action involves many records and creates a performance issue. Running the Sales Order Confirmation report provides some advantages over using the Confirm bulk action in **Sales Orders**. See Advantages of Reports Over Bulk Actions on page 1023.

To use the Sales Order Confirm action:

1. Set the Sales Orders filter criteria to identify the orders you want to confirm.

2. Use the Sales Orders Confirm action to launch the Build Criteria screen.

   The Build Criteria screen displays the search criteria and a number of records from the Sales Orders browse.
   Next, it displays the required criteria to confirm these orders, including site access.
   In the Options panel, you can perform the following steps:

   - Allocate order lines that are not currently allocated.
   - Select the Change Promise Date checkbox, based on system calculated due date changes.
   - Request the system to change the due dates on order lines for items with an ATP enforcement level of Warning when insufficient ATP is found for the original due date.
   - Request the system to change the due dates on order lines for items with an ATP enforcement level of Error when insufficient ATP is found for the original due date.

3. Click Continue to go to the Confirm screen.

   The Confirm screen displays a filtered list of records meeting the required criteria. All records are selected by default. However, you can use the Main panel grid to deselect and reselect records, as needed.

4. Click Submit to confirm the selected records.

   Note If you want to see the effects of the confirmation of the selected record before committing it, click Simulate.

   When you click Submit or Simulate, the system evaluates the lines selected to confirm them. If a line is successfully confirmed, the Confirmed value for the record is selected.

When running the action for multiple sales orders and lines, you can expect the following:

- If a line on a sales order remains unconfirmed after running the report, the particular sales order (header) remains as status unconfirmed
- If an error occurs for any sales order line and prevents the line confirmation, the sales order (header) remains as unconfirmed
- Sales orders are evaluated separately and potentially set to status Confirmed, based on all the saved in a confirmed status individual order lines. It means that running the report across sales orders may result in some sales orders having the status updated to confirmed, whereas others may remain in an unconfirmed status

You cannot change the order line to unconfirmed when it is confirmed. Instead, delete and reenter the order line as unconfirmed.

Define menu security for the Sales Order Confirm action, to restrict access,

Enterprise Material Transfer (EMT)

When the Use Enterprise Material Transfer checkbox is selected in **Sales Control**, the system generates EMT purchase orders for transshipment or direct ship items only when the primary sales order is confirmed. If you create the sales order lines as confirmed, the purchase orders are created as soon as the lines are committed. Otherwise, using Sales Order Confirmation automatically generates EMT purchase orders.

When the Direct Allocation checkbox is selected in **Sales Control** at the primary business unit (PBU), the PBU can make a preliminary allocation of the secondary business unit (SBU) inventory when either of the following conditions is true:

- The SBU is associated with a site in the same or a different domain within the current database.
- The SBU is associated with a site in a domain in a different QAD database, and the databases are connected.

After the SBU imports the PBU's purchase order, confirming the secondary sales order converts the preliminary allocation into a general allocation to the order line.

Available to Promise (ATP)

If you use ATP features, the system does not do any ATP processing on order lines until they are confirmed using the Sales Order Confirmation report or using the bulk action in **Sales Orders**. When the ATP Enforcement Enabled checkbox is selected in **Sales Control**,the following three checkboxes indicate how the system processes order lines when the order quantity is available by the due date:

- Change Due Dates for ATP Enforcement Warnings
- Change Due Dates for ATP Enforcement Errors
- Change Promise Date

Note You can define ATP Warning or Error levels for each item in **Items** > Site Planning Exceptions panel.

Options

Allocate

By default, this option is selected (set to Yes). If you keep the default, the system allocates inventory to the selected sales orders. If you clear the field, the system does not allocate inventory.

Change Promise Date

Select this field if you want to change the promise date for the range of sales orders or RMAs you have selected to confirm, based on the new due date. Otherwise, clear the field. This setting only applies if

the system assigns a new due date, based on the value of one of the Change Due Date fields.

The promise date is the due date plus the delivery time entered in Delivery Transit Times.

The initial value defaults from the Calculate Promise Date field in **Sales Control**. If the Calculate Promise Date field is not selected, this Change Promise Date option is disabled.

Change Due Dates for ATP Enforcement Warnings

Select this field to change the due dates on order lines if ATP is insufficient for items with ATP Enforce set to Warning. The system adjusts the order-line due date to the best possible later due date and confirms the order.

If you leave this field cleared and ATP is insufficient, the order is confirmed, and a warning message displays on the report.

By default, this option is cleared (No).

Change Due Dates for ATP Enforcement Errors

Select this field to change the due dates on order lines if ATP is insufficient for items with ATP Enforce set to Error. The system adjusts the order-line due date to the best possible later due date and confirms the order.

If you leave this field cleared and ATP is insufficient, the order is not confirmed, and an error message displays on the report.

By default, this option is cleared (No).

Simulate

Click this button to perform a simulation before confirming the selected sales order lines. If the simulation results show a success, all the selected sales order lines are confirmed. When conflicts exist, the system displays a warning message.

Confirm

Click this button to confirm the selected sales order lines, without simulating the result.

Reprice Action

Choose Actions > *Bulk* > Reprice to reprice selected sales orders.

Pricing fluctuations occur, and a sales order is commonly entered with initial pricing. However, prices change over time, and existing order lines must to be updated to reflect the latest pricing. Use the Sales Orders Reprice action to update the sales order list and net price, based on the system's latest pricing records.

Note Sales order repricing does not reprice TAM bonus stock lines.

The Fixed Price field appears in the:

- Domain Settings in **Customers**
- Header and lines in **Sales Quotes**
- Header and lines in **Sales Orders**
- Header and lines in **RMAs**

The Fixed Price value defaults from customer records to sales quotes and sales orders. If you do not use sales quotes, the value defaults directly from customer records to sales orders.

Note To reprice an open sales order line, select the Fixed Price checkbox on the line item frame.

The value of the Fixed Price field on an order header determines the default for each line as it is added. When Fixed Price is not selected for a sales order line item, the Reprice action updates the list and the net prices to the latest corresponding pricing. If Fixed Price is selected for a sales order line item, the Reprice action does not include that sales line item during repricing. When a sales quote is released to an order, the system resets the Fixed Price value on the order header to the value associated with the customer. The line item Fixed Price value is unchanged

Before using the Reprice action:

1. Use the Sales Orders filter criteria to identify the orders that you want to reprice.
2. Next, use the Reprice action to launch the Build Criteria screen.

   The Build Criteria screen displays the search criteria, and a number of records from the Sales Orders browse. It also displays the required criteria to reprice these order lines, which includes the following items:

   - Fully Invoiced = No
   - Scheduled = No
   - Line Fixed Price = No
   - Line Site Access = Yes

   In the Options panel, you can perform the following steps:

   - Check credit.
   - Set and clear the action status.
   - Specify a new action status.
   - Check credit hold.
   - Hold over credit limit.
   - Recalculate tax.
   - Combine sales orders.

- Match the sold-to, match the bill-to, match the ship-to, and match the PO.
- Set the sales order to print.

  To calculate quantity breaks, you can reprice sales orders, so that ordered quantities are added across orders. Sales order repricing may combine orders by matching price lists and sold-to customers, bill-to customers, ship-to customers, purchase order numbers, or any combination of these four factors. Customers without centralized purchasing can still receive quantity and volume discounts based on purchases from other intracompany purchasing departments.
  Line items on combined orders are repriced as t they are on the same order, which means that line items with the same break category (or the same item number) have their order quantities accumulated.

3. Click Continue to go to the Reprice screen.

   The Reprice screen displays a filtered list of records that meet the required criteria. All records are selected by default. However, you can use the Main grid panel to deselect or reselect records, as needed.
4. Click Submit to reprice the selected records

   Note If you want to see the effects of the reprice before committing the repricing of the records, click Simulate.

   After simulating or submitting, you receive error or success messages. Select the Messages icon to review them. After you click Simulate or Submit, compare the old and new pricing data in the grid. The Summary panel also refreshes and displays credit information at the bill-to level for selected orders, including whether or not the customer is on credit hold and the current credit limit and open balance. You can also check the updated order line information by selecting Sales Orders > Order Line details > Price Details.

Note You can also use the **Sales Order Repricing** report instead of the action, to schedule the process to run at a particular time of day or if running the action involves many records and creates a performance issue. See Sales Order Repricing on page 1028. Running the Sales Order Repricing report provides some advantages over using the Reprice bulk action in Sales Orders. See Advantages of Reports Over Bulk Actions on page 1023.

Options

Check Credit

Select this field to perform credit checks based on values entered in subsequent fields. The system can only update credit-related fields only if you select this field. Clear this field to skip the credit check.

Set/Clear Action Status

If you select this field and the order exceeds the customer credit limit, the system updates the sales order action status to the value that you specify in the New Action Status field. If an order that was on hold is now found to be within the customer credit limit, the system clears the action status.

New Action Status

Specify the new action status to assign to orders that exceed the customer credit limit. If you leave this field blank and select the Set/Clear Action Status field, the system automatically resets the order action status to HD (hold).

Check Credit Hold

Select this field if you want the system to check the Hold field on the customer record before removing the order from credit hold. If the customer hold option is selected, the system does not remove the hold. If the customer hold option is cleared, the sales order can be approved, even if the customer is on credit hold.

Hold Over Credit Limit

Select this field if you want the system to compare the customer's balance to the customer's credit limit before approving the order. The customer's balance includes open invoices and, depending on the value in the Include Sales Orders field, can optionally include open order balances. Clear this field if you want the system to approve orders, even if the customer is over its credit limit.

Set Sales Order to Print

Select this field if you want the system to update the value of the Print Sales Order field to selected.

Combine Sales Orders

Select this field to combine sales orders, according to specified matching criteria, to provide for best pricing based on quantity discounts. Use the Match Sold-To, Match Ship-To, and Match Bill-To field to specify the combining logic. You can only update these three Match fields when Combine Sales Orders is selected.

Clear this field to reprice each order individually.

Match Sold-To

Select this field if you want to combine sales orders with the same sold-to address.

Match Ship-To

Select this field if you want to combine sales orders with the same ship-to address.

Match Bill-To

Select this field if you want to combine sales orders with the same bill-to address.

Match PO

Select this field if you want to combine sales orders with the same purchase order (PO).

Check Credit Action

Choose Actions > *Bulk* > Check Credit to update the credit status of sales orders.

When you create a sales order, the order is automatically placed on hold if the customer is on credit hold at the time of order entry. After you create a sales order, customer credit statuses can evolve. Therefore, QAD ERP provides this action and the corresponding report to update the statuses of sales orders in bulk, either placing them on hold or removing the hold status.

You can put sales orders on hold to prevent shipments, for example, when you have credit problems or for other reasons. To place or remove a hold, you need to change the action status for a sales order. The system does not maintain an audit trail of changed sales order action statuses.

Note You can also use the Sales Order Credit Check on page 1027 report instead of the action, to schedule the process to run at a particular time of day or if running the action involves many records and creates a performance issue. Running the **Sales Order Credit Check** report provides some advantages over using the bulk action in **Sales Orders**. See Advantages of Reports Over Bulk Actions on page 1023.

Placing Sales Orders on Credit Hold

Use the Check Credit action to review a group of orders and to, optionally, put a hold on those meeting the entered criteria. To do this, on the Build Criteria screen:

1. Select the Set Holds checkbox
2. In the New Action Status field, specify the new action status to apply to orders to be placed on hold.
3. Click Continue to check the customer's Accounts Receivable balance and open orders against the credit limit and to review the number of days open invoices are overdue.

   The Check Credit screen next displays the orders that meet the hold criteria and that will have their Action Status fields set to the specified value.
4. Click Simulate to see if any errors are encountered.
5. Click Submit to commit the updates to the database.

   If the Submit runs successfully, a Success message is displayed, and the updated records are removed from the Check Credit screen grid.

Note Use the Check Credit Hold field, in combination with the Set Holds field, to indicate whether you want the system to set orders on hold when the credit customer is on credit hold. In the New Action Status field, specify the action status to assign to orders on hold.

Define menu security for the Sales Orders Confirm action, to restrict access,

When Sales Order Credit Check places immediate sales orders on credit hold, additional processing occurs for EMT purchase order lines. The system sets the status on related EMT purchase orders and queues the status change for transmission to the secondary business unit (SBU). The status change applies to the secondary sales order (put on credit hold).

Removing Sales Orders from Credit Hold

You can also use the Check Credit action to review a group of orders, and, optionally, to remove holds from the orders that meet the specified criteria.

To remove the hold status for selected orders, select the Set Approvals checkbox.

When you remove a sales order from the credit hold,the Action Status field is empty. You can check the Accounts Receivable balance plus open orders against the credit limit and review the number of days open invoices are overdue.

When using the **Sales Orders Credit Check** report to remove orders from hold:

- Use the Check Credit Hold field, in combination with the Set Approvals field, to indicate whether to check the hold field in the customer record before removing an order from credit hold. If the Credit Hold checkbox is selected, the hold will not be removed on the order. The system eliminates the sales order credit hold if the customer's Credit Hold checkbox is not selected.

  Note If you select the Check Credit Hold checkbox and the Set Approvals checkbox is cleared, the sales order can be approved (removed from hold), even if the customer is on credit hold.

- To use the Check Credit action to remove hold statuses on open sales, select the Check Credit Limit checkbox in combination with the Set Approvals checkbox. If both checkboxes are selected, the transaction is not approved (the hold status is removed from the sales order) when the customer exceeds the credit limit.

Options

Set Approvals

Select this field to remove the hold status for selected orders.

Set Holds

Select this field to run a credit check on selected orders and to assign hold status to orders that fail the check.

Check Credit Hold

Use this field, in combination with the Set Approvals field, to indicate whether the system must put orders on hold when the credit customer is on credit hold. Select this field if you want the system to set the New Action Status field to the value specified when the customer is on credit hold. Otherwise, sales orders are listed with all the credit status information.

When used in combination with the Set Approvals field, this field specifies whether to check the hold field in the customer record before removing an order from credit hold. If you select this field, the system checks the hold field in the customer record before removing an order from credit hold. If Credit Hold is selected, the hold cannot be removed. If Credit Hold is cleared, the system removes the credit hold and approves the order. If this field is cleared (No), the sales order can be approved, even if the customer is on credit hold.

Check Credit Limit

Select this field if you want the system to mark an order on hold when the customer is over its credit limit. Otherwise, sales orders are listed with all the credit status information.

You can use this field in combination with the Set Approvals field. If both fields are selected and a customer is over its credit limit, the order cannot be approved.

New Action Status

Specify the action status code to be placed on orders that exceed credit limits, or whose customer is on credit hold when Check Credit Hold is Yes. The default is HD (hold). Any non-blank status puts the order on hold.

Maximum Overdue Amount

Specify a maximum overdue amount that the system allows when checking the credit limit. When the customer balance minus the customer limit does not exceed the maximum overdue amount, the order is not marked with credit hold. When the customer balance minus the customer limit exceeds the maximum overdue amount, the order is marked with credit hold when Check Credit Limit is selected.

Only Orders with Lines Due Before

Specify a due date to only consider order lines that have due dates earlier than the specified date. If an order has no lines due before the specified date, the order is not considered in this credit check bulk action.

Update Orders in All Domains

Select this field to update orders for a given shared set customer across domains, even though the open order balance considers orders in all domains. If you clear this field, the system only updates orders in the current domain.

Revalue Cost Action

Choose Actions > *Bulk* > Revalue Cost to change sales order line-item costs when the overall GL costs are changed.

Gross margin reports then reflect the difference between the GL cost and the selling price. Since the system costs items for COGS purposes at the time of shipment, post any unposted invoices before running the Revalue Cost action.

To use the action:

1. Set the Sales Orders filter criteria to those orders to revalue costs.
2. Use the Sales Orders Revalue Cost action to launch the build criteria screen.

   The build criteria screen first displays the search criteria, and a number of records from the Sales Orders browse.
   Next, the screen displays the required criteria to allocate these orders, which includes the following items:

   - Fully Invoiced = "No"
   - Line Site Access = "Yes"
3. Click Continue to go to the Revalue Cost screen.

   The Revalue Cost screen displays a filtered list of records that you can easily sort, for example, using the Order or Sold-To columns. All records are selected by default. However, you can use the Main panel grid to deselect and reselect records.
4. Select the arrow next to each order to view the order line details for that order:

   - Use the Change in Margin column to indicate whether no change applies (gray dash icon), an increase in margin applies (green up arrow icon), or a decrease in margin applies (red down arrow icon).
   - The New Total Cost and New Total Margin values display the expected results of the Revalue Cost action at the order level.
   - The New Extended Cost and New Margin values display the expected results of the Revalue Cost action at the order line level.
5. Click Simulate to check if the revaluation is successful before committing the update of the selected records.
6. Click Submit to revalue costs for the selected records.

The screen lists errors that occur for any line. If all lines have costs revalued, the grid on the Revalue Cost screen is refreshed as expected.

Note You can also use the Sales Order Cost Revaluation on page 1026 report instead of the action, to schedule the process to run at a particular time of day or if running the action involves many records and creates a performance issue. Running the **Sales Order Cost Revaluation** report provides some advantages over using the Revalue Cost bulk action in **Sales Orders**. See Advantages of Reports Over Bulk Actions on page 1023.

Release to Production Action

Choose Actions > *Bulk* > Release to Production to create production orders from selected confirmed sales orders.

The Criteria panel displays any filters used in the Sales Orders browse as Search Criteria.

The Order Lines panel displays all sales orders available for release to production. Use the checkbox column to specify which orders you want released to production.

Click Submit to create a separate production order for each line selected. MRP updates to indicate demand for components and supply, as needed.

Sales Orders Reports

Several **Sales Orders** bulk actions are now available as reports, allowing you to schedule the actions or submit them as background processes. The reports are:

- Sales Order Allocation on page 1024
- Sales Order Confirmation on page 1025
- Sales Order Cost Revaluation on page 1026
- Sales Order Credit Check on page 1027
- Sales Order Repricing on page 1028

Advantages of Reports Over Bulk Actions

The Sales Order reports provide the following advantages over the corresponding bulk actions in **Sales Orders**:

- You can run a report offline or schedule it to run during downtime.
- The bulk action may affect a large number of records and, therefore, may affect performance.
- When running the report, there is no need to select or deselect records.

Sales Order Allocation

Access the **Sales Order Allocation** report to allocate inventory for sales orders.

Allocations reserve inventory for an order, so it is not available for other sales orders, RMA issue lines, intersite requests, or work orders. Allocations also control shipment quantities when there are not enough items to fill all orders. You can choose to ship the quantity allocated or the quantity picked.

If you set the Update field to Yes in **Sales Order Allocation**, the system updates records by changing the Quantity Allocated field in the inventory master records. When you run the report to perform updates, it performs the same function as the Allocate action for **Sales Orders**. See Allocate Action on page 1008. Running the **Sales Order Allocation** report provides some advantages over using the Allocate bulk action in **Sales Orders**. See Advantages of Reports Over Bulk Actions on page 1023.

Note Define menu security for the report to restrict access, as needed.

If you set the Update field to No, the report indicates which records would be affected if the report were run with Update set to Yes, but does not perform the actual updates.

You can check credit limits after new prices are applied during order repricing and make various credit adjustments.

The system calculates the quantity available to allocate based on the calculation method specified in the Calc for Qty Avail to Allocate field in **Sales Control**. The calculation is the same for all items and sites. The entire order quantity is allocated if the Limit to Available Only field is not selected in **Sales Control**. The system only allocates inventory to sales orders or RMA line items within the number of days specified in the Allocate Days into Future field. This value defaults from the Allocate Lines Due in Days field in **Sales Control**.

The following **Sales Order Allocation** report fields control which records are updated:

- Full Orders Only. Set this field to Yes if you want the report to only allocates lines on orders if all lines on the order can be fully allocated
- Full Lines Only: Set this field to Yes if the total ordered line quantity can be allocated.
- Single Lot Only: Set this field to Yes if you do not want the system to use more items than you want to allocate against a line (applies to lot-controlled items only).
- Newer Lots Only: Set this field to Yes if you do not want the system to use lots with an expiration date older than the expiration date of lots shipped previously to the sold-to address (applies to lot-controlled items only).

- Show Exceptions Only: Set this field to Yes if you want the system to only display lines that could not be fully allocated.

Using allocations is optional but recommended. Allocations and printed picklists control what orders are shipped and when inventory can be allocated. Inventory balances are not decreased until a shipment is processed. Using the **Sales Order Allocation** report, you cannot automatically allocate a primary Enterprise Material Transfer (EMT) sales order.

Sales Order Confirmation

Access the **Sales Order Confirmation** report to confirm sales order lines previously entered as unconfirmed. When you enter sales orders, they can either be confirmed or unconfirmed. Only confirmed lines can be allocated and shipped, consume forecast, and are considered as demand by MRP. In addition, you cannot generate previous sales history until the order is confirmed.

An order may be unconfirmed, pending receipt of the customer's purchase order, deposit, or pending approval from internal sales or credit managers. Sometimes, orders are entered as unconfirmed to enable faster data entry. You cannot confirm a previously entered sales order by simply changing Confirmed to Yes on the sales order header. The Confirmed field only sets the default value for new lines, and does not update the unconfirmed status on existing lines. When running the report for multiple sales orders:

- If any line on a sales order remains unconfirmed after running the report, then the sales order (header) has an Unconfirmed status.
- If any sales order line has an error that prevents the line confirmation, the sales order (header) remains Unconfirmed.
- If all the individual order lines have the Confirmed status, sales orders are evaluated separately and have the status Confirmed. Therefore, running the report for multiple sales orders may result in a situation where some of the sales orders have their statuses updated to Confirmed, while other sales orders retain the Unconfirmed status.

You cannot change the order line to unconfirmed when it is confirmed. Instead, delete and re-enter the order line as unconfirmed.

To update records, run the **Sales Order Confirmation** report with the Update field set to Yes. If you set the Update field to No, the report lists the records that would be affected if Update were set to Yes, but does not perform the actual updates.

When you run the report to perform updates, it performs the same function as the Confirm action for **Sales Orders**. See Confirm Action on page 1012. Running the **Sales Order Confirmation** report provides some advantages over using the Confirm bulk action in **Sales Orders**. See Advantages of Reports Over Bulk Actions on page 1023.

Enterprise Material Transfer (EMT)

When the Use Enterprise Material Transfer checkbox is selected in the Enterprise Material Transfer subpanel of **Sales Control**, the system generates EMT purchase orders for transshipment or direct shipment items only when the primary sales order is confirmed. If you create the sales order lines as confirmed, the purchase orders are created when the lines are committed. Otherwise, using **Sales Order Confirmation** automatically generates EMT purchase orders.

When the Direct Allocation checkbox is selected in **Sales Control** at the primary business unit (PBU), the PBU can make a preliminary allocation of the secondary business unit (SBU) inventory when either of the following conditions is true:

- The SBU is associated with a site in the same or a different domain within the current database.
- The SBU is related to a site in a domain in a separate QAD database, and the databases are connected.

After the SBU imports the PBU's purchase order, the secondary sales order converts the preliminary allocation into a general allocation to the order line.

Available to Promise (ATP)

If you are using ATP features, the system does not do any ATP processing on order lines until they are confirmed using the **Sales Order Confirmation** report or using the Confirm action in **Sales Orders**.
When the ATP Enforcement checkbox is selected in **Sales Control**, the following three fields indicate how the system processes order lines when it determines during confirmation that the order quantity is not available by the due date:

- Change Due Dates for ATP Warnings
- Change Due Dates for ATP Errors
- Change Promise Date

Sales Order Cost Revaluation

Access the **Sales Order Cost Revaluation** report to change sales order line-item costs when the overall GL costs are changed. Gross margin reports reflect the difference between GL cost and selling price. Post any unposted invoices before running the cost revaluation report.

To update records, run the report with the Update field set to Yes. If you set the Update field to No, the report lists the records that would be affected if Update were set to Yes, but does not perform the actual updates. When you run the report to perform updates, it performs the same function as the Revalue Cost action for **Sales Orders**. See Revalue Cost Action on page 1022. Running the **Sales Order Cost Revaluation**

report provides some advantages over using the Revalue Cost bulk action in **Sales Orders**. See Advantages of Reports Over Bulk Actions on page 1023.

Sales Order Credit Check

Access the **Sales Order Credit Check** report to review a group of orders and to, optionally, put a hold on orders or remove an order from hold. When you run the report to perform updates, it performs the same function as the Check Credit action in **Sales Orders**. See Check Credit Action on page 1019. Running the **Sales Order Credit Check** report provides some advantages over using the bulk action in **Sales Orders**. See Advantages of Reports Over Bulk Actions on page 1023.

When you create sales orders, the system automatically places an order on hold if the customer is on credit hold when you enter the order. The credit situations of customers can evolve after entering sales orders. Therefore, QAD Adaptive ERP provides this report and the corresponding Sales Orders action to update sales order statuses in bulk, placing orders on hold or removing the hold status from orders. Sales orders are put on hold to prevent shipments, for example, when a customer has credit problems or for other reasons. To place or remove a hold, you need to change the action status for a sales order.

Note The system does not maintain an audit trail of changed sales order action statuses. In addition, define menu security for the report to restrict access, as needed.

To update records, run the report with the Update field set to Yes. If you set the Update field to No, the report lists the records that would be affected if Update were set to Yes, but does not perform the actual updates.

Placing Sales Orders on Credit Hold

Run the **Sales Order Credit Check** report to review a group of orders and to, optionally, put a hold on orders that meet the report criteria. In the report selection criteria, set the Set Holds field to Yes. In the New Action Status field, specify the new action status to apply to orders to be placed on hold when the customer is on credit hold.

After running the report, the system checks the customer's Accounts Receivable balance, with open orders, against the credit limit and reviews the number of days open invoices are overdue. The system places orders that meet the criteria on hold by setting their Action Status fields to the value specified in the New Action Status report field.

Note Use the Check Credit Hold report field, in combination with the Set Holds report field, to indicate whether you want the system to set orders on hold when the credit customer is on credit hold.

When **Sales Order Credit Check** places immediate sales orders on credit hold, additional processing occurs for EMT purchase order lines. The system sets the status on related EMT purchase orders and queues

the status change for transmission to the secondary business unit (SBU). The status change applies to the secondary sales order (put on credit hold).

Removing Sales Orders from Credit Hold

You can also use the **Sales Orders Credit Check** report to review a group of orders and, optionally, to remove holds from the orders that meet the report criteria. Set the Set Approvals report field to Yes for the system to remove the hold status for selected orders. After it removes the sales order from credit hold, the system clears the Action Status field.

When using the **Sales Orders Credit Check** report to remove orders from hold:

- Use the Check Credit Hold report field, in combination with the Set Approvals field, to indicate whether the report must check the hold field in the customer record before removing an order from credit hold. If the customer's Credit Hold is Yes, you cannot remove the hold from the order. The system eliminates the sales order credit hold if the customer's Credit Hold is No.

  Note If you set the Check Credit Hold field to No while the Set Approvals field is Yes, the sales order can be approved (removed from hold), even if the customer is on credit hold.

- When you want to remove hold statuses on open sales orders, you can also choose to set the Check Credit Limit field in combination with the Set Approvals field. If both fields are Yes, the transaction is not approved (the hold status is removed from the sales order) when a customer exceeds the credit limit.

Sales Order Repricing

Access the **Sales Order Repricing** report to update a sales order line list and net price to the latest corresponding price. To calculate quantity breaks, you can reprice sales orders so that ordered quantities are added across orders. The **Sales Order Repricing** report combines orders by matching price lists and the following factors:

- Sold-to customer numbers
- Bill-to customer numbers
- Ship-to customer numbers
- Purchase order numbers
- Any combination of these four factors

Customers without centralized purchasing can still receive quantity and volume discounts based on purchases from other intracompany purchasing departments. You can reprice line items on combined orders as if they are on the same order, which means that line items with the same break category (or the same item number) have their order quantities accumulated.

To reprice an open sales order using the **Sales Order Repricing** report, set the Fixed Price field to No on the sales order header/line item. When Fixed Price is No, the Sales Order Repricing report updates the list and net prices on the order line to the latest corresponding pricing.

Note Sales Order Repricing does not reprice TAM bonus stock lines.

You can check credit limits and make various credit adjustments after new prices are applied during sales order repricing.

To update records, run the **Sales Order Repricing** report with the Update field set to Yes. If you set the Update field to No, the report lists the records that would be affected if Update were set to Yes, but does not perform the actual updates.

When you run the report to perform updates, it performs the same function as the Reprice action for sales orders. See Reprice Action on page 1015. Running the **Sales Order Repricing** report provides some advantages over using the Reprice bulk action in **Sales Orders**. See Advantages of Reports Over Bulk Actions on page 1023.

Navigating Sales Orders

This section focuses on the basic navigation for the Sales Orders screen.

1. Navigate to Sales Orders from the Menu Bar.
2. Go to the Sales Orders hybrid view to create, modify, or delete an order.
    - Go to the Sales Order Credit option to put a customer on credit hold or to remove a credit hold.
    - Go to the Sales Order Detail view to edit existing sales orders. Clicking on the target row to begin your editing.
    - Go to the Sales Order Pricing report to view pricing information about a sales order line.
    - Go to Sales Order Print to print a nicely formatted sales order that can be sent to a customer. Sales Order Print uses the QAD Reporting Framework.

Creating Quick Sales Order

This section focuses on how to create a new sales order.

1. Click on the menu item Sales Orders and select the Sales Order hybrid view. If your role does not have this menu, simply type in Sales Orders into the search panel and select the hybrid view indicated by the green pencil.

    The system opens the Sales Orders screen.
2. Change the view from Default Order to Quick Order in the drop-down list.
3. Click the New button to create a sales order.

The Quick Order screen has three tabs: Main, Order Lines, and Totals.

4. Enter a customer name in the Sold-To line
5. Move to the Order Lines and click the New button. You can:
   - Enter the quantity and product name of the line.
   - Click on the search icon to choose an item from the lookup browse.
6. Define and check discount settings on the Totals tab.

   The Order Total is also displayed at the top of the page in the Summary tab, along with the sales order number and action status information, such as potential credit issues with the customer.
7. Click on the Save button to save the sales order.

Editing Sales Orders

This section focus on how to edit sales order details.

1. Navigate to **Sales Orders** from the Menu Bar.
2. Use the Search function to filter to the existing sales order that you want to edit.
3. Open the sales order by double-clicking it.
4. Set a Sales Order view that best suits your need. You can:
   - Click the Configure Panels icon to enable hidden tabs.
   - Click the Default View drop-down to view tabs including: Shipping, Billing, Salespersons, and Notes.
5. Click the Details button under Order Lines.

   The Sales Order Detail view is displayed.
6. In the Main panel of the Sales Order Detail view, you can:
   - Check information such as the Unit of Measure conversion and Site.
   - Enter a manual price list.
   - Go to the Order Line Options to set Detail Allocations, Consume Forecast, and Fixed Price, among others.

   You can select the Fixed Price checkbox to prevent repricing through a batch routine.
7. In the Shipping panel, you can:
   - Edit the shipping site, location, and quantity allocation.
   - Provide Enterprise Material Transfer (EMT) information.
   - Click the search icon, clear the search box, and press the search button. Now you can see the EMT shipment types: direct shipment

from your supplier to the customer, non-EMT shipment, and transshipment.

8. In the Charge tab of the Billing panel, you can click the New button to add a new charge type.
9. In the Accounts tab, you can change account information.
10. In the Price Details tab, you can check how the price is derived.

    The item price details are managed in Price Lists.

11. Once all the settings are done, click Close to close the Order Line Detail view.

Copying a Sales Order

This section focuses on how to copy an existing sales order to create a new one.

1. Navigate to Sales Orders from the Menu Bar.
2. Select the sales order you want to copy. Click Action and select Copy.

   The Sales Order Copy screen opens.

3. Confirm the information in Sold-To, Bill-To, and Ship-To fields. Then, clear the Confirm field and click the Submit button.

   If you change the customer, make sure that you change the Sold-To, Bill-To, and Ship-To fields accordingly. This may trigger a tax code change depending on the customer settings.

   The system automatically creates an order for the specified customers including the line items from the initial sales order. You can modify and delete the existing sales order lines or add new lines.

4. If you have made modifications, click Save; otherwise, click Close.

A new Sales Order is created.

Item Up and Cross Selling

This section focus on how to validate the up and cross selling settings.

1. Open the Item Replacement Up-Sell & Cross Sell report under the Items menu.

   You can also search for it in the search box.

   A report shows items with up or cross selling settings, and other information such as type, quantity impact, and effective date.

2. Validate all the settings in the report. The settings can be set to be automatically accepted, which may be useful when a product is being phased out.

Picking and Shipping a Sales Order

This section focuses on how to allocate, pick, and ship an item.

1. Navigate to Sales Order > Order Lines.

2. Click the Details button.
3. In the Sales Order Detail view, scroll down to find the Order Line Options panel.
4. Select the Detail Allocations.
5. Scroll further down to Detail Allocation and click Auto-Allocate.

   Location Allocation Detail Selection shows the allocated quantity and sources.

   You can also manually allocate the item.
6. Click Continue and save the item.
7. Click the Close button to quit the Sales Lines Detail view.
8. Click on Actions and select Pick Inventory.

   In order to pick an item, the item has to be detail allocated already.
9. Click Submit and the system creates a picklist.
10. Copy the pre-shipper number from the pop-up message.

    This step changes the status of the order from detail allocated to picked.
11. To ship the order, go to the Shipping menu and select the hybrid view of pre-shippers.
12. Click on the search drop down, select ID, equals, and paste the pre-shipper number you copied from the pop-up message. Then, click Search.
13. Click on the Action drop-down and select Confirm.

    Confirm tells the system that the items have been taken out of the inventory and are gone.
14. On the Confirm screen, click the Workflow Options and select how you want to invoice the items. Then click Submit.

    The system displays the shipper ID of your order.
15. Click OK. You could select to print the invoice right now or later.

    The system displays the Order Lines to Invoice view.
16. Click Submit to finish the process.

    This means the sales order is deleted, and the invoice goes to Account Receivable.
17. You can also go to the Action menu to allocate, confirm, and reprice sales orders in bulk.

The sales order is allocated, picked, shipped, and invoiced.

Creating a Consignment Return in Ship/Pick Allocated

This section focuses on creating a consignment return in Ship Allocated.

Choose Actions > Individual > Ship Allocated or Actions > Individual > Pick Allocated to create a consignment return in a sales order consigned line item.

When the system finds any lines to ship/pick containing a consignment return line (Consignment = Yes, Qty = negative), it displays an additional option under the Workflow Options.

1. Go to **Sales Orders** and click +New in the toolbar.
2. In the Main panel, enter all of the required or applicable values in the following fields:
    1. Sold-To
    2. Order
3. In the Order Options panel, select the Consignment checkbox.
4. In the Order Lines panel, click Details to add a line to the grid.
5. Enter all of the required or applicable values in the following fields:
    1. Item
    2. Quantity Ordered

        Note Enter a negative quantity because whenever you ship a line with a negative quantity, and the consignment functionality is enabled, the system automatically prompts you to either do a customer credit or a correction on your previous consignment transaction. If a serial-controlled item is entered, only a line quantity of –1 is accepted.
6. In the Shipping panel, enter the lot number in the Lot/Serial field to indicate that this is a return.
7. In the Order Line Option panel, select the Consignment checkbox.
8. Click Save to save the order line. After the order line is saved, click Close to return to the **Sales Orders** edit screen.
9. If you have a negative line, the system by design does not allow the sales order to use Detail Allocations even if you try selecting the Detail Allocations checkbox.
10. Choose Actions > Individual > Ship Allocated to ship the allocated items. The system validates the information and displays warning messages if issues are encountered; for example, serialized returns require a line quantity of -1 only.
11. In the Ship Allocated window, go to the Ship Items panel to review the negative lines that the system displays as items to ship.
12. In the Workflow Options panel, the system has enabled the Consignment Return drop-down menu. The system by default selects Customer Credit if the Qty Order is a negative value; however, you can select either Correction or Return, if needed.
13. Click Submit to confirm shipment and generate the Shipper ID.

14. You can review this update in the system using**Inventory Transactions**. Search for and review your new ISS-SO transaction type to confirm that it has been created for a customer credit.

Using EMT

Enterprise Material Transfer (EMT) enables you to translate sales orders into purchase orders automatically.

When you add an EMT-forced item to sales order lines, the EMT subpanel under the Shipping panel is available and the Calculate ATP field is disabled on the Shipping panel.

By default, the EMT Supplier and EMT Type fields are from the item EMT settings. If you enforce EMT and save this line, the system ignores the item site and automatically creates a purchase order for a supplier site. The system displays the purchase order number and line number, supplier site, due date, and need date. You can choose a different supplier. The EMT processing is across domains.

If you set the EMT Type field to Non-EMT and click Save for this specific sales order line, the system enforces ATP for ATP-controlled items. The system displays ATP Enforcement dialog. Follow the ATP logic to choose the due date and quantity option.

Visibility at the Primary Business Unit (PBU) of the order status changes from the sourcing site or Secondary Business Unit (SBU) when the order has been shipped.

Sales Order Detail

On the Order Lines panel of Sales Orders, you can view, edit, and delete order line records. The order lines are displayed as a summary grid. Clicking **Details** brings you to the details of the lines, where you can view and edit the line details.

Creating or editing an order line in the Summary mode works only on the displayed fields.

The order line details form is in a structure that is similar to that of Sales Orders. It contains the following panels:

- Main Panel
- Shipping Panel
- Billing Panel
- Salespersons Panel
- Notes Panel

All the line items in a sales order are listed in the Grid on the left side. On the right side display the detailed information against the selected order line. When you add an order line, some of the values for the order line default from the corresponding panels in Sales Order form. You can override them as needed.

Main Panel

Line

Indicates a line number identifying a specific sales order line item. The system automatically assigns the next sequential number during order entry. Use the number to access and modify an existing line item. Line item numbers display on most reports and inquiries.

Unique line numbers let you enter multiple lines for the same item, perhaps with different quantities or dates.

PO Line

Enter the customer purchase order (PO) number line related to this sales order line, if applicable.

You can select information on some reports and inquiries by customer PO. The PO number is passed to Accounts Receivable (AR) when an invoice is posted. The PO number can assist your company in responding to customer inquiries since the customer may know only their purchase order number.

Item

Enter the code identifying an item ordered by the customer. Item codes identify finished products and components, raw materials, purchased or manufactured intermediates, packaging materials, and so on. Item

codes also identify planning items, configured products, service kits, and repair parts used in service activities.

You can specify:

- An inventory item defined in Items. The system automatically accesses and displays recommended pricing, location, and general ledger (GL) accounts. You can change these as needed.
- A family item defined in Items with a Pur/Mfg code of F (family). In this case, you must choose an item that belongs to the planning family from a displayed list.
- A non-inventory item, such as a service. In this case, you must enter all relevant information. The system sets ship type to M (memo). Memo shipments do not create inventory transactions or update the Inventory account.
- A customer item defined in Customer Items that corresponds to an internal number. In this case, your internal item number is accessed and displayed.

The value of Check Customer Item Nbr First in Sales Control determines whether the system checks first for an internal number or for a customer number.

You can generate many reports and inquiries by item number.

Customer Item

If the value in the Item field has been set up as a Customer Item, then the associated customer item number will populate here.

Quantity Ordered

Enter the quantity of the line item requested by the customer. Material Requirements Planning (MRP) plans to have this quantity available for shipment on the due date specified.

For a shipment or return to affect inventory quantity on hand, shipment type must be blank.

When the line is for an inventory item, the system displays the quantity of the item on hand, on order, and available to allocate. Use this information to determine whether the order can be filled from this site. If not, you may want to check availability at other sites prior to promising delivery.

Enter a negative quantity for items to be returned or credited. Items returned on sales orders can update the Field Service Management installed base (ISB) under the following conditions:

- SO Returns Update ISB is Yes in Sales Control.
- The item being returned exists in the installed base.
- The return line is for a quantity of -1.

- You specify a serial number or ISB reference number to be removed.

Enter an ISB reference number with other installed base detail information.

For EMT items, the system validates this field against order size parameters specified in the Minimum Order and Maximum Order fields in Items. Before automatically generating a purchase order for a quantity outside these parameters, the system displays a warning message.

Note If you set a rounding method in Units of Measure, it applies to this field.

UM Conversion

The system calculates and displays a value in this field based on the unit of measure (UM) specified for the line item.

- If the line-item UM is the same as the item master UM, a value of 1.0000 displays.
- If the line-item UM is not the item master UM, the system looks for a conversion factor in Unit of Measure and displays it. If none is found, a warning displays and the UM Conversion remains 1.0000. Adjust it manually.

The conversion factor is expressed as the ratio of the alternate unit of measure to the item unit of measure.

For example, an item is held in inventory in the UM EA, but sold in a case (CS) of 25. You define a conversion factor in Unit of Measure so that:

25 EA = 1 CS

Now, when you enter CS, the system displays a factor of 25 in UM Conversion. The cost and inventory quantity adjust automatically when the item is shipped. You ship 1 CS but inventory is decreased by 25 EA.

Note If you are using Enterprise Material Transfer (EMT) and the order type is transshipment or direct shipment, you cannot change the conversion factor. This ensures integrity between the sales order and the corresponding EMT purchase order.

Site

Enter the site originating this sales order or invoice. This field cannot be left blank.

This field defaults from the customer ship-to address in the Sales Order header.

Entity

Specifies the entity associated with the site value.

Ship Type

Optionally specify a code indicating whether shipments of this item are to affect inventory balances.

Values available for selection here are set up in Generalized Codes.

Required Date

Enter the date the customer requires delivery. If you do not enter a value, the system sets this field to equal the header due date when you have completed the order.

If required date is left blank, it defaults to the due date.

List Price

For a new line, the system calculates and displays the best list price based on the analysis codes and price lists. If no applicable price lists are found, list price defaults from Items.

List price represents the unit price before applicable discounts or markups are applied. This value is used by the system to calculate the net price. The list price is posted to the Sales account during invoice post. If there is a difference between the net price and list price, the difference is posted to the Sales Discount account.

For an existing line, the order-line Reprice field determines whether the system automatically refreshes prices based on current pricing data when the order is saved.

Note If you adjust a system-calculated list price, the system records a manual override. Net price is recalculated based on the new list and discount. The system never changes manual overrides, regardless of the setting of Reprice.

For configured items, the line-item list price is calculated based on the list prices of the components of the configuration.

Discount

This field determines the discount to be applied to a line item. For a new line, the system calculates and displays a discount based on analysis codes and price lists.

The system applies this discount to the item list price when calculating net price. Any difference between list and net price is posted to the Sales Discount account during invoice post.

For an existing line, Discount can be updated only when Reprice is Yes. The system then automatically recalculates prices based on current pricing data.

Note: If you adjust a system-calculated discount, the system records a manual override. Net price is recalculated based on the list price and new discount. The system never changes manual overrides, regardless of the setting of Reprice.

You can enter and display discounts as a discount percentage or factor, depending on the value of Display SO Discounts As in Sales Control.

- If Discount, enter discount values as a percentage to be deducted from the item price.
- If Factor, enter the factor to multiply the item price by to obtain the discount. For example, to apply a 10% discount to a line item, enter a value of 0.90. The SO Factor Rounding field in Sales Control determines the number of valid decimal places.

For new orders, if Line Pricing in the header frame is No, the system waits until order entry is complete to recalculate prices based on any quantity breaks that apply to that order. This can affect the final discount and order prices.

The system applies price lists to configured items based on the Config Disc value specified in Price Lists. When Config Disc is Yes, the price list applies to the entire configured item and all its components. If No, the price list applies only to qualifying components of that configured item.

Net Price

For a new line, the system calculates and displays the net price as the list price minus the specified discount. You can change the calculated list price, discount, and net price if you have access to these fields. For existing lines, Net Price can be updated only when Reprice is Yes.

The net price represents what the customer pays. It prints on all formal documents and helps calculate taxes, sales margins, and commission amounts. Any difference between the list and net price is posted to the Sales Discount account during Invoice Post.

When Reprice is Yes, the system automatically recalculates prices based on current pricing data.

Note If you adjust a system-calculated net price, the system records a manual override. Discount is recalculated based on the list price and new net price. The system never changes manual overrides, regardless of the setting of Reprice.

The maximum discount is 99999.99%. If you change the net price so that the discount percentage equals or exceeds 99999.99%, a warning message displays.

Cost

Displays the total cost.

Pricing Date

Enter the effective date to use in determining prices for this line item. The field defaults from the header. The system uses pricing date in the search for applicable price lists.

You can change the line-item pricing date only when Vary Pricing Date by SO Line is Yes in Sales Control. When that field is No, the system automatically updates all line items when the header value is modified.

The default price effective date for the sales order header is determined by the setting of SO Default Pricing Date in Sales Control. This can be the order date, required date, promise date, due date, or performance date. For an RMA, the default pricing date is always the order date, regardless of the control program setting.

Price lists can include effective dates, letting you phase in price changes based on the pricing date specified on the order. When you modify the original pricing date on an order line, repricing functions use the new date in determining effective price lists.

Manual Price List

Enter a price list to be considered for pricing this line item in addition to the ones that the system automatically selects. A manual price list specified in the header defaults to each line. You can modify it as needed.

Specifying a manual price list only marks it to be considered. The system still determines the best price based on the rules and codes previously set up.

When a price list is defined in Price Lists, you can optionally mark it as manual. In this case, the system never considers it for pricing unless it is specified in a line-item Manual field.

Promise Date

Enter the date that items are promised to arrive at the customer location.

In some cases, the customer is promised delivery on a different date than they require it. For example, they may say that they need the

items tomorrow, but you can only promise delivery next week. Both of these dates can differ from the due date, since required and promise dates include delivery time, while due date is the date the items must be ready for shipment.

The default for new and existing orders is blank. Even if you enter a promise date in the header, each time you access the order header after entering line items, the system resets the header field to blank.

Important: When Calculate Promise Date is Yes in Sales Control, the header promise date may have an effect on date calculations for individual order lines. See the procedure help for information.

When Calculate Promise Date is No, you can enter a promise date manually or leave the field blank. The header value defaults to each line item. You can manually update the line-item date.

When you enter an order in Sales Orders, the system uses one of the five dates on the header (order date, required date, promise date, due date, or performance date) to set the default pricing date for determining effective price lists for order lines. The value of SO Default Pricing Date in Sales Control determines which date is used.

Quantity On Hand

Specifies the quantity on hand for this item, lot/serial, and lot reference number, in storage at this site and location.

Quantity On Order

Specifies the quantity currently on order for this item.

Qty Available to Allocate

Specifies the quantity of this item available for allocation.

Reprice/Edit (button)

Use the Reprice/Edit button to edit the financial data of pending invoices before posting. Clicking this button allows you to edit the List Price, Discount and Net Price fields. After saving the changes, the system automatically updates the financial information for the order in the Pending Invoices browse.

Secondary UM Subpanel

The Secondary UM subpanel displays the item quantities when a dual unit of measure is enabled.

Note Serialization must be enabled for a secondary unit of measure to be valid.

Note After you complete the Pick & Pack action for the pre-shipper or shipper, this fields are impacted. To review the logic for how these fields are calculated, see Secondary UM Logic after Pick & Pack action on page 1059.

Qty Ordered in Secondary UM

Specifies the quantity ordered for this item in the secondary unit of measure.

Note If you set a rounding method in Units of Measure, it applies to this field.

Qty Picked in Secondary UM

Displays the quantity currently picked for this item in the secondary unit of measure.

Qty Shipped in Secondary UM

Displays the quantity currently shipped for this item in the secondary unit of measure.

Qty to Invoice in Secondary UM

Displays the quantity to invoice for this item in the secondary unit of measure.

Qty Invoiced in Secondary UM

Displays the quantity already invoiced for this item in the secondary unit of measure.

Order Line Options Subpanel

Detail Allocations

This field determines whether general or detail allocations are made for this line item. The line-item value defaults from the header.

- Yes: Specific sites, locations, lot/serial numbers, and lot references are assigned for this line.
- No: Only the line-item quantity is allocated (general allocation).

If you do not create detail allocations during line-item entry, the system automatically generates them when you print a packing list.

Allocations reserve inventory for this order, so it is not available for other sales orders, RMA issue lines, intersite requests, or work orders. Allocations also control shipment quantities when there are not enough items to fill all orders. You can choose to ship the quantity allocated or the quantity picked.

If you are using Enterprise Material Transfer (EMT) and the EMT ship type is TRANSHIP or DIR-SHIP, you cannot update this field. The system automatically allocates the items to the sales order when they are received from the supplier.

Taxable

Enter Yes if the items on this order are subject to tax; otherwise, enter No.

The tax status defaults from the ship-to address if it is defined by the customer record.

Consignment

Enter Yes if the item on this sales order line is consigned; otherwise, enter No.

If Yes, you can maintain consignment data on the Consignment subpanel.

Confirmed

Enter Yes to indicate that this order line is considered firm; otherwise, enter No.

The line-item value defaults from the header. You can modify this default when a line is first added. If you set the field to No, you can change it to Yes later. However, if you enter Yes, you cannot change it after the line is saved. Confirmed must be Yes if allocations exist.

If you take orders over the phone, you may want to enter them as unconfirmed until you receive a printed purchase order from the customer.

Confirmed orders are allocated, consume forecast, and create demands for Material Requirements Planning (MRP). Confirmed orders also affect the customer order total when the system reviews credit limits.

You cannot ship unconfirmed line items. If unconfirmed, you must execute confirmation before shipment using the Sales Orders Confirm action. For EMT items, the system issues a purchase order to the supplier only after the line is confirmed.

In a high-volume order-entry environment, you may choose to enter all orders as unconfirmed and confirm them later in batch. This lets you enter orders quickly with less processing during order entry. However, order promising may be more difficult since allocations occur only when the order is confirmed.

Correction

If indicated, this sales order line is a part of a correction order. Read only.

Consume Forecast

For confirmed order lines only, this field determines whether the quantity ordered consumes available forecast. The line-item value defaults from the header.

- Yes: The order consumes forecast.
- No: The order quantity is considered abnormal and is planned in addition to the forecast.

For example, you forecast to sell 100 and had an abnormal sale of 50. If you set Consume Forecast to No, the system plans to make or buy 150 to satisfy the forecast plus this extra demand. If Consume Forecast is Yes, the remaining forecast is 50.

Orders consume forecast in the week they are due. However, if no unconsumed forecast remains in that week, the system looks for unconsumed forecast within a range of weeks before and after this due week. The range is set in the Consume Forward and Consume Back fields in Sales Control.

Fixed Price

This field indicates whether the price for this line item is fixed or subject to batch update. It defaults from the order header.

- Yes: The price is fixed. When sales order repricing is executed, line items with Fixed Price set to Yes are skipped, even if they meet the selection criteria.
- No: Price is not fixed. When sales order repricing is executed, prices on the line can be updated.

Note Note: Fixed Price does not affect the update of prices in Sales Orders This is determined by the value of reprice at the order header or for the particular line being edited.

When you release a sales quote to an order, the value of Fixed Price on the sales quote header is not copied to the order header. Instead, the system redefaults the appropriate value from the sold-to address. However, the value established for each quote line is copied over to the order line.

Update ISB

This field determines if the installed base (ISB) is updated with information about this sales order line item. The installed base contains records of items sold with dates and warranty information and is used by various functions in the Field Service Management module.

- Yes: When the invoice for this sales order is posted, an installed base record is created for the line item, using information specified on the sales order.
- No: An installed base record is not automatically created. You can create one later manually, if needed, using FSM functions.

The system considers two values when determining the default for this field. Both must be Yes for Update Installed Base to default to Yes.

- The value of Create ISB for the end user. If the ship-to address is not defined as an end user, the system checks the value of Create ISB in Service Control. An end user record is created during invoice post.
- The value of Installed Base, specified in Service Items, for the item. Update Installed Base always defaults to No for items not defined in the item master.

Installation Call

Enter Yes if a call should be automatically scheduled during invoice post so that an engineer can install the item at the customer site. Otherwise, enter No.

This field defaults to Yes if:

- Auto Install Calls in Service Control is Yes.
- Installation Call is Yes in Service Items for the current item.

Note If Auto Install Calls is No, a call is not created regardless of the setting of this field.

Some items cannot be installed by the customer and require the technical skills of an engineer. These items are typically set up with Yes in the Installation Call field in Service Items.

Configured Item Subpanel

This panel is either Configured Item or Installed Base.

Configuration

For configured items (items with a Pur/Mfg code of C), the configuration type defaults from Item Masters, but can be changed. Valid types are assemble-to-order (ATO) and kit (KIT).

ATO: The configured item is a discrete end item in itself, produced from a combination of optional and mandatory components. In this case, the configuration defines components or ingredients of a finished product.

KIT: The configured item consists of a set of items that are picked and shipped together; no real assembly takes place. The configured item is not a finished product; it exists only as a logical superset of its components. In this case, the configuration defines the content of a kit and a shipment contains the end items in the kit.

When you ship a kit with the Sales Order Ship Allocated action or Pre-Shippers/Shippers, the component items are automatically issued. You cannot choose individual components to ship. The complete kit configuration always appears on inquiry screens and printed forms.

The system records a shipment transaction for each item in transaction history.

When you ship an ATO item, you cannot backflush components. Instead, create a final assembly work order and issue the components using Work Order Component Issue.

You cannot modify the configuration type after an order line is confirmed.

Effective Date

Enter the effective date used to select the standard bill for a configured item. The default is the order due date.

More than one version of a product configuration can be defined, each effective for a specified range of dates. This lets you phase in engineering or model changes over time.

When you select the standard bill on an order, the system chooses configuration options based on the effective date you enter. Only options effective as of this date are included in the configuration.

Final Assembly

A system maintained field recording the work order number for the final assembly.

ID

A system maintained field recording the work order lot for the final assembly.

Configured Price

Indicates the total price of the configured item.

Click +New to add a configured item directly to the grid.

Multi-Level Configured Items

When entering a configured item on a sales order line, its components and sub-components default into the Configured Items subpanel defined within Configured Structures. Features and sub-features are logically grouped by hierarchy level, but you can reorder the data, as needed.

Use the grid to select/deselect components, add child records, modify selected quantities, and update pricing data. Inventory information populates the records and pricing data for the records selected by default. Pricing information also defaults in for selected records. After you save your updates, pricing information is removed for records that are no longer selected.

Use the Auto-Allocate field in the Configured Items panel to control allocations for configured items. If you select the Auto-Allocate field and then save, the application performs the kit component item allocation using the quantity values specified in the components grid.

Note The Auto-Allocate field is only available if the line is set to Confirmed.

Use the following information to auto-allocate configured items on the Configured Item grid:

1. Go to Sales Orders > Order Lines Detail
2. Go to the Main Panel > Configured Item Subpanel
3. In the Configured Items subpanel, the system displays the details of the multi-level configured item of interest in a tree-list, such as the components under the Item column. If a new component level is needed, click New or the Child button to add a new component to any of the previously existing components in the grid.
4. Under the Qty to Allocate column, you can review the quantities available in the inventory—the total quantities you can allocate.
5. Select the Auto-Allocate checkbox to allocate the components.
6. Click Save to save the allocated-configured items line and update the quantities under the Qty Allocated in the Shipping Panel of Sales Order Details. After save, all the fields become disabeld.
7. To edit the Qty to Allocate field, click Reprice/Edit in the Main Panel. The Auto-Allocate button becomes enabled. Select the Auto-Allocate checkbox, enter the required quantity in Qty Ordered and click Save. The Qty Allocated field in the grid and in the Shipping panel is updated.
8. Click Close to return to the Sales Order view. Then, click Save to update the Sales Order record.
9. Go to Actions > Individual > Ship Allocated.
10. In the Ship Allocated screen, go to the Ship Items grid. The system displays how many components you can ship under the Qty to Ship column.
11. Click Submit to ship the allocated quantities. The system displays a confirmation message, along with the shipper ID number. Click OK to close.

Installed Base Subpanel

This panel is either Configured Item or Installed Base.

End User

Leave this field blank if you want the system to automatically create an end-user record based on the ship-to address on the sales order.

Otherwise, specify a valid end-user address associated with the sold-to customer.

The end user identifies the address where the items on this order line are used. End users typically initiate requests for service in the Field Service Management module.

When the installed base is updated during invoice post, the items on this sales order line are associated with this end user.

Warranty Code

Enter a warranty code set up with Warranty Types that identifies the warranty terms and conditions that apply to this item. Warranty code defaults from Service Items.

When the installed base record is created during invoice post, this warranty becomes effective. The system adds the warranty duration to the ship date to determine the warranty end date.

When a request for service is processed in the Field Service Management module for an item in the installed base, the warranty information is used to determine its coverage. When the warranty period expires, a service contract is usually negotiated and then the contract terms apply.

Warranty Start Date

Enter the date that the warranty covering this item goes into effect. The warranty start date is normally the same as the install date, but you can override this if needed.

The default is blank. If you leave the field blank, the system uses the ship date as the warranty start date on the installed base record created during invoice post.

The system calculates the warranty end date by adding the warranty duration to the warranty start date. If an installation call is created during invoice post, the system recalculates the warranty start and end dates when the install call is closed based on the installation call closure date.

These automatic updates occur only if you do not specify a date. If you want the system to manage this date for you, leave Warranty Start Date blank.

Ownership

Optionally enter a user-defined code indicating who actually has possession of the item. Since the end-user address may represent a large company, this gives you a more precise way of identifying the

user of a particular item. For example, you might specify a department name or subdivision in a company as the owner.

This field is for reference only and can appear on selected reports and inquiries.

This field is validated against predefined values entered in Generalized Codes for field isb_owner.

Parent Item

If applicable, enter the number of an item already in the installed base. When the installed base record is created or updated, the current line item is added as a component of this parent item. In Service Items, Component is automatically set to Yes.

Some service organizations track both end items and components in the installed base. This is common with configured products. A customer may purchase a product and later buy an additional option. The Parent Item field lets you add the new option to the installed base as part of the original purchase.

Parent Serial

Enter the serial number of an item already in the installed base. Specify a value only if the current order line item should be added to the installed base as a component of another serialized item.

When the installed base record is created or updated, the current line item is added as a component of the parent item with this serial number. In Service Items, Component is automatically set to Yes.

Some service organizations track both end items and components in the installed base. This is common with configured products. A customer can purchase a product and later buy an additional option. The Parent Item and Parent Serial fields let you add the new option as part of the original purchase.

ISB Location

Enter a short description (24 characters) of the current location of this installed base item at the end-user facility.

This field is for reference only and can appear on selected reports and inquiries.

Since the end-user code may identify a large company, use this field to more closely identify the exact location of an item, especially if you send field engineers to the end-user site. For example, you might specify a building number, suite number, or floor.

Shipping Panel

Site

Enter the site originating this sales order or invoice. This field cannot be left blank.

Entity

Indicates the entity associated with the current site.

Location

Enter the location where this sales order line item is stored in inventory.

You can leave Location blank during order entry and let the system determine an inventory location during allocation or when the packing list is printed. To make detailed allocations during order entry, you must specify a location. Enter Yes in Detail Allocation to specify multiple locations.

Location defaults from Items for the order line site.

Note If this is a consigned order or reserved locations have been defined for the sold-to, ship-to, or bill-to customer on this order, different defaulting logic is used.

- If a reserved-location record is found with Primary set to Yes, this location displays by default.
- If reserved locations are defined for one of the sales order address records but none is designated as primary, the first reserved location found alphabetically within the site displays by default.

Lot/Serial

Enter the lot/serial number that applies to this line item.

You can leave this field blank during order entry and let the system determine specific lot/serial numbers during allocation or when the packing list is printed. To make detailed allocations during order entry, you must specify a lot/serial number.

Quantity Ordered

Enter the quantity of the line item requested by the customer. Material Requirements Planning (MRP) plans to have this quantity available for shipment on the due date specified.

For a shipment or return to affect inventory quantity on hand, shipment type must be blank.

When the line is for an inventory item, the system displays the quantity of the item on hand, on order, and available to allocate. Use this information to determine whether the order can be filled from this site. If not, you may want to check availability at other sites prior to promising delivery.

Enter a negative quantity for items to be returned or credited. Items returned on sales orders can update the Field Service Management installed base (ISB) under the following conditions:

- SO Returns Update ISB is Yes in Sales Control.
- The item being returned exists in the installed base.

- The return line is for a quantity of -1.
- You specify a serial number or ISB reference number to be removed.

Enter an ISB reference number with other installed base detail information.

For EMT items, the system validates this field against order size parameters specified in the Minimum Order and Maximum Order fields in Items. Before automatically generating a purchase order for a quantity outside these parameters, the system displays a warning message.

Note If you set a rounding method in Units of Measure, it applies to this field.

Quantity Allocated

Enter the total quantity to be allocated to this order from this site, location, lot/serial, and lot reference. The quantity unit of measure is the same as the item unit of measure. For serial-number controlled items, quantity must be 1 or -1.

Note If you set a rounding method in Units of Measure, it applies to this field.

Quantity Shipped

Indicates the total quantity shipped.

Performance Date

Optionally enter the date by which items are to be available to ship. This is the date originally planned to be the due date. This date does not include transit time and can be used to evaluate the accuracy of shipment due dates.

The date entered in the header defaults as the performance date for the line items only when the header Due Date and Performance Date fields are different. If the header dates are the same, the line-item Performance Date field is blank.

The default for new and existing orders is blank. Even if you enter a performance date in the header, each time you access the order header after entering line items, the system resets the header field to blank.

When you enter an order in Sales Orders, the system uses one of the five dates on the header (order date, required date, promise date, due date, or performance date) to set the default pricing date for

determining effective price lists for order lines. The value of SO Default Pricing Date in Sales Control determines which date is used.

When you enter a return material authorization (RMA) issue line using RMAs, the default pricing date is always set to the header Order Date field, regardless of Sales Control setting.

Due Date

Enter the date this line item is due to be shipped.

Under most circumstances, the line-item due date defaults from the header due date. However, when Calculate Promise Date is Yes in Sales Control, the default line-item due date may be automatically calculated based on the promise date and delivery transit time data. See the procedure help for information.

Planning functions use the due date to ensure that the right quantity of each item is available for shipment when needed. Due date helps determine which forecast period is to be consumed by this sale and how freight is calculated.

If you use the Shipment Performance module, you can specify the due date in several reports as the baseline performance date that is compared with the ship date.

Several reports and inquiries can be selected for ranges of due dates, in particular Sales Order Packing List.

When Enterprise Material Transfer (EMT) is active, due date helps determine the EMT purchase order need date, due date, and performance date. The system calculates due dates for related purchase orders when Calculate Due Date is Yes in Sales Control.

For transshipment orders, the purchase order need date is set to the sales order due date. The purchase order due date is set to the sales order due date minus inspection lead time, if applicable. The purchase order performance date is set to the purchase order due date.

For direct shipment orders, the PO need date and due date are set to the sales order due date. This is because the primary business unit (PBU) cannot determine any inspection lead times that may exist at lower-level business units. The PO performance date is set to the PO due date.

When EMT purchase orders are loaded at lower-level business units, the sales order due date on the newly created order is the purchase order's due date minus the shipping lead time between the business unit loading the PO and the business unit that sent the PO for transshipment orders.

For direct shipment orders, the calculation is the same if the end customer shipping data is available.

Ship-To

Enter the address code identifying where the items on the order should be delivered. If Ship-To is and Sold-To are different, enter an address previously associated with the sold-to customer in Customer Ship-to's. A warning displays if the ship-to address is not associated with the sold-to customer.

You can create a new, temporary ship-to address during order entry by leaving Ship-To blank or entering a new code.

Note You cannot modify the ship-to address after the order lines have been included on a pre-shipper or shipper.

You can enter up to three separate addresses on a sales order:

- Sold-To: Determines the default bill-to and ship-to addresses for a new order. Also used in the search for an applicable price list, unless a separate customer record exists for the ship-to address.
- Bill-To: Receives the invoice. Bill-To may represent a corporate parent or simply a different location for billing. All credit information defaults from the bill-to address, including credit limit, terms, and currency code. Accounts receivable activities reference this address.
- Ship-To: Receives the items on the order. If Ship-To and Sold-To are different and a customer record exists for Ship-To, all shipping information defaults from the ship-to address.

The ship-to address helps determine applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction. If you change the ship-to address on an existing order, the system prompts you to update related tax data.

If you use a temporary ship-to address frequently, set it up as a permanent address for this customer in Customer Ship-To's. Then record details about the ship-to in Customers. The system then uses the shipping details on new quotes, orders, and invoices.

Category

Optionally specify a category associated with the order line.

Category is a generalized code that can be specified when order lines are created. Categories can group order lines based on shipping characteristics; for example rush order, special order, or replacement. Category is one of the order attributes reported by the optional Shipment Performance module.

This field is validated against values defined in Generalized Codes for field name line_category.

Freight List

Enter the freight list code that applies to this line item. Freight list codes identify a set of shipping rates for different freight zones and shipping measures (weight or unit). Freight list defaults from the header.

The list you specify must be set up for the order line site and order currency.

Note: You can also assign freight lists by defining applicable price lists in Price Lists with an amount type of freight. These price lists are applied to the order line only when you leave the order Freight List field blank or the default freight list is not manually updated. If you modify the default freight list, it overrides the freight lists from the price list. If multiple pricing freight lists apply, the last freight list is used.

Before a freight list is applied, the system verifies that freight charges have been defined for the freight class of the item being priced. If not, the freight list is not used.

Freight Class

Enter the freight term code that applies to this order.

Item Ship Weight

Enter the ship weight per unit for this item.

Freight Ship Weight

Enter the ship weight per unit of this item that will be shipped. Value defaults from Item Ship Weight and can be adjusted.

Note If you set a rounding method in Units of Measure, it applies to this field.

Freight Minimum Weight

For bulk freight lists, enter the minimum weight for calculating freight charges for the shipment. This field does not apply to unit freight lists. It defaults from the freight data defined for the ship-to customer.

Unit Freight Charge

The minimum freight charge that applies to shipments of this weight.

Detail Allocations Subpanel

The Detail Allocations subpanel is only available when Detail Allocations is selected in the Order Options subpanel of the Main panel.

You can make allocations manually in the grid, or click the Auto-Allocate button to open the Location Allocation Detail Selection window and have the system make allocations automatically. Click +New to add a new line to the grid.

Note If you set a rounding method in Units of Measure, it applies to the Quantity Allocated field in this grid.

Containers Subpanel

Container Item

Enter the number of the primary container item to be used for packaging this order line item.

If container charges are enabled in Logistics Control, you must enter a valid container item defined in Container Items.

Charge Type

Enter the charge type to use when calculating charges that apply to this container.

Values available for selection here are defined in Container Charge Types.

Std Pack Qty

Enter the multiple in which orders for this item are usually shipped. Leave the default to use the order multiple associated with the item in Items.

Order multiples are used to calculate shipment quantities so that they conform to packaging configurations and transportation constraints. MRP uses the order multiple from the item record to determine the quantity of planned orders. The net requirement is rounded up to a multiple of this number. For example, if order multiple is 50 and the net requirement from the customer is 432, MRP creates a planned order for 450.

Alternates

Set this field to Yes to add, edit, or delete alternate containers for this container item.

If set to Yes, the Alternate Containers grid displays below the subpanel for the input of additional container items.

EMT Subpanel

EMT Supplier

When Use Enterprise Material Transfer is set to Yes in Sales Control, this field specifies the default supplier for this site.

EMT PO Number

Indicates the associated EMT purchase order number.

EMT PO Line

Indicates the associated EMT purchase order line.

EMT Type

When Use Enterprise Material Transfer is Yes in Sales Control, specify the default code that determines how EMT items are processed. Values are:

- o NON-EMT. You ship the items directly to the customer.
- o TRANSHIP. A secondary business unit satisfies the order demand by shipping items to you, which you then ship to the customer.
- o DIR-SHIP. A secondary business unit satisfies the order demand by shipping items directly to the customer.

Important: The direct shipment option applies to sales orders only. When you enter a material order for a DIR-SHIP item, the system changes EMT Type to NON-EMT.

A default EMT shipment type can be defined for customers, items, items/sites, and in Sales Control. The EMT Sequence field in Sales Control determines the order the system uses to search these records for a default.

Due Date

Indicates the ship-by due date for the items.

Need Date

Indicates the date items must be available to ship or issue to manufacturing.

Ship Details Subpanel

This read-only grid displays Pre-Shipper Number, Pre-Ship Qty, Shipper Number, Ship Qty, Ship Date, and Status.

Billing Panel

Quantity to Invoice

The quantity to be shipped and invoiced for this line item.

Quantity Invoiced

The quantity that has already been shipped and invoiced for this line item.

Credit Terms Interest %

Enter the credit terms interest percent for this line item. This field defaults from the header. You can change line-item interest percent only when Vary Pricing Date by SO Line is Yes in Sales Control. When

that field is No, the system automatically updates all line items when the header value is modified.

Terms interest is used to calculate an amount to be added to the item list price based on the number of days to pay defined for the credit terms.

Terms interest percent is typically used in hyperinflationary environments. It represents an advance estimate of the gain or loss in the hyperinflationary currency.

When you use terms interest, you can track the interest component of the item price with separate general ledger (GL) postings. For sales orders, the Sales and Accounts Receivable accounts include the interest component of sales. The included interest amounts are also separately tracked in the GL interest accounts to facilitate reporting requirements such as those of the Financial Accounting Standards Board (FASB).

GL terms interest entries are created at invoice post. They post to the SO Interest Accrued and SO Interest Applied accounts defined in Sales Control. The amounts in these accounts are then used to adjust Inventory and Sales accounts per FASB requirements.

Charges Subpanel

Displays Line, Charge Type, Amount, Code, Description, OTC, and Reference.

Select New to add a new charge.

Accounts

Sales

Enter a sales code associated with this account.

Discount

Enter the discount to be applied to this account.

Tax Settings

Tax Class

Enter a previously defined tax class. Tax class defaults from the ship-to address if it is defined for the customer record.

Tax Environment

Enter the tax environment that applies to this order.

Tax Included

This field determines whether the system calculates tax and adds it to the item net price or assumes the tax amount is already included in the price.

Tax Usage

Enter the tax usage code that applies to this order. This field defaults from the customer ship-to address. Tax usage codes identify the normal use of items on this order.

Correction

Original Invoice

Displays the original invoice number. Read only.

Original Order

Displays the original sales order number. Read only.

Reason for Correct

Displays the reason given for the order correction. Read only.

Original Order Line

Displays the order line number of this order line in the original sales order. Read only.

Price Details

This read-only panel displays the price details associated with the order lines. Includes Price List, Source, Amount Type, Amount, Quantity, Break Quantity, Break Category, Customer/Analysis Code, Item/Analysis Code.

Invoice Details

This read-only displays the invoice details associated with the order lines. Includes Invoice Number, Quantity Invoiced, and Invoice Date.

Salespersons

The Salespersons panel allows you to record the salespersons who contribute this order and the commission percentage that they can get from selling the items in this order.

The commission percentage for a salesperson defaults from the settings in Salesperson form. You can also overwrite the percentage when maintaining sales orders.

Notes

On the Notes panel, you can add, edit, and delete notes attached to the sales order. Up to 99 pages of notes can be added to a sales order. In the Notes Details form, you can add the pre-defined master references to sales order and specify whether to print the notes on sales quote, sales order, invoice, packing list, and EMT purchase order.

Secondary UM Logic after Pick & Pack action

The following table explains how the fields on **Sales Orders>Sales Order Lines>Secondary UM** subpanel are calculated after running the **Pick & Pack action** for the Pre-Shipper/Shipper.

Note You must enable Serialization in Inventory Control

Pre-Shippers/Shippers Scenarios

Status	Confirm Action	Print Invoice	Qty Picked in Secondary UM	Qty Shipped in Secondary UM	Qty Invoiced in Secondary UM	Qty to Invoice in Secondary UM
Deleted	N/A	N/A	(Existing quantity) - (Pick & Pack Qty)	No change	No change	No change
Active	Confirmed	Later/ Hold	(Existing quantity) - (Pick & Pack Qty)	(Existing quantity) + Pick & Pack Qty)	No change	(Existing quantity) + Pick & Pack Qty)
Active	Confirmed	Now	(Existing quantity) - (Pick & Pack Qty)	(Existing quantity) + Pick & Pack Qty)	(Existing quantity) + Pick & Pack Qty)	(Existing quantity) - (Pick & Pack Qty)
Active	Unconfirmed (Only Shippers)	N/A	(Existing quantity) - (Pick & Pack Qty)	(Existing quantity) + Pick & Pack Qty)	No change	(Existing quantity) + Pick & Pack Qty)

For Pre-Shippers and Shippers, after running Pre-Shipper/Shipper Auto Confirm:

- **Qty Picked in Secondary UM** = (Existing quantity) - (Pick & Pack Qty)
- **Qty Shipped in Secondary UM**: (Existing quantity) + (Pick & Pack Qty)
- **Qty Invoiced in Secondary UM**: No change
- **Qty to Invoice in Secondary UM**: (Existing quantity) + (Pick & Pack Qty)

Important When you use the **Move Pack** action on Pre-Shippers and Unconfirmed Shippers, the system does not update any field in the Secondary UM panel.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Allocate Action

Choose Actions > *Bulk* > Allocate to allocate inventory for sales orders.

Options

Allocate Days into Future

Enter the number of calendar days until the cutoff date for allocating sales order items. Use this field to manually control allocations. In Sales Orders, Sales Order Manual Allocations, and Sales Order Auto Allocations, the system allocates inventory only to line items due within this number of days.

Full Orders Only

Set this field to Yes to allocate full orders only. If an order is not considered full, it will remain unallocated.

Full Lines Only

Set this field to Yes to allocate full lines only. If a line is not considered full, it will remain unallocated.

Show Exceptions Only

Set this field to Yes to show all records that could not allocate under the current conditions.

Detail Allocations

Specify whether the system makes detail allocations for the selected sales order lines. If No, the system makes general allocations. This value defaults from Sales Order Control and becomes the default value for line items. If there is inventory in reserved locations for the customers on the sales orders, detail allocation first uses the reserved inventory before allocating from general inventory.

Single Lot Only

This field is only visible if Detailed Allocations is selected. Indicate whether to treat all allocations as single lots, ignoring cross-multiple lots. This overrides the Single Lot flag on individual records.

Newer Lots Only

This field is only visible if Detail Allocations is selected. Indicate whether to allocate only lots with expiration dates newer than the last lot shipped to each specific customer.

Deallocate Action

Choose Actions > *Bulk* > Deallocate to deallocate quantities currently allocated to sales order line items.

This typically occurs when a manufacturer has run out of inventory and needs to pull off an existing order line in order to allocate against another order.

Criteria

The Criteria panel displays the required criteria determining which lines can be deallocated. Records are restricted when:

- The Current Quantity Allocated value equals 0.
- The order line is tied to a customer scheduled order.
- Line Site Access is not allowed.
- There is a pending batch shipment against the line.
- The line is a correction.
- For an EMT line, any SBU order lines are excluded; PBU lines are also restricted if the EMT Type is TRANSHIP.
- Inventory has been allocated to a pre-shipper/shipper for the line.

Lines

Use the checkbox column in the Lines panel grid to select/deselect which lines you want deallocated.

The Status column in the grid visually identifies what portion of the order line quantity is currently allocated. A fully allocated line is indicated by a green circle, while a partially allocated line is indicated by a half-green circle. The Detail Allocations column displays as true if there have been detail allocations against the line.

After selecting Submit, you are returned to the browse where you can refresh the data to view the updated Quantity Allocated for lines as needed.

Confirm Action

Choose Actions > *Bulk* > Confirm to confirm sales orders or sales order lines.

Options

Allocate

By default, this option is set to Yes. If Yes, the system allocates inventory to the selected sales orders. If No, the system does not allocate inventory.

Change Promise Date

Specify Yes to change the promise date for the range of sales orders or RMAs you have selected to confirm based on the new due date. Otherwise, enter No. This applies only if the system assigns a new due date based on the value of one of the Change Due Date fields.

The promise date is the due date plus the delivery time entered in Delivery Transit Time .

The initial value defaults from the Calculate Promise Date field in Sales Order Control. If the Calculate Promise Date field is set to No, this Change Promise Date option is disabled.

Change Due Dates for ATP Enforcement Warnings

Specify Yes to change the due dates on order lines if ATP is insufficient for items with ATP Enforce set to Warning. The system adjusts the order-line due date to the best possible later due date and confirms the order.

If No and ATP is insufficient, the order is confirmed, and a warning message displays on the report.

By default, this option is set to No.

Change Due Dates for ATP Enforcement Errors

Specify Yes to change the due dates on order lines if ATP is insufficient for items with ATP Enforce set to Error. The system adjusts the order-line due date to the best possible later due date and confirms the order.

If No and ATP is insufficient, the order is not confirmed, and an error message displays on the report.

By default, this option is set to No.

Simulate

Click this button to do simulation before confirming the selected sales order lines. If the simulation results show a success, all the selected sales order lines are confirmed. When conflicts exist, the system displays a warning message.

Confirm

Click this button to confirm the selected sales order lines without simulating the result.

Revalue Cost Action

Choose Actions > *Bulk* > Revalue Cost to revalue the costs of sales orders.

Edit Action

Choose Actions > *Bulk* > Revalue Cost to to update the Due Date, Promise Date, or both on multiple sales order lines, allowing you to save time when re-dating sales orders.

In the Options panel, use the checkbox column to select Due Date and/or Promise Date and either extend or set, for Due Date, or set, for Promise Date, the desired date or days extended values. Then, in the Sales Order Lines panel, use the checkbox column to select which sales order lines to which this update should apply.

Options Panel

The Options panel contains a selection grid allowing the user to choose which field needs to be updated across the various Sales Order Line selected.

Due Date

When this option is selected, you must select either Set or Extend from the Action dropdown.

- Use Set to enter a new due date manually or by using the calendar icon in the Value field.
- Use Extend to enter the number of days by which you want to extend the current due date value.

  Note: A negative value may be entered if you wish to shorten the current due date by a certain number of days.

Promise Date

When this option is selected, enter the new promise date manually or use the calendar icon in the Value field.

Criteria Panel

The Criteria panel displays the filter criteria used in the Sales Order Detail hybrid browse to isolate records to apply the bulk action to, as well as the required criteria by the bulk action itself.

Search Criteria

This matches the Sales Order Detail browse filter criteria used to isolate records to apply a bulk action to.

Required Criteria

The Required Criteria value for the Sales Order Detail Edit bulk action is set to exclude scheduled order lines and confirmed EMT lines, as

well as lines designated as a service order. Any lines not meeting this required criteria will be omitted from the grid.

Sales Order Panel

The available Sales Order Detail records which may be updated via the Edit bulk action appear in this grid and are selected by default. Select/deselect individual records as needed, or select/de-select all using the check-box at the top left.

Upon Submit, any messages are displayed within a popup using a summarized approach to errors/warnings, rather than showing an error/warning per order line.

Upon completion of the Edit bulk action, users are returned to the hybrid browse. Refresh the browse to view the latest date values.

Sales Order Credit

During order entry, the system verifies that the bill-to customer's total current liability does not exceed customer-specific credit parameters.

If the system detects credit issues for a customer, the system place the order on hold by setting the Action Status field to a status code. You can define the status codes in Generalized Codes on page 805 and associate them with corresponding credit issues in Sales Orders. The system-defined credit status codes are as follows:

Status Codes	Credit Issues
CH	The bill-to customer is on credit hold.
FL	The customer has exceeded the specified credit limit.
TL	The customer has exceeded the specified turnover credit limit.
MD	The customer has exceeded the specified maximum days overdue limit.

The Sales Order Credit form allows you to review and maintain credit status for sales orders.

Your company's credit controller can review sales orders, RMAs, or material orders using Sales Order Credit and mark them as reviewed. The reviewed orders can no longer be modified. To disable this feature, set Allow of Reviewed Orders to Yes in Sales Control. Credit controllers can also change the credit-related fields, such as action status, credit terms, credit card information, and prepaid value.

Credit Control Settings

System behavior related to credit checking varies based on several possible combinations of customer-specific settings defined on the Credit panel in Customers:

- The basis of the credit check can include the customer's total open order balance across all domains, the total AR open item balance, or both.
- Credit checking can be based on a specified maximum currency value or a percentage of the customer's total sales during the previous one-year period. If you do not want to perform credit checks, do not select one of the options in the customer record. See the *QAD Financials User Guide* for information on how to set up credit management features.

- The system determines whether any invoices are overdue more than a specified number of days. If such an invoice is found, the customer is considered over-limit.
- Credit checks can take place before an order is entered or modified, after it is completed, or both. Additional control fields let you set similar parameters for invoices.
- The system can be configured to display a warning message during order entry when a specified percentage of the credit limit is reached or allow new orders but automatically place them on credit hold.
- An additional setting lets you put all orders for the customer on credit hold regardless of calculated credit availability.

The Hold Orders Over Credit Limit field in Sales Control determines whether the Action Status field is updated during credit checking. When that option is set to No, the system displays a warning when the credit check fails, but does not put new orders on hold.

Credit Status

QAD includes the following types of customer credit issues:

- Order is on credit hold.
- Fixed credit limit is exceeded.
- Percentage of turnover credit limit is exceeded.
- Invoice is overdue the maximum number of days.

To easily identify the cause for a credit-held order, do the following:

1. Define a specific action status code for each credit issue in Generalized Codes.
2. Specify the defined code for the corresponding credit issue in Sales Control.

Note You can define the action status codes for the following orders and services:

- Sales Orders/Material Orders/RMA: create codes for the field so_stat
- Sales Quotes: create codes for the field qo_stat
- Contracts/Contract Quotes: create codes for field sa_stat

When Hold Orders Over Credit Limit is set to Yes, the system puts on hold orders for the customers who have any of the listed issues. The Action Status field for orders displays the corresponding code based on the detected credit issue.

The Action Status field displays one code only. When multiple credit issues are detected for a customer, the display of this field depends on the setting of Credit Limit Selection Sequence field in Sales Control. However, all the credit issues that cause the order to be on hold are displayed as warning messages after credit checking.

Credit Panel

The Credit panel displays the credit settings of the bill-to customer. The main fields on this panel are as the follows:

Action Status

Any non-blank value indicates that the order is on hold and you cannot process the order. You can approve the order by clearing this field.

Credit Terms

Enter the credit terms code that applies to this order. Credit terms default from the bill-to customer.

Credit terms codes identify specific types of payment terms. They print on formal documents and determine the payment due date and any discount allowed for early payment.

Action Status

Any non-blank value indicates that the order is on hold and you cannot process the order. You can approve the order by clearing this field.

Reviewed

Select this option to mark it as reviewed. When Allow of Reviewed Orders is set to No in Sales Order Accounting Control, you cannot modify a reviewed order.

CR Initials

Enter an optional code identifying the person who approved the credit and terms on this order.

This field is for reference only and can appear on selected reports and inquiries. It is validated against predefined values entered in Generalized Codes.

Credit Card

Enter an optional code identifying the credit card used for orders paid by credit card.

This field is for reference only and can appear on selected reports and inquiries. It is validated against predefined values entered in Generalized Codes.

Prepaid

Enter the prepayment amount received with this order, if any.

This field is for reference only and can appear on selected reports and inquiries.

This amount does not update the general ledger or the customer account balance. You must make a separate unapplied cash receipt in Accounts Receivable to record the prepayment amount. Later, when the invoice is posted, the prepayment is applied to the invoice.

Credit Card Panel

When credit cards are used for sales order payments in external systems, such as CSS, credit card information will populate in the Credit Card panel.

Credit Card Number

Displays the credit card number the credit card number entered and validated during order entry. Only the last four digits of the credit card number are viewable. Read only.

Card Type

Indicate the type of credit card identified in Credit Card Number; for example, MasterCard or Visa. The value is for reference only and is not necessary for credit card authorization and capture activities. The credit card number itself identifies the type.

Authorization Type

Specify whether or not to use a verification method and if so, which method to use.

- None - Do not use any verification method.
- Address - Communicate Address Verification Service (AVS) codes with your credit card processing partner.

AVS is a credit card fraud prevention tool designed specifically for ordering environments in which the customer is not physically present to show identification. It allows mail order and electronic commerce merchants to verify addresses by comparing a portion of the billing address from the order with the cardholder’s address data. Note that not all merchant banks use AVS codes. When this option is selected, an additional screen displays during credit card payment that lets the user view and update billing address information to be sent with the credit card transaction.

Authorization Number

Indicate the unique authorization number.

Authorization Amount

Indicates the amount that has been authorized for the credit card on this order.

Authorization Date

Indicates the date that the sales order amount was authorized for credit payment.

Authorization Expires

Indicates the date that the order payment authorization expires.

Transaction Type

Indicate the transaction type. This field is only able for edit if the authorization number has been changed.

Status Code

Indicate the status code. This field is only able for edit if the authorization number has been changed.

Cardholder Name

Indicate the cardholder's name.

Cardholder Address

Indicate the cardholder's mailing address.

City

Indicate the city associated with this cardholder's address.

State

Indicate the state associated with this cardholder's address.

Zip

Indicate the zip code associated with this cardholder's address.

Country

Indicate the country associated with this cardholder's address.

Sales Order Balance Update

Filter

Customer

From the look-up, specify the customer or range of customers that you want to use for the report.

Report only differences

Select from the following options:

- Yes

  Select Yes to only report records that have been updated in order to view the updated differences.

- No

  Select No to report all records for the selected customer or range of customers.

Note This report may take a while to run as open orders in all domains with the same customer shared set must be considered.

Sales Quotes

The sales quote is an optional first step in the sales order process; you can enter most of the data that the sales order needs on a sales quote. The system copies the data to the sales order when you release the sales quote. You create a sales quote by entering data in Sales Quotes or by copying an existing quote or sales order.

Once you enter a quote, it is stored in the system even if you do not enter any line items.

The quote header includes the Sold-To, Bill-To, Ship-To, Credit Terms, Freight List, Currency, Exchange Rate, and other general quote information. You can assign an expiration and follow-up date.

A quote contains one or more line items. Each line item lists the item number, quantity quoted, and unit of measure. If the item number is your customer's number, the system displays your internal item number, referenced from Customer Items. Both numbers print on all sales quote documents.

As in Sales Orders, best list price and discount percentage are determined by the system based on analysis codes and price lists. Any price list entered in the Manual field is also considered. When order entry is complete, prices are recalculated to determine if quantity breaks apply. If there are no applicable price lists, the item price defaults from the price in Items. Use the Sales Quote Pricing Inquiry to display information about how the system calculated the best price.

Life Cycle

1. Create sales quotes in Sales Quotes or by copying orders or quotes using the Copy action in Sales Quotes or Sales Orders.

2. Print the quote using Sales Quote Print.

3. When the quote is accepted, release the quote to an order using Sales Quote Release action. You must first set the Ready to Release field to Yes on the Order Options subpanel of the sales quote. You can process multiple releases of a quote.

Each release generates a sales order managed with sales order shipping and invoicing functions. If a sales quote does not result in an order, specify a reason lost.

If prices on a sales quote are not fixed, use the Sales Quote Reprice action to update prices based on those currently effective or apply discounts for break quantities.

Effects of Sales Quotes

Creating and releasing sales quotes has no effect on the general ledger.

Sales quotes are not considered by MRP. They do not affect inventory allocations or available to promise, and you cannot process shipments against them.

Since sales quotes are not considered by MRP, make sure you include anticipated sales from open quotes in your forecast.

When you have close customer partnerships and recurring deliveries, you can use customer schedules instead of sales quotes. Customer schedules provide more visibility into the timing of a customer's projected requirements and schedule information is considered by MRP.

Types of Sales Quotes

There are two types of sales quotes:

One-Time: These quotes are for a single sale. Set Recurring to No. When the customer agrees to the terms, use Sales Quote to enter the quantity to release, then use the Sales Quote Release action.

Recurring: These quotes are for repeat business. Set Recurring to Yes and specify a quantity to release equal to the quantity you anticipate the customer will order each time. If the customer will order on a regular cycle such as weekly or monthly, enter a cycle code. Then use the Sales Quote Release action for that cycle code.

You can enter sales quotes for inventory items, non-inventory items, or configured items. When a sales quote is released to create an order, all quote information, including the configuration, is transferred.

Logistics Accounting

If you are using the Logistics Accounting module, the system uses the freight terms defined on the sales quote to determine whether freight charges are accrued. After you finish entering order line items, the Logistics Accounting subpanel frame displays when:

- The freight terms code indicates an accrual level of shipment or line.
- A freight list is specified on at least one order line.

The logistics charge code associated with the freight terms in Freight Terms and the default supplier, if any, are displayed. A logistics supplier must be specified; otherwise, an error displays. This information is copied to the order when the quote is released. If necessary, you can change the supplier in Sales Orders and again during shipment processing.

For details on setting up and using Logistics Accounting, see the appropriate user guide.

Main Panel

Sold-To

Enter the address code of the customer who originated this transaction--that is, the customer who ordered the product. This may differ from the bill-to or ship-to address.

Address codes uniquely identify customers--identifying their name and address and the customer data and credit information applicable to that name and address.

When a bill-to address is associated with this customer, the name and address displays.

Customer address codes can identify a sold-to, bill-to, ship-to, or dock address. The bill-to customer–perhaps a corporate parent company or a third party leasing company–pays the invoice. The bill-to customer may differ from the sold-to customer and the ship-to.

When a bill-to is specified, all credit information is accessed from the bill-to address, not the sold-to. Shipping information is accessed from the ship-to address, not the sold-to. Pricing information is accessed from the sold-to unless a separate customer record for the ship-to has been defined.

Sales history is maintained by sold-to and ship-to address.

Ship-To

Enter the address code identifying where the items on the order should be delivered. If Ship-To and Sold-To are different, enter an address previously associated with the sold-to customer in Customer Ship-to Create. A warning displays if the ship-to address is not associated with the sold-to customer.

You can create a new, temporary ship-to address during order entry by leaving Ship-To blank or entering a new code.

You can enter up to three separate addresses on a sales quote:

- Sold-To: Determines the default bill-to and ship-to addresses for a new quote. Also used in the search for an applicable price list, unless a separate customer record exists for the ship-to address.
- Bill-To: Receives the invoice. Bill-To may represent a corporate parent or simply a different location for billing. All credit information defaults from the bill-to address, including credit limit, terms, and currency code. Accounts receivable activities reference this address.
- Ship-To: Receives the items on the order. If Ship-To and Sold-To are different and a customer record exists for Ship-To, all shipping information defaults from the ship-to address.

- The ship-to address helps determine applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction. If you change the ship-to address on an existing order, the system prompts you to update related tax data.

If you use a temporary ship-to address frequently, set it up as a permanent address for this customer in Customer Ship-To's. Then record details about the ship-to in Customers. The system then uses the shipping details on new quotes, orders, and invoices.

Quote

Quote numbers must be unique.

Quote number uniquely identifies a specific sales quotation and its line items.

Whenever you enter a sales quote, it is identified by a sales quote number. You may enter one manually or the system will assign the next number. (Leave sales quote number blank for a system assigned number.) The system records this next sales quote number in Sales Control and increments it automatically.

Sales quote numbers select information to appear on reports and inquiries.

Revision

When a sales quote, order, or invoice is first entered, revision defaults to zero.

Identifies the revision level of this sales quote.

Each time this order or invoice changes, manually increase the revision number by 1. A new copy of the document can be printed listing the current information along with the revision number. As an option on the print function, you can select to have the system update the revision number automatically.

Purchase Order

The customer purchase order (PO) number.

When a quote is first added, customer PO number is normally left blank. Enter the PO number when the quote is marked for release. This PO number is passed on to the resulting sales order.

Customer purchase order number can be used to select information on some reports and inquiries. It is also passed along to AR when an invoice is posted. This is helpful when responding to customer inquiries, since often all they know is their purchase order number.

Whether or not this field is required depends on the setting of the PO Required field in Customers. If this field is set to Yes, a quote may be created for the customer (sales quote, call quote, or service quote),

although a warning message displays. An actual order cannot be created, however, until a purchase order number is specified.

A warning displays if the same purchase order number is entered more than once for the same customer.

Quote Date

The default is the system date.

The date this quote was recorded. This may be the date this quote was entered, or the date the salesperson quoted the prices to the customer.

The number of Days Until Expire specified in the control program is added to the quote date to determine the quote's expiration date. This date displays and may be changed.

Quote reports can be selected for ranges of expiration dates, allowing you to review and act on quotes which will soon expire.

Quote reports may be selected for ranges of quote dates.

Required Date

Specifies the date the customer requires delivery.

The date entered on the header displays as the required date for each line item. It may be changed manually as needed.

When a sales quote is released to create an order, the required date of the order is set to the required date on the quote.

One of the four dates specified on the sales quote header (Quote Date, Due Date, Promise Date, and Required Date) is used as a default pricing date for determining effective price lists. The date used is determined by the value of SQ Default Pricing Date in Sales Control.

Expire Date

Enter the date the quote expires. The system calculates this date by adding the time interval specified in the Days Until Expire field to the quote date. You can override this date.

Promise Date

If promise date is left blank, it defaults to the promise date in the first line item.

Specifies the date the customer was promised delivery.

In some cases, the customer is promised delivery on a different date than they required it. For example, they may have said they needed the items yesterday, but the earliest you could promise them delivery was next week. Both of these may be different than the due date since

required and promise dates include delivery time, while due date is the date the items must be ready for shipment.

The promise date entered on the header displays as the default for all line items. It may be changed manually as needed.

Promise date can be useful for evaluating your company's performance.

One of the four dates specified on the sales quote header (Quote Date, Due Date, Promise Date, and Required Date) is used as a default pricing date for determining effective price lists. The date used is determined by the value of SQ Default Pricing Date in Sales Control.

Pricing Date

Enter the effective date to be used by the system to find price lists that apply to this quote. If you leave the field blank, the system uses one of four dates specified on the sales quote header (quote date, required date, promise date, or due date) to set the default pricing date. The value of QO Default Pricing Date in Sales Control determines which date is used. The default value displays after you exit the sales quote header.

This header date sets the default for each line item on the sales quote. You can change the line-item pricing date only when Vary Pricing Date by QO Line is Yes in Sales Control. When that field is No, the system automatically updates all line items when the header value is modified.

Price lists can include effective dates, letting you phase in price changes based on the pricing date specified on the quote. When you modify the original pricing date on an order line, repricing functions use the new date in determining effective price lists.

Confirmed Date

The date the customer confirmed this sales quote.

This field is for reference only and may appear on some selected reports and inquiries.

Confirmed date is for your use only. Normally it is set to the date when the customer accepted the quote and placed an order, causing you to flag the quote to be released to a sales order.

Follow-Up Date

The follow-up date for this sales quote.

This field is for reference only and may appear on some selected reports and inquiries.

Several reports and inquiries may be selected for ranges of follow-up dates.

Follow-up date is for your use only. It can be set to the date of the last follow-up contact for this quote, or the date of the next planned follow-up contact for this quote.

Remarks

General remarks pertaining to this customer, usually pertaining to the order or shipping process.

These may be specific remarks about this sales quote.

Customer remarks are the default remarks on all quotes, orders, and invoices for this customer. They can be changed manually during order entry.

These remarks print on formal documents like sales quotes, sales orders, RMAs, packing lists, and invoices.

Taxable

Enter Yes if the items on this quote are subject to tax; otherwise, enter No. The tax status defaults from the ship-to address.

For the line-item tax status to default to Yes for an inventory item:

- The order header tax status must be Yes.
- The item tax status must be Yes in Items.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

A tax status of Yes does not necessarily mean a tax amount is calculated. You can use tax types and zero-percent tax rates to report tax exemptions.

Entered By

Indicates the user that entered the quote.

Contact Subpanel

Contact Name

Displays the primary contact associated with this sales quote. Defaults to the primary contact of the customer specified in the Sold-To field. If

there is no primary contact, they all default from the Address info of the customer.

Phone

Indicates the phone number for this contact.

Email

Indicates the email address associated with this contact.

Quote Options Subpanel

Ready to Release

Enter Yes or No to indicate whether to create a sales order from this quote. Orders are only created for quotes with a Yes in the release field, matching other selection criteria. Typically, this field is set to Yes when the customer accepts the quote.

Recurring

Indicates whether there are to be recurring releases against this sales quote.

After a quote has been released, normally the Release field is reset to No. If the quote is marked as Recurr = Yes, the Release field is left to Yes—multiple sales orders are to be generated from this quote.

In some cases, a quote may record a recurring sale, such as monthly fees for charges. An entire year may be quoted, but a sales order and invoice are generated on a monthly basis. This type of quote would be entered with Release = Yes, Recurr = Yes, Cycle Code = MO, and Quantity to Release = 1. The quote quantity would be 12, for all 12 months.

Recurring quotes may also be used for recurring deliveries or blanket customer orders. with these, remember that quotes are not considered by planning, so the projected shipments must be included in the forecast.

Last Sales Order

Used for recurring quotes only. Last Sales Order displays the number of the last sales order released from this recurring quote.

Cycle Code

If Recurring is Yes, indicate the frequency you plan on releasing sales orders from this quote. Set up values in Generalized Codes to standardize input.

Release Count

Used for recurring quotes only. While Last Sales Order displays the number of the last sales order released from this recurring quote, Release Count displays how many times this quote has been released to sales orders.

Release Date

Specifies the date this quote was last released to an order.

Reason Lost

You can use this field to track sales quotes that did not become sales orders.

Values available for selection here are set up in Reason Codes.

The Sales Quote Reason Lost Report lists quotes by reason lost codes. You can also enter a reason lost code by line item.

Language

Identifies the native language used by this address--French speaking customers may be assigned language code FR, or some numeric value like 10.

Language is particularly useful when printing formal documents like sales orders, service contracts, or purchase orders. These print functions can be run selecting only a range of language codes. This allows you to use different preprinted forms in different languages.

Comment information is also stored in the system with a language code. When comments are accessed, for example during order entry, the system searches for comments stored in the native language for this address. This allows you to quickly and easily access text, such as customs documentation or item descriptions, in the correct language.

Quote Lines

On the Quote Lines panel, you can view, create, edit, and delete quote line records. The quote lines are displayed as a summary grid. Clicking Details on the upper-right corner of the panel opens Sales Quote Detail, where you can view and edit the line details.

Creating or editing a quote line in the Summary mode works only on the displayed fields.

The order line details form is in a structure that is similar to Sales Quote panel. It contains the following panels:

- Main Panel
- Shipping Panel
- Billing Panel
- Notes Panel

All the line items in a sales quote are listed in the grid on the left side. The right side displays the detailed information against the selected quote line. When you add a quote line, some of the values for the quote line default from the corresponding panels in the sales quote. You can override them as needed.

Sales Quote Detail Main Panel

Line

The system assigns the next sequential line number.

Uniquely identifies a quote line item.

Line item is automatically assigned when you are adding new line items. Use this number to access and modify an existing line item. Line item number displays on most reports and inquiries.

Unique line numbers allow you to enter multiple lines for the same item, perhaps with different quantities or dates.

Item

The item this order is for. This may be a non-inventory item, such as a service, or it may be an inventory item. Inventory item codes must be previously defined in Items.

Item codes uniquely identify items or products—raw materials, purchased or manufactured intermediates, finished items, packaging materials, whatever. Item codes also identify planning items, configured products, service kits, and repair parts used in service activities.

When an inventory item is entered, the system automatically accesses and displays recommended pricing, location, and GL accounts. These may be changed manually as needed.

If a non-inventory item is entered, the system checks to see if this is a valid customer item (as defined in Customer Items). If yes, your internal item number is accessed and displayed. If no, you must enter all relevant information manually. The system sets Ship Type to Memo —this shipment is not to affect inventory or create a general ledger transaction.

Most reports and inquiries can be selected by item number.

Description

If you enter an inventory item, description defaults to the first line of description for the item. If you enter a non-inventory item, ITEM NOT IN INVENTORY displays in the description field. This should be changed.

The primary description of this item.

This description prints on formal printed documents immediately following the item number. It can be changed manually as needed.

Additional descriptive information can be stored using Master Comments, giving you unlimited storage capability for extensive multi-page comments in multiple languages. These comments can be associated with sales orders, work orders, and purchase orders, and printed on formal documents.

Customer Item

Indicates the customer item number, when applicable.

Qty Quoted

The order quantity for this line item.

This is the quantity requested by the customer to be delivered to the ship-to location by the required date. The planning system plans to have this quantity available for shipment on the due date specified.

When an inventory item number is entered on the line item, the system displays the quantity on hand, on order, and available to allocate for the item. You can use this information to determine whether the order can be filled from this site. If not, you may want to check availability at other sites or production plans prior to promising delivery.

UM Conversion

The conversion factor converting quantities stated in terms of the alternate unit of measure back into terms of the item unit of measure. This is expressed as the ratio of the alternate unit of measure to the item unit of measure.

When an inventory transaction references a unit of measure other than the item unit of measure, the system looks for a conversion factor. For example, the item may be held in inventory in the unit of measure EA but sold by the CS, case. A unit of measure conversion can be set up to define the number of EA held in a case. If a CS holds 25 EA, the Alternate UM is CS and the UM conversion is 25.

If you enter a sales order for 1 CS, the unit of measure conversion displays 25. When the sales order is shipped, you ship 1 CS but inventory is decreased by 25 EA.

Site

Enter the site from which this line item is to ship.

Site codes identify areas where inventory is manufactured or stored, such as an off-site storage area, a distribution center, a warehouse, a manufacturing facility, or any combination of these.

Line-item site defaults from the header, but you can change it based on item availability or transport requirements. If the header site is blank, line-item site defaults from the site associated with the item in Items.

Inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger (GL) entity, letting you maintain and monitor financial results by site or groups of sites.

When you ship an order, inventory and cost of sales are posted to the shipment site. When you post the invoice, sales are posted to the

shipping site and accounts receivable (AR) is posted to the header site. If the header site is blank, AR posts to the default GL entity.

To calculate taxes, a corresponding address code must exist for this site in Companies. On taxable transactions, the system uses the site address to select the correct line-item tax environment.

Entity

Indicates the entity associated with this site.

Ship Type

Indicate whether shipments of this item are to affect inventory balances.

Blank: This line item ships from inventory. When the shipment is processed, inventory balances are decreased, a general ledger (GL) transaction credits the Inventory account, and forecast is consumed.

Non-blank: This shipment does not affect inventory, does not create a GL Inventory transaction, and does not consume forecast.

Note While a non-blank ship type prevents the update of the Inventory account, Accounts Receivable (AR) balances are updated regardless of the ship type.

This field is validated against values defined in Generalized Codes for field name qod_type.

Quantity to Release

The quantity to release may be greater than the original quote quantity.

Specifies the quantity to be ordered on the sales order released from this line item.

When a customer places an order against an outstanding quotation, the system can automatically generate the sales order from the quote. The Sales Quote Release action creates orders based on the quote Release, Cycle Code, and line item Quantity to Release values. It only considers quotes marked with Release Yes and the specified Cycle Code, if any. Sales orders are created with all the quote information. Sales order line items are created for any quote line with a non-zero Quantity to Release, unless the item has a restricted transaction of ADD_SO or ORD_SO.

If multiple releases are to be made from the same quote, the release quantity will be less than the quote quantity—it represents the quantity to release each cycle: if the quote is for 12 months of support billed monthly, enter a quote quantity of 12 and a quantity to release of 1.

Quantity Released

Indicates the quantity already released.

List Price

The system determines the best list price based on the analysis codes and price lists. If no applicable price lists are found, list price default to the list price in the item master.

When a configured item is entered, the list price is calculated based on the list prices of the elements of the configuration.

The recommended list price per unit for this item.

The value displayed in this field is the unit price before applicable discounts or markups are applied. This value is used by the system in calculating the net price.

The list price is posted to the Sales account when an invoice is posted to AR or GL. If there is a difference between the net price and list price, the difference is posted to the Sales discount account.

During sales order processing, the system first determines the best list price for an item by searching for applicable price lists set up in sales order Price Lists with a list type of Price List. If more than one price list is found, the lowest price is used.

Then the system accesses each applicable price list with an amount type of Discount %, Discount Amt, Markup, and Net Price. It then determines what combinations of these yields the lowest price. The rules for combining price lists are based on the value of Comb Type field specified when the price list was defined. Based on the best discount, the Discount and Net Price fields are updated. If the calculated Net Price is above or below a defined maximum or minimum, it is adjusted.

You can change the calculated list price, discount, and net price if you have access to these fields. If you do, the system records a manual discount, which reflects the difference between the system-generated price and the price entered.

On a new order, pricing may be affected by the setting of Line Pricing in the order header. If this is Yes, the system applies quantity discounts and price breaks. If this is No, prices are recalculated at the end of order entry.

List prices must be set up in the item master if price lists showing discount percentages are used. If list prices are not set up, price lists should be set up for each order currency. For orders in non-base currencies using discount price lists, the exchange rate must be correct.

Discount

Enter the discount to be applied to this specific item. Discount can be displayed (and entered) as a percent or as a factor, depending on the setting of Display QO Discounts As in Sales Control. The number of

decimals included in the display is also determined by the QO Factor Rounding field in Sales Control.

The default is based on the price lists and analysis codes. It is discount is applied to the list price in calculating the net price.

Any difference between list and net price is posted to Sales Discount during invoice post.

During sales quote processing, the system first determines the best list price for an item by searching for applicable price lists set up with a list type of Price List. If more than one price list is found, the lowest price is used.

Then the system accesses each applicable price list with an amount type of Discount %, Discount Amt, Markup, and Net Price. It then determines what combinations of these yields the lowest price. The rules for combining price lists are based on the value of Comb Type field specified when the price list was defined. Based on the best discount, the Discount and Net Price fields are updated.

You can change the calculated list price, discount, and net price if you have access to these fields. If you do, the system records a manual discount, which reflects the difference between the system-generated price and the price entered.

When you enter an order for a configured product, the discount is not initially displayed. The way discounts are applied to configured items depends on the Config Disc field in Price Lists. If Yes, the price applies to everything in a configured product. If No, the price list is applied only against the component that qualifies.

The setting of Line Pricing for a new quote can affect the final discount and prices calculated by the system. If this is No, the system waits to the end of order entry to recalculate prices based on any quantity breaks that may have been reached on this order.

Net Price

Enter the net price for this item.

The net price is calculated as the list price less the specified discount percentage.

This is the price the customer pays. It prints on all formal documents and helps calculate taxes, sales margins, and commission amounts. Any difference between the list and net price is posted to Sales Discount during invoice post.

A change in the net price causes the discount percentage to be recalculated and displayed. The maximum discount is 99999.99%. If the user alters the net price to such a large number that the discount

percentage equals or exceeds 99999.99%, a warning message displays.

Once a line has been created, net price can only be changed if reprice is set to Yes. If Fixed Price is No in the quote header, line item prices are subject to repricing using the sales quote reprice utility.

Cost

The default is the cost designated as the general ledger cost for the item at the site specified. (Normally this is the total standard cost of the item.)

When a configured item is entered, the cost is calculated based on the configuration: the total cost of each configured item multiplied by the quantity selected.

The cost of this item.

This cost is for reporting, in particular for the Sales Order Gross Margin Report. When the item is shipped, the system creates the general ledger posting using the cost for the item's ship from site.

When an order is entered, the site on the header of the order determines the cost displayed. Once you process the line item, if you have specified a different site, the cost is updated to reflect the cost at that site.

Pricing Date

Enter the effective date to use in determining prices for this line item. The field defaults from the header. The system uses pricing date in the search for applicable price lists.

You can change the line-item pricing date only when Vary Pricing Date by QO Line is Yes in Sales Control. When that field is No, the system automatically updates all line items when the header value is modified.

The default price effective date for the sales quote header is determined by the setting of QO Default Price Date in Sales Control. This can be the quote date, required date, promise date, or due date.

Price lists can include effective dates, letting you phase in price changes based on the pricing date specified on the quote. When you modify the original pricing date on an order line, repricing functions use the new date in determining effective price lists.

Manual Price List

If a manual price list was specified in the order header, it defaults to each line item but may be changed as needed.

A price list to be considered for line item pricing on this order in addition to the ones that the system selects as potential price list candidates.

If a price list is entered, it is included as a price list candidate when the system selects price lists to consider for this order. Specifying a manual

price list only marks it to be considered. The system still determines the best price according to the rules and codes previously set up.

When a price list is defined in sales order Price Listse, you may optionally mark it as manual. In this case, the system never considers it for pricing unless it is entered by the user in the Manual field on a sales quote or order.

Promise Date

The default is the promise date entered on the sales quote header.

Specifies the date the customer was promised delivery.

In some cases, the customer is promised delivery on a different date than they required it. For example, they may have said they needed the items yesterday, but the earliest you could promise them delivery was next week. Both of these may be different than the due date since required and promise dates include delivery time, while due date is the date the items must be ready for shipment.

The promise date entered on the header displays as the default for all line items. It may be changed manually as needed.

Promise date can be useful for evaluating your company's performance.

Quantity on Hand

Displays the total quantity of the item available on hand.

Quantity on Order

Displays the total quantity of the item currently on order.

Qty Available to Allocate

Displays the total quantity of the item available for allocation.

Reprice/Edit

Clicking the Reprice/Edit button allows you to make changes to the List Price, Discount, and Net Price fields.

Quote Line Options Subpanel

Taxable

This field determines whether this line item is subject to tax.

Yes: Tax is calculated for this line item.

No: Tax is not calculated for this line item regardless of the taxable status of the quote.

The line-item tax status defaults to Yes for an inventory item when:

- The header tax status is Yes.

- The item tax status is Yes in Items.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment is the code representing the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

A tax status of Yes does not necessarily mean a tax amount is calculated. You can use tax types and zero-percent tax rates to report tax exemptions.

Fixed Price

You can apply field security to this field to restrict access.

Defaults from the Fixed Price field in the quote header.

Indicates whether the quoted prices for this line are fixed or subject to batch updates due to inflation, commodity repricing, or break quantities.

If Fixed Price is No for a sales quote line, pricing information on this line may be updated when the Sales Quote Reprice action is executed. If it is Yes, the reprice action will not consider a line even if the quote is within the range specified for repricing.

When a quote is released to a sales order, the value of Fixed Price on the sales quote header is not copied to the order. The system redefaults the appropriate value from Customers. However, the value established for each quote line is copied over to the order.

Price fields can be updated manually in Sales Quotes regardless of the setting of Fixed Price, so long as Reprice is set to Yes in the quote header or for the particular line.

Reason Lost

Indicates the reason why the customer did not place an order against this quote.

The reason lost entered on the sales quote header displays as the default reason lost on each of the sales quote line items only when the reason lost code on the header is valid and the reason lost code on the line does not already contain a valid reason lost code. It may be changed on each, as needed.

The Sales Quote Reason Lost Report allows you to evaluate why you did not get the business. By recording reason lost on each lost quote, you can establish trends or identify problem areas.

This field is not a database maintained field, therefore any values entered here are not stored within the system. Instead, values that appear here are from the reason lost code of line one from the sales

quote. To change the reason lost code on the header screen involves changing the reason lost code from line one of the sales quote.

Reason lost codes must be predefined using Reason Codes. They may be used to categorize lost sales due to price, delivery, quality, or any other common reasons.

Configured Item Subpanel

Configuration

For configured items (items defined with a Purchase/Manufacture value of C), the configuration type defaults from the item definition but can be changed. Valid types are ATO (assemble-to-order) and KIT.

ATO: The configured item is a discrete end item produced from a combination of optional and mandatory components. In this case, the configuration defines the components or ingredients of a finished product.

KIT: The configured item consists of a set of items that are picked and shipped together; no assembly takes place. The configured item is not a finished product; it exists only as a logical superset of its components. In this case, the configuration defines the content of a kit, and a shipment contains the end items in the kit.

Effective Date

Enter the effective date used to select the standard bill for a configured item. The default is the order due date.

Configured Price

Indicates the total price of the configured item.

Click +New to add a configured item directly to the grid.

Multi-Level Configured Items

When entering a configured item on a sales quote line, its components and sub-components default into the Configured Items subpanel, defined within Configured Structures. Features and sub-features are logically grouped by hierarchy level, but you can resort the data, as needed.

Use the grid to select or deselect components, add child records, modify selected quantities, and update pricing data. Pricing information also defaults in for selected records. After you save your updates, pricing information is removed for records that are no longer selected.

If you specify an item on the order line and then press Enter, the line is saved and the Configured Item subpanel data becomes unavailable. To modify the Configured Item data, click Reprice/Edit. Therefore, instead of using the Enter key after specifying an item, use the Tab key to tab out of the Item field, and the Configured Item subpanel remains available.

Sales Quote Detail Shipping Panel

Site

Enter the site from which this line item is to ship.

Defaults from the Main panel.

Entity

Indicates the entity associated with this site.

Location

Enter the location where this sales quote line item is stored in inventory.

You can leave Location blank during line-item entry. After the quote is released to a sales order, the system determines an inventory location during allocation or when the packing list is printed.

Note If this is a consigned order or reserved locations have been defined for the sold-to, ship-to, or bill-to customer on this order, different defaulting logic is used.

- If this is a consigned order, location defaults from Ship-To/Item Controls .
- If a reserved-location record is found with Primary set to Yes, this location displays by default.
- If reserved locations are defined for one of the sales order address records but none is designated as primary, the first reserved location found alphabetically within the site displays by default.

Lot/Serial

Specifies the specific lot/serial number this line item applies to.

When an order is released from this quote, the lot/serial number is maintained on the sales order line item.

The lot/serial number entered here displays as the default during detail allocation entry.

Sometimes you may need to reference a particular lot/serial and lot reference number--perhaps you are selling older stock at a discount price.

If a specific lot/serial and lot reference number must be shipped on an order, the order line should be detail allocated.

Qty Quoted

The order quantity for this line item.

This is the quantity requested by the customer to be delivered to the ship-to location by the required date. The planning system plans to have this quantity available for shipment on the due date specified.

When an inventory item number is entered on the line item, the system displays the quantity on hand, on order, and available to allocate for the item. You can use this information to determine whether the order can be filled from this site. If not, you may want to check availability at other sites or production plans prior to promising delivery.

Due Date

Defaults from the due date specified on the quote header.

Specifies the date the line item is due to be shipped.

Due date should be set to the customer required date minus the number of days a shipment takes to reach them. It may be left blank when a quote is first entered.

When a sales quote is released to create an order, the due date of the order is set to the due date on the quote. If no due date was entered, the order due date defaults to the system date.

Required Date

Specifies the date the customer requires delivery of this line item.

The date entered on the header displays as the date for each line item. It may be changed manually as needed.

This field is for reference only and may appear on some selected reports and inquiries.

When a sales quote is released to create an order, the required date of each line item is set to the required date on the quote line item.

Ship-To

Enter the address code identifying where the items on the order should be delivered. If Ship-To and Sold-To are different, enter an address previously associated with the sold-to customer in Customer Ship-to's. A warning displays if the ship-to address is not associated with the sold-to customer.

You can create a new, temporary ship-to address during order entry by leaving Ship-To blank or entering a new code.

You can enter up to three separate addresses on a sales quote:

- Sold-To: Determines the default bill-to and ship-to addresses for a new quote. Also used in the search for an applicable price list, unless a separate customer record exists for the ship-to address.
- Bill-To: Receives the invoice. Bill-To may represent a corporate parent or simply a different location for billing. All credit information defaults from the bill-to address, including credit limit, terms, and currency code. Accounts receivable activities reference this address.
- Ship-To: Receives the items on the order. If Ship-To and Sold-To are different and a customer record exists for Ship-To, all shipping information defaults from the ship-to address.

The ship-to address helps determine applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction.

If you change the ship-to address on an existing order, the system prompts you to update related tax data.

If you use a temporary ship-to address frequently, set it up as a permanent address for this customer in Customer Ship-To's. Then record details about the ship-to in Customers. The system then uses the shipping details on new quotes, orders, and invoices.

Freight List

Enter the freight list code that applies to this line item. Freight list codes identify a set of shipping rates for different freight zones and shipping measures (weight or unit). Freight list defaults from the header.

The list you specify must be set up for the quote line site and quote currency.

Note You can also assign freight lists by defining applicable price lists in Price Lists with an amount type of freight. These price lists are applied to the quote line only when you leave the quote Freight List field blank or the default freight list is not manually updated. If you modify the default freight list, it overrides the freight lists from the price list. If multiple pricing freight lists apply, the last freight list is used.

Before a freight list is applied, the system verifies that freight charges have been defined for the freight class of the item being priced. If not, the freight list is not used.

Freight Class

Enter the freight class to be used in calculating freight charges for this item. Class defaults from the item master if freight data is defined. This field can be updated only when a line is first added or when Calculate Freight is Yes on the order header.

Freight classes are associated with items and freight lists. The system uses the freight class to determine which charges, defined in Freight Charges, to apply.

Freight classes group items with special freight considerations, such as items that must be shipped overnight or frozen.

Freight Minimum Weight

The minimum weight on which to base the shipping charge if the freight list is type bulk. This field does not apply to freight lists of type unit. On bulk freight lists, this is the minimum weight used to calculate freight charges for the shipment.

Shipments that weigh less than this amount will have freight charges based on Frt Min Wt, not the actual shipment weight.

Item Ship Weight

Displays the listed item ship weight.

Freight Ship Weight

Enter the ship weight per unit of this item. If you specify a weight, it is used instead of the item master default value for calculating freight costs.

Freight charge calculations use the item's shipping weight to determine freight costs.

The system calculates site-specific and currency-specific freight charges based on:

- The shipping weight of the line item for unit price lists
- The total shipping weight of the order for bulk price lists

If item weight is expressed in a different unit of measure than the freight list, be sure to set up the unit of measure conversions in Unit of Measure .

Calculated freight charges display on the trailer or are added to the unit price, based on the type of freight terms that apply.

By default, freight calculations use item master shipping weights. These weights can be overridden, if needed. You can also change weight values during shipment. The system then recalculates freight based on the new weight.

Freight Charge

Displays the total freight charge.

Sales Quote Detail Billing Panel

Credit Terms Interest %

Enter the credit terms interest percent for this line item. This field defaults from the header. You can change line-item interest percent only when Vary Pricing Date by QO Line is Yes in Sales Control. When that field is No, the system automatically updates all line items when the header value is modified.

Terms interest is used to calculate an amount to be added to the item list price based on the number of days to pay defined for the credit terms.

Terms interest percent is typically used in hyperinflationary environments. It represents an advance estimate of the gain or loss in the hyperinflationary currency.

When you use terms interest, you can track the interest component of the item price with separate general ledger (GL) postings. For sales orders, the Sales and Accounts Receivable accounts include the interest component of sales. The included interest amounts are also separately tracked in the GL interest accounts to facilitate reporting

requirements such as those of the Financial Accounting Standards Board (FASB).

GL terms interest entries are created at invoice post. They post to the SO Interest Accrued and SO Interest Applied accounts defined in Sales Control. The amounts in these accounts are then used to adjust Inventory and Sales accounts per FASB requirements.

Accounts Subpanel

Use the Accounts subpanel to indicate the GL Account, Sub-Account, Cost Center, and Project codes.

Price Details Subpanel

The Price Details subpanel dislays the associated price lists for this line item.

Sales Quote Detail Notes Panel

Optionally, enter any notes you want atatched to this line item here.

Shipping Panel

The Shipping panel contains basic shipping information and some optional shipping features, including consignment and Intrastat options.

Ship-To

This value defaults from and is always identical with the Ship-To field on the Main panel. As you change the ship-to information on one panel, the value on the other panel changes.

Site

Select the site where the items are shipped from. The available sites in the look-up menu depend on the settings on the Site panel of the Item form.

Entity

Displays the entity associated with this site.

Due Date

Defaults from the due date specified on the quote header.

Specifies the date the line item is due to be shipped.

Due date should be set to the customer required date minus the number of days a shipment takes to reach them. It may be left blank when a quote is first entered.

When a sales quote is released to create an order, the due date of the order is set to the due date on the quote. If no due date was entered, the order due date defaults to the system date.

Ship Via

Validated against predefined values entered in Generalized Codes, if any.

A note specifying the carrier normally shipping to this customer.

Customer shipvia is the default on all sales quotes, sales orders, and invoices for this customer. It can be changed manually during order entry.

The ship via prints on formal documents—sales quotes, sales orders, packing lists, and invoices.

Partial OK

Indicates whether the customer will accept a partial shipment on this order.

Customer partial ok field is the default when a sales quote or order is entered. (It may be changed manually on the trailer screen of any order). No: the customer will not accept partial shipment. When Sales Order Packing Lists are printed, the system checks this field and verifies that all line items are available (allocated) and can be completely shipped. If they are not, a packing list does not print for this order (and presumably shipments are not made although the system does not stop you).

Yes: a packing list prints (and shipments are made) even if the entire order quantity is not available--whether only some of the line items are ready to ship, or an individual line item can only be partially satisfied. The remainder of the order remains in the system (backordered) until it can be shipped. For orders that do not allow partial shipments, the packing list prints only if all line items have been allocated. It is possible to override this by setting Override Partial OK Field in Sales Order Packing List to Yes.

Only packing lists for orders with an action status of blank print.

Calculate Freight

Specify whether you want the system to calculate freight charges for this transaction. This field defaults to Yes for new orders and No for existing orders. When orders are shipped, it defaults to Yes if the order has a valid freight list.

If you change the freight terms on an existing order, set this field to Yes to recalculate freight based on the new value.

> **Note** The system only calculates freight when the Freight List field has a value, regardless of the value of Calculate Freight.

The system calculates site-specific and currency-specific freight charges based on:

- The shipping weight of each item for unit price lists

- The total shipping weight of the applicable items for bulk price lists

Note The site used in freight calculations is determined by the value of Calculate Freight by Site in Sales Order Accounting Control. If Yes, the line-item site is used. If No, the site entered on the Main panel is used.

Calculated freight charges display on the trailer or are added to the unit price, based on the type of freight terms that apply.

By default, freight calculations use item master shipping weights. These weights can be overridden, if needed. To do this, set Display Weights to Yes. You can also change weight values during shipment, if needed. The system then recalculates freight based on the new weight.

Note The Calculate Freight setting in Sales Order Shipments has important implications when processing partial shipments. If Yes, the system recalculates freight charges for the specific lines and quantities being shipped based on the freight information from each order line. If No, the system applies the total freight charge from the sales order trailer to the first shipment for the sales order. This occurs even when no charges apply to the specific lines being shipped.

Freight List

Enter the freight list code that applies to this quote. Freight list codes identify a set of shipping rates for different freight zones and shipping measures (weight or unit). Freight list defaults from the freight data set up for the ship-to customer. The header value sets the default for each line on the quote.

The list you specify must be set up for the sales quote header site and currency.

Note: You can also assign freight lists by defining applicable price lists in Price Lists with an amount type of freight. These price lists are applied to the quote only when you leave the quote Freight List field blank. If multiple pricing freight lists apply, the last freight list is used.

Before applying a freight list, the system verifies that freight charges have been defined for the freight class of the item being priced. If not, the freight list is not used.

Freight Terms

Enter the freight term code that applies to this order. This field defaults from the freight data defined for the ship-to customer.

You can also assign freight terms by defining applicable price lists in Price Lists with an amount type of freight. Freight terms from these price lists are applied at the order-line level only when you leave the order Freight Terms field blank or the default freight terms are not manually updated. If you modify the default freight terms, they override

the freight terms from the price list. If multiple freight terms apply, the last freight terms are used.

If you leave the header Freight Terms field blank and the system does not find an applicable freight terms price list, an error displays. If you modify the terms on an existing order, you must set Calculate Freight to Yes.

The freight terms type determines how or if freight charges are displayed and calculated.

- ADD: Freight is calculated and displayed on the trailer.
- COLLECT: Freight is calculated and placed on the trailer. However, the freight charges are not tracked through the Freight Accrued and the Freight Applied accounts. The customer will pay freight charges directly to the freight carrier when the shipment is delivered.
- INCLUDE: Freight is calculated, then added to the item's unit price. The price is recalculated after you exit the order line-item screen.
- PREPAID: Freight is calculated and tracked through the Sales Freight Accrued and Sales Freight Applied accounts, but not included on the order or customer invoice because it has been prepaid or is already a part of the normal selling price.

Before it applies a freight terms price list, the system verifies that freight charges have been defined for the freight class of the item being priced. If not, the freight list is not used.

Note If you are using the Logistics Accounting module, the system uses the freight terms to determine whether freight charges are accrued. When the freight terms indicate an accrual level by shipment (type 1 or 2) or by line (type 3 or 5), you are prompted to enter the supplier for the logistics charge associated with the freight terms in Freight Terms . You must enter a supplier; otherwise, an error displays. If necessary, you can change the supplier during shipment processing.

Incoterms

Specify an International Commercial Term for this sales order. It identifies where title passes to the buyer and is used to indicate who pays shipping charges.

Print Quote

system maintained field indicating whether a sales quote should be printed.

Yes: the sales quote should be printed. No: the sales quote has been printed. This field is automatically set to No by the Sales Quote Print

function. (If you want to skip printing this sales quote, set this field to No manually.)

Normally a formal printed document should print once. The print field prevents the document from reprinting by mistake. To reprint it intentionally, change the print field back to Yes using the function.

Print Pack List

This field indicates whether a packing list for this order should be printed.

Other factors such as confirmation, partial shipment, and allocation quantity can also prevent a packing list from printing. In addition, only sales orders with a blank action status are considered. Any other action status indicates that the order is on hold.

To support multi-site shipment, the system does not automatically change this field after a packing list print or after a shipment is processed. However, you cannot print a second packing list when one already exists at a specific site and the order has not shipped yet.

Logistics Accounting

The Logistics Accounting sub-panel is displayed and editable only when the Logistics Accounting functionality is enabled in Logistics Control.

Logistics Charge Code

Select a logistics charge code defined in Logistics Charge Codes. Usually, outbound logistics charges include the cost of freight only. The freight charges are paid to third-party carriers when items are shipped to a customer or another company location.

Logistics Supplier

Optionally enter a default logistics supplier for this logistics charge.

Charge

Enter the charge amount that is to be paid to the logistics supplier.

Amount

The amount is the calculated freight charge.

Currency

Specify the currency type used by this logistics suplier.

Type

Specify the item type (unit or bulk).

Note Specify item type to determine how the logistics charge amount is calculated. If it is a fixed amount per delivery, choose “bulk.” For variable amounts by quantity, choose “unit.”

Unit of Measure

Displays the unit of measure being used.

Fixed Rate

Enter Yes to indicate that the exchange rate relationship is fixed on this transaction.

Yes: The system does not look for a more current exchange rate at the next step in the transaction business cycle. Instead, the system uses the fixed rate for all calculations.

No: The system looks for the current exchange rate at later points in the transaction life cycle. Amounts are updated based on the current exchange rate, which may result in exchange rate variances.

For example, if Fixed Rate is No for a sales order, invoice, call, contract, or return material authorization, the exchange rate is updated at invoice post. For purchase orders, the exchange rate is updated when the purchase receipt is matched with the supplier invoice.

Consignment Subpanel

The Consignment sub-panel contains options for customer consignment. You can edit the options on this sub-panel only when Consignment is set to Yes on the Main panel.

Consignment Location

Enter the location representing consigned inventory that resides at a customer facility.

In-Transit Location

Optionally enter the location that represents consigned inventory that is in-transit between you and your customer. When you enter a value for a consigned location but not for an in-transit location, inventory ready for shipping is transferred from the inventory location directly to the location representing the customer facility. When you enter an in-transit value, inventory is transferred from the inventory stocking location to the in-transit location. Enter only valid locations set up in Locations.

Note Assign in-transit and consignment locations an inventory status code with Nettable set to No. Otherwise, MRP considers items in these locations as available to net against open requirements. This understates real demand. Do not use locations defined for customer reserved inventory since this may prevent shipping from occurring.

Maximum Aging Days

Enter the maximum number of days consigned inventory is allowed to be in-transit to a customer facility or remain there after shipment. The default value is 0 (zero), which indicates there is no scheduled aging deadline.

Intrastat Subpanel

The options on this sub-panel are editable only when the Import/Export option on the Main panel is set to Yes. Most of the options default from the settings in Intrastat Control. (See *QAD Intrastat User Guide* for information on Intrastat.)

Include Memo Items

Enter Yes if you typically create Intrastat history records for memo items. Otherwise, enter No. This value defaults from Intrastat Control. You can override it during order entry.

Correction

Indicate whether this Intrastat data is a correction of previously recorded data. This is a requirement in Italy and the Netherlands.

Original Document

If this Intrastat data is a correction of previously recorded data, enter the ID of the original document this document is correcting. Otherwise, leave the fields blank.

Year/Month

Enter year and month.

Billing Panel

Bill-To

The address code assigned to the bill-to location for this customer.

Address code uniquely identifies a specific customer—identifying their name and address, and the customer data and credit information applicable to this name and address.

The bill-to address is added using Customers and then referenced on each sold-to customer address. Sales orders and other activities processed for a customer will automatically access the bill-to address. It may be changed.

The credit limit, terms, and currency code are always taken from the bill-to address. Invoices print to this bill-to and all accounts receivable activities reference this bill-to address.

Customer address codes can identify a sold-to, bill-to, ship-to, or dock address. The bill-to customer—perhaps a corporate parent company or a third party leasing company—pays the invoice. The bill-to customer may differ from the sold-to customer, and the ship-to.

When a bill-to is specified, all credit information is accessed from the bill-to address, not the sold-to. Shipping information is accessed from the ship-to address, not the sold-to. Pricing information is accessed

from the sold-to, unless a separate customer record for the ship-to has been defined.

Sales history is maintained by sold-to and ship-to address.

Currency

Currency defaults from the bill-to address. Currency codes identify monetary units and form the basis of exchange rate relationships.

Daybook Set

Enter the code for the set of daybooks that the system will use during invoice post. This defaults from the sold-to customer address. You can change it to a valid value defined in Daybook Sets. If daybooks have been set up by site—based on a setting in Sales Orders —the system verifies that the specified daybook set matches the sales order site. See *QAD Financials User Guide*for details on daybooks.

Channel

An optional code identifying the distribution channel through which this sales quote, order, or invoice originated.

The channel may be used in determining the default accounts affected by this order. Alternate sales and sales discount accounts can be set up in Sales Accounts based on product line, site, channel, and customer type.

Project

Enter an optional code identifying the default general ledger (GL) project associated with the sales quote. If you specify a value, it defaults to each line item and can be changed as needed.

Project codes are one component of an account number defined in GL setup functions. Other components of account numbers are account, sub-account, and cost center code. Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Although project details are not printed on standard financial statements, project summary and detail transaction reports are available to review project activity. Inventory value, but not physical inventory, can be tracked by project codes.

Discount %

The discount percentage must fall between -99.99 and +99.99 percent. You can apply field security to this field to restrict access.

The percentage order discount normally given to this customer, in addition to price list discounts and discounts for individual line items.

The customer discount percentage is the default discount percentage on all sales quotes, sales orders, invoices, service quotes, and service contracts entered for this customer. When using volume discounts if

the customer qualifies for a larger discount it is used instead. Discount percentage can be changed manually during order entry.

This discount represents an Order Discount. It is taken off the order total before tax. Salesperson commission and gross margin reports do not reflect order discounts. Nor will Sales Analysis or other history reports.

Manual Price List

A price list to be considered for line item pricing on this quote in addition to the ones that the system selects as potential price list candidates.

If a price list is entered, it is included as a price list candidate when the system selects price lists to consider for this quote. Specifying a manual price list only marks it to be considered. The system still determines the best price according to the rules and codes previously set up.

When a price list is defined in sales order Price Lists, you may optionally mark it as manual. In this case, the system never considers it for pricing unless it is entered by the user in the Manual field on a sales quote or order header.

Reprice/Edit

Enter Yes to have the system reprice changed line items. It also reprices line items belonging to the same break category as an item code to which you make a change. If No, you can still reprice each line item individually in the order detail pop-up window. If Reprice is No on the order header and you enter a new line item, the system automatically reprices the new line.

When Reprice/Edit is Yes, you can also:

- Modify the bill of material for an existing configured line item. If you do, the system recalculates the cost and price.
- Update the discount account, sub-account, cost center, and project for an existing line item.

Fixed Price

Indicates whether the prices for items on this quote are normally fixed or subject to batch updates due to inflation, commodity repricing, or break quantities.

Sets the default for the Fixed Price setting on each new line added to this sales quote.

If Fixed Price is No for a sales quote line, pricing information on this line may be updated when the Sales Quote Repricing utility is

executed. If it is Yes, the repricing utility will not consider a line even if the quote is within the range specified for repricing.

If you create sales orders by releasing them from quotes, the value of Fixed Price on the sales quote header is not copied to the order header. Instead, the system re-defaults the appropriate value from the customer record. However, the value established for each quote line is copied over to the order line.

Price fields can be updated manually in Sales Quotes regardless of the setting of Fixed Price, so long as Reprice is set to Yes in the quote header or for the particular line being edited.

Line Pricing

This value determines whether the system recalculates line prices to include volume price breaks during line item entry or when quote entry is complete.

No: The system prices each line separately without considering other lines on the quote. It recalculates line prices only once, when quote entry is complete.

Yes: When calculating prices during line entry, the system considers previous line items. It recalculates prices for previous lines when they change due to volume price breaks.

i Items 20-005 and 30-005 belong to price break category A100. Price list PR-047 gives a fifteen-percent discount to customers who order 500 items from this category. On sales quote SQ10656, you specify item 20-005 on line one for a quantity of 200 and item 30-005 on line two for a quantity of 300.

- When Line Pricing is No, the system prices lines 1 and 2 independently and does not factor in price list PR-047 until quote entry is complete.
- When Line Pricing is Yes, the system considers price list PR-047 after you enter line two and reprices line one accordingly.

Setting Line Pricing to No on sales quotes may reduce processing time during line item entry since the system does not recalculate prices for previous lines. However, when you need to know the exact price of each quote line as you enter it, you should set Line Pricing to Yes.

For new sales quotes, this value defaults from the Price QO by Line field in Pricing Control. On existing quotes, it defaults to No and cannot be updated.

EDI Invoice

Enter Yes to have the system generate electronic data interchange (EDI) invoice data for this order. You can then select this order to have

an invoice sent using Invoice Export. If you do not export invoices using EDI eCommerce, enter No.

If the order customer is defined in Trading Partner Parameter , this field defaults from the corresponding Send EDI Invoice field. Otherwise, it defaults to No.

Exporting invoice history can be important if you are using EDI eCommerce in high-volume shipping environments. An invoice is typically created for each shipment. When a trading partner is sent invoices using Invoice Export, you can export many invoices in one batch. This means you can ship repeatedly and export all the invoices later.

Credit Subpanel

Credit Terms

Specifies the credit terms for this sales quote.

Credit terms codes uniquely identify specific types of payment terms, which define the due date and any discount allowed for early payment.

Credit terms can be assigned to specific customers, ship-to's, and suppliers. They are accessed by the Sales Order/Invoices, Purchasing, Service/Repair Order, Field Service Management, Accounts Receivable, and Accounts Payable modules. Terms are printed on formal documents and used to calculate due and discount dates. You may manually override the terms and the calculated dates on any transaction.

Credit Terms Interest %

Enter the credit terms interest percent for this sales quote. This field defaults from the credit terms specified. This header percent sets the default for each line item on the order. You can change line-item interest percent only when Vary Pricing Date by QO Line is Yes in Sales Control. When that field is No, the system automatically updates all line items when the header value is modified.

Terms interest is used to calculate an amount to be added to the item list price based on the number of days to pay defined for the credit terms.

Terms interest percent is typically used in hyperinflationary environments. It represents an advance estimate of the gain or loss in the hyperinflationary currency.

When you use terms interest, you can track the interest component of item prices through separate general ledger (GL) postings. For sales orders, the Sales and Accounts Receivable accounts include the interest component of sales. The included interest amounts are also separately tracked in the GL interest accounts to facilitate reporting

requirements such as those of the Financial Accounting Standards Board (FASB).

GL terms interest entries are created at invoice post. They post to the SO Interest Accrued and SO Interest Applied accounts defined in Sales Control. The amounts in these accounts are then used to adjust inventory and sales accounts per FASB requirements.

Action Status

Leave blank if this quote can be processed immediately. Any nonblank entry indicates that the order is on hold and no action should be taken until it has been approved

The system checks two values when determining the default action status for a quote:

- If Credit Hold is Yes for the customer bill-to address, Action Status defaults to HD (Hold).
- The system checks the customer credit limit at the beginning and end of order processing. If the credit limit is exceeded and Hold Orders Over Credit Limit is Yes in Sales Order Accounting Control, the Action Status is set to HD. Otherwise, only a warning displays.

When a quote is released to an order, the corresponding order is also placed on hold. A non-blank action status prevents:

- A sales order packing list from being printed
- A sales order line for a configured product from being released to a work order

However, a non-blank status does not prevent inventory from being allocated or a shipment from being processed. Held orders are still considered by MRP.

After an order is saved, you cannot modify a non-blank status in Sales Quotes. Remove the hold status using Sales Order Credit.

This field is validated against predefined values entered in Generalized Codes for field qo_stat, if any. Since credit is not the only reasons for holding an order, standardize reasons by setting up generalized codes.

- CH: Credit Hold
- FL: Fixed Credit Limit
- HD: Hold
- MD: Maximum Days Exceeded
- TL: Turnover Credit Limit

After an order is saved, you cannot modify a non-blank status on the Sales Order panel. To change or remove the hold status, go to the Sales Order Credit panel.

Prepaid

Specifies the prepayment amount required on this quote, if any.

This field is for reference only and may appear on some selected reports and inquiries.

When a sales quote is released to an order, the prepayment amount on the order defaults to the value entered on the quote.

This amount does not update the general ledger or the customer account balance. A separate unapplied cash receipt entry must be made to record the prepayment amount in Accounts Receivable. Later, when the invoice is posted, the prepayment is applied to the invoice.

Reviewed

Enter Yes to indicate that a credit controller has reviewed the order. When Reviewed is Yes, its effect depends on a setting in Sales Control:

- When Allow of Reviewed Orders is Yes, the Reviewed value is for reference only. This order can be updated in the associated program.
- When Allow of Reviewed Orders is No, the order cannot be updated after it has been reviewed.

Sales Order Credit Report let you determine whether orders are included in the report output based on the Reviewed value.

CR Initials

Validated against predefined values entered in Generalized Codes, if any.

An optional code identifying the person who approved this order, normally the initials of the person who approved the credit and terms.

This field is for reference only and may appear on some selected reports and inquiries.

Usually not all of your employees are authorized to approve credit. You may want to restrict entry to certain codes. You can make sure that codes are entered consistently by entering the allowed codes into Generalized Codes. The system verifies entered codes against these predefined values, preventing incorrect codes from being entered.

Credit Card

Validated against predefined values entered in Generalized Codes, if any.

An optional code identifying orders paid by credit card.

This field is for reference only and may appear on some selected reports and inquiries.

Tax Settings Subpanel

Tax Class

Enter a tax class. Tax class defaults from the ship-to address if it is defined for the customer record. Tax classes group customers taxed at specific rates or that are tax-exempt.

Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The header tax class is used as the default for memo items on the order.

The tax class for inventory items defaults from Items.

Tax Environment

Specify the tax environment that applies to this order. The system determines a default environment based on:

- The To tax zone, determined by the customer ship-to address. If a customer tax zone is not found, the system uses the tax zone specified in Global Tax Management Control.
- The From tax zone, determined by the order ship-from site. If a tax zone for the ship-from site is not found, the system searches for the zone associated with an environment set up for a blank From tax zone and then the tax environment in Global Tax Management Control. If no environment is defined in the control program, taxes cannot be calculated and errors display.
- The customer tax class, if any. If the customer does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to order transactions. The header environment is only a default since the From tax zone may change depending on the site associated with each order line.

Transactions are subject to the tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

In Company Address , make sure you have a corresponding address code for every shipping site. The system selects tax zones based on addresses, not sites.

Tax Included

This field determines whether the system calculates tax and adds it to the net price or assumes the tax amount is already included in the price.

No: Tax is calculated and added to line-item prices.

Yes: The prices include tax. During line-item entry, the system retrieves the item price, reverse-calculates the tax amount, and displays the item price exclusive of tax. The tax amount is displayed on the Summary sub-panel of Billing panel.

The value of Tax Included defaults from the customer address. The value on the order header defaults to each line item.

Note The tax rate that applies to the item must have Allow Tax Included set to Yes in Tax Rates for the system to reverse-calculate tax amounts.

In the following example, an item priced at 100.00 includes a 10% tax. The system reverse-calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1 + Tax Rate) = Tax Amount

0.10 * (100.00/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Sales analysis commission reporting is based on item price including tax. Accounts Payable and Accounts Receivable payments with credit terms discounts also calculate the discount on item price including tax. For general ledger reporting, the system posts the tax and net item price separately. Since commission reporting uses item price including tax, you may have to adjust your commission structure to reflect this.

Tax Usage

Enter the tax usage code that applies to this order. This field defaults from the customer ship-to address.

Tax usage codes identify the normal use of items on this order. Tax usage codes, along with tax class and tax date, determine which tax rates apply to the order.

Tax rates may vary depending on the nature of operation of the buyer or seller or on the intended usage of the item. Common tax usage codes are retail, manufacturing, and industrialization. The tax usage code specified on the header defaults to each order line. You can change it for order lines, but not for trailer charges.

Tax Date

The transaction tax date is used to select tax rates.

At order entry, the default tax date is the order due date.

Exchange Subpanel

The Exchange subpanel is displayed only when the currency of the order is different from the base currency.

Exchange Rate From

Displays the exchange rate of the order currency against a unit of base currency.

Exchange Rate To

Displays the base currency.

Fixed Rate

Specify whether to use a fixed exchange rate.

Salespersons Panel

The Salespersons panel allows you to record the salespersons who contribute this order and the commission percentage that they can get from selling the items in this order.

The commission percentage for a salesperson defaults from the settings in the Salesperson form. You can also overwrite the percentage when maintaining sales orders.

Totals Panel

The Totals panel includes the discount, charges, and tax information of an order.

The panel includes three sub-panels: Charges, Taxes, and Summary.

In the Summary subpanel, you can change the discount information and then recalculate the tax and total value using the Recalculate button.

Charges Subpanel

The Freight, Taxable Freight, and Taxable Special trailer codes default from the settings in Sales Order Accounting Control.

The Container Charges and Line Charges default from the line items in the sales order. You can override them, if necessary.

Taxes Subpanel

The Taxes sub-panel lists the taxes of the order lines and the trailer.

The taxes amounts are subject to the tax class and tax environment specified in the order lines and the trailer code selected for the taxable freight.

Summary Subpanel

The Summary sub-panel displays the calculated line price, discount amount, tax amount, charges amount, and the total order price.

On this subpanel, you can only change the discount percentage.

After you change the discount percentage, click Recalculate to update the prices and charges.

Notes Panel

On the Notes panel, you can add, edit, and delete notes attached to the sales quote.

In the Notes Details window, you can add the predefined master references to the sales quote. In the Options panel, you can specify whether to print the notes as follows:

- Print On Quote
- Print On Invoice
- Print On Sales Order
- Print On Packing List

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Copy Action

Choose Actions > *Individual* > Copy to copy an existing sales quote to create a new one.

Options

Quote

Indicates the sales quote to be copied.

Sold-To

Enter the customer placing the order.

Quote Date

Indicates the day the quote was created.

Expire Date

Enter the date the quote expires. The system calculates this date by adding the time interval specified in the Days Until Expire field to the quote date. You can override this date.

Reprice

If set to yes, the sales quote will be repriced upon action.

Recalculate Freight

If set to yes, freight costs will be recalculated upon action.

Bill-To

Enter the billing address. This value defaults from the Sold-To field.

Ship-To

Enter the shipping address. This value defaults from the Sold-To field.

Lines to Release

The Lines to Release panel displays the sales quote lines to release.

Release Action

Choose Actions > *Individual* > Release to release a sales quote.

Options

Sales Order

Enter the sales order number uniquely identifying a sales order. You can either manually enter a number or leave it blank for the system to generate a sales number.

Number Format

Enter the number format.

Order Date

Enter the creation date for the sales order. Defaults to the current date.

Confirmed

If set to Yes, the sales quote will release as a confirmed sales order.

Recalculate Freight

If set to Yes, the system will recalculate freight costs.

Lines to Release

The Lines to Release summary grid displays the sales quote lines to be released.

Workflow Options

Print Sales Order

Set this field to Yes to print the sales order upon release.

Email Action

Choose Actions > *Individual* > Copy to email a sales quote to the contact associated with the selected quote.

In order to use this action, the selected sales quote must have contact information specified. This information is input in the Contacts subpanel of the Main panel of the sales quote record.

This action sends a report output, identical to that of the Sales Quote Print function, to the listed contact's email address. Selecting this action prompts a confirmation message appears displaying the contact information.

Click Continue to submit this action. If successful, a message in the top right corner of the screen and an inbox notification appear, alerting you that the email was sent.

Release (Bulk) Action

Choose Actions > *Bulk* > Release to release all currently displayed sales quotes as sales orders.

A sales quote is an agreement to supply a particular item at a specific price, with exact delivery dates and quantities to be specified later. When the customer requests a delivery, use **Sales Quotes** and enter the Qty to Release and Due Date for each line. Select Release and run the Sales Quotes Release action or run the **Sales Quote Release to Order** report instead of the bulk action. You can use the report to schedule the process to run at a particular time of day or if you need to process a very large number of records, potentially affecting performance. Running the report provides some advantages over using the Release bulk action in **Sales Quotes**. See Advantages of Reports Over Bulk Actions on page 1116.

Note Shipments can be processed only against a sales order, not a quote.

A released sales order is placed on hold if a customer is on Credit Hold or if the Hold Orders Over Credit Limit checkbox is selected in **Sales Order Control** and the customer is over the credit limit.

A sales order is generated for each quote released, using the details from the quote. Line item order quantity is set to the quote Qty to Release, and the sales order due date is copied from the quote's due date. The number of releases and the total quantity released are maintained on the quote, along with the last sales order number released. The total amount to release can exceed the original quote quantity. If the Ship to Installed Base and the Service Item's Installed Base checkboxes are selected in **Service Control**, the line item is set to update the installed base automatically. This update occurs after invoice posting for the sales order is generated. To edit the default installed base information, use **Sales Orders**.

After the release, the quote line Qty to Release is reset to zero and the Release field is cleared if the quote is not recurring.

Note If you release an item by mistake, use **Sales Orders** to change, cancel, or delete the line. The quote's Release Count and Qty Released field values will not reflect these changes.

To restrict access, define menu security for the Sales Quotes Release action.

To use the action:

1. Use the Sales Quotes filter criteria to identify quotes that you want to release to sales orders.
2. Use the Sales Quote Release action to launch the Build Criteria screen.

   The Build Criteria screen first displays the search criteria and a number of records from the Sales Quotes browse. Next, the screen displays the required criteria to process any release of these quotes, which includes the following items:

   - Line Site Access = "Yes"
   - Release = "Yes"
   - Qty to Release >0

   In the Options panel, you can perform the following steps:

   - Specify the sales order number for the release.
   - Specify the order sequence for assigning the sales order numbers.
   - Specify the order date on all sales orders released from quotes during this process.
   - Select the Confirmed checkbox for the resulting sales orders.
   - Recalculate freight charges on the resulting orders.
3. Click Continue to go to the Release screen.

The Release screen displays a filtered list of records that meet the required criteria. All records are selected by default. However, you can deselect and reselect records. When you click Submit, the selected records are released to sales orders.

Note Quotes containing items specified with item status codes defined with restricted transactions 'ADD_SO' or 'ORD_SO' are not released.

Options

Sales Order

Enter the sales order number uniquely identifying a sales order. You can either manually enter a number or leave it blank for the system to generate a sales number.

Number Format

Enter the number format.

Order Date

Enter the creation date for the sales order. The field defaults to the current date.

Confirmed

Select this field to release the sales quote as a confirmed sales order.

Recalculate Freight

Select this field to recalculate freight costs.

Reprice Action

Choose Actions > *Bulk* > Reprice to update a sales quote list and net price, based on the system's latest pricing records.

Note Sales Quote Repricing does not reprice TAM bonus stock lines.

The Fixed Price field appears in the:

- Domain Settings in **Customers**
- Header and lines in **Sales Quotes**
- Header and lines in **Sales Orders**
- Header and lines in **RMAs**

The Fixed Price value defaults from **Customers** to **Sales Quotes** and **Sales Orders**. If you do not use sales quotes, the value defaults directly from **Customers** to **Sales Orders**.

Note If you want to reprice an open sales quote line, the Fixed Price field on the line item frame must be cleared.

The Fixed Price value on a quote header determines the default for each line. When Fixed Price is cleared for a sales quote line item, sales quote repricing updates the list and net price to the latest corresponding pricing when executed. If Fixed Price is selected for a sales quote line item, sales quote repricing does not include that sales line item during repricing.

Note When a sales quote is released to an order, the system resets the Fixed Price value on the order header to the value associated with the customer. The line item Fixed Price value is unchanged.

Before running the Sales Quotes Reprice action:

1. Use the Sales Quotes filter criteria to identify the quotes, you want to reprice.
2. Use the Sales Quote Reprice action to launch the Build Criteria screen.

   The Build criteria screen displays the search criteria and a number of records from the Sales Quotes browse. It also displays the required criteria to reprice these quotes, which include the following items;

   - Line Site Access = "Yes"

- Line Fixed Price = "No"

In the Options panel, you can perform the following steps:

- Check credit.
- Set or clear the action status.
- Specify a new action status.
- Recalculate tax.

3. Click Continue to go to the Reprice screen.

   The Reprice screen displays a filtered list of records that meet the required criteria. All records are selected by default. However, you can use the Main panel grid to deselect and reselect records, as needed.

4. Click Submit to reprice the selected records.

   Note To see the effects of the reprice before committing a repricing of the records, click Simulate.

   After simulating or submitting, you receive error or success messages. Select the Messages icon to review them.
   After you click Simulate or Submit, compare the Old and New pricing data in the grid. The Summary panel also refreshes and displays credit information at the Bill-To level for the selected quotes, including whether or not the customer is on credit hold and the current credit limit and open balance.

Note You can use the Sales Quote Repricing on page 1116 report instead of the bulk action to schedule the process to run at a particular time of day or if you need to process a very large number of records, potentially affecting performance. Running the report provides some advantages over using the Reprice bulk action in **Sales Quotes**. See Advantages of Reports Over Bulk Actions on page 1116.

You can check credit limits after new prices are applied during quote repricing and make various credit adjustments.

Options

Check Credit

Set this field to Yes to perform credit checks based on values entered in subsequent fields. Credit-related fields can be updated only when Check Credit is Yes. Set this field to No to skip the credit check.

Set/Clear Action Status

If set to yes and the quote exceeds the customer credit limit, the sales quote action status is updated to the value of New Action Status. If a quote that was on hold is now found to be within the customer credit limit, the action status is cleared.

Recalculate Tax

Set this field to Yes to recalculate taxes when repricing.

New Action Status

This field represents the new action status to be placed on orders that exceed the customer credit limit. If left blank and Set/Clear Action Status is Yes, the system automatically resets the order action status to HD (hold).

Sales Quotes Reports

Several **Sales Quotes** bulk actions are now available as reports, allowing you to schedule the actions or submit them as background processes. The reports are:

- Sales Quote Release to Order on page 1116
- Sales Quote Repricing on page 1116

Advantages of Reports Over Bulk Actions

The Sales Quote reports provide the following advantages over the corresponding bulk actions in **Sales Quotes**:

- You can run the report offline or schedule it to run during downtime.
- The bulk action may affect a large number of records and, therefore, may affect performance.
- When running the report, there is no need to select or deselect records.

Sales Quote Release to Order

Access the **Sales Quote Release to Order** report to generate sales orders for open sales quotes ready for release by cycle code (used with recurring quotes), quote number, customer number, or quote date.

You can run the report with the Update field set to Yes, which updates records. If you set the Update field to No, the report lists the records that would be affected if Update were set to Yes, but does not perform the actual updates. When you run the report to perform updates, it performs the same function as the Release action for **Sales Quotes**. See Release Action on page 1111. Running the **Sales Quote Release to Order** report provides some advantages over using the Release bulk action in **Sales Quotes**. See Advantages of Reports Over Bulk Actions on page 1116.

Sales Quote Repricing

Access the **Sales Quote Repricing** report to update a sales quote line list and net price to the latest corresponding price.

To access the **Sales Quote Repricing** report to reprice an open sales quote, the Fixed Price field must be No on the sales quote line. When the Fixed Price field is No, the **Sales Quote Repricing** report updates the list price and the net price on the quote line to the latest corresponding pricing.

Note The **Sales Quote Repricing** report does not reprice TAM bonus stock lines.

You can run the report with the Update field set to Yes, which updates records. If you set the Update field to No, the report lists the records that would be affected if Update were set to Yes, but does not perform the actual updates. When you run the report to perform updates, it performs the same function as the Reprice action for **Sales Quotes**. See Reprice Action on page 1114. Running the **Sales Quote Repricing** report provides some advantages over using the Reprice bulk action in **Sales Quotes**. SeeAdvantages of Reports Over Bulk Actions on page 1116.

Customer Scheduled Orders

Customer Scheduled Orders, also known as contracts or agreements, occur when the manufacturer negotiates ahead of time with customers who have ongoing demand for items.

The customer scheduled order itself outlines details such as the item and details related to scheduling, shipping and Billing. One thing not found on the customer scheduled order lines are specific quantities and the specific dates on which customers require the items.

Customer scheduled releases (schedules) provide the on-going demand information to the supplier. These schedule releases grant visibility into your customer's master production schedule, and are used when you are supplying items repetitively based on customer needs. Your customers can provide three different types of customer scheduled releases:

- Long-term advanced schedules, which are used for planning but not considered firm
- Short-term shipping requirements, which are considered firm and override any planned schedule
- More detailed sequence schedules that indicate the order in which the customer plans to use items

You first create customer scheduled orders manually. Next, receive the related customer scheduled release detail from the customer and enter this information manually, or by importing documents using EDI eCommerce.

Cross-reference Customer Items

A customer item number can have one or more internal item numbers cross-referenced to it in Customer Items. This is achieved by defining item replacement records for the internal item referenced on the customer item record.

In Customer Scheduled Orders, the Order Lines detail window lets you search through all lines on the scheduled order by specifying an internal item and/or customer item in the selection criteria fields. When you enter a customer part number or internal item number for a line item, the system displays all contract order lines for the current order that match selection criteria. Once you select a line, the system populates the line item fields with data associated with the line. When you enter a valid item as the item number that does not have a customer part number cross-reference, the system prompts you to create one. When you respond with Yes, the system displays Customers. Use Customer Items to create a new customer item cross-reference for the item.

Replacement Items

An item can have one or more levels of item replacements defined for it in Replacement Items. When multiple levels of item replacements exist, the system searches through levels to replace with the correct item based on criteria. For example, if Item B replaces Item A, and Item C replaces Item B, if you create a customer scheduled order for Item A on a date when Item C is effective, the system replaces with Item C. If the item has an item replacement defined for it and the order entry is on or past the item replacement's effective date, the system can:

- Automatically replace a replacement item
- Prompt you to confirm item replacement or cross-sell addition

For scheduled orders, the system determines which internal item to use during required ship schedule creation. The system uses the scheduled order line effective date for shipping purposes. The system supports item replacement when you use EDI eCommerce to import documents in electronic data interchange (EDI) format. The system recognizes item numbers that you specified to be replaced with item replacements on imported documents and converts them to their associated replacement numbers. The associated item replacement automatically displays on the order line.

Navigation

Entering a ship-from, ship-to, and order identifies the customer scheduled order you want to maintain.

In the Shipping and Billing panels, specify shipping and accounting information for the whole order. Most of this information defaults from Customers.

Check the Auto Invoice Post and EDI Invoice fields to make sure they are set correctly. The value you enter in Ship to Cum/Req determines if the order is a noncumulative schedule. If Ship to Cum/Req is set to Req, the Requirement Based Scheduling sub panel displays for specifying noncumulative quantity accounting data.

If you are using the Customer Sequence Schedules module and Sequenced in the Order Data is set to Yes, the Sequence Delivery Data displays. Use it to specify whether sequence schedule data should be used when generating the required ship schedule, and if so, how many days of data should be used.

If you set Trade Sales to Yes, the system automatically creates supplier scheduled orders for each supplier of the items you list in the scheduled order. The system displays the Trade Sales PO Data at the line level to show the supplier, the supplier scheduled order number the system creates, and the new line number on the supplier scheduled order.

Sequenced schedules are not supported when using a Trade Sales arrangement; therefore, if the Trade Sales field is Yes, the Sequenced field is display only and vice versa.

For line entries, when you enter a new customer part number or item number that does not exist on the scheduled order, the system populates the Line Item field with the part numbers. When you specify a customer item, the system displays all scheduled order lines for the customer item. Likewise, when you enter an item number, the system displays all scheduled order lines for that item number. Select a line to modify from the list. Next, specify the item number and purchase order number for the scheduled order. These cannot be specified on another scheduled order for the same ship-from site and ship-to customer. When you create a new line, you are prompted to copy data from an existing PO line. Specify line-item data.

You can enter a fixed price, or enter a price list with amount type P (price) and let the system determine the price.

For each line item, you must enter schedule information. Some of this data determines how you build the shipping schedule. Std Pack Qty fixes the quantity for scheduling orders for the item. Use ship/delivery codes to distribute requirements from the customer among multiple dates. Netting logic determines how the customer's planning or shipping schedules are used to create the final shipping (required) schedule. You can define order line end dates to prevent shipping against expired order lines.

Life Cycle

Once you have set up the customer scheduled order, enter the release information received from the customer using Customer Scheduled Releases. If you use EDI eCommerce, import the customer schedules and then use these programs to verify them.

Use Required Ship Schedule Update or Selective Required Ship Schedule Update to calculate the due dates and required quantities based on the scheduled order and the customer's schedule. Run Material Requirements Planning (MRP) to explode demand and schedule component orders. MRP considers only the required schedule, which you can modify in Customer Scheduled Releases, not the customer's planning or shipping schedules. You can create required schedules as often as you want without returning to the scheduled order. Ship the items using standard container/shipper programs.

For noncumulative schedules, shipper lines are tied to specific requirements. This concept is known as requirement detail pegging. The scheduled order exists for as long as you choose. You can specify a maximum order quantity to be shipped against this order. In this case, the system warns you when this limit is reached.

Variance Functionality

Within an ongoing demand-reported environment, the details reported by the customer have a direct impact on MRP, forecasting, demand-planning and shipping. Having added visibility into any demand which has been changed from prior reported values is critical to success so a manufacturer can adapt rapidly to any unexpected, major fluctuations. Set-up variance tolerances in order to have the system calculate, display and highlight changes in prior reported demand as it relates to customer scheduled order/release activity.

Variance concepts and fields:

- **Variance** indicator column: This is located on the Customer Scheduled Releases browse. If any of the schedule detail records on a release set to status Active has a calculated Variance which falls outside the "Variance Thresholds", as defined on the Customer Scheduled Order line, then a Warning Icon displays in this column. Note that this Variance indicator is a run-time calculation on the supplier schedule side, but for performance reasons with customer schedules, a formal field exists on the customer schedule release header to store this value.
- **Previous Quantity** column: This field displays on each individual schedule detail record within any customer scheduled release. It is the previous quantity recorded on the once current Active release, based upon a match of schedule detail line values Date/Time/Interval and Reference. This value is populated when first setting a release to an active status via the Activate action within the Customer Scheduled Releases program, when loading Plan or Ship schedules via EDI, as well as when an active RSS is generated via the Required Ship Schedule Update program.
- **Variance** column: This field displays on each individual schedule detail record within any customer scheduled release. It is a percent value whose calculation is based on the schedule detail line Discrete quantity versus the Previous Quantity of the prior Active status release.

  "Variance" formula: "(Quantity/Previous Quantity)-1)*100".
  The Variance value on each schedule detail line is a run-time calculation and is not stored within the data.
- **Variance field background colors (Schedule Detail Grid cell)**: The color of the cell shading changes based on the Variance, yellow color for the negative result out of negative tolerance and orange color for the positive result out of positive tolerance. Also, the Positive and Negative Tolerances displayed in the Variance Tolerances sub-panel, which are used to calculate the variance (based upon release type), if any are out of tolerance, will appear in Orange (Positive) and Yellow (Negative) allowing the user to easily identify the tolerances used in the variance calculation. Note that the variance tolerances

themselves will not be shaded in color if no schedule detail lines are out of tolerance, or if they are defined as 0.00. The flow is as follows: When creating a new schedule in Customer Scheduled Releases, the fields found within the Variance tolerances sub-panel are not shaded. These fields are evaluated when setting a schedule to status active using the Activate action. At this time, if any schedule detail line is out of tolerance, then the backgrounds of both the Positive and Negative Tolerance fields (based upon type) found in the Variance Tolerances sub-panel, are shaded orange and yellow.

Also, certain updates to Active schedule lines may affect the shading of the cells. For example, let's say there are 3 schedule detail lines on a saved Active status schedule and one of the lines is out of tolerance. If the user goes back into the schedule and updates the quantity on the out of tolerance line to a quantity now in tolerance, this variance recalculates upon save, removing the shading of the variance field for that line, as well as removing the shading of the tolerance fields found within the Variance Tolerances sub-panel (also the Variance Indicator flag is reset to No). Also, in a similar scenario, if the existing line is deleted from the active schedule, and no other lines are out of tolerance, then the cell shading is removed as well. (Basically, the shading of these cells should directly correspond to whether or not the Variance Indicator flag for the Active release is Yes or No.)

Variance Flow (Customer Schedules)

1. Variance Thresholds are defined on the **Item**. 4 Fields: Positive Plan Variance, Negative Plan Variance, Positive Ship Variance, Negative Ship Variance.
2. Variance Thresholds are defined on the **Item/Site** record. 4 Fields: Positive Plan Variance, Negative Plan Variance, Positive Ship Variance, Negative Ship Variance. Initial defaults from the item (if found).
3. Variance Thresholds are defined on the **Customer Item**. Fields: Positive Plan Variance, Negative Plan Variance, Positive Ship Variance, Negative Ship Variance. Initial defaults from the item (if found).
4. Variance Thresholds are defined on the **Customer Scheduled Order line**. Fields: Positive Plan Variance, Negative Plan Variance, Positive Ship Variance, Negative Ship Variance. Default values based upon match on Customer Item, if not found then Item/Site, if not found then Item.
5. Plan/Ship/RSS types of releases are created within Customer Scheduled Releases program and the users sets the release status to active using the Activate Schedule action. Each **release schedule detail line** is evaluated against the current Active release for matching date. If matching previous active status schedules are located and tolerances are not zero, the Previous Quantity is

calculated and stored in the data, and Variance fields display (run-time calculations). When the release is saved, the release header Variance Indicator flag is set to 'yes' if any of the schedule detail lines are out of tolerance.

If a release is saved as status Active, but the user goes back into the active release and modifies a line quantity, then the calculated variance on that line will be updated on-screen, and the header variance indicator flag may be changed due to this modification of the line quantity. Also, if a schedule detail line is deleted from an active schedule and that line was out of tolerance, the variance indicator flag is re-evaluated to ensure that if the flag was true, there are other remaining lines which are out of tolerance on the schedule, otherwise now set the flag to false.

Note In regard to the population of the Previous Quantity field: these values are set when the schedule is first saved as Status active. If a user adds more lines after the saved status of Active, the system will not pull in any previous quantities for these new lines.

6. The QAD Adaptive UX **Required Ship Schedule Update** program is run which results in new active Required Ship Schedule (RSS) releases. These RSS releases also will go through step 5 validations. If any of the schedule detail buckets fall outside the defined Positive and Negative Ship Variances, the report will indicate "Release variance out of tolerance".
7. When **Plan and Ship releases** are **created in Document Import**, they are imported as status Active, per current design. These active releases undergo the same variance analysis by the system upon load, much like someone were setting the to status active via the Activate Release action found in the Customer Scheduled Releases program. This means that these releases may also contain previous quantity values and have the Variance indicator flag set as yes, where applicable. Also note that when dealing with a Required type of schedule, if the 'EDI Update RSS' flag is true, the EDI load may create RSS releases as well, in which case these will also be evaluated for variances as appropriate.
8. **Updates to Customer Schedule Order line variance tolerances and effects on existing Releases**:

   Users are allowed to access existing CSO lines, with releases having been recorded against them, and update the values for the variance tolerances fields. Doing so will have no immediate impact on the variances found on the existing schedules which are not currently active. The current active status releases though, for the Customer Scheduled Order, will be re-evaluated immediately by the system, and the Variance Indicator value adjusted as necessary. The system addresses the active release only is because users are most concerned with the active release, thus expect a change to the variance tolerance to effect the active release immediately.

Trade Sales

Under trade sales agreements, trade sales suppliers do not communicate directly with the customer. A sales agreement exists between you and your customer that you create orders, transact, and document the material delivery from a trade sales supplier to the customer; however, the trade sales supplier delivers the actual material to the customer. Trade sales features allow you to:

- Create a trade sales customer scheduled order and automatically create supplier scheduled orders (a type of purchase order).
- Automate shipment transactions and the generation of shipment documents when you import a trade sales supplier advance ship notice (ASN) and a trade sales order exists.
- Automate the generation of supplier planning schedules or supplier shipping schedules when you import, create, or modify an active customer planning or shipping schedule.

When trade sales is activated, you create the trade sales order here. The Trade Sales field identifies a trade sales order and initiates trade sales processing. When you identify an order as trade sales, the system:

- Automatically creates supplier scheduled orders for line items.
- Views all of the items on the order as supplied from trade sales suppliers.
- Prohibits changes to the Trade Sales field if set to Yes and line items exist with any schedule or shipments o Sets the shipment Type as blank and prohibits changes to the Type field.
- Displays the Trade Sales PO Data frame at the line-item level

The Trade Sales field cannot be set to Yes when:

- Line items with schedules already exist on the order.
- Shipments have been made for any line items.
- The order site is in a different domain.
- The Sequenced field is set to Yes.

Note If Trade Sales is set to Yes, the Sequence field is display only.

To create a trade sales order:

1. Enter the customer the trade sales supplier ships items to in the Ship-To field.
2. Enter the site responsible for managing the trade sales process of the items in the Ship-From field. The site cannot belong to a different domain.
3. Set Trade Sales to Yes.

4. If line items exist, verify the automatic creation of supplier scheduled orders. If line items do not exist, add them. The system creates a supplier scheduled order after you add an item.

Note You must specify the trade sales supplier for the item in Items first.

If the trade sales order has more than one item supplied by the same supplier, the system creates one supplier scheduled order with multiple lines for the items; however, if the trade sales order has multiple order lines with the same item number and supplier, the system creates multiple supplier scheduled orders for one supplier. If you modify any of the following fields in the trade sales order, the system automatically updates them on the supplier scheduled order it created:

- Fab Auth Days
- Raw Auth Days
- Cum Start
- Max Order Qty
- Location
- Comments

Because schedule dates come from the customer in a trade sales agreement, the system creates trade sales supplier scheduled orders with blank start effective and end effective dates at the header and line level. You can view supplier scheduled orders created for the trade sales supplier in the Trade Sales PO Data frame. The frame displays the supplier ID, new supplier scheduled order number, and the supplier schedule order line number.

You cannot update a trade sales supplier scheduled order in:

- Customer Scheduled Orders
- Purchase Orders

You can only access the customer scheduled order that you defined as a trade sales order here. If you try to access a trade sales customer scheduled order in Sales Orders, the system displays an error message and you cannot continue.

Effects of Scheduled Orders

A scheduled order has no effect in the system until you ship materials against a required schedule. No general ledger (GL) transactions are created until the materials are shipped.

Effects on Required Ship Schedule (RSS)

The RSS may have a different outcome based on how you set the Netting Logic field in the order line item data. Set the Netting Logic field to specify how the system uses planning and shipping schedules when it creates the RSS. Depending on the logic used, the schedule can reflect just the

shipping schedule, just the planning schedule, the shipping schedule when the two schedules overlap, or a shipping schedule that consumes the planning schedule when the two schedules overlap. The ship days that the schedule sets can be different, too, depending on the netting logic option.

Credit Management

The action status for a scheduled order is set to HD (hold) if either:

- Credit Hold is set to Yes in Customers, or
- Hold Orders Over Credit Limit is Yes in Sales Orders and the credit limit is actually exceeded. To clear the hold status so that you can continue SO processing, change the Action Status field in Sales Order Credit to blank.

Excel Import/Export for Customer Scheduled Orders

Like many browses, **Customer Scheduled Orders** offers the ability to export or import data from Excel in addition to a variety of other formats. For more information, see Exporting and Importing Data on page 266.

Main

Ship-From

Indicates site from which all items for this order will be shipped.

All line items for this order are assigned to the Ship-From site. Demand information is passed to MRP accordingly.

Under Global Tax Management, the ship-from site also helps determine the applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction.

Multiple orders can be entered for unique combination of ship-from to ship-to. Additionally, the order can be used to reference an existing schedule order.

Ship-To

Enter the customer or ship-to address code to receive the items on this scheduled order.

Under Global Tax Management, the ship-to address helps determine the applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction. In addition, the ship-to address determines the transaction tax usage code.

Multiple orders can be entered for unique combination of ship-from and ship-to. A scheduled order is uniquely identified by ship-from, ship-to, and order.

Sold-To

Enter the address code of the customer requesting the items on this order. The address code identifies a specific customer and related data and credit information.

Order

Order number uniquely identifies a specific scheduled sales order. Order numbers select information to appear on reports and inquiries.

Remarks

Optionally, enter any remarks.

Currency

Enter the currency code for this order. Currency defaults from the bill-to address.

Currency codes identify monetary units and form the basis of exchange rate relationships.

Each domain has a base currency. You can specify foreign currencies during sales, purchasing, service, and accounting transactions. Each currency must be predefined and a valid exchange rate must exist for the transaction effective date.

When you enter a non-base currency, the system displays the exchange rate relationship effective on the order date. You can modify it and, optionally, mark it as fixed. Fixed rates are not updated later in the document life cycle.

You cannot change the currency on an existing order. If you made a mistake and entered the wrong currency, you can only correct it by deleting the order and reentering it.

You can apply field security to this field to restrict access.

Entered By

Indicates the user who first entered this scheduled order.

Order Options

Show Qty as Cumulative

If "Show Qty as Cumulative" is true, Cumulative quantities will be prompted for when entering customer scheduled release details. The system will prevent you from entering schedule detail records on a release which do not remain the same or grow over time. For example, if you were to enter in a date of yesterday within the Customer Scheduled Release, Schedule Detail data frame for Quantity:10, and then attempt to enter a Qty of 5 for today's date, you would receive a

hard error indicating: "Cumulative quantities are not in ascending value order".

If "Show Qty as Cumulative" is false, then Discrete quantities for the line may be entered.

Ship to Cum/Req

Select Cum (cumulative) or Req (required) to specify the type of quantity accounting to be used.

If Req is selected, the Requirement Based Schedule Sub Panel will appear in the Scheduling panel.

If Ship to Cum/Req = Cum (meaning it is a cumulative schedule), then when a customer scheduled release is entered, a Prior Cum Start date is required. This date is used against the Prior Cum Req field establishing how much cumulative qty is open as of that Prior Cum Date. So, for example, let's say today's date is Jan 2nd and the customer needs an additional 20 units of an item. If the Prior Cum Start date is Jan 1st, and the Prior Cum Req = 120, then the quantity you enter for Jan 2nd should = 140.

If Ship to Cum/Req = Req this indicates that the data will not be reported as cumulative but rather discrete data due on that date.

Consignment

If selected, the item on this sales order line is consigned. You can update consignment data in a separate panel.

Sequenced

If selected, indicates that this order is a sequenced scheduled order.

Note Sequenced schedules are not supported when using a trade sales arrangement; therefore, if Trade Sales is Yes, this field is display only.

This value is used by EDI eCommerce, Required Ship Schedules, and Picklist/Pre-Shippers to verify whether scheduled orders are also sequenced orders.

Trade Sales

If selected, indicates that this order is a trade sales order.

Note Sequenced schedules are not supported when using a Trade Sales arrangement; therefore, the system displays an error message when you set both the Sequenced field and the Trade Sales is selected.

The system automatically creates a supplier scheduled order for a trade sales line item, sets the ship type to blank on the created

scheduled orders, and displays an additional Trade Sales PO Data frame.

If line items already exist on the order, the system prompts you to confirm that you want trade sales purchase orders created for them. Once you confirm, the system creates the trade sales supplier scheduled orders for the supplier associated with the items in Items.

If line items do not exist, the system creates a new supplier schedule order line as you enter new line items. If a valid supplier is not associated with the item on the order, an error displays and you cannot continue.

If the trade sales order has more than one item supplied by the same supplier, the system creates one supplier scheduled order with multiple lines for the items; however, if the trade sales order has multiple order lines with the same item number and supplier, the system creates multiple supplier scheduled orders for one supplier.

Validate Customer Ref

If selected, the system validates the value listed as customer reference.

The Item, Customer Item and Customer Reference fields display within the Customer Scheduled Order lines.

- When "Validate Customer Ref" field is true, the Customer Reference field mimics the Customer Item field. The Customer Reference field is disable in this case and displays the same value as Customer Item. If Item is specified, then a search is made for matching Customer Item cross-reference using the Item and the Customer Item fields, and the Customer Reference field is updated appropriately. After this, if the user then specifies/ changes the Customer Item field, again the system searches for a matching Customer Item cross-reference using the Customer Item field, and updates the Item and Customer Reference fields as appropriate. Note that if using an API load, the Item takes precedence, then Customer Item for finding matching Customer Item cross-reference records.
- Customer Reference field is accessible only when "Validate Customer Ref" is false. In this case, the user can enter anything they want in this field to help identify this scheduled order line for the customer.

Import/Export

This field determines whether an additional frame displays where you can enter data required for Intrastat reporting. This frame displays at the end of order processing.

The value defaults to Yes when Import/Export Default is Yes in Intrastat Control and the ship-from and ship-to site addresses are both EU countries.

Intrastat refers to a system used by regulatory officials of the European Union to monitor trade between member countries.

Intrastat data defaults to each line. You can add Intrastat data to an existing order. In this case, the system copies the header data to all order lines without Intrastat information, as well as any new lines you enter.

Taxable

If selected, the system calculates tax and adds it to the item net price.

Scheduling

Required Ship Schedule

Week Offset

Must be between 0 and 6.

Indicates the starting day of the week of the customer or ship-to. Monday is 0, Tuesday 1, ... Sunday 6.

This field is used by Required Ship Schedules only. It causes weekly schedule dates to be interpreted as starting on the day indicated by the week offset value—for a ship/delivery pattern code of Monday-Wednesday-Friday and a week offset value of 2 (start the week on Wednesday), the interpreted shipment dates will be Wednesday, Friday, and the following Monday.

This should be 0, unless your customer requires something different.

Dynamic Unpeg

If selected, the system generates pre-shippers.

Include Saturday/Sunday

If selected, Required Ship Schedules calculate the schedule ship date with weekends when transport days is greater than zero.

Requirement Based Schedule

Ship Complete

Indicates the percentage of a shipment needed against an authorization number in order for the authorization number to be considered shipped complete.

AUTHNBR Unique Days

Enter the interval of days in which an authorization number must be unique.

To have the system skip this edit check, enter Zero.

When any other number is entered, the system checks whether authorization numbers being entered are in use on or after a certain date. The date is equal to the schedule detail date, less the number of days entered in this field. If an authorization number being entered is found to already be in use after the described date, an error occurs. You are prompted to re-enter the authorization number.

Use this field to enable editing for re-useable authorization numbers. This field ensures that an authorization number can be used only once during the interval specified by this field.

EDI Update RSS

If selected, system updates the required ship schedule (RSS) after importing a ship schedule.

Merge RSS

When a customer scheduled order is a required order (Ship-to Cum/ Req: Req), and the Merge RSS field is true, when creating a new RSS, after you have entered your schedule detail lines, if there is an active RSS out there you will be prompted to Merge RSS y/n . If you say yes, then it copies in any date buckets which are not currently on the RSS from the prior active RSS. If there are matching date buckets on the current active versus the one you are creating, it will keep the quantities from the current schedule being created, however will copy in any requirement detail records not found on the current RSS.

Note Only open requirements from existing required ship schedules (RSS) are copied to newly generated schedules. A requirement is considered open if it has not been fully shipped. The value of Ship Complete determines what percentage of an order must ship before it is considered complete.

Note Open requirements that are already allocated are always copied regardless of this setting.

Set to Yes if your trading partner does not retransmit requirements that have not yet been shipped.

Exclude Planning Data

If selected, planning data from the active required ship schedule is not merged into the newly generated schedule.

You can update this field only when Merge RSS is selected. When open requirements are being merged, this field determines how the system manages planning data.

Order Lines

Use the Order Lines panel to maintain order line data.

Click +New to add a new line.

Click Details to open Order Lines Detail.

Order Lines Detail

Actions

Copy Line

Choose Actions > *Individual* Copy Line to copy item data to a new line.

Update Cumulative Shipped

Choose Actions > *Individual* Update Cumulative Shipped to correct cumulative shipped quantities, or reset the quantities on the order line item to zero, as might be done for an accounting close.

This program is typically not used often, and should be restricted with menu security.

This action can be launched from the Customer Scheduled Orders > Order Lines detail screen as well as from the Customer Scheduled Order Detail browse.

In the Adjust or Reset (A/R) field, choose Adjust to correct a quantity problem. Choose Reset to set both cumulative quantities to zero.

Business-wise, you may consider making an adjustment after an ASN is returned—on a customer scheduled release—showing a quantity different than you shipped. If the ASN reflects the most recent shipment, make the adjustment to the Cumulative Shipped quantity; if another shipment has since gone out, adjust the Prior Day Cumulative Shipped quantity. A complete audit trail of all inventory transactions is maintained in transaction history (tr_hist). These can be reviewed using Transactions Detail report. Each transaction is identified by a transaction number and a transaction type. The transaction type is CUM-SADJ.

GL transactions created by inventory movements (type IC) are stored in the unposted transaction table until they are posted using Operational Transaction Post. Review unposted transactions with Unposted Transaction Inquiry and Unposted Transaction Register.

Non-Inventory (Memo or Drop) Shipments:

- There is no effect.

Non-Inventory (Memo or Drop) Shipments:

- Credits the Inventory Acct defined in Inventory Accounts for the product line, shipment site, and location.
- Debits the COGS Material Acct, COGS Burden Acct, COGS Labor Act, COGS Overhead Acct, and COGS Subcontract Acct defined in

Sales Accounts for the product line, shipment site, sales channel, and customer type.

Note If the Sum LL Costs Into Material Cost field is Yes in Inventory Control, all lower level manufacturing costs are posted to the COGS Material Account.

You can use the Update Cumulative Shipped action to alter the quantity again, as needed.

Adjustment Panel

Adjust or Reset (A/R)

The default is Adjust.

Indicates if this action will be an adjustment of the cumulative shipped or a reset to zero.

If adjustment, you will be prompted for the correct value of Cumulative Shipped and Prior Day Cumulative Shipped. If reset, you will not be prompted for Cum Shipped and Prior Day Cum Shipped as these will be set to zero.

A transaction history record is created each time this action is completed. The record indicates Adjust or Reset and the net increase or decrease quantity.

Cumulative Shipped

The adjusted cumulative quantity shipped against this scheduled order line item.

When a line item is first scheduled, the cumulative ship quantity is zero and the cumulative start date is set to the first day of the schedule. As shipments are processed, the system updates the cumulative ship quantity. Cumulative shipment quantity and start date appear on most reports and inquiries.

The cumulative ship quantity is netted against the current required ship schedule. Remaining open quantities are what is visible to MRP.

Sometimes you must adjust cumulative ship quantity manually, usually as dictated by customer policy—they may ask to have it reset to zero at the start of their new fiscal year. The cumulative start date is changed to this date.

Cumulative shipments can also be adjusted manually to reflect returned or defective items, or losses due to theft—when defective items are returned by the customer, you may want to process a credit without decreasing cumulative quantity.

When the customer sends you a revised schedule, it normally lists the cumulative quantity they have received along with information about their last receipt. If this does not match your records, you should investigate the difference.

Prior Day Cumulative Shipped

Indicates the cumulative quantity shipped as of the end of the previous day. This is recorded for use in ASN transmission where the trading partner requires the prior day value.

Prior Cumulative Required

Displays the current Prior Cumulative Required value as displayed within the current active RSS record. This field is read only.

Remarks

Optionally, add any remarks (up to 24 characters). Remarks added are committed to the resulting transaction record.

Usually these identify the source or the reason for the transaction—for example, the document number associated with an unplanned transaction.

Cumulative Shipped Start Date

This date indicates when shipped quantities on this schedule began to accumulate.

When a line item is first scheduled, the cumulative ship quantity is zero and the cumulative start date is set to the first day of the schedule. As shipments are processed, the system updates the cumulative ship quantity.

The cumulative ship quantity is netted against the current required ship schedule. Remaining open quantities are visible to MRP.

You may need to adjust cumulative ship quantity manually. For example, some customers may require that the cumulative quantity be reset to zero at the start of the fiscal year. The cumulative start date is also reset.

You can also adjust cumulative shipments manually to reflect returned or defective items, or losses due to theft. Manual adjustments may also be needed if the documents from the customer do not match yours.

Prior Day Cumulative Shipped Date

The system calculates a date and displays it in this field by subtracting 1 from the effective date of the last shipment for this scheduled line or order. The prior day cumulative shipped quantity includes all shipments up to and possibly including this date.

You cannot assume that any shipments actually took place on this date. For example if the last shipment day was a Monday, the date displayed in this field (for the previous Sunday) may be a non-working date for your company.

Prior Day Cumulative Required Date

Displays the current Prior Cumulative Date as displayed within the current active RSS record. This field is read only.

Order Lines Main Panel

Line

Indicates the order line.

The system assigns the next sequential line number.

Line item is automatically assigned when you are adding new line items. Use this number to access and modify an existing line item.

Unique line numbers allow you to enter multiple lines for the same item, perhaps with different quantities or dates.

Customer Item

The customer item number to be used for this order line item.

The purpose for entering this value is because it is possible to have more than one customer item number per internal item number. Therefore, it is necessary to identify which customer item number to work with.

Item

Enter the code identifying the item on this scheduled order. You can specify a non-inventory item, such as a service, or an inventory item previously defined in Items. If you specify a customer item defined in Customers, the system replaces it with the associated internal item number.

Item codes uniquely identify items or products such as raw materials, purchased or manufactured intermediates, finished items, or packaging materials. Item codes also identify planning items, configured products, service kits, and repair parts used in service activities.

When an inventory item is entered, the system automatically accesses and displays recommended pricing, location, and GL accounts. These can be changed manually, as needed.

When you specify a non-inventory item, the system checks to see if this is a valid customer item, as defined in Customer Items. If it is, the internal item number is accessed and displayed. If it is not, you must enter all relevant information manually. The system sets Ship Type to Memo, indicating that this shipment does not affect inventory.

For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item. Additionally, you can use the line item number assigned to the detail record to access the detail record.

UM

Indicates the unit of measure for this item.

Purchase Order

Indicates the customer purchase order (PO) number.

Customer Reference

Enter the customer reference that identifies the schedule line to display or update. For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Model Year

Indicates the model year for the schedule order line.

Discount Table

Enter the discount table for this order.

Price for scheduled orders from within a discount table is based on the quantity shipped during Pre-Shipper/Shipper Confirm.

List Price

For a new line, list price defaults from the items record.

List price represents the unit price before applicable discounts or markups are applied. This value is used by the system to calculate the net price. The list price is posted to the Sales account during invoice post. If there is a difference between the net price and list price, the difference is posted to the Sales Discount account.

The system displays a warning when the list price on the schedule order is not the same as the list price in Items. This may occur if the item master price has been changed, or the list price is changed manually in Customer Scheduled Orders.

Net Price

Indicates the net price for this item.

Taxable

If selected, indicates that this line item is subject to tax.

Master Line

If selected, indicates that the current line is considered the master line by the system.

Start Effective

The starting effective date of this order line item.

End Effective

The ending effective date of this order line item.

Order Lines Scheduling Panel

Req Schedule Days

The number of days of discrete data to place in a Required Ship Schedule.

When creating required ship schedules, the system interprets any bucketed quantities from the planning and shipping schedules and divides them into discrete quantities. Since it may not be necessary to have such detail far into the future, the Req Days, Req Weeks, and Req Months fields can be used to define the bucketing intervals for re-bucketing, or to simply put a limit on how far into the future to retain data. For example, if 30, 12, 2 are used for these fields respectively, the first 30 days' of discrete data will be left discrete, the following 12 weeks' will be bucketed into weekly quantities, and the following 2 months' worth will be bucketed into monthly quantities. Any data past that is not kept.

Entering zeros in these fields will cause no action to be taken, that is, all discrete data will be placed as-is into the required ship schedule.

Be careful—since MRP is essentially bucketless, MRP will view bucketed quantities as discrete requirements. For example, a monthly bucketed quantity will appear as one quantity due at the beginning of the month.

Ordinarily, these fields should be set to zero.

Req Schedule Weeks

The number of weeks of discrete data to place in a Required Ship Schedule.

When creating required ship schedules, the system interprets any bucketed quantities from the planning and shipping schedules and divides them into discrete quantities. Since it may not be necessary to have such detail far into the future, the Req Days, Req Weeks, and Req Months fields can be used to define the bucketing intervals for re-bucketing, or to simply put a limit on how far into the future to retain data. For example, if 30, 12, 2 are used for these fields respectively, the first 30 days' of discrete data will be left discrete, the following 12 weeks' will be bucketed into weekly quantities, and the following 2 months' worth will be bucketed into monthly quantities. Any data past that is not kept.

Entering zeros in these fields will cause no action to be taken, that is, all discrete data will be placed as-is into the required ship schedule.

Be careful—since MRP is essentially bucketless, MRP will view bucketed quantities as discrete requirements. For example, a monthly

bucketed quantity will appear as one quantity due at the beginning of the month.

Ordinarily, these fields should be set to zero.

Req Schedule Months

The number of months of discrete data to place in a Required Ship Schedule.

When creating required ship schedules, it interprets any bucketed quantities from the planning and shipping schedules and divides them into discrete quantities. Since it may not be necessary to have such detail far into the future, the Req Days, Req Weeks, and Req Months fields can be used to define the bucketing intervals for re-bucketing, or to simply put a limit on how far into the future to retain data. For example, if 30, 12, 2 are used for these fields respectively, the first 30 days' of discrete data will be left discrete, the following 12 weeks' will be bucketed into weekly quantities, and the following 2 months' worth will be bucketed into monthly quantities. Any data past that is not kept.

Entering zeros in these fields will cause no action to be taken, that is, all discrete data will be placed as-is into the required ship schedule.

Be careful—since MRP is essentially bucketless, MRP will view bucketed quantities as discrete requirements. For example, a monthly bucketed quantity will appear as one quantity due at the beginning of the month.

Ordinarily, these fields should be set to zero.

Fab Auth Days

The number of days to use to calculate fabrication quantity.

Scheduled orders uses Fab Auth Days to calculate the default fabrication quantity, in the event customer authorizations are for a number of days into the future. This capability is enabled if it is greater than zero.

Raw and Fabrication Quantity are authorization quantities that can be sent as footnote data in a schedule. They indicate a commitment by the customer, with raw quantity the quantity of product for which the customer commits to covering component costs, and fab quantity the quantity of product for which the customer commits to covering manufacturing costs. These commitments are made to give the supplier some protection against sudden and unforeseen reductions in demand.

Authorization quantities are usually cumulative quantities.

Some customers state authorizations as a number of days into the future. In this case, the numbers of days into the future are entered into these fields.

Raw Auth Days

The number of days to use to calculate raw quantity.

Raw Auth Days is used by Customer Scheduled Orders to calculate the default raw quantity, in the event customer authorizations are for a number of days into the future. This capability is enabled if it is greater than zero.

Raw and Fabrication Quantity are authorization quantities that can be sent as footnote data in a schedule. They indicate a commitment by the customer, with raw quantity the quantity of product for which the customer commits to covering component costs, and fab quantity the quantity of product for which the customer commits to covering manufacturing costs. These commitments are made to give the supplier some protection against sudden and unforeseen reductions in demand.

Authorization quantities are usually cumulative quantities.

Some customers state authorizations as a number of days into the future. In this case, the numbers of days into the future are entered into these fields.

Netting Logic

Enter one of the following codes that specify how the system uses planning and shipping schedules when it creates the required ship schedule:

- 1: Use the shipping schedule only.
- 2: Use the planning schedule only.
- 3: Replace beginning of the planning schedule with the shipping schedule (replace logic).
- 4: Replace beginning of the planning schedule with the shipping schedule, then adjust the last quantity in each week of the shipping schedule data upward so the cumulative of the shipping schedule requirements is not less than the cumulative of the planning schedule requirements (consume logic).
- 5: Replace the beginning of the planning schedule with the shipping schedule. Determine the excess planning quantity in the last overlap week (the last week with both planning and shipping schedules) and spread the excess planning quantity over the open work days in the last overlap week.

The RSS is the actual schedule of shipping requirements necessary to meet customer demand. It is what is visible to MRP. Other parameters, such as transport lead time, standard pack quantity, customer calendars, and shop calendars are also utilized by Required Ship Schedule Update or Selective Required Ship Schedule Update to build the RSS. When you select netting logic 5, the system places

excess quantities on open work days. An open work day is a valid business day on the selected calendar on which there are no identified shipping requirements. The system selects the days on which to place excess planning requirements, based on open work days in either the customer calendar or the shop calendar. The system determines to which calendar to add excess planning quantities by calculating the gap in days between the last shipping requirement and the first open day in both calendars. The system selects the calendar with the smallest gap since this provides the most efficient RSS. If the gap in days is equal in both calendars, the calendar that has the shortest working week is selected.

For example, the shipping schedule shows 30 quantities for the week: 10 quantities for Monday, 10 quantities for Tuesday, and 10 quantities for Wednesday. The planning schedule shows 60 quantities for the same week. This results in an excess planning quantity of 30 in this overlap week. The shop calendar shows open days as Monday through Friday. The customer calendar shows open days as Monday through Saturday. The system uses the shop calendar to spread the excess planning quantity of 30 over the two remaining open work days of the shop calendar. So, the last overlap week on the RSS is as follows:

- Monday = 10
- Tuesday = 10
- Wednesday = 10
- Thursday = 15
- Friday = 15

If the customer calendar work days were from Monday through Thursday, the system would use the customer calendar to spread the excess planning quantity. In this case, the RSS would show the following results for the last overlap week:

- Monday = 10
- Tuesday = 10
- Wednesday = 10
- Thursday = 30

When the shipping schedule covers an interval longer than a day, such as a ten- or fourteen-day schedule, use option 3, 4, or 5. If the shipping schedule is next-day-only shipping instructions, or if the customer sends a combined planning and shipping schedule, use option 2.

The system adjusts the schedule quantities to include the shipping and planning PCR quantities when it reconciles shipping and planning schedules in the last week when the two schedules overlap. The system calculates the difference between the cumulative planning quantity and the cumulative shipping quantity as of the end of the overlap week and places the difference as an adjustment on the first

day of the following week. This results in a required shipping schedule that extends into the next week beyond the customer shipping schedule.

When Use Ship/Plan PCR is No, the system does not include the PCR quantities in the reconciliation.

The system uses a Ship/Delivery pattern (SDP) to calculate actual required ship dates when it updates the RSS. The SDP is a code that specifies the days of the week or month when the customer requires shipments or deliveries. The system preserves the planning SDP code when excess planning quantities are added to the RSS. For example, the excess quantity is placed on Friday when:

- The planning SDP code stipulates Monday, Wednesday, and Friday.
- Shipping requirements exist for Monday, Tuesday, and Wednesday.
- The calendar depicts Thursday and Friday as open days. The system selects Friday for the excess, even though Thursday is open because Thursday does not conform to the SDP code.

When you set RSS Calendar Option to 3 (no calendars) in Container/ Shipper Control, Customer Data , and Customer Scheduled Order ; you indicate that the system should not adjust the initial and final RSS dates by shop or customer calendars. However, if you set netting logic to 5, the system uses a calendar or calendars to determine the days over which to spread the excess planning quantity, regardless of how you set RSS Calendar Option. When you create the RSS, the system processes requirement due dates by considering RSS Calendar Option settings and available calendars. Netting logic routines do not manipulate the requirements and dates at this point, unless SDP codes or RANs are involved. When netting logic routines run, the system may move planning or shipping schedule requirements and dates. To prevent the requirements from ending up on inappropriate dates, the system moves requirements to appropriate dates, using the following calendar processing to resort the requirements and dates:

- If RSS Calendar Option is 1, RSS uses the available shop and customer calendars to move requirements so that they end up on days when both the shop and customer are open.
- If RSS Calendar Option is 2, RSS uses the available customer calendar only to move requirements so that they end up on days when only the customer is open.
- If RSS Calendar Option is 3, the system does not place dates with any calendar. The requirements are left on the dates upon which they were entered or received.

Cum Start

Indicates when shipped quantities on this schedule began to accumulate.

When a line item is first scheduled, the cumulative ship quantity is zero and the cumulative start date is set to the first day of the schedule. As shipments are processed, the system updates the cumulative ship quantity.

The cumulative ship quantity is netted against the current required ship schedule. Remaining open quantities are visible to MRP.

You may need to adjust cumulative ship quantity manually. For example, some customers may require that the cumulative quantity be reset to zero at the start of the fiscal year. The cumulative start date is also reset.

You can also adjust cumulative shipments manually to reflect returned or defective items, or losses due to theft. Manual adjustments may also be needed if the documents from the customer do not match yours.

Plan SDP Code

A code specifying the default ship/delivery pattern code.

Ship/Delivery patterns are used by Required Ship Schedule to calculate actual required ship schedule dates. For bucketed quantities, the usual interpretation is to divide the date and quantity into discrete dates and quantities. For discrete quantities, the usual interpretation is to backward-adjust the date until it matches an acceptable ship/delivery pattern date.

The following codes are recognized:

- Blank: Any day, Monday through Sunday
- 01 or 1: First week of month
- 02 or 2: Second week of month
- 03 or 3: Third week of month
- 04 or 4: Fourth week of month
- 05 or 6: 1/2 first and third weeks of month
- 06 or 7: 1/2 second and fourth weeks of month
- 07: First day of month
- 10 or A: Any day, Monday through Friday
- 11 or B: Any day, Monday through Saturday
- 12 or D: Monday
- 13 or E: Tuesday
- 14 or F: Wednesday

- 15 or G: Thursday
- 16 or H: Friday
- 20 or 1/5: Monday through Friday
- 21 or Q: 1/2 Tuesday, Thursday
- 22 or R: 1/2 Wednesday, Friday
- 23 or U: 1/2 Monday, Wednesday
- 24: 1/2 Monday, Thursday
- 25: 1/2 Tuesday, Friday
- 26: 1/3 Monday, Wednesday, Friday
- 27: 1/4 Monday, Tuesday, Wednesday, Thursday
- 28: 1/3 Monday, Tuesday, Thursday
- 30: 1/4 Monday, Tuesday, Wednesday, Friday
- 31: 1/4 Tuesday, Wednesday, Thursday, Friday
- 32: 1/3 Tuesday, Wednesday, Thursday
- 33: 1/6 Monday through Saturday
- 34: 1/7 Monday through Sunday

You can use ship/delivery pattern codes for both planning and shipping schedules. You would ordinarily use pattern codes only for planning schedules that use bucketed quantities frequently.

Plan SDT Code

A code specifying the default ship/delivery time code.

Ship SDP Code

A code specifying the default ship/delivery pattern code.

Ship/Delivery patterns are used by Required Ship Schedule to calculate actual required ship schedule dates. For bucketed quantities, the usual interpretation is to divide the date and quantity into discrete dates and quantities. For discrete quantities, the usual interpretation is to backward-adjust the date until it matches an acceptable ship/delivery pattern date.

The following codes are recognized:

- Blank: Any day, Monday through Sunday
- 01 or 1: First week of month
- 02 or 2: Second week of month
- 03 or 3: Third week of month
- 04 or 4: Fourth week of month

- 05 or 6: 1/2 first and third weeks of month
- 06 or 7: 1/2 second and fourth weeks of month
- 07: First day of month
- 10 or A: Any day, Monday through Friday
- 11 or B: Any day, Monday through Saturday
- 12 or D: Monday
- 13 or E: Tuesday
- 14 or F: Wednesday
- 15 or G: Thursday
- 16 or H: Friday
- 20 or 1/5: Monday through Friday
- 21 or Q: 1/2 Tuesday, Thursday
- 22 or R: 1/2 Wednesday, Friday
- 23 or U: 1/2 Monday, Wednesday
- 24: 1/2 Monday, Thursday
- 25: 1/2 Tuesday, Friday
- 26: 1/3 Monday, Wednesday, Friday
- 27: 1/4 Monday, Tuesday, Wednesday, Thursday
- 28: 1/3 Monday, Tuesday, Thursday
- 30: 1/4 Monday, Tuesday, Wednesday, Friday
- 31: 1/4 Tuesday, Wednesday, Thursday, Friday
- 32: 1/3 Tuesday, Wednesday, Thursday
- 33: 1/6 Monday through Saturday
- 34: 1/7 Monday through Sunday

You can use ship/delivery pattern codes for both planning and shipping schedules. You would ordinarily use pattern codes only for planning schedules that use bucketed quantities frequently.

Ship SDT Code

A code specifying the default ship/delivery time code.

Std Pack Qty

Enter the multiple in which orders for this item are usually shipped. Leave the default to use the order multiple associated with the item in Items.

Order multiples are used to calculate shipment quantities so that they conform to packaging configurations and transportation constraints.

MRP uses the order multiple from the item record to determine the quantity of planned orders. The net requirement is rounded up to a multiple of this number. For example, if the order multiple is 50 and the net requirement from the customer is 432, MRP creates a planned order for 450.

For scheduled orders, Required Ship Schedule rounds orders based on the standard pack quantity specified on the scheduled order. If you plan to enter the standard pack quantity on scheduled orders, make sure that an order multiple is not defined for the item or the two planning functions update orders differently.

On discrete sales orders, this field is for reference only.

End Eff Qty

Indicates the end effective quantity.

Variance Tolerances

Tolerances here will default based on input to the Customer Item field.

If no customer item exits, values defaults from the Item-Site record.

If neither exist, values default from the Item record.

Optionally specify a variance percentage (1 to 99 percent) in these fields to report only item quantities on schedule detail lines that differ by this percentage or more. When this value is 0 (zero), any quantity variance is reported, regardless of variance percentage.

Positive Plan Variance

Enter the maximum positive variance percentage for planning purposes.

Negative Plan Variance

Enter the maximum negative variance percentage for planning purposes.

Positive Ship Variance

Enter the maximum positive variance percentage for shipping purposes.

Negative Ship Variance

Enter the maximum negative variance percentage for shipping purposes.

Trade Sales

Supplier

This field displays the trade sales supplier ID for the item.

Supplier Scheduled Order

This field displays the supplier scheduled order number that the system created for the trade sales line item.

Supplier Scheduled Line

This field displays the supplier scheduled order line number for the item.

Order Lines Shipping Panel

Dock

The dock address code to which shipments of the product item on this line item are made.

Ship-From

Site from which all items for this order will be shipped.

Location

Enter the location where this sales order line item is stored in inventory.

You can leave Location blank during order entry and let the system determine an inventory location during allocation or when the packing list is printed. To make detailed allocations during order entry, you must specify a location. Enter Yes in Detail Allocation to specify multiple locations.

Location defaults from Item-Site Data for the order line site; if a site-specific record does not exist; location defaults from Items.

Consume Forecast

For confirmed order lines only, this field determines whether the quantity ordered consumes available forecast. The line-item value defaults from the header. Yes: The order consumes forecast. No: The order quantity is considered abnormal and is planned in addition to the forecast.

For example, you forecast to sell 100 and had an abnormal sale of 50. If you set Consume Forecast to No, the system plans to make or buy 150 to satisfy the forecast plus this extra demand. If Consume Forecast is Yes, the remaining forecast is 50.

Orders consume forecast in the week they are due. However, if no unconsumed forecast remains in that week, the system looks for unconsumed forecast within a range of weeks before and after this due week.

Service orders, such as RMAs and material orders, do not typically consume forecast, unless you have included spare parts or repairs requirements in your forecast.

Consignment

Enter Yes if the item on this sales order line is consigned; otherwise, enter No. If Yes, you can update consignment data in a separate panel.

Ship Type

Indicates the shipping type.

Category

Enter Yes if the item on this sales order line is consigned; otherwise, enter No. If Yes, you can update consignment data in a separate frame.

Category is a generalized code that can be specified when order lines are created. Categories can group order lines, based on shipping characteristics; for example, rush order, special order, or replacement.

This field is validated against values defined in Generalized Codes.

Containers

Container Item

Enter the number of the primary container item to be used for packaging this order line item.

If container charges are enabled in Logistics Control, you must enter a valid container item defined in Container Items.

Charge Type

Enter the charge type to use when calculating charges that apply to this container.

Values available for selection here are defined in Container Charge Types.

Alternates

Set this field to Yes to add, edit, or delete alternate containers for this container item.

If set to Yes, the Alternate Containers grid displays for the input of additional container items.

Order Lines Billing Panel

Credit Terms

Indicates the credit terms code that applies to this order. Credit terms default from the bill-to customer

Credit Terms Interest%

Enter the credit terms interest percent for this order. This field defaults from the credit terms specified.

Order Lines Billing Charges Sub Panel

The Charges data grid displays the charges associated with this line item.

Click +New to add a new charge.

Order Lines Billing Accounts Sub Panel

Sales

Enter the general ledger (GL) account code used to track the sales amount for this line item. This must be a valid, active account of type Standard.

During invoice post, the system posts the total sales amount, less any discounts or tax amounts, to the Sales account. This amount is recorded in sales history and used for calculating commissions and terms discounts.

Account code is one component of an account number defined in GL setup functions. Other components of an account number are sub-account, cost center, and project. Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Use accounts to track company-wide assets, liabilities, equities, expenses, and revenues.

Note You can enter an allocation code, which represents a set of accounts, in any account field in an operational function. During GL transaction post, the system automatically divides transaction amounts among the set of accounts.

Discount

Enter the general ledger (GL) account code used to track discounts for this line item. During invoice post, the system posts the total sales amount, less the extended list price, to the Sales Discount account. This must be a valid, active account of type Standard.

Order Lines Billing Tax Settings Sub Panel

Tax Class

Enter a tax class. Tax classes group items taxed at specific rates or that are tax exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class for inventory items defaults from Items.

Tax Environment

Enter the tax environment that applies to this line item.

The tax environment determines which tax types apply to the line. If you change the site on an existing line, the system displays a warning to verify the tax environment. It does not reselect it for you.

Transactions are subject to the tax laws that govern both your company and the customer. Before the system calculates taxes, it determines

which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Usage

Enter the tax usage code that applies to this line item. Tax usage codes identify the normal use of this line item.

The system uses the tax usage code, along with tax class and tax date, to determine which tax rates apply to the line item.

Tax rates may vary, depending on the nature of operation of the buyer or seller or on the intended usage of the item. Common tax usages are retail, manufacturing, and industrialization.

Tax Included

If selected, indicates that the system should calculate tax and add it to the item net price.

Order Lines Salespersons Panel

The Salespersons panel allows you to specify different salespersons on a line-by-line basis. You can record the salespersons who contribute to this order and the commission percentage that they can get from selling the items in this order.

The commission percentage for a salesperson defaults from the settings in Salespersons. You can also overwrite the percentage when maintaining scheduled orders.

Order Lines Notes Panel

Optionally, enter any notes.

Click +New to add a new line.

Shipping

Ship-To

Indicates the customer or ship-to address code to receive the items on this scheduled order.

Under Global Tax Management, the ship-to address helps determine the applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction. In addition, the ship-to address determines the transaction tax usage code.

Multiple orders can be entered for a unique combination of ship-from and ship-to. A scheduled order is uniquely identified by ship-from, ship-to, and order.

Ship Via

Enter a code identifying the carrier for order shipments. This field defaults from the customer record.

Ship Via is validated against predefined values entered in Generalized Codes, if any. It prints on formal documents such as sales quotes, sales orders, packing lists, and invoices.

For customer scheduled orders, the system updates Ship Via on the scheduled order when Auto Invoice is No. Confirming a shipper updates the scheduled order Ship Via to match the shipper's. When Auto Invoice is Yes, no automatic update occurs.

Terms of Trade Point

Enter a code identifying the terms of trade for this order.

Transport Days

The lead time days required to transport from the Ship-From site to the Ship-To destination.

This is used by Required Ship Schedule to determine the required ship schedule dates. Required Ship Schedule offsets dates from the Planning and Shipping schedules by this amount—given a Friday due date and transport days of 2, a required date of Wednesday will be calculated.

This value will be rounded prior to offsetting dates.

Print Invoice

If selected, the invoice will print upon order creation.

Print Pack List

If selected, the pack list will print upon order creation.

Other factors; such as confirmation, partial shipment, and allocation quantity; can also prevent a packing list from printing. In addition, only sales orders with a blank action status are considered. Any other action status indicates that the order is on hold.

To support multi-site shipment, the system does not automatically change this field after a packing list prints or after a shipment is processed. However, you cannot print a second packing list if one already exists at a specific site and the order has not shipped yet.

Billing

Bill-To

Enter the address code assigned to the bill-to location for this customer. This field defaults from Sold-To, if a bill-to address has been defined in the customer record.

Sales history is maintained by sold-to and ship-to addresses.

AR Site

Indicates the AR Site associated with the bill-to customer.

Channel

Enter an optional code identifying the distribution channel through which this sales quote, order, or invoice originated.

Channel is used when the system searches for default accounts on this order.

Daybook Set

Specify the daybook set you want to use to number the invoice.

EDI Invoice

If selected, the system generates electronic data interchange (EDI) invoice data for this order.

Auto Invoice Post

If selected, the invoice created by Pre-Shippers/Shippers Confirm action is automatically posted and the Ship Via and FOB Point fields remain unchanged when issuing the shipper.

Invoice by Authorization

If selected, invoice totals are calculated by authorization number. The printed invoice includes the price and amount for each authorization line, as well as the total for all authorization lines. The extended price for each invoice line item is not displayed.

This field is important for customers using the AR Self-Billing module and ensures that rounding errors do not occur between the AR amount calculated by Self-Bill Confirm and the invoice amount. Rounding errors can prevent invoices from being closed or create unapplied payments.

Enter Yes if the customer on this scheduled order pays invoices using authorization numbers. When the self-payment is applied by authorization number, the amounts match exactly.

This field defaults from the customer record. It can be changed for individual orders, as needed.

Credit Terms

Indicates the credit terms code that applies to this order. Credit terms default from the bill-to customer

Credit Terms Interest%

Enter the credit terms interest percent for this order. This field defaults from the credit terms specified.

Tax Settings

Tax Class

Enter a tax class. Tax classes group items taxed at specific rates or that are tax exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class for inventory items defaults from Items.

Tax Environment

Enter the tax environment that applies to this line item.

The tax environment determines which tax types apply to the line. If you change the site on an existing line, the system displays a warning to verify the tax environment. It does not reselect it for you.

Transactions are subject to the tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Usage

Enter the tax usage code that applies to this line item. Tax usage codes identify the normal use of this line item.

The system uses the tax usage code, along with tax class and tax date, to determine which tax rates apply to the line item.

Tax rates may vary, depending on the nature of operation of the buyer or seller or on the intended usage of the item. Common tax usages are retail, manufacturing, and industrialization.

Tax Included

If selected, indicates that the system should calculate tax and add it to the item net price.

Self-Billing

The Self-Billing subpanel is displayed only when self-billing is enabled in the Customer record.

Self-Billing

Specify whether self-billing is allowed for this order. This field is available only when self-billing is enabled in Self-Billing Control on page 6457 and self-billing is enabled for the specified customer in Customer Domain Settings on page 858.

When selected, the customer can initiate invoicing process after the order is shipped.

You, as a supplier, cannot post invoice for this order by Invoice Post and Print. Use Self-Bill Invoice Post to post the invoices.

AR Accrual Account

Specify the AR accrual account, sub-account, and cost center for selfbilling sales orders. This account must be a valid, active account of type Standard. The accrual is created when shipments are confirmed and reversed when self-billing invoices are posted. For consignment self-billing sales orders, the accrual is generated when inventory usage is recorded and reversed when the associated self-billing invoices are posted.

Salespersons

The Salespersons panel allows you to specify different salespersons on a line-by-line basis. You can record the salespersons who contribute to this order and the commission percentage that they can get from selling the items in this order.

The commission percentage for a salesperson defaults from the settings in Salespersons. You can also overwrite the percentage when maintaining scheduled orders.

Notes

Optionally, enter any notes here.

Click +New to add a line.

Customer Scheduled Order Allocation

Access the **Customer Scheduled Order Allocation** report to allocate inventory to customer scheduled order lines. Run the report with the Update field set to No to view the potential allocations or with the Update field set Yes to commit the allocations. The allocations are based on the current demand for the active RSS type of customer scheduled release.

Note After you successfully commit updates, use **Inventory Availability** to view quantities allocated.

Consolidated Customer Scheduled Order Report

Use the **Consolidated Customer Scheduled Order Report** to view information related to customer scheduled orders, based on general criteria such as specific ship-from/ship-to combinations, items, or purchase orders. The report displays customer scheduled order lines that match the report criteria and, optionally, show the active status Customer Scheduled Release detail for Plan, Ship, and RSS types of releases. The report also can show shipment history related to the order lines. In the Report From Date and To Date fields, specify a date range to display the Customer Scheduled Release and Shipment History data for those dates.

Customer Scheduled Releases

A customer scheduled release (often simply referred to as a schedule) relays customer demand to the manufacturer, relating to item quantities and dates. Plan types of releases reflect longer term demand typically grouped in weekly or monthly buckets, whereas Ship types of releases reflect demand required in the near-term often specified in daily buckets. Customer Scheduled Releases allows you to create, view and modify this information related to Customer Scheduled Orders.

The schedule release information may be transmitted by the customer to the manufacturer via electronic data interchange (EDI) format and imported using EDI eCommerce, or you can enter it manually based upon customer requests. The system generates the current active required ship schedule (RSS) based upon the planning and shipping schedule releases received. The Netting Logic specified on the Customer Scheduled Order line dictates how the received demand, based upon release type, interacts with one another and ultimately gets written onto the resulting RSS. It is this detailed demand on the active RSS which drives MRP calculations and is pegged against during the shipping process. *Recommended*: Use the 'Customer Req Ship Schedule Detail - Active' browse to view quantity information related to active schedules such as Discrete, Open, Pegged, Shipped and Cumulative Shipped values.

You cannot create an RSS for expired customer scheduled order line items. A warning displays if you attempt to add requirements to an order line with a start effective date that is after the date of a requirement being added to the RSS. An error occurs if the order line's end effective date is before the date of a requirement being added to the RSS. An error also displays when a requirement quantity causes the order line set's total projected cumulative shipped quantity to exceed the end effective cumulative quantity value as set on the master line. You set start and end effective dates and the end effective cumulative quantity in Customer Scheduled Orders.

Master Lines, Replacement Items, and Customer Items

When scheduled order lines have the same domain, ship-from, ship-to, customer part number, PO number, customer reference, and model year, and the internal items all belong to the same item replacement schedule, the system groups them into an order line set and makes the first line of the set the master line. You can create or update schedules for both master and non-master lines. If the RSS order line is not part of an extended order line set, you modify the RSS for the master line by default.

An item may also have one or more item replacements defined for it in Replacement Items. Initially, all requirements are attached to the master line; however, during RSS update, the system looks at item replacement records to determine the effective item; it then reallocates requirements from the master line to the order line for the effective item.

One or more item numbers can be cross-referenced to a single customer item created in Customer Items. When you enter a customer part number in the Customer Item field in the order line search frame, the system displays all scheduled order lines that match selection criteria. The same applies to searching on the internal item/replacement item

Navigation

Use the Main panel to identify the customer/ship-to code, the order line, and the customer item. The system displays all master and non-master scheduled order lines for the current order that match selection criteria

This panel also identifies the scheduled order by Ship-From, Ship-To, Item, PO Number, Order, and Line. Then you can identify the release by Release ID.

The next frame shows the prior cumulative required and prior cumulative date: the total quantity you have requested from the supplier as of a certain date. The active start and end dates show when this release was active. The currently active release will have no date in the Active End field.

The Scheduling Panel shows the dates and quantities that Required Ship Schedule Update or Selective Req Ship Sched Update generated based on the customer requirements and the order multiples. You can modify the information here before running MRP to schedule demand and component orders.

MRP does not schedule by hours, but the times specified on the required ship schedule can be used to indicate when the customer wants the shipment to arrive.

Customers send in planning schedules (showing medium- to long-term requirements -- subject to change), shipping schedules (showing precise needs for relatively short periods of time), or both. The system creates required ship schedules using the planning and shipping schedules as input to Required Ship Schedule Update or Selective Req Ship Sched Update.

The required ship schedules then translate the customer need dates into due dates for production. The dates drive MRP and the shipping process. Shipments are processed in Pre-Shipper/Shipper Confirm or Sales Order Ship Action.

At any point during schedule processing, you can use Customer Scheduled Releases to edit the active (or any other) required ship schedule release.

No financial effects occur for a required ship schedule release until it is shipped to the customer.

"Copy Data from Active Schedule" Prompt

When creating a new Customer Scheduled Release, after having specified the Order and Line and saving, the system checks to see if there is an existing active status release of the same type, for that particular order. If there is, then the system displays the "Copy Data from Active schedule" prompt. AT this point, a user may respond yes and the system will copy in the existing schedule details records from the currently active schedule, onto the new customer schedule release record being created.

Note When creating a release for a Cumulative schedule, if the user does not enter in a Prior Cum Date value and says No to the "Copy data from active schedule" prompt, they are greeted with a Prior Cum Date required error as expected. Next, when a Prior Cum date is specified and the user re-saves, the "Copy Data from Active schedule" prompt occurs again. The second prompt of "Copy Data from Active schedule" is intentional, since when the Prior Cum Date required error is received, the user still has access to the Order and Line fields, thus they may have changed these values and the system needs to re-evaluate the Copy again.

Note If a user copies in data from the active schedule, the situation may arise where the schedule being copied contains Requirement detail AUTHNBR values. The copy warns the user about the duplicate AUTHNBR values, but allows it.

Variance Functionality

Within an ongoing demand-reported environment, the details reported by the customer have a direct impact on MRP, forecasting, demand-planning and shipping. Having added visibility into any demand which has been changed from prior reported values is critical to success so a manufacturer can adapt rapidly to any unexpected, major fluctuations. Set-up variance tolerances in order to have the system calculate, display and highlight changes in prior reported demand as it relates to customer scheduled order/release activity.

Variance concepts and fields:

- **Variance** indicator column: This is located on the Customer Scheduled Releases browse. If any of the schedule detail records on a release set to status Active has a calculated Variance which falls outside the "Variance Thresholds", as defined on the Customer Scheduled Order line, then a Warning Icon displays in this column. Note that this Variance indicator is a run-time calculation on the supplier schedule side, but for performance reasons with customer schedules, a formal field (sch_mstr.sch_has_variance) exists on the customer schedule release header to store this value.
- **Previous Quantity** column: This field (schd_det.schd_prev_qty) displays on each individual schedule detail record within any customer scheduled release. It is the previous quantity recorded on the once

current Active release, based upon a match of schedule detail line values Date/Time/Interval and Reference. This value is populated when first setting a release to an active status via the Activate action within the Customer Scheduled Releases program, when loading Plan or Ship schedules via EDI, as well as when an active RSS is generated via the Required Ship Schedule Update program.

- **Variance** column: This field displays on each individual schedule detail record within any customer scheduled release. It is a percent value whose calculation is based on the schedule detail line Discrete quantity versus the Previous Quantity of the prior Active status release.

  "Variance" formula: "(Quantity/Previous Quantity)-1)*100".
  The Variance value on each schedule detail line is a run-time calculation and is not stored within the data.

- **Variance field background colors (Schedule Detail Grid cell)**: The color of the cell shading changes based on the Variance, yellow color for the negative result out of negative tolerance and orange color for the positive result out of positive tolerance. Also, the Positive and Negative Tolerances displayed in the Variance Tolerances sub-panel, which are used to calculate the variance (based upon release type), if any are out of tolerance, will appear in Orange (Positive) and Yellow (Negative) allowing the user to easily identify the tolerances used in the variance calculation. Note that the variance tolerances themselves will not be shaded in color if no schedule detail lines are out of tolerance, or if they are defined as 0.00. The flow is as follows: When creating a new schedule in Customer Scheduled Releases, the fields found within the Variance tolerances sub-panel are not shaded. These fields are evaluated when setting a schedule to status active using the Activate action. At this time, if any schedule detail line is out of tolerance, then the backgrounds of both the Positive and Negative Tolerance fields (based upon type) found in the Variance Tolerances sub-panel, are shaded orange and yellow.

  Also, certain updates to Active schedule lines may affect the shading of the cells. For example, let's say there are 3 schedule detail lines on a saved Active status schedule and one of the lines is out of tolerance. If the user goes back into the schedule and updates the quantity on the out of tolerance line to a quantity now in tolerance, this variance recalculates upon save, removing the shading of the variance field for that line, as well as removing the shading of the tolerance fields found within the Variance Tolerances sub-panel (also the Variance Indicator flag is reset to No). Also, in a similar scenario, if the existing line is deleted from the active schedule, and no other lines are out of tolerance, then the cell shading is removed as well. (Basically, the shading of these cells should directly correspond to whether or not the Variance Indicator flag for the Active release is Yes or No.)

Variance Flow (Customer Schedules)

1. Variance Thresholds are defined on the **Item**. 4 Fields: Positive Plan Variance, Negative Plan Variance, Positive Ship Variance, Negative Ship Variance.
2. Variance Thresholds are defined on the **Item/Site** record. 4 Fields: Positive Plan Variance, Negative Plan Variance, Positive Ship Variance, Negative Ship Variance. Initial defaults from the item (if found).
3. Variance Thresholds are defined on the **Customer Item**. Fields: Positive Plan Variance, Negative Plan Variance, Positive Ship Variance, Negative Ship Variance. Initial defaults from the item (if found).
4. Variance Thresholds are defined on the **Customer Scheduled Order line**. Fields: Positive Plan Variance, Negative Plan Variance, Positive Ship Variance, Negative Ship Variance. Default values based upon match on Customer Item, if not found then Item/Site, if not found then Item.
5. Plan/Ship/RSS types of releases are created within Customer Scheduled Releases program and the users sets the release status to active using the Activate Schedule action. Each **release schedule detail line** is evaluated against the current Active release for matching date. If matching previous active status schedules are located and tolerances are not zero, the Previous Quantity is calculated and stored in the data, and Variance fields display (run-time calculations). When the release is saved, the release header Variance Indicator flag is set to 'yes' if any of the schedule detail lines are out of tolerance.

   If a release is saved as status Active, but the user goes back into the active release and modifies a line quantity, then the calculated variance on that line will be updated on-screen, and the header variance indicator flag may be changed due to this modification of the line quantity. Also, if a schedule detail line is deleted from an active schedule and that line was out of tolerance, the variance indicator flag is re-evaluated to ensure that if the flag was true, there are other remaining lines which are out of tolerance on the schedule, otherwise now set the flag to false.

   Note In regard to the population of the Previous Quantity field: these values are set when the schedule is first saved as Status active. If a user adds more lines after the saved status of Active, the system will not pull in any previous quantities for these new lines.
6. The QAD Adaptive UX **Required Ship Schedule Update** program is run which results in new active Required Ship Schedule (RSS) releases. These RSS releases also will go through step 5 validations. If any of the schedule detail buckets fall outside the defined Positive

and Negative Ship Variances, the report will indicate "Release variance out of tolerance".

7. When **Plan and Ship releases** are **created via the EDI 35.1 Document Import**, they are imported as status Active, per current design. These active releases undergo the same variance analysis by the system upon load, much like someone were setting the to status active via the Activate Release action found in the Customer Scheduled Releases program. This means that these releases may also contain previous quantity values and have the Variance indicator flag set as yes, where applicable. Also note that when dealing with a Required type of schedule, if the 'EDI Update RSS' flag is true, the EDI load may create RSS releases as well, in which case these will also be evaluated for variances as appropriate.
8. **Updates to Customer Schedule Order line variance tolerances and effects on existing Releases**:

   Users are allowed to access existing CSO lines, with releases having been recorded against them, and update the values for the variance tolerances fields. Doing so will have no immediate impact on the variances found on the existing schedules which are not currently active. The current active status releases though, for the Customer Scheduled Order, will be re-evaluated immediately by the system, and the Variance Indicator value adjusted as necessary. The system addresses the active release only is because users are most concerned with the active release, thus expect a change to the variance tolerance to effect the active release immediately.

Trade Sales

When the Trade Sales module is active, you can optionally create trade sales-related Customer Scheduled Orders and then receive demand against the order via Customer Scheduled Releases. When defining a trade sales-related Customer Scheduled Order, the system automatically creates its reciprocal Supplier Scheduled Order. Likewise, when you create or modify active status Customer Scheduled Releases (type plan or ship), related to Trade Sales customer scheduled orders, the system automatically creates the related Supplier Scheduled Release records.

Note If you modify an existing active customer planning/shipping schedule, the system creates a new active trade sales supplier shipping schedule with a higher release ID or date, depending upon control settings.

EDI eCommerce can automatically export the system-created supplier shipping schedules to trade sales suppliers depending on Trading Partner Parameter and eCommerce Manager settings.

Excel Import/Export for Customer Scheduled Releases

Like many browses, Customer Scheduled Orders offer the ability to export or import data from Excel in addition to a variety of other formats. For more information, see Exporting and Importing Data on page 266.

To create a new Customer Scheduled Release in the system using the import option, you would follow these steps:

1. Access the Customer Scheduled Releases program and filter the browse to isolate an existing Customer Scheduled Release record similar to that to be created (type Plan or Ship).
2. Choose the Export option from the More dropdown.
3. Next, under "File Properties," chose Type "Export with Import Format" and specify a file name, then click Export.
4. Download the resulting export file from the inbox and open using Excel.
5. Update the Release value to the new Customer Scheduled Release ID you wish to create. Update any other Customer Scheduled Release information in this file as needed, including dates and quantities.
6. Save this new file as your import file name.
7. Return to Customer Scheduled Releases and choose Import from the More dropdown. Choose your import file and hit the import button.
8. Results of the import wil be sent to your inbox. If the import is successful, then you should find your scheduled release in the Customer Scheduled Releases browse upon search.
9. Remember to access the imported release and choose individual action, Activate Release, if you wish for the imported release to become the active release.

Main

Release ID

Release ID identifies a specific version (release) of a customer schedule.

Each customer schedule is identified by a sales order number, line item, and release ID, allowing the system to maintain multiple releases of the same schedule, keeping complete online history of all schedule revisions.

Normally, customers send in schedule releases on a weekly or daily basis. These are normally recorded in the system with a different release ID.

Only one schedule release can be designated as the currently active release. For required ship schedules, this is the schedule whose requirements are visible to MRP.

Type

Use the dropdown menu to select the type code identifying the type of release.

Type can be left blank. This field is validated against codes set up in Generalized Codes.

Order

Order number uniquely identifies a specific scheduled sales order. Order numbers select information to appear on reports and inquiries.

Line

The system assigns the next sequential line number.

Line item is automatically assigned when you are adding new line items. Use this number to access and modify an existing line item.

Unique line numbers allow you to enter multiple lines for the same item, perhaps with different quantities or dates.

Customer Item

The customer item number to be used for this order line item.

The purpose for entering this field is that it is possible to have more than one customer item number per internal item number. Therefore, it is necessary to identify which customer item number to work with.

Item

Enter the code identifying the item on this scheduled order. You can specify a non-inventory item, such as a service, or an inventory item previously defined in Items. If you specify a customer item defined in Customers, the system replaces it with the associated internal item number.

Item codes uniquely identify items or products such as raw materials, purchased or manufactured intermediates, finished items, or packaging materials. Item codes also identify planning items, configured products, service kits, and repair parts used in service activities.

When an inventory item is entered, the system automatically accesses and displays recommended pricing, location, and GL accounts. These can be changed manually, as needed.

When a you specify a non-inventory item, the system checks to see if this is a valid customer item, as defined in Customer Items. If it is, the internal item number is accessed and displayed. If it is not, you must enter all relevant information manually. The system sets Ship Type to Memo, indicating that this shipment does not affect inventory. For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line

item. Additionally, you can use the line item number assigned to the detail record to access the detail record

UM

Indicates the unit of measure for this item.

Start Effective

The starting effective date of this release.

End Effective

The ending effective date of this release.

Status

Indicates the current status of this release.

Create Date

The date this release was initially created.

Ship-From

Indicates site from which all items for this order will be shipped.

All line items for this order are assigned to the Ship-From site. Demand information is passed to MRP accordingly.

Under Global Tax Management, the ship-from site also helps determine the applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction.

Multiple orders can be entered for a unique combination of ship-from and ship-to. Additionally, the order can be used to reference an existing scheduled order.

Ship-To

Enter the customer or ship-to address code to receive the items on this scheduled order.

Under Global Tax Management, the ship-to address helps determine the applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction. In addition, the ship-to address determines the transaction tax usage code.

Multiple orders can be entered for a unique combination of ship-from and ship-to. A scheduled order is uniquely identified by ship-from, ship-to, and order.

PO Number

The customer purchase order for this line item record.

Customer Reference

Enter the customer reference that identifies the schedule line to display or update. For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Model Year

Indicates the model year for the scheduled order line.

Master Line

If selected, indicates that the current line is considered the master line by the system.

Scheduling

Ship/Delivery Pattern

Specify the code for the ship delivery time pattern.

Ship/Delivery Time

A code specifying the customer’s required routine ship or delivery patterns. This specifies the time of day when shipments or deliveries are accepted.

Prior Cum Req

Optionally, enter the total quantity required previous to the date of this release (the Prior Cum Date) based on the customer release.

Quantity planned for previous periods drops off the schedule but is added to the prior cumulative requirement quantity. MRP compares this amount to the cumulative amount shipped, and any remainder is a net demand.

Each customer schedule is identified by a sales order number, line item, and release ID, allowing the system to maintain multiple releases of the same schedule, keeping complete online history of all schedule revisions.

Normally, customers send schedule releases on a weekly or a daily basis. These are normally recorded in the system with a different release ID.

Only one schedule release can be designated as the currently active release. For required ship schedules, this is the schedule whose requirements are visible to MRP.

For example, in week 1, you can enter a plan for 100 units in weeks 1, 2, and 3. During week 1, you ship only 80 units. The new customer release in week 2 plans the quantity of 100 in weeks 2, 3, and 4. (Week 1 is no longer on the schedule.) When this new release is entered, the

prior cumulative requirement is 100, the plan quantity for week 1 is deleted, and the plan quantity for week 4 is 100.

MRP sees a demand for 400 (prior cumulative plus weeks 2, 3, and 4). This is reduced by the 80 shipped, leaving a net demand for 320.

You can, optionally, include prior cum required quantities in the required ship schedule.

Prior Cum Date

The date through which the prior cumulative requirement amount includes.

When a new revision of a schedule is created, the quantity planned for previous periods drops off the schedule but is added to the prior cumulative requirement quantity—in week 2, the requirement for week 1 no longer appears on the schedule but is added into prior cumulative requirements. The prior cumulative start date is set to the last day in week 1. This field is for reference only, and can appear on some selected reports and inquiries.

Schedule Date Type

Indicates the shipment performance for scheduled orders.

Show Qty as Cumulative

The Show Quantity as Cumulative field (simply labeled as 'Cumulative' when viewed in the Customer Scheduled Releases browse) indicates if the schedule detail data is entered as cumulative quantities or discrete quantities.

If selected, then users have access to the Cumulative Quantity field when specifying date-specific quantity values in the Schedule Detail data grid.

If the field is not selected, then users have access to the Discrete Quantity field when specifying date-specific quantity values in the Schedule Detail data grid.

Note The system will calculate and display both the Discrete Quantity and Cumulative Quantity values for you upon save, regardless of the setting of the field.

Active Start

Enter the starting date for the schedule horizon.

Active Start defaults to the date the release is created. Leave this date and the active end date blank to indicate that the current schedule is open.

In some programs, reports, and inquiries; the active start date is for reference only and cannot be changed.

Active End

Enter the ending date for the schedule horizon.

This date must be on or after the active start date. Leave this date and the active start date blank to indicate that the schedule is open.

In some programs, reports, and inquiries; this field is for reference only and cannot be changed.

Int Purpose Code

Indicates the internal purpose code.

Create internal purpose codes in Generalized Codes.

Ext Purpose Code

Indicates the external purpose code.

Create external purpose codes in Generalized Codes.

Planning Resource Authorization Subpanel

The fields found in the Planning Resource Authorization Subpanel are not initially accessible until a user specifies a Prior Cum Date and saves, or enters in Schedule Detail records. The Prior Cum Req field initially dictates a default value for the Fab and Raw qty fields. Then, after users have created and saved schedule detail lines, these values may further have been updated by the system. Once schedule detail lines have been saved, the Fab and Raw qty fields may now be modified by the user. If a user though goes back and adds any new schedule detail lines after the initial lines had been saved, this will not update the Fab and Raw qty fields.

Fab Qty

The maximum quantity of fabricated (manufactured) items that you are authorized to produce in anticipation of this customer’s scheduled demand.

This field is for reference only and can appear on some selected reports and inquiries. This does not prevent you from producing more than this quantity, but it is the maximum quantity that the customer has committed to buy. Always compare the production schedule with this quantity.

Fab Start

The starting date of the period over which this quantity has been authorized—usually, the start date of the cumulative period.

Fab End

The ending date of the period over which this quantity has been authorized.

Raw Qty

Enter the maximum quantity of product that you are authorized to acquire raw materials for in anticipation of this customer's scheduled demand.

This field is for reference only and can appear on some selected reports and inquiries. This does not prevent you from purchasing more than this quantity, but it is the maximum quantity that the customer has committed to buy. Always compare planned purchases with this quantity.

Raw Start

The starting date of the period over which this quantity has been authorized—usually, the start date of the cumulative period.

Raw End

The ending date of the period over which this quantity has been authorized—usually, the start date of the cumulative period.

Variance Tolerances Subpanel

Tolerances here display based upon the variances specified on the Customer Scheduled Order line for which this release is related to. These tolerances may not be modified on the Customer Scheduled Release.

Positive Plan Variance

Displays the maximum positive variance percentage for planning purposes.

Negative Plan Variance

Displays the maximum negative variance percentage for planning purposes.

Positive Ship Variance

Displays the maximum positive variance percentage for shipping purposes.

Negative Ship Variance

Displays the maximum negative variance percentage for shipping purposes.

Schedule Detail

Use the grid found within the Schedule Detail panel to create/view/modify the date specific demand data for this release. If it is necessary to create or view Requirement Detail data, or specify Comments, then click on the Details button which then grants you access to that data as displayed on the Detail form. Note that the grid data in the Schedule Detail panel with have the associated checkbox marked as true if either Requirement Detail or Comments exist for the chosen record.

Click Details to open Customer Scheduled Release Lines.

Customer Scheduled Release Lines

Customer Scheduled Release Lines displays release order line information.

Customer Scheduled Release Lines Main Panel

Date

The date this quantity is required at the customer site.

To generate your required ship schedule, first the customer's required receipt date is adjusted to reflect the schedule of their receiving department and predetermined shipping patterns. Then, transportation lead time is subtracted, resulting in a scheduled ship date—the date you need to have the items ready to ship out the door. This is the date MRP plans to have the required quantity available for shipment.

If the customer picks up this product with their trucks, this is the scheduled pick-up date. The delivery lead time is zero.

Time

The time at which this quantity is to be delivered.

Qualifier

Forecast quantity qualifier dictated by the customer: Defines whether the quantity is firm (F) or still only planned (P).

In Customer Scheduled Releases, all quantities are considered firm. For reference, the Q column displays 1 for requirements originating from a planning schedule or 2 for requirements originating from a shipping schedule. However, if bucketing quantities are indicated in Customer Scheduled Orders, and the schedule does not have any AUTHNBRs, the Q column will display F after bucketing processing. Authorization numbers are categories (reference fields) that track the schedule from the time of receipt through the entire shipment process.

Interval

Select intervals of day, week, or month for this function to use when displaying aged quantities.

Reference

A reference number used by the customer to identify a specific shipment or delivery quantity.

Discrete Quantity

The discrete quantity of this item required by the customer on this date (time).

When schedules are entered, the quantity is stated as a discrete quantity.

Previous Quantity

The total quantity required previous to the date of this release.

Variance

This field indicates the calculated variance percentage between the quantity on this date for the current release and the quantity for this same date specified on the previous release.

Cumulative Qty

The cumulative quantity of this item required by the customer by this date and time.

When schedules are entered, the quantity is stated as a discrete quantity.

Customer Scheduled Release Lines Requirement Detail Panel

The Requirement Detail panel displays requirement details associated with the current line.

Customer Scheduled Release Lines Notes Panel

Optionally, enter any notes here.

Customer Receipts

Access the Customer Receipts panel to view receipt information provided back by the customer. The Customer Receipts panel displays up to the last seven ASNs sent to the customer. This information is frequently appended to a release to enable tracking of the shipments and to help maintain accurate cumulative totals. You can use the information to resolve discrepancies between your internal cumulative shipped value and the customer’s cumulative received value.

You can manipulate data by clicking into a line on the grid, however, the fields are normally populated by EDI import of the release if provided by the customer.

Notes

Optionally, enter notes here.

Customer Sequence Scheduled Releases

Master Line

When scheduled order lines have the same domain, ship-from, ship-to, customer part number, PO number, customer reference, and model year, and all internal items on the order lines belong to the same item replacement schedule, the system groups them into an order line set and makes the first line of the set the master line.

When you attempt to enter schedule data for a non-master line, the system directs you to the master line and populates the fields in the item/order line frame with master line data. You cannot update the fields in the item/order line frame to create a schedule for a non-master line. Planning schedule data is always created for the master line. During RSS update, the system reallocates schedule data to current/future replacement items as appropriate.

Navigation

The Main panel is used to identify the sequence schedule, including the ship-from, ship-to, and release ID. A scheduled order must already exist for the ship-from and ship-to combination. Create a new release of an existing schedule by indicating a new release ID that has not yet been used. Enter an existing release ID to modify an existing schedule.

Use the Schedule Detail panel to edit schedule details, such as create date, packing order, and the number of sequences per container. Use the active start and active end dates to activate or deactivate any schedule release.

The Sequence Detail Data frame is used to edit or mark existing sequences as Deleted. You can also use it to create new sequence records. The system lets you delete any sequence record that is not picked or cross-referenced to a picked sequence on another release. When you mark a sequence as deleted, the system makes that record inactive for the schedule. To permanently delete any sequence record from a schedule, use Sequence Schedule Detail Delete.

Creating a New Release

When you create a new schedule release by entering a new release ID, the system prompts you to copy data from the active schedule to the new schedule. If you respond Yes, the system copies all the details from the prior active to this new record and overwrites previous fields that may have been populated by the user.

The system also checks whether any sequences from the active release have already been picked and prompts you to create cross-references between the sequences on the new release and the corresponding references on the active release.

You cannot pick references from the new release that are cross-referenced to sequences on the active release. These cross-referenced sequences have already consumed their requirements. Any sequences that have been deleted are not copied to the new schedule.

If you indicate that cross-references should not be created, then the system copies all sequences from the active schedule to the new schedule. Any sequence records previously marked as picked or cross-referenced are reset. By resetting these sequences, the system considers them as open requirements.

Importing Sequence Schedule Information

Sequences are not typically created at the supplier site. Most customer-delivery sequence information is imported into the system using EDI eCommerce. Many of the fields in the Schedule Detail panel are used as reference by the customer, and have little impact on your processing of the order. The system can optionally use the customer-defined Customer Dock and Line Feed field values as sort criteria when generating pre-shipper/shippers.

In Customer Sequence Scheduled Release Detail, the combination of Item Number, Customer Dock, Line Feed, and Customer Reference must be unique. Customer Reference is a required field. This is the customer-assigned reference number for this sequence schedule line. For example, in the automotive industry, the customer reference is typically the Vehicle Identification Number (VIN). The Line Item Customer Reference field is a similar field; however, you use it to optionally enter the customer-assigned reference number for the line item. This is typically the number the customer uses to refer to the item identified by the item number.

When you import a schedule, the system matches each sequence requirement to a scheduled order line using the combination of ship-from, ship-to, item, and customer purchase order. This process locates the scheduled order and order line so that a sequence schedule release can be created for the inbound sequence requirements.

Linked Sequences

Use the Linked Sequences panel in the Customer Sequenced Scheduled Release Line Detail to create cross-references between picked/shipped sequences and corresponding sequence schedule requirements within the same or different schedule releases. These cross-reference records tell the system that requirements on the new schedule:

- Have already been picked/shipped on a previous schedule, or
- Have already been fulfilled, or
- Are duplicates from a previous schedule

Select the Linked field to display the Linked Sequences panel. Use this panel to indicate the sequences that correspond to the already picked/shipped sequences.

To delete a linked sequence, clear the Linked field.

Example: You send all of today's requirements to your customer. However, the last shipment is still in transit when your customer creates and transmits a new sequence schedule for tomorrow.

The new schedule contains requirements sent previously, since your customer had not yet received the items filling the requirement.

When you receive the new sequence schedule, create a cross-reference for the in-transit shipment and its corresponding requirement on the new schedule. The system recognizes the cross-reference requirement as having been previously met.

Main Panel

Ship-From

Specify the site from which items are shipped.

The ship-to address and ship-from site must correspond to an existing scheduled order.

Some reports and inquiries use ship-from for selecting records to display.

Ship-To

Specify the ship-to site or dock.

The ship-to address and ship-from site must correspond to an existing schedule order.

Some reports and inquiries use ship-to for selecting records to display.

Release ID

Enter the ID (up to 30 characters) identifying a specific version (release) of a customer sequence schedule.

When you create a new schedule release by entering a new release ID for an existing ship-from and ship-to combination, special processing occurs.

- The system prompts you to copy data from the active schedule to the new schedule.
- If you respond Yes, the system checks whether any sequences from the active release have already been picked.
- If sequences have been picked, the system prompts you to create cross-references between the sequences on the new release and the corresponding references on the active release.

If you modify an inactive schedule, the system prompts you to make that schedule the active schedule.

Typically, customers send sequence schedule releases on a weekly or daily basis. Each is recorded in the system with a different release

ID. The system maintains multiple releases of the same schedule, keeping complete history of all schedule revisions. You designate which sequence schedule release is the currently active release. The active schedule is used to generate the required ship schedule.

Show Qty to Cumulative

Indicate whether schedule quantities are cumulative or discrete.

- Cleared: Schedule quantities are discrete quantities. Quantity can be updated in the schedule detail.
- Selected: Schedule quantities are cumulative quantities. Cum Quantity can be updated in the schedule detail.

Packing Order

Specify whether sequence packing lists for this customer ship-to should be printed in forward or reverse order on schedule reports.

Sequences Per Container

Specify the maximum number of sequences that fit in a container. This value is used by Picklist & Pre-Shipper–Automatic and Sequence Pre-Shipper–Automatic to display breaks between multiple containers.

Example: A customer uses uniform containers that can hold 10 sequences each and a pre-shipper is built containing 50 sequences. The sequence packing list displays 5 groups of 10 sequences. This is a guide to help the loading-dock worker know how many containers to pack.

Create Date

Displays the date on which this schedule was created.

Check Sequence Tolerance

Select this option to have the system check schedule sequence numbers on this schedule for gaps. Specify the size of acceptable gaps in Maximum Tolerance. The system issues a warning if it detects numbering gaps greater than the value specified.

Example: For example, this field is selected and Maximum Tolerance is 2. You process a schedule with sequences 1, 2, 5, 6, 7. No warning message displays because only two numbers are missing. However, with Maximum Tolerance set to 1, the same sequence generates a warning.

Maximum Tolerance

Enter the maximum size of the gap in consecutive sequence numbers that is allowable for schedules associated with this customer ship-to. When Check Sequence Tolerance is selected, the system issues a warning if it detects numbering gaps greater than the value specified. See the example above. When Check Sequence Tolerance is cleared, the system disregards this field.

Schedule Date Type

Specify whether the dates referenced on the sequence schedule are delivery or shipment dates.

- Shipment date indicates the date when the customer's truck or delivery service picks up the shipment from your shipping dock.
- Delivery date indicates the dates when the shipment must arrive at the customer's site or dock.

Note When setting up ship/delivery dates always check for manufacturing and delivery lead times. These lead times can delay delivery to the customer site. Programs that create or update the required ship schedules consider lead times when calculating ship/delivery dates.

Active Start

Enter the starting date for the schedule horizon. Active start defaults to the date the release is created. Leave this date and the active end date blank to specify that the current schedule is open. In some programs, reports, and inquiries, the active start date is for reference only and cannot be changed.

Active End

Enter the ending date for the schedule horizon. This date must be on or after the active start date. Leave this date and the active start date blank to specify that the schedule is open.

Schedule Detail Panel

Use the Schedule Detail panel to edit schedule details, such as create date, packing order, and the number of sequences per container. Use the active start and active end dates to activate or deactivate any schedule release.

Click New to add a new line to the grid. Click Details to open Customer Sequence Scheduled Release Detail.

Customer Sequence Scheduled Release Detail Main Panel

Date

Enter the date the scheduled material should be shipped/delivered to the customer site.

This date must be within the schedule start and end dates. Delivery date is required.

Some reports and inquiries use the date to select records to display.

Time

Enter the expected ship/delivery time (in 24-hour format) of the sequence-scheduled material.

Some reports and inquiries use the time to select records to display.

Customer Job

Optionally, enter the customer job number (up to 30 characters) associated with the customer sequence number.

Customer job is optional. Some customers provide job numbers to the supplier. This value can be used with the customer sequence number to uniquely identify the material being delivered.

Some reports and inquiries use the customer job to select records to display.

Customer Sequence

Enter a number (up to 30 characters) indicating the customer-defined order for material delivered to the customer site. This field is required.

Example: In the automotive industry, sequence indicates the order of vehicles moving through the assembly line. The sequence schedule information shows that the vehicle at sequence 111 requires 2 red cloth bucket seats. The one at sequence 112 requires 1 black cloth bench seat, and so on.

Sequence	Qty	Item	Color
111	2	seat, bucket, cloth	red
112	1	bench, cloth	black
113	2	seat, bucket, leather	tan
114	2	seat, bucket, cloth	red

Note When Check Sequence Tolerance is selected, the system checks for gaps when importing a sequence schedule. It also checks for gaps when you manually add sequences to a schedule in **Customer Sequence Scheduled Releases**. The system issues a warning if it detects numbering gaps greater than the value specified.

Some reports and inquiries use the customer sequence to select records to display.

Order

Optionally enter the scheduled order number associated with the PO and item requirement specified in the sequence.

Together order and line identify scheduled orders.

Line

Enter the scheduled order line number associated with the PO and item requirement specified in the sequence.

This line number is validated against the scheduled order to make sure that the line item matches the item on the schedule.

Together order and line identify scheduled orders.

Item

Enter the item code or the customer item code identifying the item being shipped to the customer.

When you enter a customer item number or when the sequence schedule is imported, the system automatically replaces it with your associated item number. Cross-reference customer item numbers with your corresponding item numbers in **Customer Items**.

Item numbers must be associated with a scheduled order for the same ship-from/ship-to combination.

Some reports and inquiries use the item number to select records to display.

UM

Indicates the unit of measure associated with this item.

Customer Item

If a customer item is indicated, it is listed here.

Purchase Order

Enter the customer purchase order number associated with the item on this sequence schedule. The PO number must be associated with a scheduled order for the same ship-from/ship-to combination.

Some reports and inquiries use the PO number for selecting records.

Quantity

Enter the discrete item quantity required by this sequence. Quantity cannot be negative.

You can update this field only when the Cumulative field is not selected on the header. When Cumulative is selected, enter a value in Cumulative Quantity.

Cumulative Quantity

Enter the total required quantity of this item for all sequences on this schedule. Quantity cannot be negative.

You can update this field only when the Cumulative field is selected on the header.

The system calculates cumulative quantities during import only when Cumulative is selected on the scheduled order associated with the sequence schedule.

Status

Enter an optional status code indicating that this sequence requires special attention.

Line Item Customer Reference

Enter the customer reference that identifies the schedule line to display or update. For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Validation of this field depends on the value of Customer Ref is Customer Item in **Logistics Control**.

If Customer Ref is Customer Item is selected, you must provide a valid customer item number. When a customer item defaults, it corresponds to the internal item number entered in Item. Alternatively, if you enter a customer item in Item, then that customer item defaults here. Any value you enter here is validated against existing customer item numbers.

If Customer Ref is Customer Item is not selected, optionally enter any customer reference. This value is not validated.

Customer Reference is a similar field; however, this field is for the customer-assigned reference number for this sequence schedule line. In the automotive industry, this is typically the vehicle identification number (VIN).

Model Year

Optionally enter a model year for this function to consider.

Customer Reference

Enter the customer-assigned reference number for this sequence schedule line. This field is required.

Example: In the automotive industry, this reference number could be the vehicle ID number (VIN).

This value is available for invoicing and self-billing.

The combination of item, dock, line feed, and customer reference must be unique. However, the same customer reference can exist multiple times for the same sequence.

For example, a supplier of automotive interior trim might receive sequences for dashboard kits. Each sequence could reference five different items that are assembled to make the dashboard. Each of the five items can reference the same customer reference or VIN.

Some reports and inquiries use the customer reference to select records to display.

Customer Dock

Enter the customer-specified destination for the material being delivered.

Dock can be up to 30 characters. Entries are not validated. Customer dock cannot be used as the ship-to address.

Use docks when a sequence schedule contains multiple items and each item is to be shipped to a different dock. Picklist & Pre-Shipper - Automatic and Sequence Pre-Shipper - Automatic create a pre-shipper for each dock specified on the sequence schedule.

Example: You receive a sequence schedule for site 1002 that references three docks. When you use Sequence Pre-Shipper - Automatic to create the shippers for the items being shipped to site 1002, it creates a separate shipper for each customer dock.

Some reports and inquiries use the dock for selecting records to display.

Line Feed

Enter the customer-specified destination for the material delivered to assembly line.

Line feed can be up to 30 characters and indicates the location at the customer site where the material will be delivered, such as a location on an assembly line.

Line feed is used when a sequence schedule contains multiple items and each item is to be shipped to a different line feed at the ship-to site. Picklist & Pre-Shipper - Automatic and Sequence Pre-Shipper - Automatic create a shipper for each line feed specified on the

sequence schedule. Each of these shipper documents contains the sequenced requirements for that line feed only.

Example: You receive a sequence schedule for site 1002 that references three docks, and two different line feeds at each dock. When you use Sequence Pre-Shipper - Automatic to create the shippers for the items being shipped to site 1002, it creates a separate shipper for each line feed at each dock.

Customer Build Date

Enter the date the customer plans to have the finished product completed.

This value is not required. It is usually provided by the customer and is for reference only.

Picked

This field indicates if item requirements for this sequence record have been picked.

A sequence is marked as picked when its requirements are included on a pre-shipper/shipper generated with Picklist & Pre-Shipper - Automatic or Sequence Pre-Shipper – Automatic.

Shipped

This field indicates if this sequence record has been shipped and a Shipper ID has been generated.

Shipper ID

If this sequence record has been shipped, the Shipper ID displays here.

Linked

This field indicates that a sequenced schedule has been linked to this line. If selected, the Linked Sequence panel displays below the main panel.

In situations where a record is not currently linked, but the current sequence scheduled release has been picked/shipped, you can select this field and manually enter the linked release ID in the Linked Sequence panel.

Obsolete

This field indicates that this sequence record line has been flagged as obsolete.

Linked Sequence Panel

Use the Linked Sequence panel to create cross-references between picked/shipped sequences and corresponding sequence schedule requirements within the same or different schedule releases.

To delete a linked sequence, clear the Linked field in the Main panel.

Release ID

Enter the release ID of the shipped/picked sequence schedule. Records available for selection via the lookup are limited to existing sequence scheduled releases that are available to be linked to the current line.

Date

Displays the ship/delivery date for the shipped/picked material.

Time

Displays the expected delivery time for the shipped/picked material.

Customer Job

Displays the customer job associated with the shipped/picked sequence schedule.

Customer Sequence

Displays the customer sequence number associated with the shipped/picked material.

Item

Displays the item number that was shipped/picked for the sequence schedule.

Customer Reference

Displays the customer reference of the sequence being linked to the previously picked/shipped sequence.

Customer references are customer-assigned numbers for the sequence line, such as the vehicle identification number (VIN) in the automotive industry.

Customer Dock

Displays the dock where the picked/shipped material should be delivered at the customer ship-to address.

Line Feed

Displays the line feed where the picked/shipped material should be delivered at the customer ship-to address.

Line feed usually indicates a place on an assembly line.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records. Bulk actions are for sets of records that are selected based on browse search criteria and

automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Activate Release Action

Choose Actions > *Individual* Activate Release to activate the currently selected customer sequence scheduled release.

Customer Sequence Schedule Controls

Use **Customer Sequence Schedule Controls** when you want to change values set in the **Logistics Control** > Sequence Schedule panel for a limited number of customer addresses. You can create customer-specific defaults for sequence schedules for each customer addresses.

The values you specify in this screen override **Logistics Control** only for the specified customer address.

Changes made to the **Logistics Control** > Sequence Schedule panel do not affect existing customer control records. Only new customer control records reflect changes you make in the control function. To make the same changes from **Logistics Control** to customer control records, you must change each customer control record individually.

Main Panel

Ship-To

Enter the customer address associated with the specific sequence schedule defaults.

Include Seq in Req Ship Schedule

Select this option to include sequence schedule data for the days specified in Firm Days when generating required ship schedules (RSS) for this ship-to address.

This value defaults from the Sequence Schedule panel in **Logistics Control**. It sets the default value for the same field in **Customer Scheduled Orders**.

Firm Days

Select this option to include sequence schedule data for the days specified in Firm Days when generating required ship schedules (RSS) for this ship-to address.

This value defaults from the Sequence Schedule panel in **Logistics Control**. It sets the default value for the same field in **Customer Scheduled Orders**.

Packing Order

Specify whether sequence packing lists for this customer ship-to address are printed in forward or reverse order.

Packing lists tell the shipping staff in what order the required material should be packaged in containers.

This value defaults from the Sequence Schedule panel in **Logistics Control**.

Sequences Per Container

Specify the maximum number of sequences that can fit in a container for this customer ship-to address. This value is used by Pre-Shipper/

Shipper - Automatic and Sequence Pre-Shipper - Automatic to display breaks between multiple containers.

This value must be the default 0 (zero) or any positive number.

Example: A customer uses containers that hold 10 sequences each, and a pre-shipper is built containing 50 sequences. The sequence packing list displays 5 groups of 10 sequences. This is a guide to help the loading-dock worker know how many containers to pack.

This value defaults from the Sequence Schedule panel in **Logistics Control**.

Merge Schedules

Specify whether the open requirements of the currently active schedule for this customer ship-to address should be combined with the new incoming schedule during EDI eCommerce import.

This option is used when customers send future requirements to add to the current schedule, but do not send existing requirements previously sent on another schedule.

Selected: The incoming schedule is combined with the currently active schedule to create a new release containing the open requirements from both schedules.

Cleared: The incoming schedule becomes the active schedule. The open requirements from the previous release are not considered.

This value defaults from the Sequence Schedule panel in **Logistics Control**.

Check Sequence Tolerance

Select this option to have the system check sequence numbers for gaps on schedules associated with this customer ship-to address. Specify the size of acceptable gaps in Maximum Tolerance. The system issues a warning if it detects numbering gaps greater than the value specified.

When the field is selected, the system checks for gaps when you:

- Import a sequence schedule.
- Manually add sequences to a schedule in **Customer Sequence Scheduled Releases**.

Example: This field is selected and Maximum Tolerance is 2. You process a schedule with sequences 1, 2, 5, 6, 7. No warning message displays because only two numbers are missing. However, with Maximum Tolerance set to 1, the same sequence generates a warning.

Note Some environments use alphanumeric sequence numbers. In these cases, clear Check Sequence Tolerance because the system cannot check alphanumeric sequence range integrity. The system

issues a warning whenever the field is selected and an alphanumeric sequence number is processed.

This value defaults from the Sequence Schedule panel in **Logistics Control**.

Maximum Tolerance

Enter the maximum allowable size of the gap in consecutive sequence numbers on a schedule for this customer ship-to. When Check Sequence Tolerance is selected, the system issues a warning when it detects numbering gaps greater than the value specified.

Enter 0 (zero) to issue a warning whenever any gaps in sequence number are found.

When Check Sequence Tolerance is cleared, the system disregards the value in Maximum Tolerance.

This value defaults from the Sequence Schedule panel in **Logistics Control**.

Print Sequence on Shipper

Specify whether to print the range of sequence numbers when printing invoices for this customer ship-to. The sequence-number range prints on the invoice immediately following the list of items included on the invoice.

Example: You create an invoice that has 111 sequences. The sequences included on the invoice are sequences 1 to 10, 20, and 25 to 125. Select this option to print the following three sequence ranges on the invoice:

- 01 to 10
- 20 to 20
- 25 to 125

This value defaults from the Sequence Schedule panel in **Logistics Control**.

Print Sequence on Invoice

Specify whether to print the range of sequence numbers when printing invoices for this customer ship-to. The sequence-number range prints on the invoice immediately following the list of items included on the invoice.

Example: You create an invoice that has 111 sequences. The sequences included on the invoice are sequences 1 to 10, 20, and 25 to 125. Select this field to print the following three sequence ranges on the invoice:

- 01 to 10
- 20 to 20

- 25 to 125

This value defaults from the Sequence Schedule panel in **Logistics Control**.

Send Sequence with ASN

Specify whether sequences should be included when advance ship notices (ASNs) are transmitted to this customer address using EDI eCommerce.

This value defaults from the Sequence Schedule panel in **Logistics Control**.

Send Sequence with Invoice

Specify whether sequences should be included when sending invoices to this customer.

This value defaults from the Sequence Schedule panel in **Logistics Control**.

Build Analysis Members

The build creates cross-reference records based on the rules and links previously defined. A build needs to be run whenever these rules or links are changed, when new codes/groups are created, and periodically to pick up new items and customers.

The build process can be run online; however, it is recommended to be run in batch mode due to the possible extensive run time. This program builds the data by Analysis Code/Group type by item, customer, or both.

Sales Control contains options in the Automatic Member Regeneration subpanel of the Pricing panel to set automatic build for Customers or Items. If these options are selected, then it is not necessary to run the build program when adding new customers or item numbers—the system automatically builds records to include additions or changes. However, if you add, change, or delete analysis codes or linkages, you must run the build program.

The system creates a report with all the Analysis Codes/Groups and the node names, and shows if this is an active or inactive code. The Nodes Exploded field shows the current number of items or customers processed. The report also displays if a record has been added, deleted or remains unchanged.

Build Analysis Members runs automatically when updating Analysis Groups and Advanced Pricing is enabled, or when updating Analysis Codes and Advanced Pricing is not enabled (Best Pricing is in use).

Type: Enter Item, Customer, or Both to specify which analysis code/ analysis group type for which you want to build analysis member detail records.

Update: If Yes, this build makes system updates. If No, this build runs in simulation mode only and no system updates occur.

Technical details: When determining which price lists are applicable to a given customer/item combination, it is necessary to find which Analysis Codes (Best Pricing) or Analysis Groups (Advanced Pricing) the customer and item are members of. Building up the Analysis Code or Analysis Group query and executing it can take time, so to significantly improve performance an anx_det DB table is used to cache these members. This table was originally introduced with Best Pricing but is also used for Advanced Pricing.

The following shows how the anx_det table is used for each pricing type:

Field	Description
anx_domain	Domain code
anx_code	Name of Analysis Code or Analysis Group

anx_node	Group member (item/customer) code
anx_type	Type of group “6” = item “9” = customer

The advantages of having this anx_det group member cache is that the members of a given group can be determined by a single query, and a single query shows which groups a given item or customer is a member of. However, a challenge with having this group membership cache is that it needs to be kept synchronized with changes that occur when data is changed. When any of the following changes are made, these records are re-synchronized to ensure that the cache is kept up to date:

- Changes to an Analysis Group: Create, Update or Delete
- Changes to a Customer: Create, Update or Delete
- Changes to an Item: Create, Update or Delete

In addition, an Analysis Code program can be run to re-synchronize all the anx_det records with the current data for both Best Pricing and Advanced Pricing. This report accomplishes the same functionality while also providing the ability to run for both types as well as in simulation mode. Additionally, it highlights those records to be added/deleted/updated.

For more information about running reports, see: Reports on page 296.

Customer Calendars

When you change a customer calendar, the system resets an internal value. Then, when you run **Required Ship Schedule Update** or **Selective Required Ship Schedule Update**, the system recalculates the customer's receipt quantities and dates for all schedules that have changed.

Note Use **Calendar Shifts** to define the days your manufacturing operations are open.

Navigation

To create a customer-specific or ship-to-specific calendar, enter the code that identifies the customer or ship-to address in the Main panel. Use the checkboxes in the Working Days panel to indicate each day of the week that is a work day for the customer.

Enter customer shutdowns, holidays, and other exceptions in the Non-Working Days panel.

To create a default customer calendar, leave the Customer/Ship-To field blank, then specify calendar days for a default customer work week in the Working Days panel and specify default customer exceptions in the Non-Working Days panel.

Customer Calendars with Required Ship Schedules

The system can use a customer calendar when it creates the required ship schedule (RSS). You can set the RSS Calendar Option field so that the system uses both shop and customer calendars, only the customer calendar, or no calendars when it creates the RSS. You set RSS Calendar Option in the following screens:

- **Logistics Control**
- **Customers**
- **Customer Scheduled Orders**

If you specify that the system should use a customer calendar only to create the RSS, the system searches for a customer/ship-to specific calendar first, then a default customer calendar. If a default customer calendar cannot be found, the system creates the RSS without making calendar adjustments.

Note If you want the system to use customer calendars for the RSS, set up customer calendars before running **Required Ship Schedule Update** or **Selective Req Ship Sched Update**.

Calendar Options, RSS, and Netting Logic

When you set RSS Calendar Option to 3 (no calendars) in **Logistics Control**, **Customers**, and **Customer Scheduled Orders**, you indicate that the system should not adjust the initial and final RSS dates by shop or customer calendars; however, if you set netting logic to 5, the system

uses a calendar or calendars to determine the days over which to spread the excess planning quantity, regardless of how you set RSS Calendar Option.

When you create the RSS, the system processes requirement due dates by considering RSS Calendar Option settings and available calendars. Netting logic routines do not manipulate the requirements and dates at this point unless SDP codes or RANs are involved.

When netting logic routines run, the system may move planning or shipping schedule requirements and dates. To prevent the requirements from ending up on inappropriate days, the system moves requirements to appropriate dates using the following calendar processing to resort the requirements and dates:

- If RSS Calendar Option is 1, RSS uses the available shop and customer calendars to move requirements so that they end up on days when both the shop and customer are open.
- If RSS Calendar Option is 2, RSS uses the available customer calendar only to move requirements so that they end up on days when only the customer is open.
- If RSS Calendar Option is 3, the system does not place dates with any calendar. The requirements are left on the dates upon which they were entered or received.

Drill-Down Links

The following drill-down links are available from the right-hand navigation bar of Customer Calendars:

- **Customer Scheduled Orders**
- **Customer Scheduled Releases**
- **Customers**
- **Required Ship Schedule Update**

Main

Customer/Ship-To

Enter the customer address code or ship-to code associated with this calendar to create a customer-specific or ship-to-specific calendar. Leave blank to create a default customer or ship-to calendar.

Use a calendar defined for a customer or ship-to to adjust shipment dates backward during **Required Ship Schedule Update**, when the arrival date falls on a non-operating day for that address.

Working Days

Use the Working Days panel to indicate which days of the week are considered work days for this customer.

Days that remain unselected will not be considered as work days.

Non-Working Days

Use the Non-Working Days panel to specify non-work days for this customer.

For example, you might choose to enter customer shutdowns, holidays, and other exceptions here.

Click +New to add a new line to the grid. Use the Date field to indicate the non-work date, and use the Description field to optionally enter a description.

Cumulative Shipped Reset

Enter the desired selection criteria. The selection criteria define the parameters used to select the schedules being reset. You may wish to run this procedure without updating (resetting) the schedules. This allows you to review the schedules before they actually reset. You can then rerun to actually reset the cumulative totals.

Cumulative totals are generally reset once a year as directed by the customer.

When you set the cumulative shipped for an item number to zero for the next fiscal year, the system resets each line in the order line set to zero.

Cumulative Shipped Reset resets the cumulative totals to zero (0) on the specified date and time. If the Cum Start Date is set to a date other than the system date, and the start time is left blank, the start time will default to 00:00. This default can be manually overridden in the Start Time field.

When the cumulative totals are reset to zero for a date in the past, all shipments made between the specified time in the past and the current system date are totaled. The total is set as the new cumulative total for the scheduled sales order line.

Important This procedure cannot be undone. You can run a summary or detail report without updating (that is, resetting) the cumulative totals by setting Update to No.

You should define menu security for this program to restrict user access appropriately.

Order Line Sets

When scheduled order lines have the same domain, ship-from, ship-to, customer part number, PO number, customer reference, and model year, and the internal items on the order lines all belong to the same item replacement schedule, the system groups them into an order line set. The first line of the set is the master line.

Cumulative Shipped Reset processes all lines in an order line set. It determines the master line and all non-master lines associated with the master line in a set for processing. It also keeps track of each line it has processed, preventing duplicate processing for a single line. This prevents the system from creating multiple transaction history records for a single line.

When you set the cumulative shipped for an item number to zero for the next fiscal year, the system resets each line in the order line set to zero.

Item Replacement

An item can have one or more item replacement records defined for it in **Replacement Items**. When there are internal part numbers that replace other part numbers, the system automatically resets the cumulative

shipped for the replacement part number and the part number it is replacing when those items belong to order lines grouped together in the same order line set.

For more information about running reports, see: Reports on page 296.

Mandatory Fields

Start Date

Default is the current system date. Cannot be blank or invalid date. The Cumulative Shipped Start Date indicates the new date to start accumulating cumulative quantities. When a line item is first scheduled, the cumulative ship quantity is zero and the cumulative start date is set to the first day of the schedule. As shipments are processed, the system updates the cumulative ship quantity. Cumulative shipment quantity and start date appear on most reports and inquiries. The cumulative ship quantity is netted against the current required ship schedule. Remaining open quantities are what is visible to MRP. When the cumulative totals are reset to zero for a date in the past, all shipments made between the specified time in the past and the current system date are totaled. The total is set as the new cumulative total for the scheduled sales order line.

Start Time

Default value is blank. Specifies the exact time when the Cumulative Shipped Reset procedure takes place. When specified, the time must be in 24 hour format, from 00:00 to 23:59 (HH:MM). Hours allowed range 0-24, minutes range 00-59. For example, 9 AM must be entered as 09:00 hours, 6:30 PM becomes 18:30 hours. If the start time is left blank, the current system time is used for this procedure. If the Cumulative Shipped Start Date is set to a date other than the current system date, and the start time is left blank, the start time will default to 00:00.

Shipment/Effective Date

This field indicates the type of date specified in Cumulative Shipped Start Date.

Shipment: The value in Cumulative Shipped Start Date is the date when the shipment was initially entered into the system.

Effective: The value in Cumulative Shipped Start Date is the date when the shipment was effective for accounting purposes.

If set to Effective, the system displays the following warning when you run the report with a Start Time specified: *WARNING: Start time cannot be used with effective date. Setting to 00:00.*

Include Manual Cum Adjustments

You can include manual adjustments made in Cumulative Shipped by setting the Include Manual Cum Adjustments field to Yes. When this

field is set to No, the reset process ignores all manual adjustments when resetting the cumulative shipped quantity.

Report Detail/Summary

If set to Detail, the report shows shipment transactions after the new Start Date or a message displays indicating Shipment Transaction does not exist if there are not shipment transactions after the new start date. Data on the report is sorted by: Ship-From, Customer, Ship-To, Order, Dock, Item, Purchase Order, Customer Reference, and Model Year.

Update

When set to No, the report runs in simulation mode and changes are not committed. You can use the Customer Schedule Shipment History report to ensure any changes have resulted in expected updates by setting the Report Cums/Adjusts report criteria field to true.

Detail Allocation Update/Delete

This utility corrects the allocation detail records in the following scenarios:

- When allocation detail records without a valid source (WO/SO) are deleted. When allocation detail records with ? or less than zero in pick or allocated are set to zero. (lad_qty_all and lad_qty_pick)
- When sales order quantities with ? or less than zero in pick or allocated are set to zero. (sod_qty_all and sod_qty_pick).
- When discrete sales orders with open quantity less than the sum of allocated (sod_qty_all) and picked (sod_qty_pick) are set to zero.
- When allocation detail records with location details of zero quantity on hand (ld_qty_oh) are deleted.

Filter Section

The Filter panel, which is open by default, contains the criteria used to filter the data in the report. The criteria are explained below:

Site

Enter a range of sites. To include all sites, leave this field blank.

A site represents a place where inventory is manufactured or stored, such as a distribution center, a warehouse, a manufacturing facility, or any combination of these.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger (GL) entity, allowing complete financial results to be maintained and monitored by site or by groups of sites. Each site is also associated with a domain, which provides support for processing transactions between different domains, either in a single database or between connected databases.

Usually each site is divided into multiple locations where the inventory is actually stored. In this sense, a site is a group of physical locations such as stockrooms, inspection stations, and shop floors.

Item

Enter a range of inventory items defined in Items. To include all items, leave this field blank

Item numbers uniquely identify items or products. These may be raw materials, purchased or manufactured intermediates, finished items, or packaging materials. Item codes are also used to identify planning items, configured products, repair parts, service items, and kits.

Most reports can be selected by item number.

Update

Select Yes to run this program in update mode and update records in the database.

Select No to run this program in simulation mode without updating the database. A report prints for review with SIMULATION displayed at the top of each page.

Click **Run** to continue.

Deallocate Unconfirmed Sales Orders

The allocation of items can be done only to confirmed sales order; if the user makes any allocation to an unconfirmed sales order through backend, it can be removed through this screen.

Note Run Set Qty Oh/Qty All/Qty Req after this to complete the reconciliation.

Filter Panel

The Filter panel, which is open by default, contains the criteria used to filter the data in the report. The criteria are explained below:

Item

Enter a range of inventory items defined in Items. To include all items, leave this field blank

Item uniquely identify items or products. These may be raw materials, purchased or manufactured intermediates, finished items, or packaging materials. Item codes are also used to identify planning items, configured products, repair parts, service items, and kits.

Most reports can be selected by item number.

Site

Enter a range of sites. To include all sites, leave this field blank.

A site represents a place where inventory is manufactured or stored, such as a distribution center, a warehouse, a manufacturing facility, or any combination of these.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger (GL) entity, allowing complete financial results to be maintained and monitored by site or by groups of sites. Each site is also associated with a domain, which provides support for processing transactions between different domains, either in a single database or between connected databases.

Usually each site is divided into multiple locations where the inventory is actually stored. In this sense, a site is a group of physical locations such as stockrooms, inspection stations, and shop floors.

Sales Order

Enter the range of sales order numbers. To include all sales orders, leave this field blank.

Update

Select Yes to run this program in update mode and update records in the database.

Select No to run this program in simulation mode without updating the database.

Click **Run** to continue.

Available Kit Quantity to Ship

- Assemble to order (ATO) items are built using final assembly work orders. The configured item is a finished product, produced from a combination of optional and mandatory components.
- Kit items represent a set of items that are picked and shipped together; no real assembly takes place. The configured item is not a finished product; it exists only as a logical superset of its components.

This function determines the component of the kit with the least quantity available to allocate. It then creates detail allocations for this quantity for all kit components. It also allocates the quantity to the parent kit item in the Sales Order Line's Allocated Quantity field for kit-configured items.

This ensures that complete kits are shipped and maximizes the remaining inventory available for other orders.Use Picklist/Pre-Shipper - Automatic to pick the items after you have created detail allocations.

To review detail allocations without updating the database, set Update to No. A report prints for review with SIMULATION displayed at the top of each page.

Note To preserve these detailed allocations when running Picklist/Pre-Shipper - Automatic, set Allocate Components to Yes. If this field is not set to Yes, Picklist/Pre-Shipper - Automatic bases the allocation on the site and location specified on the sales order line.

Filter Section

The Filter panel, which is open by default, contains the criteria used to filter the data in the report. The criteria are explained below:

Due Date

The range of due dates to be considered by this function or to appear on this report.

Leave blank to begin with the first date on which transactions exist.

The date the purchased items should be available for use in house.

The date in the header sets the default due date for each line item in the purchase order. The due date is used when analyzing vendor performance and, most importantly, by MRP, which assumes that the due date is the date that the item will be in house.

Sales Order

Enter the range of sales orders. Leave blank to begin with the first available number.

Ship-To

The ship-to or dock address range to which this shipper is to be delivered.

A container or shipper record can have its delivery address specified as either a customer, ship-to, or dock address code. When assigning item contents to a container, scheduled order detail records referenced must be for orders that have ship-to codes equal to this value or, if this value is a dock, to the parent code of the dock.

The use of a dock code is either for a shipper record or the top-level container record--containers packed onto a pallet need not use the dock code; they can use the ship-to code.

Modification of this field is allowed only if this record does not have any contents assigned, and if this record is not assigned as contents of another container or shipper.

Item Number

Enter the range of inventory items defined in Items.

Items uniquely identify items or products. These may be raw materials, purchased or manufactured intermediates, finished items, or packaging materials. Item codes are also used to identify planning items, configured products, repair parts, service items, and kits.

Most reports can be selected by item number.

Item Type

Optionally, enter a range of item type codes. This limits item record selection to records associated with these type codes.

Item type is an optional code specified in Items that lets you categorize similar items. Item type is validated against predefined values entered in Generalized Codes for field pt_part_type, if any.

Product line, group, and type all categorize items. Item group and type can be used to subdivide product lines, or they may cross product lines, providing an entirely different view of your items.

Both group and type can be used for processing and reporting sales and planning information, and updating product costs. Most item and inventory reports can be selected by group and type. Selective MRP/DRP can be run by item group and type.

Items can be selected for cycle count based on item type, but not group.

Site

Enter a range of sites. A site represents a place where inventory is manufactured or stored, such as a distribution center, a warehouse, a manufacturing facility, or any combination of these.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger (GL) entity, allowing complete financial results to be maintained and monitored by site or by groups of sites. Each site is also associated with a domain, which provides support for processing transactions between different domains, either in a single database or between connected databases.

Usually each site is divided into multiple locations where the inventory is actually stored. In this sense, a site is a group of physical locations such as stockrooms, inspection stations, and shop floors.

Language

The language range to include on this report.

Language is particularly useful when printing formal documents like sales orders, service contracts, or purchase orders. These print functions can be run selecting only a range of language codes. This allows you to use different preprinted forms in different languages.

Comment information is also stored in the system with a language code. When comments are accessed, for example during order entry, the system searches for comments stored in the native language for this address. This allows you to quickly and easily access text, such as customs documentation or item descriptions, in the correct language.

Each address code has a default language assigned and language is carried on all sales, service or support, and purchasing transactions. When reports are selected by language code, the system only includes transaction or address information with this code. If you have a multiple language environment, report labels print in the specified language.

Selecting reports based on language code allows you to load preprinted forms in the correct language and make any other selections (such as Form Code) so that formal documents are printed correctly.

Only variable information prints in other languages. Text that is entered into the system manually, such as item descriptions or country names, is not translated. It prints in the language in which it was entered.

Update

Select Yes to run this program in update mode and change records in the database.

Select No to run this program in report-only mode without updating the database. A report prints for review with SIMULATION displayed at the top of each page.

Click **Run** to continue.

Retrobills

Retrobilling (or retroactive billing) is the term used for a price-changing practice used in many industries, but particularly common among automotive suppliers. This practice involves reaching new pricing agreements that affect customer scheduled orders after shipment and invoice processing.

For example, retrobills are useful when:

- Commodity prices fluctuate because of price volatility for raw materials.
- Engineering changes require the customer and supplier to renegotiate part prices.
- Customers expect manufacturer productivity gains to result in downward price adjustments as quantities produced increase.
- Customers must have the parts before price negotiations are completed.

The price change and effective date are agreed upon between you and your customer. When the effective date is in the past, an invoice detailing all shipments since the effective date through the end date must be created for the incremental price difference.

Multiple retrobills can be entered which affect the same items over overlapping dates and invoices. The price on any retrobilled invoice is the difference between the invoiced price and the price on the effective retrobill.

Note Rather than creating retrobills manually with **Retrobills**, you can use **Retrobill Auto Create**. This feature lets you specify a retrobill price list that the system uses to determine amended prices.

Usually, pricing is negotiated for specific items when a customer schedule is opened. Price changes due to cost fluctuations in your materials or processes are entered in **Retrobills** as a new or changed item price.

If the customer does not authorize the change or negotiates a revised price, the retrobill can be deleted or altered before the update process. If the update process has been run, you need to create a new retrobill to offset the erroneous retrobill.

Enter the Sold-To and Retrobill number. (Leave the Retrobill field blank to have the system automatically generate a number.) Effective Date is required. Use Invoice By to determine how the system creates pending invoices during processing.

In Retrobill Lines you specify the scheduled order line information affected and the date range to be used to select invoices for processing. You also specify the reason for the change (new price Price or change in price Change) and the new amount.

When the Amount Type field is set to New Full Price, the new amount replaces the current price. When the field is set to Price Change, the new amount is applied to the current price. The amount can be a negative or a positive amount.

If you want to make the new item price appear on all future shipments for this customer, go into **Customer Scheduled Orders** and modify the price. If a price list is being used, modify the price list.

To prevent retrobilling processes from selecting specific invoices or to include previously excluded invoices, use the Include/Exclude Retrobill action in **Invoice History**.

Main

Sold-To

The address code of the customer to which this retrobilling applies.

Along with the Retrobill field, Sold-To uniquely identifies a retrobill master record.

Customers will authorize a retrobilling, due to events such as commodity price changes. A retrobill authorization indicates that a set of invoices covering some time interval is to be repriced. The difference between the old and new prices is summed and reported. The difference can then be entered as a credit or debit memo.

Retrobill

Specify an identifier for this retrobill. For example, you can enter the customer's retrobill authorization number if one is available.

Leave the field blank to have the system assign a number based on the sequence ID specified in **Logistics Control**.

Along with Sold-To, Retrobill identifies a retrobill master record.

Effective Date

The effective date of the retrobill.

The purpose of this date is to establish the sequence of applying the new/changed price when doing more than one retrobill per invoice.

Status

Indicates the status of this retrobill.

Invoice By

Specify how the system creates pending invoice lines for retrobill amendments when Create Memos is Yes. This value defaults from **Logistics Control**.

- PO: A single consolidated line is created. A separate invoice line is not created for each item retrobilled. The line item will be

RETROBILL; the quantity will be 1.0 and the item price will be the total amount retrobilled for all lines selected.

- Item: A separate line item is created on the invoice for each line item entered. The line item quantity will be the original quantity invoiced and the item price will be the Retrobill Amount.
- Inv: A separate line item is created for each invoice selected.

Reason Code

Indicates the purpose of the retrobill. Available for setup using **Generalized Codes**.

This field is for reference only. This field appears on selected reports and inquiries.

Retrobill Lines

Use Retrobill Lines to add, delete, or edit retrobill lines.

Click +New to add a new line to the grid. Click Details to open the Retrobill Lines Detail screen.

Retrobill Line Detail Main Panel

Order

The Order number uniquely identifies a specific scheduled sales order. Sales order numbers select information to appear on reports and inquiries.

Order Line

The system assigns the next sequential line number.

Uniquely identifies a sales order or invoice line item.

Line item is automatically assigned when you are adding new line items. Use this number to access and modify an existing line item. Line item number displays on most reports and inquiries.

Unique line numbers allow you to enter multiple lines for the same item, perhaps with different quantities or dates.

Customer Item

Displays the customer item code associated with this order item, if applicable.

Item

Displays the code identifying the item on this scheduled order. You can specify a non-inventory item, such as a service, or an inventory item previously defined in **Items**. If you specify a customer item defined in **Customer Items**, the system replaces it with the associated internal item number.

Item codes uniquely identify items or products such as raw materials, purchased or manufactured intermediates, finished items, or packaging

materials. Item codes also identify planning items, configured products, service kits, and repair parts used in service activities.

When an inventory item is entered, the system automatically accesses and displays recommended pricing, location, and GL accounts. These can be changed manually as needed.

When a you specify a non-inventory item, the system checks to see if this is a valid customer item as defined in **Customer Items**. If it is, the internal item number is accessed and displayed. If it is not, you must enter all relevant information manually. The system sets Ship Type to Memo, indicating that this shipment does not affect inventory.

For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item. Additionally, you can use the line item number assigned to the detail record to access the detail record. Customer reference is validated only if Customer Item is Yes in the order header. See the field help for this field for a description of its effects.

UM

Indicates the Unit of Measure associated with this item.

Master Line

If selected, this order line will be considered the Master Line by the system.

Only one line per record can have this flagged.

Ship-From

Site from which all items for this order will be shipped.

All line items for this order are assigned to the Ship-From site. Demand information is passed to MRP accordingly.

Under Global Tax Management, the ship-from site also helps determine the applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction.

Multiple orders can be entered for unique combination of Ship-From to Ship-To. A schedule order is uniquely identified by Ship-From, Ship-To, and Order. Additionally, the order can be used to reference an existing schedule order.

Ship-To

Enter the customer or ship-to address code to receive the items on this scheduled order.

Under Global Tax Management, the ship-to address helps determine the applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the

tax environment for the transaction. In addition, the ship-to address determines the transaction tax usage code.

Multiple orders can be entered for unique combination of Ship-From and Ship-To. A schedule order is uniquely identified by Ship-From, Ship-To, and Order.

Purchase Order

Displays the customer purchase order for this line item record.

Along with the Item field, the Purchase Order field uniquely identifies a scheduled order detail record.

Customer Reference

Enter the customer reference that identifies the schedule line to display or update. For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Validation of this field depends on the value of Customer Ref is Customer Item in Sales Control.

If Customer Ref is Customer Item is Yes, you must provide a valid customer item number. When a customer item defaults, it corresponds to the internal item number entered in Item. Alternatively, if you enter a customer item in Item, then that customer item defaults here. Any value you enter here is validated against existing customer item numbers.

If Customer Ref is Customer Item is No, optionally enter any customer reference. This value is not validated.

Model Year

Optionally enter a model year for the schedule order line.

Retroactive Panel

Start Ship Date

The first date to be considered by this retrobilling function.

End Ship Date

The last date to be considered by this retrobilling function.

Invoice

The invoice number created in the Retrobill Report or a user-assigned invoice number.

Once an invoice has been created, the number appears in this field.

All item lines created on this invoice will be of the type Memo as the retrobill invoice is for price adjustments only.

Amount Type

Determines if the retrobill amount is to be handled as a new price or a change in price.

If you select New Full Price, the system will calculate the amount to be retrobilled as (Amount - original invoice price) x original quantity. If you select Price Change, the system will calculate the amount to be retrobilled as Amount x original invoiced quantity.

Amount

The new price of the shipped products.

Amount is the price to use for calculating the net debit or credit amount for this retrobill.

Notes Panel

Optionally, enter any notes here.

Action

The Actions drop-down list offers actions you can take for a record. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Create Pending Invoice Action

Choose Actions >*Individual*> Create Pending Invoice to create a pending invoice for the retrobill selected. The retrobill must have an Open status to create a pending invoice.

A retrobill is a pricing correction to previously posted invoice lines for customer scheduled orders. For the retrobill update to take effect, create a pending invoice for the retrobill and post the invoice. You can:

- Create retrobills manually using the Create Pending Invoice action in **Retrobills**.
- Use the **Retrobill Auto Create** report to create the retrobill and optionally create the pending invoice. See Retrobill Auto Create on page 1207.

To use the Create Pending Invoice action:

1. Filter the **Retrobills** browse to the retrobill record for which you want to create a pending invoice.
2. In the Actions menu, select Create Pending Invoice.

   A screen opens that lets you specify whether you want the system to use the default sales account information when creating the invoice.

3. Click Submit to create the pending invoice, update the retrobill lines with the invoice number created, and set the retrobill status to I (Processed).

   If the action completes successfully, a message displays the pending invoice number created.

You must post the pending invoice for the retrobill to take effect and to update the customer's Account Receivable balance. To post pending invoices, use the Post action in the **Pending Invoices** browse.

Options

Use Default Accounts

Indicates whether you have access to the Retrobill Accounts fields. Select the Use Default Accounts field if you do not have access to the Retrobill Accounts fields and wants to accept the system default sales account. If you want to specify a different retrobill account, sub-account, and cost center, clear the Use Default Accounts field.

Retrobill Account

The retrobill account is used in the resulting general ledger transaction to track the difference between the invoiced price and the price on the effective retrobill. The field displays the system default retrobill account. If you want to specify a different retrobill account, sub-account, and cost center, clear the Use Defaults checkbox and specify your retrobill account information.

Retrobill Auto Create

Based on the selection criteria, the system adjusts invoice history records to match the current prices on the specified price list.

You can run the function in simulation mode by setting Create Retrobill to No.

Optionally, set Create Pending Invoices to Yes to have the system create pending invoices for the adjustment amounts after it creates retrobills. You can either associate invoices with the default accounts or manually enter an account, sub-account, and cost center.

Note If Maintain Operation Type in Tax Usage is selected in **Logistics Control**, Create Memos is not displayed. Instead, the system displays Create Complementary SO and Create Credit SO.

The Invoices By field determines how the system creates invoice lines for retrobill amendments when Create Pending Invoices is Yes in Retrobill Auto Create or Retrobill Report.

Validations

The following fields are mandatory. They must include valid values.

- Retrobill Price List

- Currency
- Unit of Measure
- Ship Date range
- Invoice By

Note Retrobill Auto Create cannot run if any outstanding auto retrobill amendment orders need to be processed.

Additionally, the system displays a warning message if there are any unprocessed manual retrobill amendment orders with an effective that is earlier than the system date.

Skipped Records

If any of the following are true, an invoice detail record that matches the selection criteria is skipped:

- The invoice detail line is marked as excluded from retrobilling using the Retrobill Include/Exclude Invoice bulk action, available from the **Invoice History** browse.
- The order is not a customer scheduled order.
- The sales order database is not the same as the current database.
- A matching Retrobill Price List is not found, based on the setting of Retrobill Price List Required in **Logistics Control**. When that field is selected, a price list can be used only if it matches the scheduled order line item, unit of measure, and currency.
- The user does not have access to the Ship-from site.
- The Ship-to does not belong to the sold-to of the order.
- The scheduled order is not effective.

Process Overview

You can make pricing changes with automatically created retrobills using the following steps:

1. Set preferences and specify a retrobill amendment sequence ID in **Logistics Control**.
2. As needed, use the Include/Exclude Retrobill bulk action, available from the **Invoice History** browse, to exclude specific invoices from retrobill processing.
3. Adjust the relevant **Customer Schedule Price List** record to reflect the prices used in retrobilling, or create a new retrobill price list, if needed.
4. In **Retrobill Auto Create**, use the selection criteria to identify the invoices for which you want to create retrobills.
5. Optionally, set Create Retrobill to No to run the report in simulation mode. Review the effects of the selection criteria and adjust them,

as needed. When you are ready, run the report in update mode (by setting Create Retrobill to Yes).

6. Use the Create Pending Invoices field to determine the next step in the process:
    - If you set the Create Pending Invoices field to Yes, the **Retrobill Auto Create** report creates pending invoices. Then, use the Invoice bulk action in the **Pending Invoices** browse to process the resulting retrobill pending invoices.
    - If you set the Create Pending Invoices field to No, the **Retrobill Auto Create** report does not create pending invoices for the retrobills. You can then use the Create Pending Invoice action in **Retrobills** to create the pending invoices.

Retrobill History

Access the **Retrobill History** report to view retrobill activity for a specific customer scheduled order or across various records, based on specified criteria.

Retrobills

Access the **Retrobills** report to view retrobill data for a specific retrobill or multiple retrobills by the customer.

Invoice History

The following actions are available from the **Invoice History** browse:

- Create Credit individual action
- Create Return individual action
- Create Correction individual action
- Include/Exclude Retrobill bulk action

Credit Orders for Returned Goods

Use the Create Credit action from **Invoice History** to process a credit invoice for an order.

A credit invoice credits the customer account for the amount of the returned materials plus any applicable taxes.

Process a credit invoice using the same procedure as a regular invoice.

Note To identify the original invoice number for a return order after the Create Credit action has been submitted, navigate to the **Sales Orders** browse and apply the filters Origin Code or Origin Type to a search.

If filtering by Origin Code, you must know the original invoice number. If filtering by Origin Type, all return and credit orders will populate for you to choose from.

Follow these steps to create a credit order using the Create Credit action:

1. In the **Invoice History** browse, select the invoice line to process a credit.
2. Select Actions > *Individual* > Create Credit to open the Create Credit window.
3. Decide the type of credit order you want to create—either a Sales Order or an RMA. The system defaults to Sales Order.
    - For sales orders, specify the Order Sequence to generate the new sales order number in the Sales Order panel if needed. This allows you to manage the credit sales orders in a different number format from that of the normal sale.
    - For RMAs, specify the associated end user and service type in the RMA panel.
4. In the Lines to Credit panel, the system automatically loads the original invoice line into the grid with the Credit Quantity value defaulted to zero. Specify the item quantity to be credited.

    Note Any other lines in the same invoice are also visible in the grid. If you need to credit multiple lines in the new order, select those lines and specify the Credit Quantity for each in the grid.

5. Review the value of Ship Type in the grid, which defaults from the Ship Type for Credits field in **Sales Control**. A non-blank value indicates that the new credit order has no impact on the inventory.
6. Review and adjust other line information in the grid as needed.
7. Click the Submit button to create the credit sales order or RMA. The system then directs you to the newly created sales order or RMA for review.
8. Use the standard shipment and invoice functions to complete the credit sales order or RMA.
9. To identify the original invoice number for a return order after the Create Credit action has been submitted, navigate to the **Sales Orders** browse and apply the filters Origin Code or Origin Type to a search.

Return Orders

Use the Create Return action from **Invoice History** to process a return for an order.

You can handle returns in the form of a Sales Order or a Return Material Authorization (RMA).

Note To identify the original invoice number for a return order after the Create Return action has been submitted, navigate to the **Sales Orders** browse and apply the filters Origin Code or Origin Type to a search.

If filtering by Origin Code, you must know the original invoice number. If filtering by Origin Type, all return and credit orders will populate for you to choose from.

Follow these steps to create a return order using the Create Return action:

1. In the Invoice History Browse, select the invoice line to process a return.
2. Select Actions > *Individual* > Create Return to open the Create Return window.
3. Decide the type of return order you want to create—either a Sales Order or an RMA. The system defaults to RMA.
    - For RMAs, specify the associated end user and service type in the RMA panel.
    - For sales orders, specify the Order Sequence to generate the new sales order number in the Sales Order panel if needed. This allows you to manage the return sales orders in a different number format from that of the normal sale.
4. In the Return Lines panel, the system automatically loads the original invoice line into the grid with the Return Quantity value defaulted to zero. Specify the item quantity to be returned.

Note Any other lines in the same invoice are also visible in the grid. If you need to return multiple lines in the new order, select those lines and specify the Return Quantity for each in the grid.

5. Review and adjust other line information in the grid as needed.
6. For RMAs, use the Replace field to indicate when replacement items are required.
7. For RMAs, the Processing Options panel is displayed. Select the checkbox to generate the RMA using background processing. When enabled, the results will be sent directly to your inbox and you can continue working in the system while the process runs. To access the results, click on the link in the inbox, and the RMA record will appear.

   Note If you enable background processing for the client in Service Control > RMAs, the checkbox will be automatically selected and the panel will be read-only.
8. Click the Submit button to create the return sales order or RMA. The system then directs you to the newly created sales order or RMA for review.
9. Use the standard shipment and invoice functions to complete the credit sales order or RMA.
10. To identify the original invoice number for a return order after the Create Return action has been submitted, navigate to the **Sales Orders** browse and apply the filters Origin Code or Origin Type to a search.

Correction Orders

Use the Create Correction action to create a new correction sales order from the selected line that will be used to identify the delta between the original order and the new values.

Correction orders allow you to correct a posted invoice by using information from the original invoice and maintaining a permanent link.

Correction orders have the following limitations:

- They cannot be used for configured items.
- They cannot be used to modify container and line charges.
- They do not automatically pick up changes to master data such as freight rates, price lists, or tax rates. Such changes need to be manually entered in the correction order.
- Only one correction invoice can be used to correct an original invoice. If further corrections are required, add another correction invoice to correct the first correction invoice. Links are made between all corrections and the original invoice.

Correction Order Setup

To enable the correction invoice functionality, select the Use Correction Invoices field in the Sales Accounting panel of **Sales Control**.

Use Daybook Sets to specify the correction invoice daybooks to be used by the default daybook set.

Use Reason Codes to indicate the reason for using the correction invoices.

Using Correction Orders

You can reverse a billing before an invoice is posted by entering a negative quantity on the original sales order. Then process the invoice normally. It can be done whenever you want to make a change involving an item, quantity, price, discount, or commission

However, to correct posted orders, create new sales orders with new sales order numbers, then process the new, corrected sales orders normally. To streamline this process, you can use the correction order feature when enabled in **Sales Control**.

When it is enabled, you can create a correction sales order for a posted invoice by entering the correct amounts rather than by entering the difference between the original invoice and the correct amount. You can also track the relationship between the original invoices and their correction invoices.

After creating the correction sales order, you ship it, optionally creating a shipper document. You can post and print the correction invoice —displaying the original amounts, the corrected amounts, and the differences between the two. Finally, you can archive correction invoice data when it is no longer needed. Correction invoices are a legal requirement in some countries and a preferred accounting approach in others.

Shipping Correction Orders

Follow these steps to create a correction order using the Create Correction action:

1. In the **Sales Control** Sales Accounting panel, selected Correction Invoices to enable the correction order function.

   Note Select Allow Closed Inv Corr if closed/paid customer invoices are allowed to be corrected in the system.

2. In **Invoice History**, select the invoice lines to be corrected.
3. Select Actions > *Individual* > Create Correction to open the Create Correction window.
4. Specify the reason for correction in the Main panel.
5. In the Correction Lines panel, modify the order lines in the grid to represent the data you want corrected. The original invoice line data is displayed as a child grid after each line.

Note Change the value of List Price, Discount, or Net Price if the price on the original invoice needs to be corrected; change the value of Quantity Ordered if the item quantity on the original invoice needs to be corrected. When this quantity is corrected, an extra child grid displays allowing you to specify the detailed inventory information for this correction.

6. Click Submit to create the correction sales order. The system then directs you to **Sales Orders** for an immediate review.

   Note The correction sales order has two lines created for each corrected invoice line. The first line holds the correct value after the correction and the second line holds the negative value of the original invoice line for the reverse. As a result, the order total is the difference to be processed.

   Note The correction order will have the Correction field selected on both header and line levels.

   Note The correction order displays the Original Invoice, Original Order, and Reason for Correction on both header and line levels.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Create Credit Action

Choose Actions > *Individual* > Create Credit to create a new credited Sales Order or RMA from the selected line.

The system the copies the selected line to a new order and changes the quantity invoiced to negative.

It also sets the ship type on the line to the default Ship Type for Credits value in **Sales Control**, indicating a non-inventory credit is to be processed.

The system is able to link the original invoice/order to the new order through these actions. Quantity and price are controlled to not exceed the original values through the Create Credit and Create Return actions.

Main Panel

Credit Order

Indicate whether this credit order should be in the form of a Sales Order or an RMA. Based on the input to this field, the Sales Order panel or the RMA panel will appear below the Main panel.

RMA/Sales Order

The field label changes to either Sales Order or RMA based on input to the Credit Order field.

Enter a code or number to identify the credit order you are creating, or leave blank to have the system generate one for you.

Sold-To

Indicates the customer who placed the original order.

Purchase Order

Indicate the purchase order associated with this credit order, if applicable.

Original Invoice

Displays the original invoice number. Read only.

Original Sales Order

Displays the original sales order number. Read only.

Currency

Displays the currency associated with the original sales number. Defaults from the original sales order.

Order Date

Enter a date for this credit order. Defaults to the current date.

Channel

Indicate a sales channel to associate with this credit order. Values here are generated from **Generalized Codes**.

Confirmed

If selected, indicates this credit order will be considered as confirmed by the system. Confirmed orders can be allocated while unconfirmed orders cannot.

Sales Order Panel

Order Sequence

Indicate an order sequence to associate with the newly created sales order.

Values available for selection here can be set up using **Number Ranges**.

RMA Panel

End User

Indicates the end user associated with the newly created RMA. Defaults from value in the Sold-To field.

Contract

Associate a contract with the newly created RMA. Values available for selection are based on contracts associated with the end user.

Service Type

Indicate a service type for the newly created RMA. The Service Type defines coverage percentages, default credit price list, and restocking charges for items returned and issued on this RMA.

Lines to Credit Panel

The Lines to Credit panel displays all order lines available to credit.

Use the checkbox column to select all line items you want credited. Adjust the line data as needed.

Ensure that you adjust the Credit Quantity field value to the desired amount. The value in this field must be more than zero.

Note If you process multiple credit orders, the total quantity credited cannot exceed the original quantity invoiced.

Click Submit to create your credit sales order or RMA. The newly created sales order or RMA will appear in a new window.

Create Return Action

Choose Actions > *Individual* > Create Return to create a new return Sales Order or RMA from the selected line.

The system then copies the selected line to a new order; the price and quantity (negative for SO; positive for RMA receipt line) are retained as the new credit amounts.

Ship type on the new line will be blank, indicating an impact to inventory.

Main Panel

Return Order

Indicate whether this return order should be in the form of a Sales Order or an RMA. Based on the input to this field, the Sales Order panel or the RMA panel will appear below the Main panel.

RMA/Sales Order

The field label changes to either Sales Order or RMA based on input to the Return Order field.

Enter a code or number to identify the return order you are creating, or leave blank to have the system generate one for you.

Sold-To

Indicates the customer who placed the original order.

Purchase Order

Indicate the purchase order associated with this return order, if applicable.

Original Invoice

Displays the original invoice number. Read only.

Original Sales Order

Displays the original sales order number. Read only.

Currency

Displays the currency associated with the original sales number. Defaults from the original sales order.

Order Date

Enter a date for this return order. Defaults to the current date.

Channel

Indicate a sales channel to associate with this return order. Values here are generated from **Generalized Codes**.

Confirmed

If selected, indicates this return order will be considered as confirmed by the system. Confirmed orders can be allocated while unconfirmed orders cannot.

Sales Order Panel

Order Sequence

Indicate an order sequence to associate with the newly created sales order.

Values available for selection here can be set up using **Number Ranges**.

RMA Panel

End User

Indicates the end user associated with the newly created RMA. Defaults from value in the Sold-To field.

Contract

Associate a contract with the newly created RMA. Values available for selection are based on contracts associated with the end user.

Service Type

Indicate a service type for the newly created RMA. The Service Type defines coverage percentages, default credit price list, and restocking charges for items returned and issued on this RMA.

Lines to Return Panel

The Lines to Return panel displays all order lines available for return.

Use the checkbox column to select all line items you want returned. Adjust the line data as needed.

Ensure that you adjust the Return Quantity field value to the desired amount. The value in this field must be more than zero.

Note The Massive Replace checkbox at the top of the Replace column will be disabled if the system identifies there is a return line with an ATP option enabled, allowing you to select the replacements one by one. Otherwise, you can use the checkbox to select all options in the column.

Note If you process multiple return orders, the total quantity return cannot exceed the original quantity invoiced.

Click Submit to create your return sales order or RMA. The newly created sales order or RMA will appear in a new window.

Create Correction Action

Choose Actions > *Individual* > Create Correction to create a new correction sales order from the selected line that will be used to identify the delta between the original order and the new values.

To enable this action, ensure that the Use Correction Invoices field in **Sales Control** is selected.

Note To correct a closed/paid invoice, the Allow Closed Inv Corr field in **Sales Control** must be selected. Otherwise, an error message will appear and the Create Correction action will be unavailable.

Correction orders are distinguished from the normal sales order by the Correction field in the **Sales Orders** hybrid view. Original invoice/order information is available in the **Sales Orders** > Billing > Correction subpanel, or Sales Order Detail > Billing > Correction subpanel.

Main Panel

Sales Order

Enter a code or number to identify the correction order you are creating, or leave blank to have the system generate one for you.

Order Sequence

Indicate an order sequence to associate with the newly created sales order.

Values available for selection here can be set up using **Number Ranges**.

Sold-To

Indicates the customer who placed the original order.

Reason for Correction

Specify a code defined in **Reason Codes** indicating why this correction is needed.

Correction reasons must have a reason type of Corrinv.

Purchase Order

Indicate the purchase order associated with this correction order, if applicable.

Original Invoice

Displays the original invoice number. Read only.

Original Sales Order

Displays the original sales order number. Read only.

Currency

Displays the currency associated with the original sales order.

Order Date

Enter a date for this correction order. Defaults to the current date.

Channel

Indicate a sales channel to associate with this correction order. Values here are generated from **Generalized Codes**.

Confirmed

If selected, indicates this correction order will be considered as confirmed by the system. Confirmed orders can be allocated while unconfirmed orders cannot.

Calculate Freight

If selected, indicates you want the system to calculate freight charges for this correction order.

Correction Lines Panel

The Correction Lines panel displays all order lines available to be corrected.

Use the checkbox column to select all line items you want corrected. Adjust the line data as needed.

Click Submit to create your corrected sales order. The newly corrected sales order will appear in a new window.

Include/Exclude Retrobill Action

Choose Actions > *Bulk* > Include/Exclude Retrobill to prevent retrobilling processes from selecting specific invoices or to include previously excluded invoices.

By default, invoices can be selected for retrobilling when they match the selection criteria in **Retrobills** unless you specifically exclude them with this action.

Simply set the Retrobilling field to Exclude or Include in the Options panel, select the records you want to include/exclude in the Invoice History Lines grid, then click Submit to complete this action.

Pending Invoices

A single Bulk action, Post, is available from the Actions dropdown menu. This action allows you to post and print pending invoices.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Post

Choose Actions > *Bulk* > Post

Use this action to post invoice amounts to Accounts Receivable, where they remain open until customer payments are received. Optionally, you also can print copies of posted invoices by setting Print Invoice to Yes. If you choose not to do so, you can print copies of posted invoices later using **Invoice Print or Reprint**.

Invoices itemize what a customer owes you for products you shipped.

The printed document has three sections:

- The header lists order number, date, addresses, and terms.
- The line items list quantity open, due date, and ship-to site.
- The trailer totals line items and taxes.

The display of tax information in the trailer is set up in Taxation Control.

Pending invoices are created automatically when items on a sales order are shipped. Shipping items sets the Ready to Invoice field on the pending invoice to Yes, allowing the invoice to be posted. The quantity to invoice is increased by the number of items shipped.

Note When one or more lines on a sales order are shipped from a site with an entity other than the sales order header entity, the sales amount associated with the line is posted to the shipment entity, but the AR amounts are posted to the header entity.

Once created, you can review pending invoices in Pending Invoices before posting them. However, once an invoice has been posted, you cannot modify it.

The system tracks when invoices have been printed. This prevents the invoice from being printed again by mistake. If you need an additional copy, use **Invoice Print or Reprint** with Reprint set to Yes. The system adds a message to the bottom of each reprinted invoice to indicate that it is a duplicate.

Note If you are using containers and shippers, invoices can be posted when the shipment is processed, eliminating the need for separate steps.

When Enable Rounding Function is Yes in **Sales Control**, the system may round off invoice amounts during post. This feature supports the requirements of customers in some countries to round invoice amounts in a specific way.

Setting that field to Yes lets you associate specific combinations of ship-from country, ship-to country, and currency with rounding methods defined in Rounding Methods. When this function is enabled, the invoice post process looks for a record that matches the country and currency codes from the order. If it finds one, invoice totals are rounded based on the specified method. Otherwise, invoice amounts are not rounded.

Positive or negative amounts that result from rounding are posted to the account and sub-account associated with the rounding record in **Sales Control**.

Note Enable Invoice Rounding does not affect tax amounts. Taxes are rounded after calculation based on the method specified for the tax environment.

Options Panel

GL Effective Date

Enter the effective date of the invoices being posted. The default is the system date.

The invoice post effective date is used to specify the effective date of the general ledger transaction to sales and accounts receivable. The GL transaction does not take effect until this date. This date defaults to the system date, but may be set earlier or later, provided that the date falls in an open GL period.

Effective date is particularly useful at period end. For example, the accounting period may end on a Friday but you cannot get all the shipping and invoicing activity entered into the system until Monday. In this case, you can leave the period open and process the remaining shipments and invoices with Friday as the effective date.

Make sure you specify the same date in:

- The GL Effective Date field in Sales Order Shipment
- The GL Effective Date field in Invoice Post and Print

Otherwise, your shipment history for the period will not correspond to your accounts receivable and GL balances.

Consolidate Invoices

Specify whether multiple sales orders should be combined into one invoice.

- No (default): Sales orders are not combined into one invoice.
- Yes: All sales orders with identical sold-to addresses, bill-to addresses, currencies, exchange rates, credit terms, trailer codes, tax environments, sales entities, daybook sets, and salespersons are consolidated into one invoice.

If one or more ship-to addresses are entered, ship-to address will be included in the consolidation process. If no ship-to addresses are entered, ship-to address will not be included. Leaving the Ship-To From/To fields blank means no ship to addresses are selected.

Note When consolidating multiple orders into one invoice, the sales order discount is averaged over all the orders. The amounts entered in the Line Total and Total fields in the trailer are used to recalculate the discount percent. Also, the salesperson commission percentages are averaged and consequently might be rounded.

Since the Line Total and Total fields are accurate only to two decimal places, rounding errors on the displayed percentage are occasionally reported. However, these amounts and the GL are correct because they use the original discount percent.

This field does not affect customer schedules.

Correction Invoices Only

Indicate whether correction invoices are selected for posting.

- No: Exclude correction invoices.
- Yes: Include correction invoices.

Note The system only posts either correction invoices or standard invoices within the same batch. When this field is Yes, the selection is limited to correction invoices only, even when standard invoices meet the selection criteria and the Include Debit Invoices and Include Credit Invoices fields are Yes.

GL Detail

Specify whether the invoice post audit report includes a detailed list of general ledger transactions.

- No (default): The report summarizes general ledger transactions by entity, account, sub-account, cost center, and project. If two invoices post to the same sales account, the audit trail lists the total.
- Yes: General ledger transaction detail is included. If two invoices post to the same sales account, the audit trail lists both amounts separately.

This setting has no effect on the actual general ledger entry that is created and posted to the GL. These are always generated in detail; one for each invoice line item.

Error Summary

Select this field if you want Invoice Post to display and group warnings or errors raised during invoice processing at the end of the report.

Clear this field if you want Invoice Post to display warnings or errors with the invoice that caused the issue.

ISB Details

Specify whether the invoice post report includes information about additions, deletions, or modifications that affect installed base records.

The default is No.

Criteria Panel

The Criteria panel displays all search criteria used to display the records available for selection in the Pending Invoices panel.

Pending Invoices Panel

The Pending Invoices panel displays all invoices available to be posted based on the criteria filters.

Use the checkbox panel to select or deselect lines in the grid.

Click Clear Unselected Lines to remove all unselected lines from the grid.

Workflow Options Panel

Print Invoice

Specify whether posted invoices are also sent to the output device identified in Invoice Print Output.

- Yes: An additional frame displays more fields that let you specify print-related settings. Next, the system returns to the initial frame so that you can specify output devices for the invoices and for the post audit report.
- No: Specify the output device for the post audit report. The system posts selected invoices without displaying more fields.

This program only prints invoices at the same time they are posted. If you post invoices with this field set to No and later need printed copies, use Invoice Print or Reprint.

Note The system only prints either correction invoices or standard invoices in the same batch. When Correction Invoices Only is Yes, standard invoices are not selected for printing regardless of this value.

Volume Discounts

Define order volume discounts in the currency for orders in the matching currency. Define year-to-date sales volume discounts in the base currency.

Start and expiration dates are useful for phasing in price changes—if you set pricing on a yearly basis, always set the start date to January 1 and the expire date to December 31. At the start of the new year, old prices are automatically phased out and new prices used.

Volume discounts are used in sales quotes, sales orders, and pending invoices. After all line items are entered, the system calculates the order total and displays the largest discount of the following: the customer's normal discount, individual order volume targets, and volume discounts based on year-to-date sales for the customer ship-to.

Volume discounts apply to all quotes and sales orders, product lines, line items (inventory/memo or debits/credits), and all customers with the same customer type. Year-to-date totals are taken from the sales analysis history records.

A customer never receives a discount smaller than the one associated with the customer record unless you override it manually.

Note Volume discounts are only used in pricing calculations when Advanced Pricing is disabled and TAM is not in use.

Main

Customer Type

An optional code classifying customers by type, such as RET for retail customers and WHSL for wholesalers.

Type selects groups of customers for use in reporting, such as for sales analysis reports.

General ledger sales accounts can be set up by customer type, channel, product line, and site, allowing you to split out sales and costs of sales amounts for different types of customers.

Start Effective

The first date to use this volume discount structure. If left blank, these volume discounts are effective from the beginning of time.

When determining what discount to use, the system compares the transaction date with the volume discount start and expiration dates. If the transaction date falls on or between these dates, the volume discount is selected.

Start and expiration dates are useful for phasing in price changes—if you set pricing on a yearly basis, always set the start date to January 1

and the expire date to December 31. Starting the next year, old prices are automatically phased out and new prices used.

End Effective

The last date to use this volume discount structure. If left blank, these volume discounts do not expire so consider always entering an expiration date. When determining what discount to use, the system compares the transaction date with the volume discount start and expiration dates. If the transaction date falls on or between these dates, the volume discount is selected.

When determining what discount to use, the system compares the transaction date with the volume discount start and expiration dates. If the transaction date falls on or between these dates, the volume discount is selected.

Start and expiration dates are useful for phasing in price changes—if you set pricing on a yearly basis, always set the start date to January 1 and the expire date to December 31. Starting the next year, old prices are automatically phased out and new prices used.

Currency

The currency code in which the volume discount amount is expressed; normally, the domain base currency.

Each domain has a base currency. You can specify foreign currencies during sales, purchasing, service, and accounting transactions. Each currency must be predefined and a valid exchange rate must exist for the transaction effective date.

Order or year-to-date totals are converted to this currency using the current exchange rate before determining volume discount percentages.

When the Volume Discount is specified as Volume Type = Order volume, then the currency on an applicable volume discount must match the currency used on the sales order. For multi-currency environments, where orders are entered in different currencies, remember to define volume discounts in the appropriate currency; they are only applied to orders in the matching currency.

When the Volume Discount is specified as Volume Type = Year-to-date sales (YTD), the currency should match the base currency. During order entry, (1) the customer's year-to-date sales, which are stored in the base currency, along with (2) the order's line total amount converted into the base currency, are used to determine volume discount amounts and percentages. So, it only makes sense to define a YTD Volume Discount record in base currency.

Volume Type

The type of volume discount calculation to use.

- Calculate order discounts based on order volume, which is the total on each individual sales quote or order.
- Calculate order discounts based on the total year-to-date sales volume for this customer.

Volume discounts are calculated whenever a sales quote, order, or invoice is entered. Once all sales order lines are entered, the system calculates the amount on which to base the volume discount. When discounts are based on order volume, this base amount is simply the total of all the line items on the order (including memos and credits). When discounts are based on year-to-date sales volume, this base amount is the year-to-date sales amount plus this sale. (Other open orders are not included.)

Volume discounts are recalculated each time an order is modified.

Sales Analysis totals are used for year-to-date volume discounts—ensure that the Integrate with SA field in **Sales Control** is selected to enable collaboration with Sales Analysis.

Amount

The amount required for this volume discount to apply that is used to set different discounts at different sales volumes.

For example, you can offer a 10% discount on sales volumes up to $99,999 and 15% on sales of $100,000 or more. These can be order volumes or year-to-date sales volumes, accruals, or net price, depending on the volume discount type.

The base amount is used to access the appropriate volume discount percentage. This percentage is only used if it is greater than the normal customer discount percentage. Volume discounts are recalculated each time an order is modified.

In the example, you would enter the volume discounts as:

[Amount] 0 [Discount] 10%

[Amount] 100,000 [Discount] 15%

An unlimited number of volume discount levels can be established.

Discount Percentage

The discount percent to use on orders or customers at this volume level that is used to set different discounts at different sales volumes.

For example, you can offer a 10% discount on sales volumes up to $99,999 and 15% on sales of $100,000 or more.

Volume discounts are calculated whenever a sales quote, order, or invoice is entered. Once all sales order lines are entered, the system calculates the amount on which to base the volume discount. When discounts are based on order volume, this base amount is simply the total of all the line items on the order (including memos and credits).

When discounts are based on year-to-date sales volume, this base amount is the year-to-date sales amount plus this sale. (Other open orders are not included.)

The base amount is used to access the appropriate volume discount percentage. This percentage is only used if it is greater than the normal customer discount percentage.

Volume discounts are recalculated each time an order is modified.

In the example, you would enter the volume discounts as:

[Amount] 0 [Discount] 10%

[Amount] 100,000 [Discount] 15%

An unlimited number of volume discount levels can be established.

Customer Items

Each item you sell has an item number, used internally for inventory control, planning, and production. However, your customers do not usually use the same item numbering scheme you do. You can also use it to cross-reference industry standard item numbers, such as UPC codes or marketing catalog numbers, to your internal item numbers.

You can use customer item numbers in the following transactions:

- Sales Quotes
- Sales Orders
- Customer Scheduled Orders
- RMAs
- Pending Invoices

Also, when you use EDI eCommerce to import documents in electronic data interchange (EDI) format, the system recognizes customer item numbers on imported documents and converts them to their associated internal item numbers.

When you specify a customer item number in one of these transactions, the associated internal item number automatically displays on the order line. Both the customer and internal item number display on printed packing lists and invoices.

If you specify an item number in the Customer Item field that is identical to an existing internal item number, that same item number automatically defaults to the Item Number field. If Check Customer Item Nbr First is No in Sales Order Control, you cannot change the Item Number value for these items. If you need to establish customer item numbers that are identical to internal item numbers, you should either set Check Customer Item Nbr First to Yes or use a standard prefix, such as C, to designate customer item numbers.

The Check Customer Item Nbr First field in Sales Order Control determines whether the system searches customer or internal item numbers first when evaluating line items entered on sales orders, RMAs, and so on.

Note This field does not apply to imported EDI documents. The system always searches for customer items prior to searching the item master, regardless of the value set here.

No: The system checks each entered item number against internal item numbers in the item master before checking to see if customer items exist for that number.

Yes: The system checks each entered item number against existing customer item numbers before searching the item master for internal items identified by that number.

When Check Customer Item Nbr First is Yes, you can establish customer item numbers that are identical to internal item numbers. However, if a customer item number and an internal item number are identical, the system always selects the customer item number for sales orders, RMAs, and so on.

For example, if item number 123 is used to represent two different physical items, both a customer item and an internal item, the system selects the customer item and not the internal item when you specify item number 123 on a sales order. Associating internal item number 123 with a different customer item number, such as 456, would allow you to designate this internal item on sales orders by specifying customer item number 456.

Note When the system searches for customer items, it first searches for customer-specific items and then for customer items with a Customer code of blank.

Excel Import/Export for Customer Items

Like many browses, **Customer Items** offers the ability to export or import data from Excel in addition to a variety of other formats. For more information, see Exporting and Importing Data on page 266.

Main

Customer/Ship-To

Indicates a customer address code identifying the customer with which to associate a customer item. Address information defaults below.

Customer Item

Indicates the customer item number to associate with an internal item number.

When you specify customer item numbers on sales quotes, sales orders, invoices, customer schedules, and RMAs; the associated internal item number automatically displays on the order line. Both the customer and the internal item number display on printed packing lists and invoices.

Although you can enter up to 30 characters in this field, you should not establish customer item numbers longer than 18 characters, since this is the maximum number of characters allowed for the order line item fields in sales orders, RMAs, and so on.

If you enter an item number in this field that is identical to an existing internal item number, that item number also defaults to the Item Number field. If Check Customer Item Nbr First is unselected in Sales Control, you cannot change the Item Number value for these items.

If you need to establish customer item numbers that are identical to internal item numbers, you should either set Check Customer Item Nbr

First to Yes or use a standard prefix, such as C, to designate customer item numbers

Description

Optionally, enter a brief description to be associated with this customer-item relationship.

Item

Indicates the item number to associate with the specified customer item number.

This item number must exist in Items.

If the value in the Customer Item field corresponds to an existing internal item number, this field automatically defaults to that same value. If Check Customer Item Nbr First is No in Sales Control, you cannot change the Item Number value for these items.

If you need to establish customer item numbers that are identical to internal item numbers, you should either set Check Customer Item Nbr First to Yes or use a standard prefix, such as C, to designate customer item numbers.

When Check Customer Item Nbr First is Yes in Sales Control, you can establish customer item numbers that are identical to internal item numbers. However, if a customer item number and an internal item number are identical, the system always selects the customer item number for sales orders, RMAs, and so on. For example, if item number 123 is used to represent two different physical items, both a customer item and an internal item, the system selects the customer item and not the internal item when you specify item number 123 on a sales order. Associating internal item number 123 with a different customer item number, such as 456, would allow you to designate this internal item on sales orders by specifying customer item number.

Display Customer Item

Enter the customer item number to display on scheduled orders and EDI advance ship notices (ASNs) for this customer.

Customer Item ECO Nbr

Indicates the Engineering Change Order Number, if applicable.

Scheduling

Tolerances here will default based on input to Item field.

Optionally specify a variance percentage (1 to 99 percent) in these fields to report only item quantities on schedule detail lines that differ by this percentage or more. When this value is 0 (zero), any quantity variance is reported, regardless of variance percentage.

Positive Plan Variance

Enter the maximum positive variance percentage for planning purposes.

Negative Plan Variance

Enter the maximum negative variance percentage for planning purposes.

Positive Ship Variance

Enter the maximum positive variance percentage for shipping purposes.

Negative Ship Variance

Enter the maximum negative variance percentage for shipping purposes.

Cross-Sell Items

Example: A customer company orders 1000 batteries for the cameras they manufacture. The camera batteries have a cross-sell battery charger defined for them. During order entry, the order entry clerk enters the batteries, then views battery charger data that displays after the battery line is entered. The order entry clerk suggests to the customer company that they may want to offer their own customers the battery charger along with the batteries.

You can define multiple cross-sell items for a single item as well as multiple default cross-sell items for an item. You specify a default cross-sell item by selecting Default.

The system does not support cross-sell item additions for orders processed using EDI eCommerce.

The system supports three kinds of replacement during order entry:

- Use **Replacement Items** to define an equivalent item for a discontinued item.
- Use **Up-Sell Items** to define items that are an upgrade or a level above the item in the item's product structure.
- Use **Cross-Sell Items** to define complimentary items that can be sold in addition to a requested item.

Cross-sell item records become active on the date you indicate in Start Date. Beginning on that date, when you create a sales order for the original item, the system displays the Cross-Sell Item field. You can select one or more cross-sell items in addition to the requested item.

Depending on the setting of Auto Accept, you may be required to confirm the addition of cross-sell items.

Note Replacement items affect orders created in Sales Quotes, Sales Orders, RMAs, Material Orders, and Pending Invoices.

Main Panel

Item

Enter the item number for which you are defining a cross-sell item. Items must be predefined in the system.

You cannot specify:

- An item as its own cross-sell item
- A customer item
- An item replacement defined in **Replacement Items** as an original up-sell item

Cross-Sell Item

Enter a valid item number defined in **Items** to use as the cross-sell item. You cannot specify an item as its own cross-sell item.

Customer/Ship-To

Optionally, enter the customer for whom this item should be replaced or to whom you want to sell a cross-sell item. Leave blank to indicate that the item should be replaced or added on an order or quote created for any customer.

Customers can be ship-to or sold-to addresses. Customers must be predefined in **Customers**.

Site

Optionally, enter the site where this cross-sell record should be active. Leave blank to indicate that the item should be replaced at all sites.

Start Date

Enter the date this record should be activated. Beginning on this date, the system lets you add cross-sell items for the item indicated during order entry. Start Date cannot be blank.

End Date

Enter the date this record should be deactivated or leave it blank. If you enter a date, the system no longer lets you add cross-sell items to the order on that date.

Item Quantity

Enter the quantity of the item being replaced or sold with a cross-sell item.

Cross-Sell Item Quantity

Enter the quantity of a cross-sell item. The replacement quantity cannot be 0.

Reference

Enter any reference information here pertinent to the cross-sell item addition.

Preference

Optionally, enter a number to indicate the order of the preferred cross-sell addition. Entering 1 indicates that this cross-sell item is your first choice for an addition to your order. You cannot enter a 0.

Note Multiple cross-sell item replacement records can have a preference of 1. In this case, the system sorts by item number.

Auto Accept

Indicate whether cross-sell items associated with the current item, site, and customer should be added to an order without prompting

for confirmation. When you set this field for one cross-sell item, the system sets the field for all cross-sell items with the same item, site, and customer combination.

- Cleared (the default): When you enter an order or quote line for the original item, you must confirm that cross-sell items be added to the order in addition to the requested item. If you select multiple cross-sell items, only one prompt displays.
- Selected: Once you select cross-sell items from the Cross-Sell Item frame during order entry, the system adds each item to the order without prompting for confirmation. The system creates separate line items for each cross-sell item you select.

Default

Indicate if this item is the default cross-sell item. You can have multiple default cross-sell items but only one default up-sell item.

- Cleared: The item is not the default cross-sell item for the item.
- Selected: This record is a default cross-sell item.

The system sorts multiple default cross-sell items by item number.

Round Quantity

Indicate the rounding method to use when non-whole number cross-sell item quantities are encountered.

- Round Up (the default): The system rounds up the cross-sell item quantity to the next whole number. For example, 3.3 is rounded up to 4.
- Round Dn: The system rounds down the cross-sell item quantity to the whole number. For example, 3.7 rounds down to 3. Any quantity less than 1 is rounded down to 0; however, this quantity causes the system to report an error, and you must reenter the order or quote quantity.
- None: The decimal quantity calculated by the system is the quantity of the new item used on the order or quote.

Notes Panel

Optionally, attach any notes to this cross-sell item here.

Up-Sell Items

Up-sell items are used only when the requested item is not available during order entry. If the original item is available to meet the order requirement, the system does not replace the original item even if you define an up-sell item for it.

Example: A customer orders a power supply from you. During the month of December, the power supply is not available, but an electromechanical subassembly that contains the power supply *is* available. When you create an order in December and enter the power supply item number, the system replaces the power supply with the electromechanical assembly.

Up-sell items are defined by site, customer, and effective date, or any combination of these. You can define multiple up-sell items for a single item; however, only one up-sell item can be the default replacement. You specify the default up-sell item by selecting Default.

Types of Replacement

The system supports three kinds of replacement during order entry:

- Use **Replacement Items** to define an equivalent item for a discontinued item.
- Use **Up-Sell Items** to define items that are an upgrade or a level above the item in the item's product structure.
- Use **Cross-Sell Items** to define complimentary items that can be sold in addition to a requested item.

Specifying Up-Sell Items from a Product Structure

You can specify an up-sell item replacement from the original item's product structure (bill of material or BOM) via the Select Up-Sell Item from Product Structure button.

- Displays the Up-Sell Item Where Used window, which lets you select an item that is at a higher level in the BOM as the replacement.
- Defaults the Up-Sell Item, Start Date, and End Date from the product structure.

Note If an item has multiple parent items, all parent items display.

Effects on Orders

Up-sell item records become active on the date you indicate in Start Date. Beginning on that date, when you create a sales order for the original item, the system checks the quantity available of the requested item. If quantities available do not meet customer-requested quantities when you create the order, the system prompts you to select an up-sell item replacement. The system either:

- Automatically replaces the requested item if Auto Accept is selected

- Prompts you to confirm item replacement if Auto Accept is not selected

Default items have an asterisk next to them, indicating selection. Regardless of which replacement method the system uses, the system informs you of the replacement once you enter the line item and provide the number of the item replacement. The order processing continues with item data from the item replacement.

Note Replacement items affect orders created in Sales Quotes, Sales Orders, RMAs, Material Orders, and Pending Invoices.

Main Panel

Item

Enter the item number for which you are defining an up-sell item. The item must have been previously defined in **Items**.

You cannot specify:

- An item as its own up-sell item
- A customer item
- An item replacement defined in **Replacement Items** as an original up-sell item

Up-Sell Item

Enter a valid item number defined in **Items** to use as the up-sell item. The up-sell item should be an upgrade from the original item.

You cannot specify:

- An item as its own up-sell item
- An item that you define as an item replacement in **Replacement Items**

You can optionally use the Select Up-Sell Item from Product Structure button to display the Up-Sell Item Where Used window and select an item that has been previously defined as a parent item in **Product Structures**.

Customer/Ship-To

Optionally, enter the customer for whom you want to sell an up-sell item. Leave blank to indicate that the item should be replaced or added on an order or quote created for any customer.

Customers can be ship-to or sold-to addresses. Customers must be predefined in the system.

Site

Optionally, enter the site where this up-sell item record should be active. Leave blank to indicate that the item should be replaced at all sites.

Start Date

Enter the date this record should be activated. This is the date the system lets you replace the indicated item with an up-sell item replacement when you create an order. Start Date cannot be blank.

If the up-sell item was selected using the Select Up-Sell Item from Product Structure button, the system defaults Start Date from the product structure. You can change the date, as long as you remain within the effective dates for the product structure. If the product structure does not have an effective start date, today's date is the default.

End Date

Enter the date this record should be deactivated or leave it blank. If you enter a date, the system no longer lets you replace the item with the up-sell item beginning on that date.

If the up-sell item was selected using the Select Up-Sell Item from Product Structure button, the system defaults End Date from the product structure. You can change the date, as long as you remain within the effective dates for the product structure. If the product structure does not have an effective start date, today's date is the default.

Item Quantity

Enter the quantity of the item being replaced or sold with an up-sell item.

Up-Sell Item Quantity

Enter the quantity of up-sell item replacement. The replacement quantity cannot be 0.

Reference

Enter any reference information here pertinent to the up-sell item replacement or cross-sell item addition.

Preference

Optionally, enter a number to indicate the order of the preferred up-sell item replacement. Entering 1 indicates this up-sell item replacement is your first choice for a replacement. You cannot enter a 0.

For example, a camera has two different camera kits defined as up-sell item replacements for it. Camera kit 1 contains the camera and a battery pack. Camera kit 2 contains the camera, a battery pack, a camera case, and a battery charger. You want your customer service

representatives to sell camera kit 2, so set Preference to 1 for camera kit 2. Camera kit 2 displays first or after the default item in the Up-Sell Item window that displays during order entry.

Auto Accept

Indicate whether replacement should occur without confirmation when an order or quote is entered for the replaced item.

- Cleared (the default): When an order or quote line for the replaced item is entered, the system displays a window during order entry from which to select an up-sell item replacement. After you select an up-sell item, the system prompts you to confirm the item and quantity replacement as defined in this record.
- Selected: When an order or quote line for the replaced item is entered, the system displays a window allowing you to select an up-sell item replacement. The system replaces the requested item without prompting for confirmation.

A message displays indicating that the item was replaced and replacement item data defaults to order line data.

This value defaults from the corresponding field in the Replacement Items panel in **Sales Control**.

Default

Indicate if this item is the default up-sell item. You can have only one default up-sell item.

- Cleared: The item is not the default up-sell item.
- Selected: This record is a default up-sell item and displays first in the Up-Sell Item window with an asterisk (*), indicating selection.

Round Quantity

Indicate the rounding method to use when non-whole number up-sell item quantities are encountered.

- Round Up (the default): The system rounds up the up-sell item quantity to the next whole number. For example, 3.3 is rounded up to 4.
- Round Dn: The system rounds down the up-sell item quantity to the whole number. For example, 3.7 rounds down to 3. Any quantity less than 1 is rounded down to 0; however, this causes the system to report an error, and you must reenter the order or quote quantity.
- None: The decimal quantity calculated by the system is the quantity of the new item used on the order or quote.

This value defaults from the corresponding field in the Replacement Items panel in **Sales Control**.

Notes Panel

Optionally, attach any notes to this up-sell item here.

Replacement Items

Example: A customer always orders item A, even though your internal item number has changed to item B since you began your relationship with that customer. Using an item replacement record, you can define item B as the replacement for item A. When you create a sales order for item A, item B automatically defaults to the sales order.

Replacement item records become active on the date you indicate in Effective Date. Beginning on that date, when you create a sales order or scheduled order for the original item, the system either prompts you to replace the old item with the new item, or automatically replaces the item, depending on the setting in Auto Replace.

When the cumulative shipped quantity equals the quantity specified in Change Over Quantity, the system uses the new internal part number when it calculates the required ship scheduled (RSS). The system splits the demand among the old and new internal part numbers by effective date or cumulative changeover quantity.

Replacement items affect:

- Orders created in Sales Quotes, Sales Orders, RMAs, Material Orders, and Pending Invoices.
- Scheduled orders created in Customer Scheduled Orders.
- Schedules created in Required Ship Schedule, Required Ship Schedule Update, and Selective Req Ship Schedule Update.
- Pre-shippers and shippers.

When creating required ship schedules, the system uses either the effective date or the changeover quantity to determine when to use the replacement item; however, it still uses the scheduled order line effective date for shipping purposes.

When creating RSSs, the system can create two or more RSSs. RSS Update analyzes the set of requirements and the item replacement records to determine whether the RSS should split. If an item replacement record has a changeover quantity, the changeover quantity has precedence over the effective date. When analyzing, RSS Update considers the item replacement records and determines:

- The current item of the replacement schedule .
- Whether one or more item replacement records is effective during the requirement dates or based on quantities and if yes, allocates requirements or splits them among more than one RSS.
- When you change values in the Effective Date, Change Over Qty, or Incl field, the system displays a warning, indicating that an RSS update should occur for the item on the replacement record.

Setting up Replacement Items

Use the Replacement Items panel in Sales Control to set defaults for item replacement, up-sell, or cross-sell functions.

Note Before you specify the item replacement, you must define both the original item and the item that replaces it in Items. If you delete an item defined in Items, the system automatically deletes it in item replacement functions.

Main

Item

Enter the item number for which you are defining a replacement item, up-sell item, or cross-sell item.

All items must be predefined in Items.

You cannot specify:

- An item as its own replacement
- A customer item

Mandatory field.

Replacement Item

Enter a valid item number previously defined in Items for replacement item.

Mandatory field.

Customer/Ship-To

Optionally, enter the customer for whom this item should be replaced.

Leave blank to indicate the system should replace on orders created for any customer.

Customers can be ship-to or sold-to addresses.

Customers must be predefined in **Customers**.

Site

Optionally, enter the site where this item replacement record should be active.

Leave blank to indicate the item should be replaced at all sites.

Effective Date

Indicate the effective date to use when considering this replacement item.

Mandatory field.

Quantity

Enter the quantity of the item being replaced.

Replacement Quantity

Enter the quantity of the replacement item.

Replacement quantity cannot be zero.

Include

If selected, this record will be considered active within the system. This field is useful when you have a generic item replacement for all customers or all sites, but you want to exclude a particular customer or site.

You can specify the unique customer or site then set this field to No to exclude this record from item replacement that occurs for all other customers or sites.

Automatically Accept

If selected, indicates item replacement should occur automatically when an order or quote is entered for the replacement item.

Changeover Quantity

The current item's cumulative shipped quantity at which the replacement item would take effect.

Cust Cum Shipped

The quanity shipped against this item, starting from the cumulative ship date.

PCO Number

Optionally, enter the number of the product change order (PCO) associated with the change that requires this item to be replaced.

This field is reference only if you are using the Product Change Control (PCC) module. If you are not using the PCC module, enter any tracking number that is meaningful in your system.

Round Quantity

Indicate the rounding method to use when non-whole number replacement item, up-sell item, or cross-sell item quantities are encountered.

- Round Up (the default): The system rounds the item quantity up to the next whole number. For example, 3.3 is rounded up to 4.
- Round Dn: The system rounds the item quantity down to the whole number. For example, 3.7 rounds down to 3. Any quantity less than 1 is rounded down to 0; however, this causes the system to report an error, and you must reenter the order or quote quantity.

- None: The decimal quantity calculated by the system is the quantity of the new item used on the order or quote.

Value defaults from Sales Control.

Notes

Optionally, enter any notes here.

Price Lists

A price list defines all the necessary information for determining the best price of an item for a customer. It tracks pricing history and sets price limits. A price list also defines minimum and maximum quantities, effective dates, and other information applicable to your customers.

If you are using multiple currencies, you can set up prices in your base currency and use the Price List Copy action to set up values in alternate currencies.

Before defining price lists, you should set up the analysis codes you plan to use. Analysis codes enable you to define custom groupings of items and customers based on your own business rules.

When you create price lists, you can then associate them with:

- A single item number
- A single customer number
- A group of customers belonging to an analysis code
- A group of items belonging to an analysis code
- All customers

When an order is entered, the system determines which price lists apply and which yield the best price for the order. Each list is separately evaluated to determine if it applies. When the system cannot find an applicable price list, list price defaults from **Items**.

The system processes pricing by line item. As an order is entered, the system determines the following:

- The pricing customer. This is the Ship-To address unless the Ship-To is not defined in **Customers**; then, the Sold-To address is used.
- Which price lists are candidates for each line item.
- Which price lists to combine, based on the Amount Type and Combinable fields.
- Whether break category discounts apply.
- Whether configured products are included, and whether pricing applies across the entire product or only at the current level.
- Which price list yields the best overall price for the customer.
- Depending on the values of Amount Type and Minimum Quantity, whether to alert the user that the order quantity for each item or total order amount does not meet the specified minimum.

Price List Candidates

The system finds price list candidates by matching the customer number and the item number on an order with the customer code and the item code on the price lists. A customer matches if one of the following conditions is true:

- The customer code on the price list matches the customer number on the order.
- The customer code on the price list is an analysis code that includes the order customer.
- The customer code on the price list is blank, indicating the price list applies to all customers.

An item matches if one of the following conditions is true:

- The item code on the price list is the same as the item number on the order.
- The item code on the price list is an analysis code that includes this item number.
- The item code on the price list is blank, indicating the price list applies to all items.

In addition, for a price list to be used:

- The currency of the order and price list must be the same.
- The order date must be within the pricing effective dates.

Note When determining which price list to use, a list with undefined expiration dates matches any order date.

Discount Types

The discount type assigned to a price list defines the list's purpose. There are several discount types, and they can be combined. Use the Amount Type field to determine the discount type value.

- Accrual. Similar to Discount %, except that a percentage of the net price accrues to a specified GL account, without reducing the net price and independent of discount.
- Credit Terms. Specified for an order or quote, independent of other discount types.
- Discount Amt. Amount subtracted from the item list price.
- Discount %. Percentage subtracted from the item list price.
- Freight Terms. Specified for an order or quote, independent of discount.
- Freight List. Specified for an individual order or quote line item, independent of discount.

- List Price. List prices are the foundation of pricing logic. They set allowable minimum and maximum prices, which are applied if the list price is manually overridden. List prices must have a combination type of combinable; you cannot choose exclusive, base, or base combinable
- Mark-up. Percentages added to item cost in a specified cost set. Must be either a base or exclusive combinable type. If costs in the specified cost set are referenced from another site, the costs at the source site are used.
- Net Price. Discounts resulting in a fixed price. Must be either a base or exclusive combinable type.

For Discount %, Mark-up, Net Price, Accrual, and Discount Amt, you can assign specific GL accounts for tracking discount and accrual postings.

Discount Combinations

The system finds the best possible new price of a line item by considering multiple discounts and combining various discounts. Combination types define how a price list combines with other price lists to give multiple discounts and make best pricing calculations.

- Base. The standard discount for customers. It is the basis for additional discounts and can be combined with any other price list except exclusive price lists and other base price lists.
- Combinable. Incremental price lists that can combine with base and other combinable price lists.
- Base-Combinable. Incremental price lists that can combine only with other base price lists.
- Exclusive. Price lists that cannot combine with any other price lists.

The best discount the system arrives at is one of the following:

- Best base price plus all combinable discounts
- Best base price plus the best base-combinable price list
- Best exclusive price list

Note Be careful when setting up combinable price lists, or results may not be what you expect. You can, for example, create negative discounts when a lower list price is combined with a higher net price. In general, the prices on lists that are combined with list type price lists should be lower than the list price.

When using combinable type discounts, the discounts can be multiplied/ cascaded or added. Specify the calculation method in **Sales Control**.

When you choose the cascading calculation method and GL accounts track discounts to individual price lists, the discount sequence number becomes important. This is because the individual discount amounts can differ depending on the order in which they are applied. The net price of the order is the same regardless of sequence numbering.

When you choose the additive calculation method, discount sequence number is not significant. With this method, the calculation uses the best list price with each discount and adds the individual discount amounts to obtain the total discount.

Break Categories and Price List Processing

As each line item is priced, the system determines if any lines must be accumulated for price breaks. An accumulation of line items is needed because the price calculation depends on the total quantity (or amount) on all line items that qualify for the price break.

An item that qualifies for a price list but does not belong to a price break category receives the price or discount associated with the price list. The price or discount is based on the accumulated quantity of the line items that belong to the price break category.

For example, price list A specifies a discount of 25% on a quantity (total items) of 100. The sales order items are as follows:

- Line 1 pumps, Qty = 25
- Line 2 bells, Qty = 25
- Line 3 streamers, Qty = 25
- Line 4 horns, Qty = 25
- Line 5 tires, Qty = 2
- Line 6 seats, Qty = 1

Price list A has a price break category of Accessories. Pumps, bells, streamers, and horns belong to price break category Accessories. Tires and seats do not belong to this price break category but do qualify for price list A. All line items receive the discount of 25% from price list A since the quantity of the items that qualify for the break category equals 100 (pumps, bells, streamers, and horns =100).

Whether quantity or amount is used depends on the value of the Quantity Type field.

Note Quantity breaks associated with price lists must be in the price list unit of measure, not the stocking unit of measure.

A line qualifies for a price break when the break category specified for the item in **Items** matches both:

- The break category on a selected price list.
- The break category of another line item on the same order.

After all line items are specified, the system reviews and recalculates prices if necessary. For example, if line item 4 affects the quantity discount for a prior line, the system updates its pricing.

Configured Products Pricing

The system determines in two stages whether price lists apply across an entire configured product or only at the current level. It looks at the Config Disc field to determine whether the price list applies to the entire configuration or to the specific component.

1. Factor contestants. Each component, including the parent item of the configured product, is priced independently and then totaled.
2. Best overall price. The system calculates the net price for the entire configured item, using the rolled-up list price and only those discounts that apply across the entire configuration.

The system then compares the net price with the best overall net price and chooses the better of the two.

Excel Import/Export for Price Lists

Like many browses, **Price Lists** offers the ability to export or import data from Excel in addition to a variety of other formats. For more information, see Exporting and Importing Data on page 266.

Note When creating an Excel spreadsheet intended for import into **Price Lists**, the PriceListIDs fields of the spreadsheet must be <blank> when importing to create New price lists. However, the PriceListIDs field values are required if you are intending to update existing **Price Lists** records.

To create a new price list in the system using the import option, follow these steps:

1. Access **Price Lists** and filter the browse to isolate an existing price list record similar to that to be created.
2. Choose the Export option from the More drop-down menu.
3. Next, under File Properties, choose Type "Export with Import Format" and specify a file name, then click Export.
4. Download the resulting export file from the Inbox and open using Excel.
5. Search for the PriceListID fields and remove the values from these fields. (When creating new **Price Lists** records using import, the system assigns new values to the PriceListID fields).
6. Update the Price List value (first column by default) to the new Price List code you want to create. Update any other price list information in this file as needed.
7. Save this new file as your import file name.
8. Return to **Price Lists** in the QAD Web UI and choose Import from the More drop-down menu. Choose your import file and click Import.

9. Results of the import are sent to your Inbox. If the import is successful, then you should be able to search for your price list in the **Price Lists** browse.

   Note If you want to update an existing price list in the system using the import option, the process remains the same except for step 5. For existing price list records to update, the PriceListID fields must remain populated; therefore, when updating existing price list files, skip step 5.

Advanced Pricing and TAM Pricing Functional Changes

When considering pricing, it is important to know which type of pricing is being used. If TAM or Advanced Pricing are not enabled, then Best Pricing is implemented—it is the default pricing implementation. If Advanced Pricing is enabled, which is currently only possible when TAM is enabled (but may be allowed to be enabled without TAM at a later date) then Best Pricing is replaced with Advanced Pricing functionality. Finally, if TAM is enabled, then both Advanced Pricing and TAM Pricing are used (TAM requires Advanced Pricing).

Standard Best Pricing capabilities have been enhanced for Advanced Pricing and TAM. Highlights of the enhancements include:

- When defining a price list, it is either associated with a discrete customer and/or item or uses a group of customers or items. A major difference between Best Pricing and Advanced Pricing is how these customer/item groups are defined; with Best Pricing, the groups are specified as *analysis codes*—allowing you to filter a limited set of customer/item fields using only a wildcard or range criteria to define the members of the group. A major advantage of Advanced Pricing is that it uses *analysis groups*—allowing you to filter most of the customer/item fields using the filter criteria which is available in the browse. In addition, Advanced Pricing also allows for filtering on defined item/customer attribute values.
- Advanced Pricing also adds a new Order analysis group for specifying which orders qualify for the price list. Since orders are not semi-static, like customers or items, and are created as part of the process, it is not possible to cache order analysis group members like what is done for customer/item analysis groups. The determination of what order analysis groups an order is a member of is determined by running the analysis group's query against the order. *Warning*: Excessive use of order analysis groups may degrade pricing retrieval performance. A typical use case for Order-type groups is pricing by ship-to. You may create an Order type of analysis group with criteria Ship-To = <ship-to>. Next, create a price list for an item and attach that order group code; the discount is found for that item only when the sales order has a ship-to matching that specified on the order group.

Note When using order groups on sales quotes, certain browse fields do not apply, such as Completed, Confirmed, Consignment, Correction, and Ready to Invoice.

- A Ship Date field has been added to price lists. During order pricing, the system compares the sales order line due date and the ship date on the price list. If the due date is later than the ship date on the price list, then that price list is not considered.
- An Override feature on price lists supports the ability to prevent the system from applying Best Pricing logic. Instead, when an Override price list is manually added onto an order line, the system applies only the discount associated with the override price list (regardless of whether better pricing exists in the system for the same customer and item).
- A Maximum Orders field on price lists lets you specify the maximum number of times a discount may be used on orders for the same customer. For example, for a one-time deal, set the Maximum Orders value to 1. After the price list has been manually applied to a sales order for the given customer, if it were to be applied again to a different sales order for that same customer, the discount would no longer apply.
- Existing Price Break Category functionality has been extended to support discounts based on dynamic item groups. Using the new logic:
    - All lines on the sales quote/order containing an item with the specified dynamic item attributes on the group (based on the price break category field) are totaled to determine the discount tier.
    - The discount is then applied to all lines on the order matching the item/group of the price list.
- With Best Pricing and Advanced Pricing the original Volume Discounts functionality is applied, as opposed to Order-Level Discounts, which replaces this functionality when TAM is enabled. Order-level price lists, resulting from TAM Promotions defined with Immediate Discount deals, support the ability to provide discounts based on multiple lines of an order, taking the form of a discount percentage, discount amount, and freight or credit terms.

  Note You cannot edit TAM deal-generated price lists using the **Price Lists** view; you can do so only within the deal itself. Order-level discounts provide similar functionality as best pricing Volume Discounts—however, with greater functionality and flexibility. Due to this, when TAM is installed, standard Volume Discount best pricing logic is no longer available. Order-level discounts can be applied to either the line or the order.

- When TAM Contracts are in use, the pricing engine first looks for contract pricing and if found, this overrides any other pricing in the system.
- Numerous user interface changes have been made to include TAM information. For example, many pricing views, browses, and reports have been modified to show TAM Promotion and Deal Code, when TAM is enabled.

Main

Enter the high-level price list information. This includes the price list code, the customer/items and/or groups the pricing applies to, the specific unit of measure and currency, as well as the relevant date information.

Price List

Enter a name/number for the price list code; you can enter up to 8 characters.

Note The system allows you to reuse price list codes across customers and items. For example, you might create five different price lists for the Spring product launch, each having different pricing for the five main customer groups. Even though the customer groups and pricing are different on the price lists, the price list code and items may be the same.

Description

Enter a meaningful description for this price list.

Order Group

This field is only available if Advanced Pricing is enabled. Enter, or use the lookup icon, to associate this price list with an order group.

Note Order group values are maintained in **Analysis Groups** and are useful when pricing by order attributes other than customer and item. A typical use case for order groups is to address pricing that differs depending on the location where the line is shipped, for the same customer and item and date range. You may create an Order type of analysis group with criteria Ship-To = <ship-to>. Next, create a price list for an item and attach that order group code; the discount is found for that item only when the sales order has a ship-to matching that specified on the order group.

Customer/Analysis Group

This can be one of the following:

1. An analysis group that applies to customers, as maintained in **Analysis Groups**
2. A specific customer

3. Blank to apply the price list to all customers

For more information on the values available for selection here, see the documentation on **Analysis Groups** (which may be defined as either Static or Dynamic) here: Analysis Groups.

Item/Analysis Groups

One of the following:

1. An analysis group that applies to items, as maintained in **Analysis Groups**
2. A specific item
3. Blank to apply the price list to all items

   For more information on the values available for selection here, see the documentation on **Analysis Groups** (which may be defined as either Static or Dynamic) here: Analysis Groups.

Unit of Measure

The unit of measure associated with this price list structure. This field may be left blank if the pricing applies to any unit of measure.

Unit of measure is useful for defining special prices based on the unit of measure of the sale—you may offer a discount on any Full Truckload quantity but charge a premium for Less Than Truckload deliveries, or offer discounts by the case or pallet.

Price lists can be set up for:

- All items in a product line
- One specific item
- One specific item and unit of measure
- Any of the above, for a specified currency
- Any of the above, effective only for a specified range of dates

During order entry, the system looks for prices in sequence: first, the system looks for a price list with the same code and currency of the transaction. (If there is none, on base currency orders the prices default to the item base price, and on foreign currency orders the prices default to zero.)

If the system finds the specified price list, it looks to see whether there is one for this item and unit of measure. If there is none, it looks for this item with a blank unit of measure. If there is none, it looks for the product line of this item. The first one that matches determines the recommended price. Only price lists effective on the transaction date are considered.

Note When dealing with a tiered quantity discount price list, it is important to include the unit of measure; otherwise, you may be giving discounts across differing units of measure.

Currency

Enter the currency code for this price list.

This price list is used only if the currency of the order is the same as the price list currency. If no price list is set up in the currency of the order, the price defaults to the item base price and is converted using the exchange rate on the order.

Currency codes identify monetary units and form the basis of exchange rate relationships.

Each domain has a base currency. You can specify foreign currencies during sales, purchasing, service, and accounting transactions. Each currency must be predefined and a valid exchange rate must exist for the transaction effective date.

This price list is used only if the currency of the order is the same as the price list currency. If no price list is set up in the currency of the order, the price defaults to the item base price and is converted using the exchange rate on the order.

Start Effective

Enter the first date this price list is effective. If left blank, the price list is effective for any date before the expiration date.

When determining which price list to use, the system selects price lists with undefined start dates before price lists with defined start dates.

Tip: Use the Sales Item Pricing (What-If) report to view what pricing applies to customer and items, as of a particular date.

End Effective

Enter the last date this price list is effective; this must be later than or equal to the start date. Orders entered with a pricing date after this date do not consider this price list.

If left blank, there is currently no expiration.

When determining which price list to use, the system selects price lists with undefined expiration dates before price lists with defined expiration dates.

Note You may update the End Effective Date on a price list at any time, but this will not affect any existing orders or quotes currently referencing this price list. If you want to update existing lines with the latest price list information, it is necessary to reprice the existing lines.

Ship Date

This field is only available if Advanced Pricing is enabled. Specify a ship date if you intend for the price list to only apply to order lines that are shipped as of a certain date. This is a frequent business requirement when manufacturers need space in the warehouse for new product; they provide incentives to their customer base to buy and

receive the older goods which are being phased out, before a certain point in time, to help ensure that space becomes available for the new product when it arrives.

If a ship date is specified on a price list, during order pricing, the system compares the sales order line due date and the ship date on the price list. If the due date is later than the ship date on the price list, then that price list is not considered.

Note You must first specify an end effective date on the price list to gain access to the ship date field.

Trade Activity Management

Promotion

This field displays, and is reference-only, when TAM is enabled. If this price list is a result of an Immediate Discount deal found on a TAM Promotion, then the promotion code displays here.

Deal

This field displays, and is reference-only, when TAM is enabled. If this price list is a result of an Immediate Discount deal found on a TAM Promotion, then the deal code displays here.

Item Data

List Price

Indicates the list price allowed for this price list, if applicable.

GL Cost

Indicates the associated GL cost.

Site

Indicates the associated site.

Stock UM

Indicates the associated stock unit of measurement.

Pricing

Amount Type

Amount types control the information entered for the price list and how this information is used. Indicates the type of discount associated with this price list structure. Values include: accrual, credit terms, discount %, discount amount, freight list, freight terms, list price, mark-up, and net price.

List Price price lists provide pricing history and set minimum/maximum prices allowed. List Price amount type price lists are the foundation for the pricing logic and must be set up with a Combination Type of combinable, since they typically define the starting price for other price

lists to be based off of. Set list prices for items directly in **Items**, or using the List Type value in **Price Lists**.

Discount percentages are taken from the list price, as specified on the item. Markups are percentages added to the item cost at the order site.

You can set up a price list with an amount type of Credit Terms, Freight Terms, or Freight List. These types of price lists work like other price lists, except that an order that qualifies has its credit terms, freight terms, or line item freight list updated accordingly. These types of price lists do not affect the price of the line.

You can set up a price list with an amount type of Accrual. This price list works like discount price lists, except that instead of reducing a list price by a percentage, it causes a percentage of the net price to be accrued into a specific account, without affecting the calculation of the net price. Amount type Accrual price lists can be created with any valid combination type, which is only considered when other Accrual type price lists are valid. This ensures that only the best accrual rate is applied to the order. If other valid Accrual type price lists do not exist, the combination type of the Accrual price list is ignored, since the Accrual type price list does not affect the calculation of the best net price.

Note A Discount Account and Accrual Account is required.

Quantity Type

Specify the type of quantity to be used in determining quantity breaks in the price list detail, as well as the way the system uses the value in the Minimum Order field.

- Quantity: the price breaks are determined by the number of items ordered. If the cumulative order quantity for an item is less than Minimum Order, the order entry program displays a warning message following line-item entry.
- Amount: the price breaks are determined by the total extended list price of items ordered, measured in the price list currency. If the total order amount is less than Minimum Order, the order entry program displays a warning message at the trailer.

Note When using price lists with quantity type amount and the minimum amount is greater than zero, the best list price for the item must also be greater than zero. If the best list price for the item is equal to zero, the price list will not be selected for the order line item.

Combination Type

The best possible new price of a line item is determined by considering multiple discounts and combining various discounts. The system considers the following to determine which is the best price to use and multiple price lists can apply:

- Base. The standard price lists for customers that serve as the basis for additional discounts and can be combined with any price list that is not totally exclusive. Base price lists are exclusive of other base price lists.
- Combinable. Incremental price lists that are intended to combine with one another and with base price lists.
- Base combinable. Incremental price lists that are not intended to combine with any other price lists except for base price lists.
- Exclusive. Price lists are totally exclusive and cannot be combined with any other price lists.

The best discount the system arrives at is one of the following: best base price plus all combinable discounts, best base price plus the best base combinable price list, and the best exclusive price list.

Mark-up and net price lists must be of combination type Base or Exclusive.

List Price Tables provide pricing history and set minimum/maximum prices. List Price Amount Type price lists are the foundation for the pricing logic. The choice of exclusive, base, combinable, and base combinable as the Comb Type does not apply for List Price Amount Type price lists. List price Amount Type price lists must be set up with a Comb Type of combinable. No other Comb Type is permitted for a price list with an Amount Type of list price.

Amount type Accrual price lists can be created with any valid Comb Type. The comb type for accrual price lists is only considered when other Accrual type price lists are valid. This ensures that only the best accrual rate is applied to the order.

If other valid Accrual type price lists do not exist, the comb type of the Accrual price list is ignored and this price list is combined with any other Amount types. The Comb Type is ignored since the Accrual type price list does not affect the calculation of the best net price.

Minimum Order

Specify a minimum quantity or currency amount to be enforced during order entry when this price list is selected. Use of this field depends on the value of Quantity Type.

- *Quantity*: Specify the minimum order quantity that should be allowed on an order that selects this price list. When you enter an order, the system compares the cumulative line quantity of each item with this field. If the order quantity is less, a warning displays. Additionally, in **Sales Orders** only, if you choose to continue ordering a below-minimum quantity, the system may prompt you to enter a reason code. This occurs when Keep Booking History is selected in **Sales Control**. *Recommended*: If you are specifying

a Minimum Order value, it is important to make sure you have specified a unit of measure on the price list.

- *Amount*: Specify the minimum currency amount that must be on an order to use this price list. If a price list is selected for an order, this amount is compared with the total order amount. If the Minimum Order value is greater, a warning displays.

Note Even when a warning displays, the price list is still applied to the order. The warning lets you know that minimum requirements have not been met.

Maximum Quantity

The default is zero. If zero, it is not used.

Maximum quantity is used as a ceiling. This field and the quantity type field (valid values: quantity or amount) are tied together.

If the quantity of a given item exceeds the maximum quantity, the price list is not used.

Maximum Quantity does not work with a price list with an amount type of List Price. Entering a Maximum Quantity for a price list with an amount type of List Price has no effect.

Maximum Orders

The number of times this price list may be used. When Best Pricing is in use, this is only for reference. Review the Price History report or Price List by Customer inquiry to see how often this price list is used.

This field is normally used with manual price lists when use of a specific price list is limited (such as first-time buyers, once-a-year sales). When the price list has been used the allowed number of times, it should be disabled by setting the price expiration date.

When Advanced Pricing is in use and a Maximum Orders value is set greater than 0, this restricts the number of times the price list can be used on orders from the same customer. For example, for a one-time-only deal, enter 1. The system allows each associated customer on the price list to use the deal on one order only.

Note The limitation does not apply to multiple lines on the same order. The deal can be used on all qualifying lines of the same order.

Leave the field set to the default (0) to allow unlimited use of the price list across orders.

When setting a Maximum Orders value greater than 0, the price list must also be set to Manual = True (Advanced Pricing only).

You can modify the Maximum Orders value on price lists as needed. For example, a price lists exists where the maximum orders value is currently set to 1, and a customer has used the price list on an order. The customer places a second order the following day, and references the price list code of the max orders 1 price list. The CSR attaches

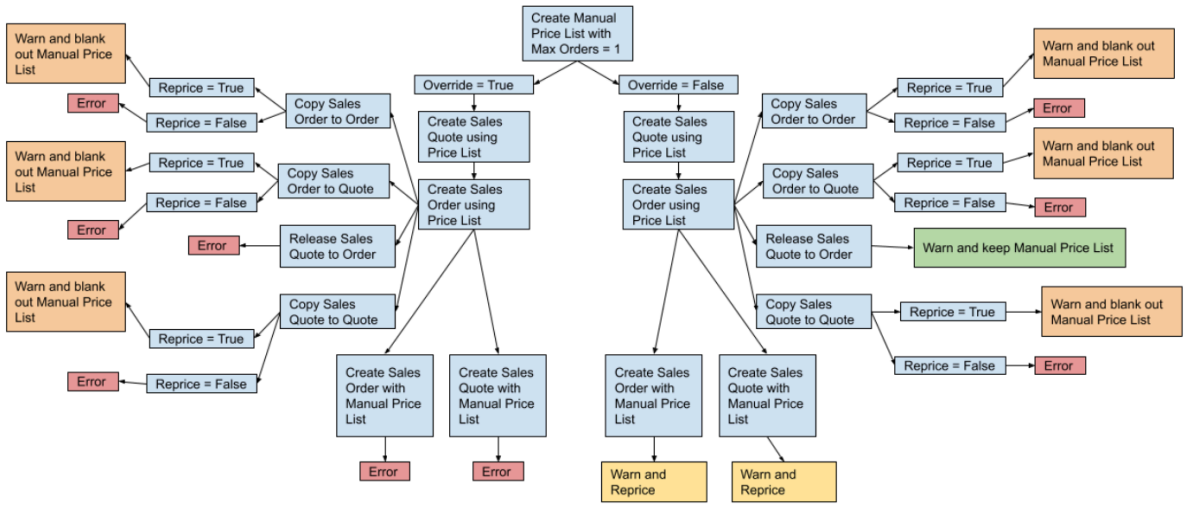
the price list to the order line and an error occurs (if override true) or warning (if override false) indicating the price list cannot be used since the maximum order value has been reached. At this point, the customer might mention that the salesperson has approved this sale, and the CSR internally confirms this is the case. The pricing manager might then go into the existing price list and update the Maximum Orders value from 1 to 2. Now, the price list can be used on the second order.

Functional behavior varies regarding price lists with:

- A maximum order value greater than 0
- The override value
- The various programs and actions which can create orders/quotes
- The reprice button

Example If a max order price list has the Override option unselected, then releasing a quote with the price list attached to an order generates a warning message if the max order value has been exceeded, but still copies the quote (with its manual price list) to a new sales order. However, if the Override value is selected in the same situation, an error occurs and prevents the release of the quote to an order line.

The following diagrams highlight the expected behavior within the functions and actions (Error versus Warning message) based on the interaction of these settings:



Here is the same information reformatted into chart form:

	Override	Reprice	Q	O	Q2O	O2O	Q2Q	O2Q
1:	Y	Y	E	E	E	W(1)	W(1)	W(1)
2:	Y	N	E	E	E	E	E	E

3:	N	Y	W(2)	W(2)	W(3)	W(1)	W(1)	W(1)
4:	N	N	W(2)	W(2)	W(3)	E	E	E

Q = sales quote

O = sales order

W = warning

E = error

(1) Generate warning and blank out the price list on the line, return true

(2) Generate warning and manual price list is excluded during pricing (standard pricing behavior)

(3) Generate warning but applied manual price list is retained on order released from quote

Break Category

Enter a category name. Make sure that you enter the same name on price lists and other items.

The default is blank. If left blank, the full quantity of qualifying items is used in pricing.

Use price break categories to assign volume price breaks for multiple items.

Discounts can be calculated based on the quantity or amount ordered on multiple lines of a sales order or sales quote. This quantity can be zero.

You can use price break categories in two ways when Best Pricing is in use:

- Accumulate quantities on related items by assigning the same price break category to each item.
- Offer discounts on accessory items by assigning a price break category to a price list to which the accessory item belongs and to the item master of the accessory item's principal item.

When Advanced Pricing is enabled, the Break Category functionality has been extended to support discounts based on dynamic item groups, using this logic:

- All lines on the sales quote/order containing an item with the specified dynamic item attributes (based on the price break category field) are totaled to determine the discount tier.
- The discount is then applied to all lines on the order matching the item/group of the price list.

Configuration Discount

If selected, price applies to everything in a configured product when pricing a configured item. Otherwise, the price list is applied only against the component that qualifies.

When pricing a configured item, the system calculates and selects the better of the sum of the component best prices and the configuration as a whole priced with the global discounts.

Note If pricing a non-configured item, this field is ignored.

Manual

If selected, the price list code must be entered in the Manual Price List field (in **Sales Orders**, **Sales Quotes**, **Sales Item Pricing What-if**, and other inquiries or procedures where this field displays) in order for this price list to be considered.

Other price list criteria and best/advanced pricing logic still apply (provided the override field is false), so specifying a manual price list does not ensure or require that the manual price list will be applied.

Only one manual price list can be specified on an order line. *Note*: A default manual price list can be specified on a sales order header; from there, it defaults as the manual price list of each line being entered.

Note When Advanced Pricing is enabled: If defining a price list as Override and/or with a Max Order value greater than 0, then the Manual field must be true.

Override

The Override feature is only available when Advanced Pricing is in use. When the override price list is added onto an order line, that is the price which is to be used, thus overriding any other pricing in the system. For example, some manufacturers may give out coupon codes during trade shows. When customers call in their orders, they reference these coupon codes. The manufacturer has defined an override price list in the system, matching that coupon code. When the representative enters that price list on the sales order line, that price, and only that price, is applied to the line. The manufacturer does not want the customer to get a better price than the one they are requesting via the coupon code.

Note When Override is selected, the price list must also be defined as Manual and Exclusive.

Print

Indicates whether this price list should be shown on printed documents.

When documents are printed, you indicate whether discount information is printed at all. Even if this is selected, only price lists with the Print field selected are printed.

Also, the print field is stored in price history. Changing this field does not affect documents that have already been priced.

Disc Sequence

Enter the discount sequence to apply to this price list when multiple discount price lists are combined. The default value is 10.

This field applies only in the following conditions:

- The price list amount type is one of the discount types: discount percent, discount amount, net price, or mark-up.
- The combination type is cascading as specified in **Sales Control**.
- GL accounts are assigned to the price list for tracking discount amounts.

Under these conditions, the discount sequence determines how the total discount amount is allocated among the various GL accounts.

For example, a 20% discount on price list A and a 30% discount on price list B apply to a $200 item. Price list A has a lower sequence number. The account associated with price list A is debited with a discount amount of $40 (200 x .20). Price list B account is debited $48 (160 x .30).

Discount amounts for price lists with the same sequence number are divided equally. In the previous example, the accounts associated with both price lists would be debited $44.

Manual discounts are assigned a discount sequence of 999.

Since discount sequences control how the costs of discounting are distributed, you should assign more important discounts lower sequence numbers.

Although discount sequences are independent of price list combination types, make sure that your base type price lists have lower sequence numbers than combinable and non-combinable price lists.

Cost Set

Enter the code identifying the cost set to use with this function.

Cost set codes identify specific groups of product costs.

If specified, item costs associated with this cost set are used as a basis for mark-up prices. If no price is found for an item, the price list is ignored.

Price Breaks Subpanel

Minimum Amount/Quantity

The minimum quantity or amount to use for this discount.

The value to specify here depends on the setting for the Quantity Type field.

Discount quantities are calculated using this quantity or amount. Each component is listed along with the quantity or amount required of this component.

Credit Terms/Discount %/Discount Amount/Freight List/Freight Terms/Markup%/Net Price

The value to specify here depends on the setting for the Amount Type field.

For example, Amount Type may be set to Discount Amount and you can offer a 10% discount on sales volumes up to $99,999 and 15% on sales of $100,000 or more.

Accounts

Discount

Enter the general ledger (GL) account code used to track discounts for this price list. This must be a valid, active account of type Standard.

You can specify a Discount account when the price list amount type is: Discount %, Discount Amount, Markup, and Net Price.

If the amount type of the price list you are defining is Accrual, the label of this field changes to Expense. For an accrual list, a percentage of the net price accrues to the account specified in the Accrual Account field. The Expense account is required and used to balance the credit posted to the Accrual account.

Posting the invoice for a sales order credits a GL Sales account and debits a Sales Discount account. Since more than one discount can apply to a single sales order line, you can track discounted amounts back to the source price list. To do this, specify a GL account, sub-account, cost center, and project in **Price Lists**.

For example, you set up two price lists for item 10, which has a list price of 100 USD, as follows:

- Price List: Discount1, Discount 2
- Amount Type: Discount %, Discount %
- Discount: 10%, 20%
- Discount Account:3050, 3090

- Combinable: Selected, Selected

When a sales order line is created for one item 10, posting the invoice creates the following GL transaction:

- Debit Account Receivable 70.00
- Debit 3050 Sales Discount 10.00
- Debit 3090 Sales Discount 20.00
- Credit Sales 100.00

If you do not associate accounts with price lists, discounts are posted to the discount account specified on the sales order line. To segregate discount postings based on sales order information such as product line or sales channel, leave the Discount account, sub-account, cost center, and project fields blank in **Price Lists**.

Account code is one component of an account number defined in GL setup functions. Other components of an account number are sub-account, cost center, and project. Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Use accounts to track company-wide assets, liabilities, equities, expenses, and revenues.

Accrual

Enter the general ledger (GL) account code used to track accrual amounts. This must be a valid, active account of type Standard.

For an accrual price list, a percentage of the net price accrues to this account. This field has no effect for price lists with other amount types.

For example, a 10% accrual price list is associated with a sales order line for 100.00 USD The system generates the following GL transaction during invoice post:

- Debit Account Receivable: 100.00
- Debit Expense: 10.00
- Credit Accrual: 10.00
- Credit Sales: 100.00

Account code is one component of an account number defined in GL setup functions. Other components of an account number are sub-account, cost center, and project. Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Use accounts to track company-wide assets, liabilities, equities, expenses, and revenues.

Notes Panel

Use the notes panel to enter any notes about this price list.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Copy Action

Choose Actions > *Individual* Copy to quickly create similar price lists in different currencies or with adjusted price amounts. Select prices to be copied for a range of items or item analysis codes and/or a range of customers or customer analysis groups.

The Price List Copy action allows you to quickly create new price list structures that are similar to existing ones.

Source

Price List

Code identifying the source price list being used to obtain the pricing information and currency.

Pricing information and currency rate from the source price list are copied to the target price list for the range of item numbers specified.

Description

Indicates a description about the source price list.

Start Effective

Indicates the effective start date of the source price list.

End Effective

Indicates the expiration date of the source price list.

Customer/Analysis Group

The source price list customer code.

This can be one of the following:

1. An Analysis Group that applies to customers, as maintained in Analysis Groups
2. A specific customer
3. Blank to apply the price list to all customers.

Item/Analysis Group

This can be one of the following:

1. 1. an Analysis Group that applies to items, as maintained in the Analysis Groups program
2. 2. a specific item
3. 3. leave <blank> to apply the price list to all items

Currency

Indicates the currency code of the source price list to be copied to the target price list. The source and target currency can be the same. If you leave target currency blank, the system supplies the source currency as a default.

Unit of Measure

Indicates the unit of measure used for items in the target price list.

If a unit of measure is specified, only prices for that unit of measure are copied. Can be left blank to copy prices for all units of measure.

Target

Price List

Enter the code identifying the price list to which pricing information from the source price list is copied.

Pricing information and currency rate from the source price list are copied to the target price list for the range of item numbers specified.

The same price list code can be used for several currencies. For example, the price list code BASE may be used to store base prices in USD and CAD. Only pricing information for the specified currency is copied and the source and target currency do not have to be the same. This is useful if prices in two currencies are almost the same.

Description

Enter a description to associate with the newly created price list.

Start Effective

The default is the system date.

The start date of the new price list.

The pricing information from the source price list and currency is copied to the target price list and currency for the range of item numbers specified.

If the date entered here matches the start date currently on the specified price list, and source and target currencies are the same, a new price list will not be created. Instead, the existing price list will be modified according to any adjustment percentage entered.

Adjustment%

Percent (up or down) target price list amounts are to be adjusted relative to source price list amounts. Either 100.0 if no adjustment or

numerical value indicating percent adjustment is desired (for example, 90 adjusts target price list down 10%; 110 adjusts target price list up 10%); default is 100.0.

The pricing information from the source price list and currency is copied to the target price list and currency for the range of item numbers specified.

All amounts are adjusted by the specified percentage. If the percentage is greater than 100%, amounts are increased. If the percentage is less than 100%, amounts are decreased.

If you are implementing a price change, say a 10% increase, simply set the adjustment percentage to 110% to increase all prices by 10%. The source and target price lists can be the same—the system enters an ending effective date on the old prices and a starting effective date on the new.

Currency

Specify the currency code of the prices in the target price lists.

Currency Conversion

Enter a conversion factor to use when the source and target price list currencies are not the same. This factor is stated as Target/Source; that is, the number of units of the target currency that can be purchased with one unit of the source currency.

Analysis Codes

You can define and maintain analysis codes, selection criteria, and optional linked analysis codes directly in the Analysis Codes panels. Upon saving, the Build Analysis Members function is triggered, which automatically creates/rebuilds members for just this particular analysis code.

Use the Maintain Membership action to deselect/reselect members of the analysis code.

Note This action window displays all members of this analysis code, which means that members from linked analysis codes are also available for selection.

Before creating analysis codes, review your items and customers to determine how you want to group them in relation to pricing. Create a separate analysis code for each of these groupings.

Select the type of code to create: either customer or item. Then enter a name for the code (up to 18 characters). Enter an optional description for the analysis code, which displays in related browses and reports.

Select Active if you plan to associate the analysis code with a price list. A warning displays in Price Lists for inactive codes as pricing is only considered for active analysis codes.

Note This setting has no other effect on managing analysis codes.

Use the Selection panel grid to define how specific items and customers (called nodes) are selected for inclusion in an analysis code group.

Use the Child Links panel grid to create parent/child relationships among analysis codes. For example, if you create an analysis code for North American customers, you can link Canadian regions and United States regions to the parent.

The following drill-down links are available from the right-hand navigation panel:

- Analysis Code Detail browse
- Analysis Codes report
- Analysis Code Links report
- Analysis Code Where-Linked report
- Price Lists
- Price Lists report
- Build Analysis Members report

  Note: Saving analysis codes builds the members for the current analysis code automatically. Users can use this link to run the build across all analysis codes for type of item, customer, or both.

Main Panel

Type

Enter Item or Customer to specify the analysis code type for which you want to build analysis code detail records.

Analysis Code

An alphanumeric code that is used to identify a group of customers or items.

Provides a means of grouping nodes (customers or items).

Description

A brief description of this analysis code. Prints on most reports and inquiries, as space permits.

Active

Indicate whether this is an active analysis code. If an Analysis Code is not active, you get a warning when you create a price list with this analysis code.

Selection Panel

Use the Selection panel grid to define how members are selected to be included in a group. Click New to add a line to the grid.

Condition Field

Selections are based on the Condition Field, which is set to certain field names. Analysis Codes can have several conditions, but you can only establish one at a time.

Once the menu is complete, use the same procedure and analysis code, but:

- Use another condition and item or customer code to create another type of rule.
- The Wildcard, From, and To fields are used to choose records for the analysis code.

Note If multiple qualifying conditions are selected, the system uses AND logic to select only those records meeting both conditions (for example, Region is nw AND Salesperson 1 is BJD).

From

The beginning range of the condition field to include for this analysis code.

To

The ending range of the condition field to include for this analysis code. If left blank, this defaults to the last code in your database.

Wildcard

Selects items matching a string of characters and a wildcard character (period or asterisk).

- A period (.) in a given position matches any character for that specific position; for example, 3.00 matches 3100, 3200, 3300.
- An asterisk (*) in a given position matches any string of characters for that position. For example, 35* matches 3510, 350, 35950.

Once a condition is selected, use the Wildcard and the From and To fields to specify the value in the field on the Master File. This allows you to be very specific in establishing your rules.

Note If you want multiple ranges, create two Analysis Codes and link them. The wildcard works with the From and To Code fields, so nodes must meet all three criteria before the Analysis Code applies.

Child Links Panel

Use the Child Links panel grid to link this analysis code to other analysis codes, allowing you to organize customers and items into hierarchies. Click New to add a line to the grid.

Linked Code

Code you want to link your analysis code to (must be an existing Analysis Code).

Linking a code includes all of the nodes attached to the linked code. Think of this linked code as the child in relationship to the parent code

Description

This description displays in the inquiry screens.

Notes Panel

Optionally, attach any notes to this analysis code here.

Actions

The Actions drop-down menu offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Copy Action

Choose Actions > *Individual* > Copy to quickly create new analysis codes by copying data from an existing analysis code.

This action allows you to efficiently create new analysis codes that are similar to those previously defined.

Maintain Membership Action

Choose Actions > *Individual* > Maintain Membership to view the members of the analysis code.

All members of the analysis code are displayed in this screen, regardless of active status. The screen displays those members based on the analysis code selection criteria, as well as those that are brought in from linked analysis codes.

Use the action to deselect/reselect active members of the analysis code by modifying the active status.

Saving updates the current active members. Upon selecting the Update Parent Codes criteria, this save also updates the members on any other analysis codes linked to this analysis code.

This action creates/re-creates the member records of an analysis code, while the active setting on that member record dictates whether it is an active member. A customer or item must exist on an analysis code, and be an active member, for it to utilize pricing referencing associated analysis codes.

Note When updating and saving parent analysis codes, any member changes made automatically update the child analysis code member records as well.

Customer Consignment Processing

This extends the sales order process by providing transactions to ship inventory and identify it as in-transit or consigned. These transactions also delay the standard accounts receivable (AR) booking process until inventory is consumed. When the customer notifies the supplier of usage, standard invoice transactions occur.

Customer Consignment Inventory

Customer Consignment Inventory lets suppliers continue to track inventory, even after it has been shipped, although it resides at the customer facility. This method requires the customer to notify the supplier that inventory has been used, which completes the transfer of ownership.

Using consigned inventory eliminates the need for the supplier to buy back the excess sent to the customer or remaining at the end of the consignment period. Because the supplier still owns the inventory, any excess is simply returned.

The system provides a browse in order to have a close look to review what has been put into in-transit locations or customer consignment. You can easily group by using the Ship-To view option; however, there are other system predefined views:

- Goods In-Transit View for users to easily check the in-transit goods and perform necessary actions such as Transfer or Record Usage
- Max Aging Current Week Shipment for the Update Aging Action
- Shipment Today View

This browse displays the customer consignment inventory data, and allows you to use bulk actions to either record usage, update inventory aging, or transfer inventory.

The following actions are available from the Customer Consignment Inventory browse:

- Transfer (Bulk Action)
- Update Aging (Bulk Action)
- Record Usage (Bulk Action)
- Usage Undo (Individual Action)
- Corrections, Returns, and Customer Credits

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and

automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Adjust Consigned Inventory

Choose Actions > Individual > Adjust Consigned Inventory.

For example, you might use this program after doing a physical inventory to indicate that surplus items are consigned. The customer would not be invoiced for such an adjustment transaction. Order and line are required. The system validates that the items on the order line were consigned. A warning displays if there are no consigned items in the location specified. A warning also is displayed when the adjustment would exceed the quantity on hand at the location. You are prompted to continue. However, continuing may cause errors later during inventory transfers.

Adjustment generates records of type CN-ADJ to record consignment adjustment. You can select inventory by serial number, reference number, sequence number, or authorization. For example, you can debit an in-transit account and credit a consigned offset (consumption) account.

Note Consignment Inventory Adjustment is designed only to update the consignment quantity. It does not make any changes to the quantity on hand. This can lead to possible discrepancies between inventory valuation reports and the inventory GL balance. You should make appropriate adjustments to quantity-on-hand balances, as needed.

Main Panel

Item

Displays the consigned inventory item number to adjust. Defaults from the selected record item number. The system validates that this option is not left blank. You can update the value. However, the system displays a confirmation message when it finds there are already records in the line grid below: *Consignment inventory detail loaded below will be lost, continue?* If you choose to continue, the system clears out the grid without loading new consignment inventory detail based on the new Item/Order/Line/Shipper.

Order

Displays the selected sales order number to adjust. Defaults from the selected sales order and line record number. The system validates that this option is not left blank. The system checks the Item, Order, and Line to determine whether all three of them match. Additionally, the system verifies the order and line to make sure the order type equals a consignment order. You can update this value. However, the system displays a confirmation message when it finds there are already records in the line grid below: *Consignment inventory detail loaded below will be lost, continue?* If you choose to continue, the system clears out the grid without loading new consignment inventory detail based on the new Item/Order/Line/Shipper.

Line

Displays the selected sales order line number to adjust. Defaults from the selected sales order and line record number. The system validates that this option is not left blank. The system checks the Item, Order, and Line to whether all three of them match. Additionally, the system verifies the order and line to make sure the order type equals a consignment order. You can update this value. However, the system displays a confirmation message when it finds there are already records in the line grid below: *Consignment inventory detail loaded below will be lost, continue?* If you choose to continue, the system clears out the grid without loading new consignment inventory detail based on the new Item/Order/Line/Shipper.

Remarks

Specify brief remarks (up to 10 characters) associated with this transaction. This field is for reference only and may appear on some selected reports and inquiries.

Shipper

Defaults from the selected record Order and Line number. The system validates that the shipper does not exists; the sales order and line numbers mismatch with the adjustment shipper; and, that the site is different than the shipper site. You can update this value. However, the system displays a confirmation message when it finds there are already

records in the line grid below: *Consignment inventory detail loaded below will be lost, continue?* If you choose to continue, the system clears out the grid without loading new consignment inventory detail based on the new Item/Order/Line/Shipper.

Project

Specify the GL Project or select it by using the GL Projects browse. The system verifies that the project is valid.

Effective Date

Specify the effective date the adjustment consigned inventory. The default is the current date. The system also verifies that a valid period/year has been selected, the period is not closed for the entity, and a system default daybook has been assigned.

Unit Cost

Unit Cost defaults from the cost of the item in the current site. Currency defaults from the base currency.

Total Quantity to Adjust

The Total quantity of select records from the line grid Quantity to Adjust. UM defaults from Stock UM from item master. When the UM is different from the selected line grid records, a conversion is required into base UM, and then the total quantity is calculated based on the stock UM.

Total Cost

Total Cost = Unit Cost * Total Quantity to Adjust.

Inventory Detail Panel

Site

Specify the site where the consigned inventory is located. The system validates that the user has access to the selected site, the site exists, and the entity is valid and active.

Location

Specify the location where the consigned inventory is located.

Lot/Serial

Specify the lot/serial of the consigned inventory.

Reference

Specify a brief comment or reference regarding the consigned inventory.

Quantity to Adjust

Specify the quantity of the consigned inventory to adjust. Default value is 0. This field allows positive and negative quantities.

UM

Specify the unit of measure for the quantity to adjust. The system defaults to the value of the UM Conversion when a UM conversion value exists.

UM Conversion

Specify the unit of measure for the quantity to adjust. The system defaults to the UM value selected above. The system verifies the following:

- A UM conversion exists.
- Consignment is enabled (Inventory Control > Use Customer Consignment = Yes).
- The item is available.
- The domain is available.
- Consignment inventory will not go negative.

Load Consignment Inventory

This button is always enabled. However, it does not work when Order, Line, Item, or any of these are blank. Hence, the system searches and loads into the Inventory Detail grid all the inventory records from customer consignment inventory based on the Order + Line + Shipper + Item specified on the Main panel.

When you click the button, the system displays a confirmation message when it detects that there are already records found in the line grid

below: *Consignment inventory detail loaded below will be lost, continue?*

Various combinations of multiple records can be displayed based on the criteria below:

- Site
- Location
- Lot/Serial
- Reference
- Customer Job
- Customer Sequence
- Customer Reference
- Authorization
- Shipper

Display-Only

The following fields are display-only:

- Entity: related to the site selected.
- Current Qty Consigned: This is the quantity on hand of consignment inventory.
- Stock UM: Display item master's stock UM. The CN-ADJ needs to use stock UM to process inventory when UM is not the same as the selected records.
- New Qty Consigned: Current Qty Consigned + Quantity to Adjust
- Unit Cost
- Currency
- Customer Job
- Customer Sequence
- Customer Reference
- Authorization
- Lot Control
- Expire Date
- Inventory Status

Note

1. The Site, Location, Lot/Serial and Reference fields use the same Lookup browse: Inventory Detail; with the searching condition of input value of "Site+Location+Lot/Serial+Reference+Item". When you select

one record from the lookup browse, the system returns the rest of the values and populates the rest of the fields.

2. The Order, Line and Shipper values are used as search criteria for the consignment inventory to adjust in the Inventory Detail line grid. For example, Customer Job, Customer Sequence, Customer Reference, and Authorization may be different as long as the specified Order, Line, and Shipper are unique.
3. When a consignment order has been shipped/transferred to different Sites or Locations, they can also be different and they are displayed in the Inventory Detail line grid.

Accounts Panel

Debit Account

The system displays the GL debit account of this transaction.

Adjustment generates records of type CN-ADJ to record consignment adjustment.

Use the transaction history report, inquiry, and browse functions to review transaction history records as needed.

GENERAL LEDGER (GL) EFFECTS

Adjusting consigned inventory (CN-ADJ) has the following GL effects:

- For a positive quantity adjustment, debits SO Consigned Inventory or SO Consigned In-Transit account and credits the SO Consigned Offset account.
- For a negative quantity adjustment, credits SO Consigned Inventory or SO Consigned In-Transit account and debits the SO Consigned Offset account.

Credit Account

The system displays the GL credit account of this transaction.

Adjustment generates records of type CN-ADJ to record consignment adjustment.

Use the transaction history report, inquiry, and browse functions to review transaction history records as needed.

GENERAL LEDGER (GL) EFFECTS

Adjusting consigned inventory (CN-ADJ) has the following GL effects:

- For a positive quantity adjustment, debits SO Consigned Inventory or SO Consigned In-Transit account and credits the SO Consigned Offset account.
- For a negative quantity adjustment, credits SO Consigned Inventory or SO Consigned In-Transit account and debits the SO Consigned Offset account.

Adjusting Consigned Inventory

1. Go to **Customer Consignment Inventory**.
2. Search for and/or select the order record of interest.
3. Choose Actions > Individual > Adjust Consigned Inventory.
4. In the Main panel, review and/or edit the following applicable options:
   - Item
   - Order
   - Line
   - Remarks
   - Shipper
   - Project
   - Effective Date
   - Unit Cost
   - Total Quantity to Adjust
   - Total Cost
5. In the Inventory Detail grid, the system displays the current quantity consigned items records to adjust, or you can add them:
   a. If consigned item quantities already exists, edit the value in the Quantity to Adjust column to update to a negative or positive quantity.
   b. If no records exist or you want to add a new inventory detail record to adjust, edit the following required and/or applicable information:
      - Site
      - Location
      - Lot/Serial
      - Reference
      - Quantity to Adjust
      - UM
      - UM Conversion
   c. Optional. Click Lead Consignment Inventory to automatically search and load into the grid all the inventory records from the customer consignment inventory based on the Order + Line + Shipper + Item specified on the Main panel.
   d. Optional. Click Delete to remove any unnecessary Inventory Detail line record.
6. After you confirm the adjustment in the Inventory Detail panel, the system updates the Total Quantity to Adjust in the Main panel and

the Summary panel. Also, the system updates the Total Cost; this calculation is based on the Unit Cost and the Total Quantity to Adjust.

7. In the Accounts panel, the system displays the following information:
    - Debit Account. This is the transaction where the system debits the account-from; for example, SO Cons Inventory Account.
    - Credit Account. This is the transaction where the system credits the account-to; for example, SO Cons Offset Account.
8. Click Submit to save the adjusted consigned inventory transaction. The system displays a submission successful message screen.
9. Click OK to close the message prompt and return to the Customer Consignment Inventory browse.

The system updates the quantity in the Quantity On Hand column. This is also considered or reflected by the system in the Inventory Detail browse from the previous site location. Also, in **Inventory Transactions**, the system marks the transaction as a CN-ADJ type transaction in the Transaction Type column.

Transfer Customer Consignment Inventory

The two locations must be within one site. However, the action has additional features useful for managing consigned inventory. For example, you can select only in-transit inventory to be moved to a consigned location.

In the **Customer Consignment Inventory** browse, choose the Goods In-Transit view to see all the consigned inventory that is in In-Transit status, represented by a transport vehicle icon.

A transfer represents the movement, not use, of the inventory; neither does it represent an ownership transfer. It reduces inventory quantity for items at a designated site and location and increases it at another location.

Options Panel

To Location

Enter the new location where you want to transfer the in-transit or consigned inventory. This value sets the default for all items selected for transfer in the grid below. You can change this for individual records in the grid as needed.

Use From Location Status

Selected: When there are From and To location status conflicts, the system uses the item's current From Location status if the destination To Location does not already have such inventory. If the To Location already has the same inventory existing—even when the Use From Location Status option is selected—the system still uses the existing inventory's inventory status.

Cleared (Default): When there are From and To location status conflicts, the system uses the destination location (To Location) inventory status if no such inventory already exists. If there is already inventory existing in the To Location, the system uses the existing inventory's status, if it is not the same as the To Location default status.

Changing this setting does not affect the line grid To Location Status.

Effective Date

Enter the general ledger (GL) effective date associated with this transaction. The default is the system date. The system validates that the date is within an open fiscal period.

Criteria Panel

Search Criteria

Display the search criteria entered in the previous browse.

Required Criteria

Site Access = "Yes"

Quantity On Hand > 0

Pending POD = "No"

Transfer Detail Panel

To Location

Enter the new location where you want to transfer the in-transit or consigned inventory. This field first defaults from the sales order line consignment location when the From Location is In-Transit. It can also default from the To Location in the Options panel if you specify a transfer location.

Transfer Quantity

Enter the quantity of the item to be transferred to the new location.

Effective Date

Enter the general ledger (GL) effective date associated with this transaction. The default is the system date. The system validates that the date is within an open fiscal period.

Transfer Open Quantity

Use this option to reset the Transfer Quantity back to the Qty on hand value.

Transfer Customer Consignment Inventory

1. Go to the **Customer Consignment Inventory** browse view.
2. Search for and select orders of interest that are In-Transit status.
3. Choose Actions > Bulk > Transfer.
4. In the Transfer window, the system by default displays the Item + Order view in the Transfer Detail panel.
5. Select the records that only have an active In-Transit status. Note: All records that have already arrived at the customers' locations have a red circle icon in the In-Transit column, and the To Location column is blank.
6. Enter the To Location number, Use From Location Status, and Effective Date fields to affect the records in the Transfer Detail grid in batches.
    a. If a partial transfer quantity is needed, manually enter the required quantity in the Transfer Quantity column in the record of interest.
    b. If a values reset is needed, click Transfer Open Quantity on the toolbar in the Transfer Detail panel.
7. Click Submit to save the transfer. The system displays a message that either indicates a successful transfer submission or alerts you to status conflicts between the To Locations and From Location.
8. The **Customer Consignment Inventory** browse is updated, and this is also reflected in **Inventory Detail**.

A customer consignment inventory transfer is created.

Update Aging Customer Consignment Inventory

Use the Update Aging action for specific scenarios where if the customer did not use manufactured items, such electronic components, within the agreed time, and they returned these to you, the returned items may be obsolete and you cannot use them any more.

Here is an example of how the Material Manager effectively monitors the inventory aging, and takes actions:

1. **Sales Order-Consignment**: A contract is created between a customer and supplier dictating the items to be sold on consignment with 21 Max Aging Days.
2. **In-Transit Time (1-3 days):** The Material Manager gives rough estimates for the In-Transit Lead Time.
3. **Aging Report (Max Aging):** The Material Manager monitors the Aging Report for shipments delivered last month and the Aging Date earlier than today.
4. **Extended Age Date**: The Material Manager decides to extend the Age Date for component A (long life cycle).

5. **Factory-Record Usage**: For component B (short life cycle), the Material Manager consumes the usage after confirming with the customer.

Defining maximum aging days enables you to monitor the inventory age and reduces the loss caused by obsolete inventory.

Options Panel

New Age Date

Enter the new maximum aging date this inventory is allowed to age. If you enter a date, it takes precedence over the Days field below. If you leave New Age Date blank and specify a value in Days, the system automatically calculates the new maximum aging date by adding the number of calendar days to the current value. This value sets the default for all items selected in the grid below. You can change this for individual records in the grid as needed.

Days to Extend

The system automatically calculates the new maximum aging date in the grid below by adding the number of calendar days to the original Age Date value.

Criteria Panel

Search Criteria

Displays the search criteria entered in the previous browse.

Required Criteria

Consignment = "Yes"

Quantity On Hand > 0

Aging Detail Panel

New Date

Enter the new maximum age date you want to assign to this inventory, unless you enter the number of days you want to add to the age date.

Update Aging in Customer Consignment Inventory

1. In the **Customer Consignment Inventory** browse, select the record of interest.
2. Choose Actions > Bulk > Update Aging.
3. In the Update Aging window, you can configure in the toolbar to display an Item + Shipper view to conveniently review the Item, Shipper, and Order Line in the Aging Detail grid.
4. Select or clear all of the required or applicable records to update their aging dates.
5. You can update the aging using one of the following methods:
   a. Review the Age Date and change the New Date in the future for each individual record.
   b. Use the Options panel to extend in batches the aging date for a range of consigned items by either a number of days (Days to Extend) or a specific new date (New Age Date).
6. Click Submit to save the updated aging dates.
7. Click OK to close the "successful submission" message.

The customer consignment inventory aging is updated.

Record Usage

Options Panel

Customer Usage Reference

Enter the customer usage reference number assigned to this transaction.

This number is typically provided by the customer when using EDI.

This field in the Options panel is the value that gives default values to the line grid below.

Max Aging

Max Aging helps to identify inventory that exceeds or is about to exceed the maximum aging date without being consumed.

If you select Max Aging , the Customer Usage Reference is automatically set with the value "MaxAging"to serve as an audit trailer in Consignment Usage reports.

Self-Bill Authorization

This field is enabled only when Self-Billing is in use.

Enter the self-billing authorization number assigned to this transaction. This number is supplied by the customer and used to match consumption and invoicing when the Self-Billing module is active.

Some customers use self-bills instead of invoices. Self-bills are mapped to open invoices and compared with actual usage.

Self-bill documents can be imported using EDI eCommerce. The import gateway accepts a customer-supplied payment authorization that can be referenced by a subsequent self-bill payment. This helps AR reconcile the payment with the actual usage record.

Effective Date

Enter the general ledger (GL) effective date associated with this transaction. The default is the system date. The system validates that the date is within an open fiscal period.

The effective date determines when GL transactions created by this backflush transaction affect GL balances.

The Effective Date value in the Options panel sets the default for the line grid below.

Usage Date

Enter the date when the customer reported that they used the items. This date is for reference only. It does not affect the dates used for usage transactions.

The Usage Date value in the Options panel sets the default for the line grid below.

Criteria Panel

Search Criteria

Display the search criteria entered in the previous browse.

Required Criteria

Quantity On Hand > 0

Pending POD = "No"

Consignment Usage Detail Panel

Usage Quantity

Enter the number of items that the customer reported as used.

This defaults to the quantity available on the specified shipment record if Consume All is selected. If Consume All is not selected, Consumed Qty defaults to 0 (zero). You must enter the quantity manually.

UM

Enter the unit of measure associated with the item quantity. If you change the unit of measure, a valid conversion must exist in **UM Conversions**.

This defaults from the data recorded at shipment.

Multi Entry

The field is display only. It indicates whether multiple Lot/Serial and Reference numbers are available for the current item line.

The Multi Entry button is only enabled when there are multiple records of Site+Location+Lot/Serial+Reference for one consignment inventory cross-reference record.

Lot/Serial

Enter the lot number or serial number associated with this inventory quantity. Use multi-entry mode to enter more than one lot number or serial number on a transaction.

Reference

Same as Lot/Serial.

Customer Usage Reference

Enter the customer usage reference number assigned to this transaction. This reference is supplied by the customer or specified in the EDI consumption report and used by the customer for auditing purposes.

This field in the Options panel provides default values to the line grid below.

Effective Date

Enter the general ledger (GL) effective date associated with this transaction. The default is the system date. The system validates that the date is within an open fiscal period.

The effective date determines when GL transactions created by this backflush transaction affect GL balances. A transaction does not increase.

This field in the Options panel provides default values to the line grid below.

Usage Date

Enter the date when the customer reported that they used the items. This date is for reference only. It does not affect the dates used for usage transactions.

This field in the Options panel provides default values to the line grid below.

Consume All

Indicate whether you want this function to consume all the shipments that are selected.

Selected: The quantity to consume for each detail record selected defaults to the quantity available. When selected, the system sets the Usage Qty to the Qty on hand in the Consignment Usage Details grid. It also defaults the Lot/Serial number for usage. Multi-Entry is also automatically selected when Consume All is selected.

Not selected: The Consignment Usage Detail to consume defaults to 0 (zero).

Create a Customer Consignment Inventory Usage Record

1. In **Customer Consignment Inventory** browse, selected the record of interest—for example, a short life-cycle item.
2. Choose Actions > Bulk > Record Usage.
3. In the Record Usage window, you can configure the toolbar to display the Group by Item view.
4. In the Consignment Usage Detail panel, select or unselect the records of interest from the grid.
5. Click Consume All, and the system automatically defaults everything for you.
6. Click Submit to save the Record Usage batch action.
7. Click OK to close the "successful submission" message.

The system displays the created batch number. If this order is a customer scheduled order and the Auto-Invoice option is selected, the customer invoice is posted.

Create a Customer Consignment Inventory Usage Record - Multi Entry

1. In **Customer Consignment Inventory**, choose Actions > Bulk > Record Usage.
2. In the Consignment Usage Detail grid, you can review record information such as Order, Shipper, Item, Line, and Quantity On Hand.
3. Click Multi Entry to open the detailed view.
4. More details are displayed about how many Lot/Serials have been shipped to the In-Transit location. You can update information such as the Quantity.
5. If there is a difference between the Usage Quantity and the total of Multi Entry, the value defaults to the Multi Entry total.
6. If you do not want to process a specific record as part of the batch, clear the record of interest, and click Clear Unselected Lines.
7. Click Submit. A "successful submission" message includes the Batch ID number.
8. You can view the created usage record in the **Consignment Inventory Usage** browse.

Undo Record Usage

Options Panel

Effective Date

Enter the general ledger (GL) effective date associated with this transaction. The default is the system date. The system validates that the date is within an open fiscal period.

The effective date determines when GL transactions created by this backflush transaction affect GL balances. A transaction does not increase the balance in the Inventory account until this effective date.

Undo a Customer Consignment Inventory Usage Record

1. In **Customer Consignment Inventory**, search for and select the record of interest.
2. Choose Actions > Individual > Undo.

   Note The individual action may or may not be available, depending on the record.
3. In the Usage Lines to Undo panel, the system displays all of the records under the same Batch ID that are impacted by the Undo action—that is, changed back to the consignment location.
4. Click Submit to save the undo record usage.
5. The system displays a "successful submission" message and generates transaction history in the background.

Return Customer Consignment Inventory

Excess consigned inventory, returns, or rejects are processed by the system by using shipments with negative quantities.

You can do the following:

- Create a correction of an earlier shipment.
- Return-to-stores of consigned inventory: Return material from a consignment/in-transit location back into stock.
- Submit a customer credit without an inventory transfer (in order to create a negative ISS-SO, and post a credit note).

Correct an Earlier Shipment or Return Material from a Consignment Location

1. Go to the **Customer Consignment Inventory** browse.
2. Review the records of interest to correct an earlier shipment or return material from a consignment location.
3. Go **Shippers** and click +New to create a new shipper.
4. In the Main panel, enter the Ship-To and Ship-From values.
5. In the Shipper Lines panel, click +New.
6. Enter the required values in the following column fields:
   a. Order
   b. Line
   c. Quantity. **NOTE:** The entered value must be a negative number. Afterwards, a system message indicates that a negative quantity has been entered for a consigned lined item; hence, you are doing a consignment return.
   d. Lot/Serial. **NOTE:** Enter or select the lot or serial number that you want to return from the consignment location
7. Click Done to record the consignment return shipper lines.

8. The system identifies the negative quantity number and prompts you to confirm that you are correcting or returning material shipped.
9. Choose YES, and click Continue.
10. The new shipper line has been created successfully in the Shipper Lines grid.
11. Choose Actions > Individual > Confirm in the Shippers browse toolbar.
12. In the Confirm window, go to the Workflow Options panel.
13. Select the Print Shipper checkbox.
14. Choose Now in the Invoice field.
15. Click Submit to confirm the shipment.
16. Click OK to close the "shipment confirmed successfully" message.
17. In the Invoice window, select the Print Invoice checkbox, and click Submit.
18. Click OK to close the invoice and invoice number complete message.
19. Configure any required settings or filters in the Invoice Print or Reprint window, and click Run to print the invoice.

The invoice displays updated quantities to be reflected in the amount to be credited/returned to the customer.

Submit a Customer Credit Without an Inventory Transfer

1. Go to the **Customer Consignment Inventory** browse.
2. Review the records of interest to correct an earlier shipment or return material from a consignment location.
3. Go to **Shippers** select the shipper record of interest, and click Edit.
4. In the Shipper Lines panel, select the shipper line record of interest.
5. Click Details to display the Shipper Details window.
6. Click +New to create a new line.
7. In the Main panel, enter the values for the same order line in the following fields:
   a. Type
   b. Order
   c. Line
8. In the Inventory Detail panel, enter the required values in the following fields:
   a. Lot/Serial
   b. Quantity. **NOTE:** The entered value needs to be a negative number. Afterwards, the system displays a message indicating that a negative quantity was entered for a consigned line item.
9. Click Save to record shipper details.
10. The system identifies the negative quantity and prompts you to confirm that are correcting or returning material shipped.
11. Choose NO to do a customer credit/no returns, and click Continue.

12. The new shipper line has been created successfully in the Shipper Lines grid.
13. Choose Actions > Individual > Confirm in the **Shippers** toolbar.
14. In the Confirm window, go to the Workflow Options panel.
15. Select the Print Shipper checkbox.
16. Choose Now in the Invoice field.
17. Click Submit to confirm the shipment.
18. Click OK to close the "shipment confirmed successfully" message. You can review and confirm the updated Quantity On Hand in **Customer Consignment Inventory** and **Inventory Transactions**.
19. In the Invoice window, select the Print Invoice checkbox and click Submit.
20. Click OK to close the invoice and invoice number complete message.
21. Configure any required settings or filters in the Invoice Print or Reprint window, and click Run to print the invoice.

The invoice displays customer credit and updated quantities that will be reflected in the amount to be credited/returned to the customer.

Shipping

Shipping enables you to produce and record sales order shipping documents.

Picklist & Pre-Shipper - Automatic

Filter

The Filter panel contains two types of key information:

- Selection criteria that identify sales orders to be added to the pre-shipper (also called a picklist): order number, due date, ship-to address, item number, and so on.
- Pre-shipper creation options, which define the system's level of automation when creating pre-shippers, based on the sales order line items selected.

Note When you use **Picklist & Pre-Shipper-Automatic** for pre-shippers that have a pack code, the report includes a secondary unit of measure below the primary unit of measure (UM).This applies only when an order line item requires a dual unit of measure, as specified in the Secondary UM panel on **Sales Order Lines** and serialization is enabled.

Due Date

Enter a range of due dates for selecting orders to be added to the pre-shipper.

Due Time

Enter a range of due times for selecting orders to be added to the pre-shipper.

Sales Order

Enter a range of sales orders for selecting orders to be added to the pre-shipper.

Ship-To

Enter a range of sales order ship-to addresses for selecting orders to be added to the pre-shipper.

Language ID

Enter a range of language codes for selecting orders to be added to the pre-shipper.

Site

Enter a range of sales order site codes for selecting orders to be added to the pre-shipper.

Address List Type

Specify an address list type for selecting pre-shippers to print.

List types are automatically assigned by the system based on the function where the operational address was created or updated.

If you have assigned user-defined list types to groups of customers, you can use this type to generate pre-shippers in one program execution.

Item Number

Enter a range of item numbers for selecting sales order lines to be added to the pre-shipper.

Reference

Enter a range of reference values for selecting orders to be added to the pre-shipper.

Ship Via

Enter a range of ship via codes for selecting orders to be added to the pre-shipper.

Break on Maximum Weight

Enter a value to only create picklists that do not exceed the specified weight maximum.

If zero, gross weight will have no effect on picklist creation. If non-zero, the system will ensure that no picklists will be created with a gross weight that exceeds the entered maximum weight.

Before a new line item is added to a picklist, the system checks whether the gross weight of the picklist, including the new line item, exceeds the specified weight maximum. If it does not exceed the specified weight maximum, the system will add the line item to the picklist. Otherwise, the system will create a new picklist and add the line item to the new picklist.

UM

The unit of measure associated with Break on Maximum Weight.

Break on Maximum Volume

Enter a value to only create picklists that do not exceed the specified maximum volume.

If zero, volume will have no effect on picklist creation. If non-zero, the system will ensure that no picklists are created with a volume that exceeds the maximum volume entered.

Before a new line item is added to a picklist, the system checks whether the volume of the picklist, including the new line item, exceeds the specified maximum volume. If it does not, the system will add the

line item to the picklist. If it does, the system will create a new picklist and add the line item to it.

UM

The unit of measure associated with Break on Maximum Volume.

Break on Dock

Allows creation of separate picklists for the same dock code for customer scheduled orders.

- If yes, the system creates different picklists/pre-shippers for different customer scheduled orders with the same dock code.
- If no, the system creates only one picklist/pre-shipper for different customer scheduled orders with the same dock code.

  Note Break on Dock is applicable only to Customer Scheduled Orders.

Firm Requirements Only

When this option is selected, the system includes only customer Required Ship Schedule (RSS) lines that have the Pick Qualifier value set either to Firm or to <blank>; that is, Pick Qualifier cannot be Planned.

This field defaults from **Logistics Control**.

Auto Allocation

When this option is selected, the system performs general inventory allocation for confirmed sales order lines that are not yet general allocated at the time **Picklist & Pre-Shipper - Automatic** is run. Allocations also depend on two settings in **Sales Control**: Limit Allocations to Available to Allocate and Allocate Sales Order Lines due in Days.

If Limit Allocations to Available to Allocate is selected, allocations are limited to the quantity available to allocate. If there is not enough inventory to allocate the entire order, the system partial allocates the inventory. If there is zero quantity available to allocate, the system does not allocate inventory for this sales order, even if Auto Allocate is selected.

Picklist & Pre-Shipper - Automatic is also affected by the value of Allocate Sales Order Lines due in Days in **Sales Control**.

- Allocate Sales Order Lines is 0. No automatic allocations take place, regardless of the setting of Auto Allocate. Any manual allocations previously made in **Sales Orders** are allocated and picked for the pre-shipper.
- Allocate Sales Order Lines is greater than 0 and Auto Allocate is selected. Sales order lines with appropriate due dates are automatically allocated. If the due date on the sales order is

outside the days set by this field, the system will not general allocate any inventory for this sales order. If allocations were made previously, they are reset by this function.

For example, the system does not general allocate inventory for a sales order with the following settings:

- Today is 04/25/20.
- The due date on the sales order is 05/27/20.
- Allocate Sales Order Lines due in Days is set to 10.
- Auto Allocate is selected.

◦ Allocate Sales Order Lines is greater than 0 and Auto Allocate is cleared. No allocation changes are made. Any quantity previously allocated on the sales order line remains unchanged.

Picklist & Pre-Shipper - Automatic only detail allocates sales order lines that have been general allocated.

You can general allocate sales order lines when:

◦ Entering the sales order line (depending on the options set in **Sales Control**)

◦ Using Sales Order Manual Allocations or Sales Order Auto Allocations

Allocate Components

Specify whether to automatically apply pick logic and create detail inventory allocations for components of configured kits.

Cleared: System uses the site from the sales order line for the site and default item location. In both cases, the quantity to ship for a component is determined by the quantity open for the configured kit item, rather than the quantity available to allocate for the component.

Selected: System creates detail allocations for confirmed sales order lines. For detail allocations, select this option even when Available Kit Quantity to Ship has been used to update detailed allocations.

Ship Avail Qty for Kit

This field determines the quantity picked for kit items. A kit is a type of configured item that represents a set of items that are picked and shipped together; no real assembly takes place.

Cleared: The quantity to ship for the kit item is set to the corresponding quantity open on the order line.

Selected: The system determines the component of the kit with the least quantity available to allocate. The quantity to ship for the kit item is set to this quantity. This ensures that complete kits are shipped.

Note Selecting Stage Open Quantities overrides a selected value in Ship Avail Qty for Kit.

Use the Available Kit Quantity to Ship program to create or display allocations, based on the kit component with the least quantity available to allocate.

Include Packing List Comments

This option is used together with the parameter Max Lines on a Picklist in Container/Shipper Control. It determines whether to consider the size of pack list comments when calculating the maximum number of lines to be printed on a picklist.

Selected: Enough room will be left on each page to print associated pack list comments.

Cleared: The space required to print pack lists comments will not be considered when calculating how many lines to print on a page.

If the parameter Max Lines on a Picklist in Container/Shipper Control equals zero, this option has no effect.

Stage Open Quantities

This field determines whether the system creates picklists for sales order lines that cannot be detail allocated because inventory is not available at the time this function is run.

Cleared: Picklists are created based on sales order lines that have been detail allocated only.

Selected: Picklists are created based on open sales order line quantities. The open sales order line quantity does not have to be detail allocated.

Because memo items cannot be detail allocated, this field has no effect on how such items are selected for printing on a picklist. Use Print Only Lines to Pick to control printing for memo items.

Note Selecting Stage Open Quantities overrides the values of Auto Allocation and Ship Avail Qty for Kit. If selected, Use Containers cannot be selected.

This option is useful if inventory is not available when you create the picklists, but you are very certain that inventory will become available soon.

Note If Receive F/A in SO is selected in Configured Products Control, configured item quantities always print on the picklist, regardless of how Stage Open Quantities is set. ATO items print at their default order quantities, while the quantity to print for kit items is determined by the setting of Ship Avail Qty for Kit.

Print Only Lines to Pick

This field indicates whether to print only allocated quantities on the picklist. The default is from the Pick Only Allocated Lines field in **Sales Control**.

Cleared: All lines with a nonzero open quantity are printed, regardless of the quantity allocated.

Selected: Only line items with a nonzero quantity allocated are printed.

Stage Open Quantities also affects how inventory items are selected for printing in this program, based on whether they are detail allocated. However, memo items cannot be detail allocated. Print Only Lines to Pick is the only field that controls selection of memo items for printing on a picklist, regardless of the Stage Open Quantities setting. If Print Only Lines to Pick is cleared, the memo item open quantity prints on the picklist. If the field is selected, only the allocated quantity of the memo item prints. If no quantity is allocated, the printed picklist does not include the memo item.

Note If Receive F/A in SO is selected in Configured Products Control, configured items always print on the picklist, regardless of how Print Only Lines to Pick is set.

In business environments where allocations are used, you should generally select Print Only Lines to Pick.

Allocations are typically used by Sales or other departments to communicate shipping requirements to the order fulfillment department or distribution center. This way, items are shipped based on the priority of individual orders, rather than the sequence in which shipping requests are received.

Override Partial OK Flag

Indicate if the system should consider the partial shipment setting for each order when printing picklists.

Cleared: The system checks the value of Partial OK on each order and generates a picklist based on this setting. If the setting is cleared for the order, the system verifies that all line items for each site represented on the order are available (allocated) and can be completely shipped. If this is not true, a picklist does not print for any of the line items from that site. For example, lines 1 and 2 for site 100 and line 3 for site 200 all have the complete order quantity available. However, line 4 for site 200 has only a partial quantity available. When both Partial OK on the sales order and Override Partial OK are cleared, the system creates a picklist only for the site 100 lines.

Selected: The system generates a picklist and shipments are made when the entire order quantity is not available even when Partial OK is cleared on the order. This may occur when only some of the line items are ready to ship, or an individual line item can only be

partially satisfied. The remainder of the order remains in the system on backorder until it can be shipped.

Partial OK initially defaults from the customer record but can be changed on each sales order.

Regardless of the value in Partial OK, only packing lists for orders with a blank action status print.

Override the order value when there is a shortage and the customer has indicated they will accept a partial shipment. This lets you print a packing list, without going back into **Sales Orders** and changing the Partial OK field there.

CONFIGURED PRODUCTS

There are some special considerations with partial shipments and configured products. When Receive F/A in SO is selected in Configured Products Control, the final assembly work order receipt is processed at the time of sales order shipment. In this case, a picklist is always generated for a configured product, regardless of inventory availability. The Override Partial OK setting has no effect.

This setting is not ignored, however, when the picklist includes a combination of configured and non-configured items. A picklist is created only when the non-configured items are available to ship.

When Receive F/A in SO is cleared, the Partial OK setting is checked for configured items like any other items, since the receipt of the final assembly work order should have occurred before shipment takes place.

Print Features and Options

If you ship configured products that are assembled to order (ATO), use this field to include or exclude the list of features and options on this document.

Selected: Each configured item of type ATO prints, followed by a list of the features and options selected for that item.

Cleared: Only the parent item number of the configured product prints.

The system supports two types of configured products: kit and ATO. Kits represent a set of items that are picked and shipped together; no real assembly takes place. The components of kit configured items always print on formal documents, provided that Receive F/A in SO is selected in Configured Products Control.

An ATO configured item is a discrete end item in itself, produced from a combination of optional and mandatory components, specified during order entry. For these types of configured products you can choose whether to print features and options on printed documents such as quotes, orders, packing lists, and invoices.

Use Containers

Determines whether containers that meet specific criteria (see below) will be assigned to and referenced on picklists that are created.

Cleared: The system will not assign containers to picklists.

Selected: The system will assign containers that meet specific criteria to picklists that are created. The printed picklists will reference the assigned containers.

Note If selected, the Stage Open Quantities field cannot be selected.

Only containers that meet the following criteria will be assigned to picklists:

- The container has no parent—the container has not already been assigned to another container, picklist, or shipper.
- The container contains only the sales order line item number. Automatic container assignment does not work when containers contain more than one item number.
- The container contains a quantity of the sales order line item number that is equal to or less than the uncontainerized quantity for the sales order line.
- Customer scheduled orders only: The container item number is either the primary container for the scheduled order line or one of the alternate containers for the scheduled order line.

This option is useful when you temporarily store your finished goods in containers before shipping. It allows you to pick specific containers rather than items at specific locations.

Print Packing List Comments

Allows pack list comment lines to be printed on the pack list document.

Selected: Pack list comments will be printed on the pack list.

Cleared: Pack list comments will not be printed on the pack list.

Break on Sales Order

Allows creation of separate picklists for each sales order number.

If selected, the system creates picklists that relate to only one sales order. If cleared, the system combines multiple sales orders with identical ship-to address into one picklist.

Create Pre-Shipper in SO UM

Indicate which unit of measure the system should use when creating the picklist/pre-shipper:

Selected (the default): The picklist/pre-shipper is created and printed using the unit of measure specified on the sales order (SO UM) in **Sales Orders**.

Cleared: The picklist/pre-shipper is created and printed using the stocking unit of measure for the item on the sales order, as specified in Items.

Note This field only applies when an alternate UM (not the stocking UM) is specified on the sales order.

To print the pre-shipper/shipper later, use **Pre-Shipper/Shipper Print**, which lets you select either the sales order unit of measure or the shipper unit of measure.

Update

Select this field to run this program in update mode and change records in the database.

Clear the field to run this program in report-only mode, without updating the database. A report prints for review with SIMULATION displayed at the top of each page.

Shipping Demand

Managers of logistics and shipping can use the **Shipping Demand** browse to view the current status of their shipping requirements, allowing them to quickly focus on exceptions and areas of delay. This improves timely and efficient handling of outbound logistics processes, leading to better customer satisfaction with on-time and complete shipments.

Use the **Shipping Demand** browse to view each line due to ship for discrete sales orders, or each schedule detail due to ship on customer scheduled orders.

By default, this browse only shows lines due to ship 30 days before or 30 days in the future from the current date.

For each line or date/time, a separate browse row is shown for each pre-shipper/shipper for that line. Any previously shipped quantity shows on the first (oldest) shipper. Any open quantity shows on the last (newest) shipper.

If no pre-shippers/shippers are found for the line, the open quantity is shown.

This browse supports the following types of orders:

- Discrete order lines with open lines to ship
- Discrete order lines on pre-shippers/shippers
- Discrete order lines picked as serialized packs
- Requirement-based active RSS schedule details with an open quantity to ship
- Requirement-based active RSS schedule details on pegged pre-shippers/shippers
- Requirement-based active RSS schedule details picked with pegged serialized packs
- Cum-based active RSS schedule details with an open quantity to ship
- Cum-based active RSS schedule details on pegged pre-shippers/shippers
- Cum-based active RSS schedule details picked with pegged serialized packs
- Cum-based active RSS schedule details on unpegged pre-shippers/shippers for order line
- Cum-based active RSS schedule details picked as serialized packs on unpegged pre-shippers/shippers

Field Descriptions

Due Date

Displays the order due date as specified on the discrete order line or scheduled release line.

Due Time

Displays the order due time as specified on the scheduled release line. If this value is left blank on the order, displays value of 23:59.

Order

Displays the order number.

Ship-From

Displays the order line's site.

Ship-To Name

Displays the sort name associated with this order's ship-to.

Item

Displays the order line item.

Qty to Ship

Displays the open quantity not shipped. This is calculated as: *Quantity Ordered - Quantity Shipped*.

Qty to Pick

Displays the open quantity not currently picked to a pre-shipper or shipper. This is calculated as: *Quantity to Ship - Quantity to Pack - Quantity to Load*.

Values greater than zero are highlighted in red. This indicates that the order line has not been sent to the warehouse for picking.

Qty Allocated

Displays the total quantity of this item already allocated to the order line.

Qty on Hand

Displays the quantity on hand of this item at the ship-from site.

Values less than the quantity to pick are highlighted in red. This indicates a potential issue with fulfilling this order line from inventory stock.

Qty Available

Displays the quantity of this item available not currently allocated to other orders. This is calculated using the Calc for Qty Avail to Allocate option in Sales Control.

Qty to Pack

Displays the quantity on the shipper. If a serialized item, this is the quantity that does not belong to a serialized pack.

- For a serialized item, values greater than zero are highlighted in orange. This indicates that the serialized item has not been packaged into packs.
- For a non-serialized item on a pre-shipper, values greater than zero are highlighted in yellow. This indicates that the item has been picked, but is not ready to ship.
- For a non-serialized item on a shipper, values greater than zero are highlighted in green. This indicates that the item is ready to ship.

Qty to Load

For a serialized item, displays the quantity on the shipper that belongs to a serialized pack.

Shipper

Displays the pre-shipper or shipper referencing order line sorted by shipper number. Shippers display first, then pre-shippers.

Total Packs

For a serialized item, displays the total number of master packs for this shipper containing this item quantity.

Loaded Packs

For a serialized item, displays the total number of master packs for this shipper containing this item quantity that have been already loaded into a truck.

Values less than the total number of master packs on this order are highlighted in yellow. This indicates that the shipment is not ready to be confirmed.

Values greater than or equal to the total number of master packs on this order are highlighted in green. This indicates that the shipment is ready to be confirmed.

Line

Displays the order line number.

Qty Ordered

Displays the order line or scheduled release quantity specific to this shipper. This is calculated as: *Quantity to Pack* + *Quantity to Load* + *Quantity Shipped.*

Qty Shipped

Displays the total quantity of the items on this order already shipped.

Confirmed

Displays whether this order is confirmed. Reads either Yes or No.

Hold Status

Displays the order hold status as indicated by the action status on the order.

Est Ship Weight

Displays the estimated shipping weight. This is calculated as: *Quantity to Ship * Item Master Net Weight.*

Ship-To

Displays the order ship-to address code.

Order Type

Displays *SO* for discrete sales orders and *CSO* for customer scheduled orders.

Reference

Displays the customer reference from the scheduled release line.

Customer PO

Display the customer purchase order number from the order or scheduled release line.

Serialized

Display whether the item is serial controlled. This is calculated based on the item's serial control or the ship-from site's serial control in **Inventory Control**.

Shipper Type

Displays whether the item is on a pre-shipper (type *P*) or shipper (type *S*).

Ship Via

Display the ship via code from the order.

Shipping History

Shipping History is a browse that allows you to review the history of shippers, to trace the activity related to the shipping information.

Use this browse to view the historical records of shippers and shipping details.

Important You can also directly access the Shipping History Serial browse by selecting the drilldown link in the Shipping History OID number. This allows you to easily find which serial numbers are included on a specific shipper.

Pre-Shippers and Shippers

Using **Pre-Shippers** and **Shippers** enables you to confirm a selection of inventory items needed to fulfill an order.

Pre-Shippers

A pre-shipper is a document used to select containers and product inventory for shipment. When you select products and containers on pre-shippers, the inventory for those items can be detail allocated, if it has not been already. Pre-shippers are similar to sales order picklists and can be printed in **Pre-Shipper/Shipper Print**.

A confirmed pre-shipper becomes a shipper—a document accompanying the shipment as a record of what is included. You can send a shipper electronically as an advance ship notice (ASN) when the shipment leaves your dock or send it with the shipment as a packing list.

The system makes a distinction between pre-shippers and shippers and numbers them separately. This distinction accommodates businesses that must number their shipments consecutively.

If you are required to maintain consecutive shipper numbering based on the order in which products leave the dock, always create pre-shippers. You can turn them into shippers when they are ready to be sent, ensuring that consecutive shipper numbers are assigned.

Customer demand drives pre-shipper creation and, therefore, detail allocation of product inventory. Requirements from sales orders and customer schedules become the pre-shipper, and the pre-shipper becomes the shipper. The data from each document carries forward with each step in the shipping cycle. Once created, pre-shippers can be merged into other pre-shippers or shippers.

To confirm the currently selected pre-shipper and convert it to a shipper, select Actions > Individual > Confirm on page 1339.

The Confirm action also allows you to print the shipper and invoice the associated order lines.

Note When deleting a pre-shipper, a confirmation message appears asking to delete the general allocated picked quantity.

- Select Yes to reallocate the picked quantity.
- Select No to keep the quantity allocated.

Main

Ship-From

The site in which this pre-shipper/shipper will be assembled and shipped.

The fields Ship-From and Pre-shipper uniquely identify a pre-shipper record. If a pre-shipper exists for the entered values, that pre-shipper

will be retrieved, and you can maintain it. If a pre-shipper does not exist for the entered values, you can create a new pre-shipper.

Pre-shipper records represent pre-shippers being prepared for shipment. Additionally, content information— the product being sold or container records—is assigned to the pre-shipper records.

Ship-to

The ship-to or dock address code to which this pre-shipper is to be delivered.

A pre-shipper record can have its delivery address specified as either a customer, ship-to, or dock address code. When assigning item contents to a pre-shipper, (scheduled) sales order detail records referenced must be for orders that have ship-to codes equal to this value or, if this value is a dock, to the parent code of the dock.

Modification of this field is allowed only if this record does not have any contents assigned.

Pre-Shipper

An identification number for the pre-shipper.

The default value depends on whether you use shipping groups. If you do, Pre-Shipper is assigned based on the numbering sequence associated with the shipping group. If not, Pre-Shipper is assigned by the numbering sequence specified in **Logistics Control**. In either case, if the sequence is External, the system leaves the field blank so you can manually enter a value.

Shipping Group

The system displays a shipping group code.

Shipping groups, defined in **Shipping Groups**, contain source and/or destination addresses that include inventory movement and carrier defaults. The system uses the attributes of a shipping group when processing a shipment from any source address to any destination address within the group.

To determine this value, the system search logic uses the following sequence:

1. Shipping group that matches both source and destination addresses of the shipment.
2. Shipping group that matches the shipment’s destination address and has a blank source address.
3. Shipping group that matches the shipment’s destination address and has a blank source address.
4. If no matching shipping group is found, shipping group with blank source and destination addresses.

Inventory Movement Code

Enter an inventory movement code for this shipment. If specified, the system verifies that the code exists in the inventory movement detail record for the specified shipping group. If no shipping group is available for the Ship-From/Ship-To/Dock address combination, this field must be left blank.

The default is the inventory movement code associated with the ISS-SO transaction for the specified shipping group. If none is found, Inventory Movement Code defaults to blank.

Inventory movement codes are mandatory when Require Inventory Movement Codes is selected in **Logistics Control**.

Inventory movement codes identify and describe the reason for an inventory transaction such as sales order shipments inside the country. Codes can be printed on shipping documents. This is a common business practice in many countries, and a legal requirement in others such as Argentina.

Status

The system displays the current status of the pre-shipper:

- Unconfirmed (default)
- Canceled

  Note

  You can change the field to Canceled only if all line items and containers are deleted from the pre-shipper.

Cancel Date

If Status is set to Canceled, the system displays the date of the status change. If you change the field back to Unconfirmed, the system clears the date.

Ship Via

Indicates a code identifying the carrier normally used for shipments to this customer.

Incoterms

Specifies an International Commercial Term for this order. It identifies where title passes to the buyer and is used to indicate who pays shipping charges.

Pre-Shipper Options

Document Format

Specify the document format used to print this pre-shipper. Document format must be a valid format of a type applicable to shippers. This

field defaults from the document format value specified for the shipping group if available; otherwise, it defaults from **Logistics Control**.

Assigning a document format to a shipping group identifies a particular format or layout used when creating shipping documents. It can also contain instructions for the internal processes the system uses when printing a document in the specified format.

If you modify the format for a document that has already printed, the system issues a warning message, but permits you to proceed.

Consolidate

Specifies whether consolidating shipments with multiple originating transactions of a given type (sales orders, transfers, and so on) is prohibited, allowed, or required for this address.

- Optional: Default. Allows shipment consolidation, but does not require it.
- No: Prohibits shipment consolidation. You cannot prohibit shipment consolidation if any source address in this shipping group requires consolidation.
- Yes: Requires shipment consolidation. You cannot require shipment consolidation if any source address in this shipping group prohibits consolidation.

The system considers the shipment consolidation requirements of both the source and destination addresses when determining the consolidation requirements of a shipment. If either address requires consolidation, the shipment has to be consolidated. If either address prohibits consolidation, the shipment cannot be consolidated. You cannot establish a shipping group containing a source/destination address combination in which one address requires consolidation and one address prohibits it.

Language

Specify a valid active language set up in **Languages** used when associating header, line item, and trailer comments with this pre-shipper.

This field defaults from the ship-to address of the shipment.

You can select shipments for printing by their language code.

Pre-Shipper Lines

The lines grid displays existing pre-shipper line records in a hierarchical (tree list) grid. Click a line to access a limited number of values in the grid. Click New to add a line in summary mode. Click Details to view or update more details of the selected line in the Pre-Shipper Details panels.

You can also click New at the detail level to enter a new pre-shipper line. You can either add items at the top level of the pre-shipper, or add container items and then populate them with additional container levels or items by clicking Add Child in the tree grid.

Note The system displays an error message if you attempt to add a child to an item-type line.

In some cases, two separate grids might display - Pending Pick Lines, which displays lines still available to be picked, and Picked Lines, which displays all lines already picked for this order.

To change the tree structure by moving items between containers, click Drag & Drop. When you drop an item into a different container, the system automatically saves the reconfigured structure.

You can use the same drag-and-drop technique to create or modify container structures; for example, drag one container onto another to make it a subcontainer.

When you delete a container line from the tree structure, the system prompts you to delete one of the following:

- The container from the pre-shipper
- The container and contents from the pre-shipper
- The container from the system
- The container and contents from the system

  Note When deleting a pre-shipper line, a confirmation message appears asking to delete the general allocated picked quantity.

  - Select Yes to reallocate the picked quantity.
  - Select No to keep the quantity allocated.

Main (Detail Lines)

This panel displays when you select a line from the grid and click Details. You can update a limited number of fields.

Type

The type of the added shipper line: Item or Container.

Available fields vary based on this value.

Order

Optionally, enter the number of the sales order and line that represents the item to be included as contents of this pre-shipper. The system validates that this order exists for the specified ship-to or dock address and ship-from site.

You can leave this field blank and instead enter an item number and customer purchase order number if the sales order references the purchase order.

Line

Enter the line on the order specified in the Order field associated with the items on the pre-shipper.

Item

The ID of the item being added to this pre-shipper.

You also must enter either a valid sales order and line number, or the customer's purchase order referenced on a scheduled order. The system validates that a scheduled order exists for this item with the specified ship-to or dock address and ship-from site.

Container ID

When Type is Container, identify the number for the container record. Along with Ship-From Site, Container ID uniquely identifies a container record.

Container records represent containers being prepared for shipment. Additionally, you can assign content information to container records. Contents can be either the product being sold, or can be subcontainers, such as cardboard boxes that are packed onto a pallet.

Container/Item

When Type is Container, specify the item number of the container, defined in **Items**; for example, the item number assigned to the pallet or shipping carton, packing material, and labels.

When a shipper is confirmed, the quantity on-hand of this item is reduced with an unplanned-issue type inventory transaction.

Purchase Order

The number of the customer's purchase order that created the demand for the item to be included as contents of this shipper. For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Customer Reference

Customer Reference can be a customer item number or any reference number given by the customer.

For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Validation of this field depends on the value of the Customer Ref is Customer Item field in **Logistics Control**.

- If Customer Ref is Customer Item is selected, you must provide a valid customer item number. When a customer item defaults, it corresponds to the internal item number entered in **Items**. Alternatively, if you enter a customer item in **Items**, then that

customer item defaults here. Any value you enter here is validated against existing customer item numbers.

- If Customer Ref is Customer Item is cleared, optionally enter any customer reference. This value is not validated.

Model Year

The model year of the automobile associated with the item on this pre-shipper line.

For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Pre-Shipper Line Options (Detail Lines)

Multi Entry

Select this option to display additional frames that let you allocate line quantities from multiple different locations, lots, and so on. For example, this mode supports standard serial functionality. When you select Multi Entry and enter a value in the Lot/Serial field in the Inventory Details panel, the system uses the number in Quantity to assign the appropriate number of sequential serial numbers.

Taxable

Specify whether taxes are added on the line items.

Detail Allocations

Specify whether you want to make detail allocations during the creation of the pre-shipper. When you select this option, an additional window displays where you can enter specific locations, lot/serial numbers, and lot references.

Cancel B/O

Specify how the system handles any remaining open quantity:

- Cleared: Any remaining quantity required remains open on backorder. This quantity is processed at some future time.
- Selected: The quantity open is canceled and not issued later.

Ship Avail Qty for Kit

This field determines the quantity picked for kit items. A kit is a type of configured item that represents a set of items that are picked and shipped together; no real assembly takes place.

- Cleared: The quantity to ship for the kit item is set to the corresponding quantity open on the order line.
- Selected: The system determines the component of the kit with the least quantity available to allocate. The quantity to ship for the kit item is set to this quantity. This ensures that complete kits are shipped.

Note This field can be selected only when Detail Allocations is selected.

Inventory Details (Detail Lines)

Available fields in Inventory Details vary based on the Type field; some values apply only to items and others only to containers.

Site

The default site code for the item entered on this screen.

You can enter multiple sites for the item by selecting Multi Entry.

Entity

The entity code of the ship-from site.

Location

The location where this item is stored in inventory. Location defaults from the sales or purchase order specified. To enter multiple locations for the item, select Multi Entry.

Quantity

Enter the quantity of this item to ship.

UM Conversion

The conversion factor converting quantities stated in terms of the alternate unit of measure back into terms of the item unit of measure. This is expressed as the ratio of the alternate unit of measure to the item unit of measure.

Final Assembly Work Order ID

Enter the final assembly work order ID for an assemble-to-order configured item to be used when the pre-shipper is confirmed.

Lot/Serial

The default lot/serial number for the item to ship.

Use Lot/Serial to specify detailed information. If location and lot/serial are left blank, the system allocates inventory from the item’s default site/location. This is general allocation.

Reference

The default reference number for the item to ship.

Quantity Picked

Enter the quantity picked for this item for this sales order line. This quantity can also be modified using Sales Order Manual Allocations.

Quantity on Hand

The system displays the quantity on hand of the item.

Quantity on Order

The system displays the total quantity on order for this item at this site.

Quantity Available to Allocate

The system displays the total quantity available to allocate for this item at this site.

Weight (Detail Lines)

Note When Serialization is enabled, weight calculation logic is modified. For more information on this, please see the section on Weight Calculations—Serialized Shippers/Pre-Shippers on page 1399.

Net Weight

Enter the net weight of the item. Net weight represents the item weight without packaging. This value defaults from the net weight specified in **Items**.

Net weight is used in calculating the tare weight.

Tare Weight

Tare weight is the difference between the item ship weight and net weight.

Gross Weight

The ship weight—that is, the combined weight of the product and all packing materials or containers.

This value can only be modified at header level.

Volume

Enter the volume of the item. This value defaults from the volume specified in **Items**.

Volume is used in calculating the volume for the shipment.

Billing > Charges (Detail Lines)

This panel displays only if your company is using line charges, and if those charges apply to the order customer on this pre-shipper line. The system displays any existing charges from the sales order. You can add new charges, or update the Reference field on existing charges. However, you cannot delete or modify the amount of an existing charge. The system updates the details shown in **Sales Orders** with any changes.

Line

System-maintained sequence number for the list of charges.

Charge Type

The charge type to use when calculating container charges that apply to this line. Define charge types in Charge Types.

Amount

The amount of the additional line charge.

Currency

The currency code associated with the charge. Defaults to order currency.

Code

The trailer code associated with this charge. Determines taxable status of charge.

Description

A brief description of the charge.

Reference

An optional reference for this charge.

Main (Pre-Shipper Picked Detail Lines)

This panel displays when you select a line from the grid and click Details. You can update a limited number of fields.

Serial

Displays the serial ID for this picked line.

Pack Code

Displays the pack code of the serial ID.

Item

Displays the item number for the loose items to add to the picked pack associated with a pre-shipper/shipper.

Stage

Displays the stage associated with the pack or item associated with that line.

External ID

Displays the external ID associated with the serial ID, when applicable.

Inventory Detail (Pre-Shipper Picked Detail Lines)

Site

Displays the site at which the item is stored. This field is display only when you have entered a child serial ID.

Entity

Displays the entity associated with the site.

Location

Displays the destination location to which the packs moved.

Quantity

Displays the total quantity available.

Quantity Picked

Displays the number of items in the serial ID picked for the SO and line.

Lot/Serial

Displays the lot/serial number associated with the item loaded into its parent pack.

Reference

Displays the default reference number for the item entered on this screen.

Quantity in Pack

Displays the total open quantity of this item.

Open Order Quantity

Displays the total open quantity of this item.

Weight (Pre-Shipper Picked Detail Lines)

Note When Serialization is enabled, weight calculation logic is modified. For more information on this, see the section on Weight Calculations—Serialized Shippers/Pre-Shippers on page 1399.

Net Weight

Enter the net weight of the item. Net weight represents the item weight without packaging. This value defaults from the net weight specified in **Items**. This field is read only.

Net weight is used in calculating the tare weight.

Tare Weight

Tare weight is the difference between the item ship weight and net weight. This field is read only.

Gross Weight

Enter the ship weight—that is, the combined weight of the product and all packing materials or containers.

Volume

Enter the volume of the item. This value defaults from the volume specified in **Items**.

Volume is used in calculating the volume for the shipment.

Shipment Performance (Pre-Shipper Picked Detail Lines)

This panel is enabled when the Enter Reason Codes in Workbench setting is enabled in **Logistics Control**.

Enter shipment performance reason codes for pending shipments. Enter reason codes related to the timeliness and completeness of a shipment. You can optionally add comments for those reason codes assignments.

Reason - Time

The system displays any reason code related to the timeliness of the shipment. This field is validated against values defined in **Reason Codes** for a reason type of shiptime.

Reason - Qty

The system displays the reason code related to the completeness of the shipment.

This field is validated against values defined in **Reason Codes** for a reason type of shipqty.

Notes

Create, edit, and delete notes attached to the Shipment Performance Data record. Up to 99 pages of notes can be added to a Shipment Performance Data record. In the Notes Details form, you can add the predefined master references to Shipment Performance Data records.

Notes

Field	Description
New	Adds a note record to the Notes panel.
Edit	Opens the selected note record for editing.
Delete	Deletes the selected note record.
Details	Opens the Shipment Performance History Comment screen where you can select and insert the Master Note to use or edit.

Pre-Shipper Picked Lines (Pre-Shipper Picked Detail Lines)

The Pre-Shipper Picked Lines grid displays picked lines.

Click Unpick to unpick this line. Click Details to open the Pre-Shipper Picked Detail for this line. The only field able to be modified is **Cancel B/O**.

Cancel B/O

Specify how the system handles any remaining open quantity:

- Cleared: Any remaining quantity required remains open on backorder. This quantity is processed at some future time.
- Selected: The quantity open is canceled and not issued later.

Carriers

Use the grid to enter one or more carriers who will provide transportation services for this pre-shipper. Click New to add a new carrier.

Carrier

The address code of the carrier used for this shipment, defined in **Carriers**.

Sequence

If the pre-shipper record includes a series of carriers, specify a relative sequence number. When you add a new carrier, the default is the next available number. You cannot change the value after saving the pre-shipper record.

Additional fields include more carrier- and shipment-related information.

Ship Via

Enter a code identifying the carrier responsible for this shipment. This field defaults from the value specified on the order associated with the pre-shipper, if any.

Ship Via is validated against predefined values entered in **Generalized Codes** for field abs_shipvia, if any. It prints on formal documents such as pre-shippers, shippers, bills of lading, and invoices.

Terms of Trade Point

Enter the terms of trade point for this shipment. The terms of trade point identifies when title passes to the buyer from the seller, as well as who pays shipping.

Mode of Transport

Enter the mode of transport for the shipment such as air or sea. This field is for reference only.

Carrier Shipment Reference

Enter a shipment reference number supplied by the carrier such as a bill of lading number, carrier tracking number, or packing slip number.

Vehicle ID

Optionally, enter an identifier representing the carrier's vehicle. This field is for reference only.

Payment Type

Specify the payment type. Use Payment Type and Carrier Account to inform carriers of the accounts that require shipment payment collection.

Carrier Account

Specify the carrier account code. Use Carrier Account and Payment Type to inform carriers of the accounts that require shipment payment collection.

Totals

Note When Serialization is enabled, weight calculation logic is modified. For more information on this, please see the section on Weight Calculations—Serialized Shippers/Pre-Shippers on page 1399.

Net Weight

Net weight represents the item weight without packaging. This value defaults from the net weight specified in **Items**.

Net weight is used in calculating the tare weight.

Cannot be modified at header level.

Tare Weight

Tare weight is the difference between the item ship weight and net weight.

Cannot be modified at header level.

Gross Weight

The ship weight—that is, the combined weight of the product and all packing materials or containers. This value cannot be modified at the detail level.

Volume

Enter the volume of the item. This value defaults from the volume specified in **Items**.

Volume is used in calculating the volume for the shipment.

Total Pallets

Enter the number of pallets or skids included in this shipment. This value is for reference. It prints on shipping documents and bills of lading.

Logistics Accounting

This panel is enabled when the Use Logistics Accounting setting is enabled in **Logistics Control**. The system populates most of the fields by using the available sales order information, specifically in the Shipper Lines panel. For example, if you add (or remove) line records in the Shipper Line grid, the Logistics Accounting panel gets the totals for all the lines or removes them, respectively.

Note All lines must have unique Logistics Charge Codes in order to get a total number or sum from all of the different lines.

Logistics Charge Code

Enter a code identifying a logistics charge.

Logistics charges are the transportation costs incurred when items are moved into and out of company locations by a third-party logistics supplier. These charges can include freight, duty, customs clearance, insurance, and so on.

Logistics Supplier

Enter an address code identifying the supplier associated with a logistics charge.

A logistics supplier is a third-party supplier associated with the transportation of goods into and out of company locations. Logistics suppliers can include any company or government agency providing freight, insurance, handling, customs clearance, and so on.

Charge

Enter the charge amount.

Amount

Released amount.

Type

Specify the unit’s type.

The system only prompts for this when the apportion method is 2, 3, or 4. If the type is Bulk, the logistics charge is only charged when the first receipt of goods is transacted. If additional receipts are made, this particular charge is not charged again. When the type is Unit, for each and every receipt logistics charges are calculated based on the apportion method.

There are three valid types:

- Bulk
- Unit
- <Blank>

Unit of Measure

Enter a unit of measure that corresponds to the specified apportion method.

Currency

Enter a currency code, either foreign or base, to select only transactions in the specified currency. Leave blank to select all transactions within the other criteria. In this case, all amounts are converted to the base currency for display.

If you are not using multiple currencies, leave this field blank or set to your base currency.

Each domain has a base currency. You can specify foreign currencies during sales, purchasing, service, and accounting transactions. Each currency must be predefined, and a valid exchange rate must exist for the transaction effective date.

Exchange Rate From

If the transaction currency is not the same as the domain base currency, the applicable accounting exchange rate displays and can be edited; otherwise, the system displays 1 and the field cannot be changed.

Exchange Rate To

If the transaction currency is not the same as the domain base currency, the applicable accounting exchange rate displays and can be edited; otherwise, the system displays 1 and the field cannot be changed.

Fixed Rate

Select this checkbox to indicate that the exchange rate relationship is fixed on this transaction.

Selected: The system does not look for a more current exchange rate at the next step in the transaction business cycle. Instead, the system uses the fixed rate for all calculations.

Cleared: The system looks for the current exchange rate at later points in the transaction life cycle. Amounts are updated based on the current exchange rate, which may result in exchange rate variances.

For example, if Fixed Rate is No for a sales order, invoice, call, contract, or return material authorization, the exchange rate is updated at invoice post. For purchase orders, the exchange rate is updated when the purchase receipt is matched with the supplier invoice.

Notes

On the Notes panel, you can add, edit, and delete notes attached to the pre-shipper. Up to 99 pages of notes can be added to a pre-shipper.

In the Notes Details window, you can add the predefined master references to the pre-shipper. In the Notes Details window, you can also specify whether to print the notes as follows:

- Print On Pre-Shipper/Shipper
- Print on Bill of Lading

Trailer Notes

On the Trailer Notes panel, you can add, edit, and delete trailer notes attached to the pre-shipper. Up to 99 pages of notes can be added to a pre-shipper.

In the Trailer Notes Details window, you can add the predefined master references to the pre-shipper. In the Trailer Notes Details window, you can also specify whether to print the notes as follows:

- Print On Pre-Shipper/Shipper
- Print on Bill of Lading

Actions

The Actions drop down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Pick & Pack Action

Choose Actions > *Individual* > Pick & Pack to load inventory into a pack or add lower-level packs on an existing pack.

You can:

- Package picked packs or inventory into a parent pack
- Build active packs or inventory into picked packs on the current pre-shipper/shipper
- Directly pick the packs or items from the inventory for the current pre-shipper/shipper

In the main panel, indicate the parent pack information.

Use the Contents panel grid to further maintain item or serial information within this pack.

This action plays a key role in serialized outbound shipping. See the section on Pick & Pack Scenarios on Pre-Shippers/Shippers for examples displaying the various capabilities of this function.

Note When you enable serialization in Inventory Control and pick a serial for a specific order line, the Secondary UM Qty Picked field in Sales Order Lines is automatically updated. For example, if the Secondary UM Qty Picked field on a Sales Order line is 0 and you pick one associated serial using the Pick and Pack action, the field's value will automatically update to 1.

Main Panel

Master Serial

Enter a valid serial ID of the parent pack or leave blank. The serial ID can be of a unit pack or an assembly pack.

This field contains a drill-down link to **Multiple Pack Stage Change**.

Pack Code

This field displays the pack code. When serial control of the unit pack is set to Never in **Pack Codes**, the system tries to find the higher level with serial control that is not set to Never, and the system multiplies the quantity per of the parent level with the quantity per of the current level.

If this is a new unit pack or assembly pack, the system determines the BOP code from **Item Packaging**, based on item, site, and address. It then defaults the unit pack code in the packaging structure to this field.

Total Inventory in Packs has two fields. The system defaults the quantity per at the unit pack or item level in the packaging structure to the second field of Total Inventory in Packs as the standard pack quantity.

For an assembly pack, since the system can determine the pack code of the child pack based on the serial ID you enter, the higher level of the child pack code in the packaging structure displays here, and the corresponding quantity per displays on the second field of the Number of Child Packs field as the standard pack quantity.

Master Serial Stage

Displays the stage associated with the pack identified in the Master Serial field. A code of Active is required to successfully use this action.

Contents Panel

The Contents Panel grid displays the contents of the parent pack indicated in the Main panel.

Click +New to add a new line.

Click Multi Order/Line to pick from multiple orders.

Click Copy Order to All Lines to copy the Order and Line number of the selected line to all other lines. The following conditions must be met:

- All other lines must share the same Item code.
- All other lines must have a blank order and line number.
- All other Lines must have Multi Order/Line set to No.

Type

Indicate whether this line is loose items or a serialized pack. Options are Item or Serial.

Serial

Enter a valid serial ID to pick for the pre-shipper/shipper. Item serial ID, unit pack, and assembly pack are all supported. If the entered serial ID is aggregated on an active pack, the system prompts you to remove the pack from its master pack automatically. If you enter a serial ID that is picked for the current pre-shipper/shipper, it means that you want to

unpick it. Do not enter a serial ID that is picked for another pre-shipper/shipper.

Stage

Displays the stage associated with the pack or item associated with that line.

Pack Code

Enter the pack code of the serial ID.

Description

Displays a description of the serial ID.

Item

Enter the item number for the loose items to add to the picked pack associated with a pre-shipper/shipper.

Description

Displays a description of the item.

Site

Enter the site at which the item is stored. This field is display only when you have entered a child serial ID. You cannot leave this field blank. The default is the global site.

Location

Enter the destination location to which the packs move.

Note If the specified pack is associated with an open task in Warehousing, the system does not transfer it to the specified location.

Lot/Serial

Enter the lot/serial number associated with the item to be loaded into its parent pack. This field is display only when you have entered a child serial ID.

Reference

The default reference number for the item entered on this screen.

Quantity in Pack

Displays the total quantity available to be picked.

Quantity to Pick

Enter the number of items in the serial ID to pick for the SO and line. The value defaults from the Qty in Pack of the entered serial ID. When you enter a serial ID that is an assembly pack, the system calculates the quantity of the inventory items and defaults the value here.

Note When you pick the first pack for the item, the system moves the quantity picked in allocation detail to the quantity allocated when it is

not 0 (zero). As you continue to pick the pack, the system uses the existing logic to move the allocated quantity to the quantity picked.

UM

Displays the unit of measure in which the net weight is expressed, such as CF, SF, CM. This field is validated against predefined values entered in **Generalized Codes** for field pt_size_um, if any.

Multi

Specifies whether you want to enter a series of default carriers for this shipping group and inventory movement code.

- Yes: Specifies that this shipping group and inventory movement code require more than one default carrier. After the inventory movement detail entries are complete, the Carriers frame displays where you can enter multiple default carriers.
- No: Specifies that only one default carrier is required for this shipping group and inventory movement code.

Default: For existing records with multiple carriers assigned, the default is Yes. For existing records with a single carrier entered, the default is No.

If you specify Yes, the system prompts for additional carriers.

This is an interface field only and is not stored in the Shipping Group Detail record.

Sales Order

Indicate the sales order (or customer scheduled order) line for which the serial ID is packed. Sales Order and Line default in the following way:

- When you previously picked for the pre-shipper or shipper for the entered serial ID, the system displays the sales order line specified during picking.
- When the serial ID is linked with a sales order line, the system verifies that the sales order line has the same ship-from and ship-to as the pre-shipper/shipper. When Yes, it defaults the sales order and line.
- When the serial ID is linked with a master sales order line and the sales order line has a different pre-shipper/shipper ship-from or ship-to, the system locates other sales order lines that have the same sold-to, PO, and item as the master sales order line. If one of them matches, the pre-shipper/shipper ship-from and ship-to default from the matching sales order and line.
- If the pre-shipper/shipper has pending pick items, the system locates a sales order line in the pending pick list—based on the

item number held in the serial—and defaults the sales order and line.

Line

Indicate the line number from this sales order.

Open Quantity

Displays the total open quantity of this item.

Quantity Picked

Displays the total quantity of material picked on this inventory transaction. This is the quantity to be taken out of stock.

Purchase Order

Optionally enter the number of the customer's purchase order that created the demand for the item to be included as contents of this shipper. The system does not accept a purchase order number when Item is blank.

The system validates that a scheduled order referencing this purchase order exists for this item with the specified ship-to or dock address and ship-from site.

You can leave this field blank and instead enter just a valid scheduled order and line number.

Printed

If selected, indicates that this line has already been printed.

External Serial

Displays the external serial number, when available.

Validate Action

Choose Actions > *Individual* > Validate to confirm that a newly created pre-shipper's content and structure are valid. Any shipper can be verified.

The validation process does not use external execution files to validate shippers. Once you run the validation, the program reports on the failure or success of the pre-shipper validation. The system displays the data correction screen that displays when you invoke validations in the pre-shipper through Rule Definitions. You can correct errors and warnings in this screen to create a valid pre-shipper.

In the Validation Fields grid, you can update the fields of the pre-shipper based on the active rules defined in **Shipper Validation Rules.** The grid will clearly indicate invalid fields by displaying Error in the **Level** column. You must correct these invalid field values to proceed with the validation.

Note You can also optionally modify the fields that do not show an error to further update the pre-shipper.

Merge Action

Choose Actions > *Individual* > Merge to merge multiple pre-shippers into the current record.

You can add an unlimited number of pre-shippers to a specific pre-shipper or shipper. You can only merge pre-shippers; the system does not allow you to merge shippers. After a pre-shipper is merged, you cannot access it anymore under its old pre-shipper number.

Main Panel

Ship Via

Indicates a code identifying the carrier used for this shipper.

Terms of Trade Point

Indicates a code identifying the terms of trade for this shipper.

Terms of trade define whether you or the item supplier is responsible for payments to a third-party supplier for logistics charges associated with purchased items. Each terms-of-trade record can include all of the logistics charges associated with a purchase, with the responsible party assigned to each logistics charge.

Mode of Transport

The mode of transport used for this shipper.

Carrier Shipment Reference

Indicates the shipment reference number supplied by the carrier, such as a bill of lading number, carrier tracking number, or packing slip number. This number is used as the external reference when a pending invoice is created from this order.

Document Format

Identifies the document format used to print this shipper. Document format must be a valid format of a type applicable to shippers. This field defaults from the document format value in **Logistics Control**.

Consolidate

Specifies whether consolidating shipments with multiple originating transactions of a given type (sales orders, transfers, and so on) is prohibited, allowed, or required for this address.

- Optional: Default. Allows shipment consolidation, but does not require it.
- No: Prohibits shipment consolidation. You cannot prohibit shipment consolidation if any source address in this shipping group requires consolidation.

- Yes: Requires shipment consolidation. You cannot require shipment consolidation if any source address in this shipping group prohibits consolidation.

Language

Specifies the valid active language set up in **Languages** used when associating header, line item, and trailer comments with this shipper.

This field defaults from the ship-to address of the shipment.

You can select shipments for printing by their language code.

Inventory Movement Code

Indicates the inventory movement code for this shipment. If specified, the system verifies that the code exists in the inventory movement detail record for the specified shipping group. If no shipping group is available for the Ship-From/Ship-To/Dock address combination, this field must be left blank.

The default is the inventory movement code associated with the ISS-SO transaction for the specified shipping group. If none is found, Inventory Movement Code defaults to blank.

Inventory movement codes are mandatory when Require Inventory Movement Codes is selected in **Logistics Control**.

Inventory movement codes identify and describe the reason for an inventory transaction such as sales order shipments inside the country. Codes can be printed on shipping documents. This is a common business practice in many countries, and a legal requirement in others such as Argentina.

Pre-Shippers/Shippers to Merge Panel

The Pre-Shippers/Shippers to Merge panel displays all pre-shipper lines available to be merged into the current record.

Records available for merge must share the same ship-from and ship-to values. Records of status Canceled cannot be merged.

Only transaction types ISS-SO, ISS-COR, or ISS-TR available for merge.

If sales order consolidation is not allowed on a record, it is not available for merge.

Click +New to add a pre-shipper/shipper to the grid.

Truck Load Action

Choose Actions > *Individual* > Truck Load to identify which master packs or loose serialized items staff have loaded into a truck or to verify that all master packs or loose serialized items of a pre-shipper/shipper have been physically loaded into the truck.

This action is only available when Enable Serialization is selected in **Inventory Control**.

The system does not support truck load for return pre-shippers/shippers.

For sales order picking, when you pick a pack for a return pre-shipper/shipper, the system marks the pack as not loaded.

You can use the **Pre-shipper/Shipper Truck Load** browse to view the status of a truck load. The browse collection provides shipper data, and also tells you the total master packs, loaded master packs, and master packs and loose serialized items linked with the pre-shipper/shipper. You can complete loading using the Truck Load action.

Main Panel

Total Packs

Displays the total number of master packs and serialized loose items on this pre-shipper/shipper.

Packs Loaded

Displays the total number of loaded packs and serialized loose items.

Contents Panel

The Contents panel grid displays the master packs or serialized items associated with this shipper.

Use the Loaded column to indicate inventory that has been loaded into the truck. A selected checkbox in this column indicates that this line has already been loaded.

Confirm Action

Select the Individual > Confirm item from the Actions menu in Pre-Shippers to run the confirmation process and convert the currently selected pre-shipper into a shipper.

Note You can only confirm pre-shippers with a status of Unconfirmed.

The navigation includes four panels: Shipper, Lines to Ship, Charges, and Workflow Options.

Most of the information defaults from the order document. You can update some fields, if required. Click Submit to complete the confirmation process.

Shipper

This panel includes information that the system uses for creating a shipper from the confirmed pre-shipper.

Shipping Group

The system displays the shipping group from the pre-shipper.

Ship Via

The system displays the ship via code from the pre-shipper.

Carrier

The system displays the carrier code from the pre-shipper.

Carrier Shipment Reference

The system displays the shipment reference number supplied by the carrier such as a bill of lading number, carrier tracking number, or packing slip number.

Payment Type

The system displays the payment type from the pre-shipper.

Terms of Trade

Enter a code identifying the terms of trade for this order.

Terms of trade define whether you or the item supplier is responsible for payments to a third-party supplier for logistics charges associated with purchased items. Each terms-of-trade record can include all of the logistics charges associated with a purchase, with the responsible party assigned to each logistics charge.

Shipper

Enter a number to assign the external shipper. This field is only visible when a Shipper sequence is defined as external in Number Ranges and is entered in the Container/Shipper panel in Logistics Control. This field is mandatory.

Ship Date

Enter the date this shipment was processed. The default is the system date.

Arrival Date

Optionally, enter the date of arrival. This field is for reference only.

Vehicle ID

Optionally, enter an identifier representing the carrier's vehicle. This field is for reference only.

Document

Optionally, enter a legal document ID associated with the transaction. This field is for reference only.

Calculate Freight

Select this option to indicate that the system should recalculate freight charges for all sales orders attached to the shipper being processed.

Note When this is selected, any previous, manually entered freight charges are recalculated.

Lines to Ship

This grid displays read-only summary information about each line of the pre-shipper. These will become shipper lines after confirmation is completed. Use this frame to validate the contents of the shipper.

To update or delete a line, cancel the confirmation action and return to Pre-Shippers.

Charges

This panel is displayed only when Maintain Trailer Amounts is selected in the Shipper panel. For each order included in the pre-shipper, the grid shows any current trailer charges. You can update them.

Note When you select Recalculate Freight, any previous, manually entered freight charges are recalculated.

Workflow Options

Invoice

Indicate whether to automatically generate invoices for orders included on the pre-shipper.

Print Shipper

Select this option to have the system launch the shipper print function.

Customer Sequence Schedule in Pre-Shippers

A sequence schedule provides a detailed, short-term view of a customer's planned requirements. These requirements typically span no longer than a week, and are sent to you (the supplier) in the order that your customer's manufacturing environment plans to consume them.

Note This functionality is available in both **Pre-Shippers** and **Shippers**.

1. Go **Customer Scheduled Orders**, and create a sequence scheduled order for a customer.
2. Go to **Customer Sequence Scheduled Releases**, and import the sequence schedule release from the customer.
3. Create the Required Ship Schedules (RSS) to determine the required quantities for the customer’s sequenced scheduled order.
4. Using information from the RSS, determine the planning requirements for the sequence scheduled order (Quantity Pegged, Shipped, and Open).
5. Pick items to be shipped, and generate the required pre-shippers. You can use either **Sequence Pre-Shipper - Automatic**, or **Picklist & Pre-Shipper - Automatic**:
    a. Go to the **Picklist & Pre-Shipper - Automatic** report view to generate a pre-shipper with the following filters:

- Order Number. Enter the order number in both filter fields.
- Site. Enter the site in both filter fields.
- Auto Allocation. Select YES from the drop-down menu.

b. Click Run to generate the picklist/pre-shipper.

6. On the picklist/pre-shipper, the system automatically picks the existing Lot/Serial number, picked quantities, and Sequence Pack List.
7. If the Sequence Schedule Detail needs to be modified:
   a. Go to **Pre-Shippers**, select the record of interest, and click Edit.
   b. In the Pre-Shippers Lines panel, select the record line and click Details.
   c. In the Pre-Shipper Detail window, go to the Sequence Schedule Detail panel.
   d. Select the record to modify (no longer required by the customer), and click Delete.
   e. If you click Save to save the modified record, the system does a validation and displays a message if the total sequence quantity does not equal the line quantity.
   f. Click Select to select a sequence schedule.
   g. In the Sequence Schedule window, the system provides a multiple selection to reselect to any sequence schedule available to fulfill the current shipper. You can also use the filters search field to find additional sequence schedules. After selecting all of the required and/or applicable sequence schedules, click OK.
   h. Click Save to record the modified sequence schedule detail in Pre-Shipper Detail.

      Note If a sequence schedule is not applicable, the system displays an error message that it failed to update the Pre-Shipper Detail record due to an invalid sequence for the order and line. If that is the case, select just the invalid sequence schedule and click Delete in the Sequence Schedule Detail grid toolbar.
8. In the **Pre-Shippers** browse toolbar, choose Actions > Individual > Confirm.
9. In the Confirm view, click Submit to confirm shipment and generate the Shipper ID.

The system displays a confirmation message, including the Shipper ID.

1. You can review and confirm that the Shipper ID number is marked as Shipped in the Customer Sequence Schedule Release Line view in Schedule Detail.
2. You can print the shipping document (with or without the Sequence Range) by using the **Pre-Shipper/Shipper Print** report view.
3. You can post and print the invoice (with or without the Sequence Range) by using the **Invoice Print or Reprint** report view.

Correcting Invoice Orders

Correcting a Previously Entered Quantity in an Invoice

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. Go to **Invoice History**.
2. Select the record of interest to correct, and choose Actions > Individual > Create Corrections from the toolbar.
3. In the Create Corrections window, go to the Correction Lines panel, and select the line that requires the quantity correction.
4. Enter the correct quantity in the Quantity Ordered column.
5. Below the original line is a detail sub-grid.The system displays the Lot/Serial number indicating that it has already been shipped with original Quantity Allocated.
6. Click +New in the Correction Lines toolbar to add a new line for the new correction order.
7. Enter the Item, new Lot/Serial number, and the Quantity Allocated values that are going to be added.
8. Click Submit to continue with the correction update.
9. The system automatically displays the new correction/sales order in the Sales Order pop-up window.
10. In the Order Lines panel, the system displays all of the lines needed for the order correction:
    - New Lines. The system displays the new lines at the top of the grid; they represent the updated and correct values in the new order.
    - Reverse lines. The system displays the reverse lines at the bottom of the gridthey represent the reversal against the original order.
11. Go to the **Pre-Shippers** to continue the correction of the order.
12. Click +New in the toolbar to create the new shipper.
13. In the Main panel, enter all of the required or applicable values in the following fields:
    - Ship-From
    - Ship-To
    - Inventory Movement Code. Select ISS-COR for the correction order.
14. In the Pre-Shippers Lines panel, enter the required values in the following fields:
    - Type
    - Order. Enter the correction order number. The system automatically recognizes the correction order entered, and prompts you to auto-create shipment lines.

15. Click Continue to allow the system to automatically create the shipment lines and put them into the pre-shipper.
16. The Pre-Shipper Lines grid is automatically populated with the new lines. The top lines in the grid represent the original lines, and at the bottom of the grid displays the reverse lines, which have negative values in the Quantity column.
    a. If you want to review more detail for each individual line, select the line of interest, and click Details to open the Pre-Shipper Detail window.
        - Original Lines. In the Pre-Shipper Detail window, most of the fields are disabled. However, you are can edit some fields; for example, in the Lot/Serial field you can update the lot/serial number that you want to ship against the new order line, as long as the lot/serial number is available.
        - Reverse Lines. The system automatically displays a warning message stating that the reversal line reallocation is not allowed, and the system disables all of the fields in the Pre-Shipper Detail panels.
17. The system also updates the original correction (sales) order:
    1. In the Sales Order pop-up window, go into the Order Lines panel, select the correction order, and click Details.
    2. In the Sales Order Details window, go to the Detail Allocations subpanel in the Shipping panel. The system displays the new allocated lot/serial number on the pre-shipper. It has also been selected again in the original order as well.
    3. In the **Pre-Shippers** browse, choose Actions > Individual > Confirm to confirm the shipment.
18. In the Confirm window, go to the Workflow Options panel. You can change or keep the default settings (Invoice: Now; Print Shipper: Selected).
19. Click Submit to confirm shipment.
20. Click OK to close the "shipment confirmed successfully" message.
21. In the Invoice window, select the Print Invoice checkbox and click Submit.
22. Click OK to close the invoice and invoice number complete message.
23. In the Invoice Print or Reprint pop-up window, select the following filters:
    - Select Yes in Print Lot/Serial Numbers Shipped
    - Select Yes in Print Correction Invoice
24. Click Run to print the invoice.

- The new corrections invoice displays the before and after values.

- The system also updates the correction in the **Inventory Transactions** browse view.

Correcting a Discount Percentage for a Customer

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. Go to **Invoice History**.
2. Select the record of interest to correct, and choose Actions > Individual > Create Corrections from the browse view toolbar.
3. In the Create Corrections window, go to the Correction Lines panel, and select the line that requires the discount correction.
4. Enter the correct value in the Discount column.
5. Below the original line is a detail sub-grid; the system displays the Lot/Serial number indicating that it has already been shipped with original Quantity Allocated.
6. Click +New in the Correction Lines toolbar to add a new line for the new correction order.
7. Enter the Item, new Lot/Serial number, and the Quantity Allocated values that are going to be added.
8. Click Submit to continue with the correction update.
9. The system automatically displays the new correction/sales order in the Sales Order pop-up window.
10. In the Order Lines panel, the system displays all of the lines needed for the order correction:
    - New Lines. The system displays the new lines at the top of the grid; they represent the updated and correct values in the new order.
    - Reverse lines. The system displays the reverse lines at the bottom of the grid; they represent the reversal against the original order.
11. Go to **Pre-Shippers** to continue the correction of the order.
12. Click +New in the toolbar to create the new pre-shipper.
13. In the Main panel, enter all of the required or applicable values in the following fields:
    - Ship-From
    - Ship-To
    - Inventory Movement Code. Select ISS-COR for the correction order.
14. In the Pre-Shippers Lines panel, enter the required values in the following fields:
    - Type

- Order. Enter the correction order number. The system automatically recognizes the correction order entered, and prompts you to auto-create shipment lines.

15. Click Continue to allow the system to automatically create the shipment lines and put them into the pre-shipper.
16. The Pre-Shipper Lines grid is automatically populated with the new lines. The top lines in the grid represent the original lines; the bottom lines are the reverse lines, which have negative values in the Quantity column.
    a. If you want to review more details for each individual line, select the line of interest, and click Details to open the Pre-Shipper Detail window.
        - Original Lines. In the Pre-Shipper Detail window, most of the fields are disabled. However, you can edit some fields; for example, in the Lot/Serial field you can update the lot/serial number that you want to ship against the new order line, as long as the lot/serial number is available.
        - Reverse Lines. The system displays a warning message saying that the reversal line reallocation is not allowed, and the system disables all of the fields in the Pre-Shipper Detail panels.
17. The system also updates the original correction (sales) order:
    1. In the Sales Order pop-up window, go into the Order Lines panel, select the correction order, and click Details.
    2. In the Sales Order Details window, go to the Detail Allocations subpanel in the Shipping panel. The system displays the new allocated lot/serial number on the pre-shipper. It has also been selected again in the original order as well.
    3. In the Pre-Shippers browse, choose Actions > Individual > Confirm to confirm the shipment.
18. In the Confirm window, go to the Workflow Options panel. You can change or keep the default settings (Invoice: Now; Print Shipper: YES).
19. Click Submit to confirm the shipment.
20. Click OK to close the "shipment confirmed successfully" message prompt.
21. In the Invoice window, select the Print Invoice checkbox, and click Submit.
22. Click OK to close the invoice and invoice number complete message prompt.
23. In the Invoice Print or Reprint pop-up window:
    - Select Print Lot/Serial Numbers Shipped

- Select Print Correction Invoice

24. Click Run to print the invoice.

- The new corrections invoice displays the before and after corrections to the updated values.
- The system also updates the correction in the **Inventory Transactions** browse view.

Container Return

To return a container, the system depends on a control setting called Container Charges to be enabled, and you can avoid any issues with any other system transactions.

Note This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Pre-Shippers**, click +New.
2. Enter the Ship-From and Ship-To numbers of interest.
3. Go to the Pre-Shipper Lines panel.
4. Click +New, and enter the following information:
   - Type. Select as Container.
   - Container/Item. Enter or look up the used container number.
   - Site.
   - Quantity. Enter the quantity in negative values.
5. Click Done to record the line. The system automatically creates multiple lines in the Pre-Shipper Lines grid, and a Container ID is also automatically assigned to each line.
6. If you have a certain item quantity in a specific container, you can click the Child button next to the record line, and edit the item information—for example, Order number, Line, and Quantity of the product or item.
7. Click Save to save the pre-shipper.
8. Choose Actions > Individual > Confirm to confirm the return process.
9. In the Confirm view, you can review the number of containers returned by or from the customer containing the order lines.
10. In the Workflow Options panel, select Now from the Invoice drop-down menu and clear the Print Shipper checkbox.
11. Click Submit to print the invoice. The system displays a message stating that the shipment was confirmed successfully and providing the Shipper ID number.
12. Click OK to close the message prompt.
13. In the Invoice window, select the Print Invoice checkbox, and click Submit.
14. Click OK to close the invoice complete and invoice number message prompt.

15. In the Invoice Print or Reprint pop-up window, click Run to print the invoice.

- The new invoice displays the new order line from the customer, and the container charges that were returned from the original container.
- The system also updates the records in the **Inventory Transactions** browse view.
- The system displays the two expected transaction types: ISS-SO represents the order lines returned, and ISS-UNP represents the unplanned transactions returning from the container.

Creating an EMT Order in a Pre-Shipper

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. Go to **Sales Orders**, and click +New to create an EMT order.
2. In the Main panel, enter all of the required or applicable values in the following fields:
   - Sold-To
   - Order
   - Purchase Order
3. In the Order Lines panel, click Details to input the items requested by the customer.
4. In the Main panel, enter all of the required or applicable values in the following fields:
   - Item. Enter an item number that is defined for EMT, and Direct Shipment (DIR-SHIP).
   - Quantity Ordered.
5. Click Save to save the sales order detail.
   a. Optional. The system displays the Cross Sell Item Selection pop-up window to configure any values related to this selection. If not, you can click Close to close the pop-up; then, the system prompts you to leave unsaved changes. Click Leave to close and return to the Sales Order Detail window.
6. In the Sales Order Detail window, click the Shipping tab drop-down menu, and click EMT to go directly to the EMT sub-panel.
7. In the EMT subpanel, you can review or edit the system-populated fields with the values for your EMT order:
   - EMT Supplier. This value is editable.
   - EMT PO Number. This EMT PO number is created for your second site or domain (supplier).
   - EMT PO Line

- EMT Type. This value is editable; however, if the type is a direct shipment (DIR-SHIP), then the second domain or site ships the products to your customer.
- Due Date
- Need Date

8. Click Close to close the Sales Order Detail screen and return to the sales order.
9. In the **Sales Orders** edit screen, click Save to save the sales order.
10. After triggering the Export PO, you can review the repository history in the Application Data Repository. The system displays on the outbound screen the TP Doc ID number, and in the Index Value field, the purchase order number. In the inbound screen, the TP Doc ID is the same. However, the Index Value number displays the new purchase order number that the system created for you.
11. In **Sales Orders**, enter or search for the new purchase order number, and click Edit to open and review the updated sales order information.
12. The SBU sales order indicates that it has been triggered to directly ship to your customer but with another defined Ship-To code. You can also verify that the Sold-To field has your primary domain code.
13. In the Order Lines panel, you can review the site the order ships from.
14. Go to **Pre-Shippers**, and click +New to create a pre-shipper.
15. In the Main panel, enter all of the required or applicable values in the following fields:
    - Ship-From
    - Ship-To. Enter the ship-to code of your customer from the SBU sales order.
16. In the Pre-Shipper Lines panel, click +New to add the new sales order line.
17. Enter all of the required or applicable values in the following fields:
    - Type
    - Order. Enter the new sales order.
    - Line
    - Site. If you enter the SBU site number, the system displays an error message indicating that the modification is not allowed and is awaiting the PO acknowledgment. If that is the case, the Export PO Ack checkbox must be selected in eCommerce Manager to trigger the acknowledgment. Once the PO acknowledgement has been sent to the PBU, you can continue adding the pre-shipper line record.
    - Quantity

    - Detail Allocations. Select this if you want to allocate a specific lot number or serial number.
    - Serial

18. Click Done to save the line record. Under specific configurations, an expected result is that one more EDI document—Export PO Change—should be triggered back from the SBU to the PBU.
19. Click Save to save the new pre-shipper.
20. In eCommerce Manager, select the Export PO Change and Export PO Change Ack checkboxes. After you click Next, one more document is triggered in the system—an 865 TP Doc ID for both Outbound and Inbound in the Application Data Repos Manager.
21. In the Pre-Shipper Lines panel of the **Pre-Shippers** screen, the new pre-shipper information is triggered back to the PBU, and it also includes the Detail Allocation information. You can review this update in the system by going into **Sales Orders** > Sales Order Detail > Order Lines. The system also displays a warning that inventory has been picked at the supplier and that a change is not allowed . You can find more details in the Shipping panel of the Sales Order Detail, especially after confirming the pre-shipper.
22. In the **Pre-Shippers** toolbar, choose Actions > Individual > Confirm.
23. In the Confirm window, click Submit to confirm shipment and generate the Shipper ID. The system displays confirmation message, including the Shipper ID. Click OK to close message.
24. In eCommerce Manager screen, select the Export ASN checkbox. In the Application Data Repos screen, the system triggers to the PBU the 856 TP Doc ID code, plus the shipper number in the Index Value field.

- You can review this update in the system by going into the EMT subpanel under Shipping in the Sales Order Detail window. The system displays the Quantity Shipped update, and the Shipper Number is displayed under the Ship Detail subpanel. The system also displays warning that changes are not allowed because the lines have already been shipped.
- For EMT orders in **Pre-Shippers** and **Shippers**, the system verifies that the PO Acknowledgement has been sent back; it then allows modification of the pre-shippers. It also triggers PO changes after you change the detail allocations in your pre-shippers or shippers.

Serialization (Pre-Shippers)

Ship Packs for Kits

For non-serialized kits, you manually pick every single line of the components to be included to complete a full kit. But, in serialization, you can pick one component and the system calculates the quantity of the parent item, so it checks all of the components, gets the maximum quantity calculated, and marks it on the parent item.

In the **Shipping Demand** browse, you can select a sales order that requires the kit items to be shipped out.

Choose the record or sales order of interest.

Click the Drill-Down Links icon, and choose **Picklist & Pre-Shipper - Automatic** to generate a pre-shipper report.

In the **Picklist & Pre-Shipper-Automatic** view, choose Yes in the Default Report column for the Allocate Components field.

The generated Picklist/Pre-Shipper report displays the number of components, their respective lot numbers, and existing inventory in order for the kit to be shipped-out.

Adaptive UX changes how the kit item quantity works in the pre-shipper/ shippers picked lines. Previously, the kit item quantity was calculated based on the maximum quantity that the picked component was composed of. Now, the calculation logic is based on the minimum quantity that the component can comprise.

Pick & Pack Items

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Shipping Demand** browse, select the shipper record of interest, and click the Shipper number.
2. From the shipper number pop-up menu, choose Pre-Shippers to open and review the pre-shipper lines.
3. In the **Pre-Shippers** window, you can review and select the pending line or item to be shipped. The pending lines display all of the required components and the sales order line items in a parent-child structure.
4. Choose Actions > Individual > Pick & Pack
5. In the Pick & Pack window, enter the Master Serial of the available pack for one component item. If you do not have the master serial number, use the look-up browse to display the Serials window, and search for the lot number or serial number.
6. In the Contents subpanel, the system automatically displays the available quantities in the pack when the Master Serial was entered previously.
7. Click Submit to pick it. A successful submission message prompts you to Pick and Pack Another component to continue to pick the packs for all other components.
8. Click Done to close the message.

- In the Picked Lines grid, the record of interest now has a Picked status in the Stage column, and it indicates how many parent kit items were picked to calculate it in the Quantity column. The system uses the minimum quantity of the component items to calculate the parent kit items.

Unpick a Pack

After you pick a serialized item, you can unpick all or part of the serialized inventory to remove it from the pre-shipper or shipper.

Note This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Pre-Shippers**, choose the record of interest and click Edit.
2. In the Pre-Shipper Lines panel, choose the record of interest from the Picked Lines grid, and click Unpick.
3. The system displays a confirmation message. Click Unpick to remove and unpick the line.

- In the Sequence Schedule Detail panel, the system updates the values in the Quantity column.
- The system also clears the Picked checkbox in the Customer Sequence Schedule Release Line view.

Confirm and Print Pre-Shipper

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Pre-Shippers**, choose Actions > Individual > Confirm.
2. In the Lines to Confirm grid, choose the order or parent line.
3. In Workflow Options, choose Invoice and select Print Shipper.
4. Click Submit. The ahipment is confirmed successfully, and the system displays the Invoice Post window, if additional order lines are available to invoice.
5. In the Printer Shipper window, configure the report as required.
6. Click Run. The report is displayed on screen.

Return Pack

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Pre-Shippers**, choose Actions > Individual > Return Pack.
2. In the Main panel, enter the Material Serial number, and the rest of the fields automatically populate.
3. In the Contents grid, you can verify the default information, such as the original sales order in the Order column.
4. Click Submit to return the pack. A "successful submission" message prompts you to return another pack.

- The returned packs are displayed in negative numbers in the Quantity column of the Picked Lines grid in the Shippers Detail screen.

Sequence Scheduled Shipping with Serialization

A customer sequence schedule is an agreement with the customer that has a specific requirement for everything to be shipped in a customer-required order. The customer provides the sequence in which you should ship to them.

To fulfill those requirements, the system has a function called **Sequence Pre-Shipper Automatic** that helps you to automatically generate a picklist or a pre-shipper that links those sequences to your pre-shipper lines. Customer sequence schedules can be used regardless of serialization or non-serialization.

Afterward, you can pick and pack your inventory and associate it with the customer sequence requirement via two available options in the system:

- Assign sequences to the pick and pack using **Pre-Shippers** (Pre-Shipper Lines > Picked Lines).
- Assign sequences using the Peg Pack Sequences action in **Pre-Shippers** toolbar.

The Peg Pack Sequences action is more efficient because you can process all of your picked packs, and allow the system to help you associate the sequences to your packs. Because sequences have an alphabetic order, the system is helping you decide which pack should be linked to which sequence.

After the Peg Pack Sequences action is completed, and the shipper is confirmed, you can print the shipper labels document, and finally send out the shipment ASN (EDI export).

Peg Pack Sequences Action

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Pre-Shippers**, select the record of interest, and choose Actions > Pick & Pack.
2. In the Main panel, enter the pack or Material Serial number, and the rest of the fields automatically populate.
3. Click Submit to record submission. The system prompts you to optionally Pick & Pack Another serial.
4. Click Done to close the message prompt, and return to **Pre-Shippers**
5. Select the record of interest, and click Edit to acces the Pre-Shipper Lines panel .
6. In the Picked Lines subpanel, the grid displays the submitted Pick & Pack records, however, it not yet marked as "Picked" nor linked in the Customer Sequence Scheduled Release Line screen.Optionally, you can also verify this in the **Sequence Pack Shippers** browse view where the quantity is not yet updated.
7. Choose Actions > Individual > Peg Pack Sequences
8. There are two options to process the picked packs:
   a. Individual Picked Packs
      1. Enter the pack or serial number in the Serial field, or use the look-up button to prompt the Pre-Shipper Picked Detail view.
      2. Enter the customer sequence in the From Customer Sequence and To Customer Sequence fields. You can also use the Look-up button to prompt the Customer Sequence Scheduled Release Detail view, it displays all of the active not picked Ship-From & Ship-To customer sequence scheduled releases.
   b. All Picked Packs
      1. Leave blank the Serial, From Customer Sequence and To Customer Sequence fields. The system tries to process all the active sequences that are related to your order.
9. Click Submit to record peg pack sequences. The system prompts a message to indicate the number of master packs pegged to sequences. click OK to close the message prompt.
10. Go to **Customer Sequence Scheduled Release Detail**, choose the record of interest, and click Open.

- The record now shows the Picked checkbox as selected You can also verify this information in **Sequence Pack Shipper** where the quantity is now updated.

  Note The last sequence displayed without a Master Pack is because it is partially picked, hence, the Picked checkbox is cleared.

Assigning Sequences to Packs in Picked Lines - Sequence Schedule Detail

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. Go to **Customer Sequence Scheduled Releases**.
2. Select the sequence scheduled record of interest, and click Edit.
3. In the Scheduled Detail panel, the system displays all of the sequence details for the sequence schedule.
4. Select a sequence detail record, and click Details to review the associated Shipper ID in the Customer Sequence Scheduled Release Line view. Note that the Picked checkbox is cleared.
5. Go to the **Sequence Pre-Shipper-Automatic** report and enter the range of customer sequences in the Customer Sequence range fields. Click Run to generate a pre-shipper.
6. Go to **Pre-Shippers**, search for the Shipper ID associated with your sequence detail record, and click Edit.
7. In the Pre-Shipper Lines panel, the system has already built the Pending Lines.
8. Click Details to display the Pre-Shipper Detail view.
9. In the Sequence Scheduled Detail panel, the system displays the number of sequences linked to the pending lines.
10. Return to the **Pre-Shippers** Edit view, and choose Actions > Individual > Pick & Pack
11. In the Main panel, enter the Master Serial that has the required or necessary contents to pick.
12. Click Submit to finish picking.
13. Go to the Picked Lines subpanel, select the picked item line, and click Details.
14. In the Sequence Schedule Detail panel, the system displays that it is picked; however, it is not yet packed to any sequence.
15. Click +New to assign manually a sequence that is packed by entering the required information in all of the fields in the grid columns.
16. Enter the active Customer Sequence number. The system automatically enters all of the values into the grid, and the system automatically determines the Quantity, which is the minimum value of the required quantity in the entered sequence and the picked quantity.
17. Click Save to record the Sequence Schedule Detail.
18. Go back to the **Pre-Shippers** edit view and click Save.
19. Repeat steps 13-17 as needed for additional packs.
20. To review pending lines, go to the Pending Pick Lines subpanel in the Pre-Shipper Lines panel of **Pre-Shippers**.
21. Click Details to open the Pre-Shipper Detail view.

22. In the Sequence Schedule Detail panel, you can review the reduced quantities on all of the pending lines.
23. In the Customer Sequence Scheduled Release Line window, you can also verify that the system now selected the Pickedcheck box for this release line.

Move Pack Action

You can adjust your shipment—for example, move your packs between pre-shippers or shippers—by using the Move Pack Action in **Pre-Shippers** or **Shippers**.

Note This functionality is available in both **Pre-Shippers** and **Shippers**.

1. Go to **Pre-Shippers**, search and/or select the Pre-Shipper ID, and click Edit. NOTE: The pre-shipper should already have some picked packs.
2. Choose Actions > Individual > Move Pack to move the pack.
3. In the Packs to Move panel, select the serial pack to move.
4. In the Destination panel, enter an existing pre-shipper ID or click +New to create a new picklist/pre-shipper in the Pre-Shippers window.
5. The system automatically displays all of the required values for the new pre-shipper.
6. Click Save to create the new pre-shipper.
7. Click Close to go back to the Move Pack window.
8. The system automatically entered the new pre-shipper in the Pre-Shipper/Shipper field.
9. Click Submit.
10. In the **Pre-Shippers** browse view, the new pre-shipper is now available, and click Edit.
11. In the Pre-Shipper Lines panel, select the record of interest in the Picked Lines subpanel, and click Details.
12. In the Pre-Shipper Picked Detail screen, go to the Sequence Schedule Detail panel, and verify that the customer sequence has been moved to the new shipper with this pack.

- The system also updates the Shipper ID, and also selects the Picked checkbox in the **Customer Sequence Scheduled Release Line**.

Processing RMA Shipments and Returns (Pre-Shippers)

Creating a RMA Shipment with Serialization

RMA shipments with serialization are only available if Serialization is enabled. To enable Serialization, complete the following steps:

1. Go to **Inventory Control**.
2. Click the Serialization tab.
3. In the Serialization panel, select the Enable Serialization checkbox.
4. Click Save to save updated configuration.

   Additionally, you can have serialized and non-serialized Pick & Pack replacement lines, as long as you have the available serials (spare parts) needed to send to the customer.

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Pre-Shippers**, click +New.
2. Enter the Ship-From and Ship-To addresses of the replacement lines of interest.
3. Choose Actions > Individual > Pick & Pack.
4. Depending on the required situation, you have the following options:
   a. If this is to pick a serial pack from the inventory:
      1. Enter the Serial ID in the Master Serial field in the Main panel. The system populates in the Contents grid the detailed item information of this pack.
      2. Enter the (RMA) Order and Line numbers in the Contents grid.
   b. If this is to ship the non-serial loose items and create a package for them to ship:
      1. Leave Master Serial blank, and enter the Pack Code.
      2. Then in the Contents grid, select type as Loose, and enter the item information.
5. Click Submit to create the new Pick & Pack serial record. Choose Pick & Pack Another serial, if you need to add a new serial. Click Done to close the success message prompt.
6. Go to Pre-Shippers > Pre-Shipper Lines panel.
7. In the Picked Lines grid, you can review and select the pallet of interest. The stage of this serial is Picked.
8. Choose Actions > Individual > Confirm.
9. In the Confirm view, go to Lines to Confirm to verify that the RMA number (Order), Line number, the Quantity to Ship are correct.
10. Click Submit to confirm the record. The system displays a message stating that the shipment was confirmed successfully.
11. Click OK to close the message prompt. The pre-shipper is converted in to a shipper.
12. Go to **RMAs**, select the record of interest, and click Edit.

13. In the Replacement Lines panel, select the line of interest and click Details.
14. In the RMA Replacement Detail view, click the Shipping tab/panel. The system displays that after confirming the shipper, the Quantity Shipped field is also updated.
15. In the Ship Details panel, the system displays the Shipper Number and Status.
16. Click Close to return to the **RMAs** edit view.

Creating a RMA Receipt with Serialization

You must have a fulfilled and closed sales order, and an RMA return line order.

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Pre-Shippers**, click +New.
2. Enter the Ship-From and Ship-To addresses of the replacement lines of interest.
3. Choose Actions > Individual > Return Pack.
4. In the Return Pack modal view, enter the Master Serial or use the look-up to display the Serials view to search for it.
5. The system automatically prompts you to confirm splitting the packs based on stage value.
6. The system displays a message when the entered master serial has a parent pack. Click Continue to remove the pack.
7. In the Contents panel, you can review the updated information, such as the Order and Line numbers.
8. Enter manually the RMA number by using the look-up icon to display the Order Detail window. However, if an RMA order line is not allowed for a return, the system displays an error message is prompted. The reason could be that the RMA line has a different item code.
9. Click Submit to add this pack to the pre-shipper line. If you need to add a new serial choose Return Another serial, Click Done to close the "successful" message prompt.
10. Go to the Pre-Shipper Lines panel in the **Pre-Shipper**s edit screen.
11. In the Picked Lines grid/subpanel, you can review and select the pack to be returned. The stage of the pack is Consumed.
12. Choose Actions > Individual > Confirm.
13. In the Confirm view, go to Lines to Confirm to verify that the RMA number (Order), Line number, and the Quantity to Ship are correct.
14. In the Workflow Options panel, you can choose the option Now in the Invoice field and select the Print Shipper checkbox.
15. Click Submit to print the shipper. The shipper printout is displayed in a new browser tab or window.
16. Click OK when the shipment is confirmed successfully with the Shipper ID message.
17. Close the Pre-Shipper/Shipper Print window.
18. The Invoice view is prompted by the system.
19. In the Order Lines to Invoice panel, you can review the quantity to invoice in the Qty to Invoice column.
20. In the Workflow Options panel, select the Print Invoice checkbox.
21. Click Submit to print the invoice, and click OK when the "invoice complete" message and invoice number appear.

22. In the Invoice Print or Reprint screen, use any necessary settings or filters.
23. Click Run to generate the Invoice Post report. The invoice printout is displayed in a new browser tab or window.
24. Go to **RMAs** browse view and select the record of interest. The system now displays a message: the order is closed and you can no longer modify the record.

Shippers

Shippers are documents that show the content of a shipment. They can be sent to the customer electronically as advance ship notices (ASNs).

Note When deleting a shipper, a confirmation message appears asking to delete the general allocated picked quantity.

- Select Yes to reallocate the picked quantity.
- Select No to keep the quantity allocated.

Main

Ship-From

The site in which this shipper is assembled and shipped.

The fields Ship-From and Shipper uniquely identify a shipper record. If a shipper exists for the entered values, that shipper is retrieved, and you can maintain it. If a shipper does not exist for the entered values, you can create a new pre-shipper.

Shipper records represent shippers being prepared for shipment. Additionally, content information— the product being sold or container records—is assigned to the shipper records.

Ship-to

The ship-to or dock address code to which this shipper is to be delivered.

A shipper record can have its delivery address specified as either a customer, ship-to, or dock address code. When assigning item contents to a shipper, (scheduled) sales order detail records referenced must be for orders that have ship-to codes equal to this value or, if this value is a dock, to the parent code of the dock.

Modification of this field is allowed only if this record does not have any contents assigned.

Shipper

An identification number for the shipper.

The default value depends on whether you use shipping groups. If you do, Shipper is assigned based on the numbering sequence associated with the shipping group. If not, Shipper is assigned by the numbering sequence specified in **Logistics Control**. In either case, if

the sequence is External, the system leaves the field blank so you can manually enter a value.

Shipping Group

The system displays a shipping group code.

Shipping groups, defined in **Shipping Groups**, contain source and/or destination addresses that include inventory movement and carrier defaults. The system uses the attributes of a shipping group when processing a shipment from any source address to any destination address within the group.

To determine this value, the system search logic uses the following sequence:

1. Shipping group that matches both source and destination addresses of the shipment.
2. Shipping group that matches the shipment's destination address and has a blank source address.
3. Shipping group that matches the shipment's destination address and has a blank source address.
4. If no matching shipping group is found, shipping group with blank source and destination addresses.

Inventory Movement Code

Enter an inventory movement code for this shipment. If specified, the system verifies that the code exists in the inventory movement detail record for the specified shipping group. If no shipping group is available for the Ship-From/Ship-To/Dock address combination, this field must be left blank.

The default is the inventory movement code associated with the ISS-SO transaction for the specified shipping group. If none is found, Inventory Movement Code defaults to blank.

Inventory movement codes are mandatory when Require Inventory Movement Codes is selected in **Logistics Control**.

Inventory movement codes identify and describe the reason for an inventory transaction such as sales order shipments inside the country. Codes can be printed on shipping documents. This is a common business practice in many countries, and a legal requirement in others such as Argentina.

Status

The system displays the current status of the shipper:

- Unconfirmed (default)
- Canceled

  Note

You can change the field to Canceled only if all line items and containers are deleted from the shipper.

Cancel Date

If Status is set to Canceled, the system displays the date of the status change. If you change the field back to Unconfirmed, the system clears the date.

Ship Via

Indicates a code identifying the carrier normally used for shipments to this customer.

Incoterms

Specifies an International Commercial Term for this order. It identifies where title passes to the buyer and is used to indicate who pays shipping charges.

Shipper Options

Document Format

Specify the document format used to print this shipper. Document format must be a valid format of a type applicable to shippers. This field defaults from the document format value specified for the shipping group if available; otherwise, it defaults from **Logistics Control**.

Assigning a document format to a shipping group identifies a particular format or layout used when creating shipping documents. It can also contain instructions for the internal processes the system uses when printing a document in the specified format.

If you modify the format for a document that has already printed, the system issues a warning message, but permits you to proceed.

Consolidate

Specifies whether consolidating shipments with multiple originating transactions of a given type (sales orders, transfers, and so on) is prohibited, allowed, or required for this address.

- Optional: Default. Allows shipment consolidation, but does not require it.
- No: Prohibits shipment consolidation. You cannot prohibit shipment consolidation if any source address in this shipping group requires consolidation.
- Yes: Requires shipment consolidation. You cannot require shipment consolidation if any source address in this shipping group prohibits consolidation.

The system considers the shipment consolidation requirements of both the source and destination addresses when determining the consolidation requirements of a shipment. If either address requires

consolidation, the shipment has to be consolidated. If either address prohibits consolidation, the shipment cannot be consolidated. You cannot establish a shipping group containing a source/destination address combination in which one address requires consolidation and one address prohibits it.

Language

Specify a valid active language set up in **Languages** used when associating header, line item, and trailer comments with this shipper.

This field defaults from the ship-to address of the shipment.

You can select shipments for printing by their language code.

Shipper Lines

The lines grid displays existing shipper line records in a hierarchical (tree list) grid. Click a line to access a limited number of values in the grid. Click New to add a line in summary mode. Click Details to view or update more details of the selected line in the Shipper Details panels.

In some cases, two separate grids might display—Pending Pick Lines, which displays lines still available to be picked, and Picked Lines, which displays all lines already picked for this order. Click Details above the Picked Lines grid to view Pre-Shipper Picked Detail.

You can also click New at the detail level to enter a new shipper line. You can either add items at the top level of the shipper, or add container items and then populate them with additional container levels or items by clicking Add Child in the tree grid.

Note The system displays an error message if you attempt to add a child to an item-type line.

To change the tree structure by moving items between containers, click Drag & Drop. When you drop an item into a different container, the system automatically saves the reconfigured structure.

You can use the same drag-and-drop technique to create or modify container structures; for example, drag one container onto another to make it a subcontainer.

When you delete a container line from the tree structure, the system prompts you to delete one of the following:

- The container from the shipper
- The container and contents from the shipper
- The container from the system
- The container and contents from the system

Note When deleting a shipper line, a confirmation message appears asking to delete the general allocated picked quantity.

- Select Yes to reallocate the picked quantity.

- Select No to keep the quantity allocated.

Main (Detail Lines)

This panel displays when you select a line from the grid and click Details. You can update a limited number of fields.

Type

The type of the added shipper line: Item or Container.

Available fields vary based on this value.

Order

Optionally, enter the number of the sales order and line that represents the item to be included as contents of this shipper. The system validates that this order exists for the specified ship-to or dock address and ship-from site.

You can leave this field blank and instead enter an item number and customer purchase order number if the sales order references the purchase order.

Line

Enter the line on the order specified in the Order field associated with the items on the shipper.

Item

The ID of the item being added to this shipper.

You also must enter either a valid sales order and line number, or the customer's purchase order referenced on a scheduled order. The system validates that a scheduled order exists for this item with the specified ship-to or dock address and ship-from site.

Container ID

When Type is Container, identify the number for the container record. Along with Ship-From Site, Container ID uniquely identifies a container record.

Container records represent containers being prepared for shipment. Additionally, you can assign content information to container records. Contents can be either the product being sold, or can be subcontainers, such as cardboard boxes that are packed onto a pallet.

Container/Item

When Type is Container, specify the item number of the container, defined in **Items**; for example, the item number assigned to the pallet or shipping carton, packing material, and labels.

When a shipper is confirmed, the quantity on-hand of this item is reduced with an unplanned-issue type inventory transaction.

Purchase Order

The number of the customer's purchase order that created the demand for the item to be included as contents of this shipper. For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Customer Reference

Customer Reference can be a customer item number or any reference number given by the customer.

For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Validation of this field depends on the value of the Customer Ref is Customer Item field in **Logistics Control**.

- If Customer Ref is Customer Item is selected, you must provide a valid customer item number. When a customer item defaults, it corresponds to the internal item number entered in **Items**. Alternatively, if you enter a customer item in **Items**, then that customer item defaults here. Any value you enter here is validated against existing customer item numbers.
- If Customer Ref is Customer Item is cleared, optionally enter any customer reference. This value is not validated.

Model Year

The model year of the automobile associated with the item on this shipper line.

For scheduled orders, the combination of item number, PO number, customer reference, and model year uniquely identifies each detail line item.

Shipper Line Options (Detail Lines)

Multi Entry

Select this option to display additional frames that let you allocate line quantities from multiple different locations, lots, and so on. For example, this mode supports standard serial functionality. When you select Multi Entry and enter a value in the Lot/Serial field in the Inventory Details panel, the system uses the number in Quantity to assign the appropriate number of sequential serial numbers.

Taxable

Specify whether taxes are added on the line items.

Detail Allocations

Specify whether you want to make detail allocations during the creation of the shipper. When you select this option, an additional window

displays where you can enter specific locations, lot/serial numbers, and lot references.

Cancel B/O

Specify how the system handles any remaining open quantity:

- Cleared: Any remaining quantity required remains open on backorder. This quantity is processed at some future time.
- Selected: The quantity open is canceled and not issued later.

Ship Avail Qty for Kit

This field determines the quantity picked for kit items. A kit is a type of configured item that represents a set of items that are picked and shipped together; no real assembly takes place.

- Cleared: The quantity to ship for the kit item is set to the corresponding quantity open on the order line.
- Selected: The system determines the component of the kit with the least quantity available to allocate. The quantity to ship for the kit item is set to this quantity. This ensures that complete kits are shipped.

  Note This field can be selected only when Detail Allocations is selected.

Inventory Details (Detail Lines)

Available fields in Inventory Details vary based on the Type field; some values apply only to items and others only to containers.

Site

The default site code for the item entered on this screen.

You can enter multiple sites for the item by selecting Multi Entry.

Entity

The entity code of the ship-from site.

Location

The location where this item is stored in inventory. Location defaults from the sales or purchase order specified. To enter multiple locations for the item, select Multi Entry.

Quantity

Enter the quantity of this item to ship.

UM Conversion

The conversion factor converting quantities stated in terms of the alternate unit of measure back into terms of the item unit of measure. This is expressed as the ratio of the alternate unit of measure to the item unit of measure.

Final Assembly Work Order ID

Enter the final assembly work order ID for an assemble-to-order configured item to be used when the shipper is confirmed.

Lot/Serial

The default lot/serial number for the item to ship.

Use Lot/Serial to specify detailed information. If location and lot/serial are left blank, the system allocates inventory from the item's default site/location. This is general allocation.

Reference

The default reference number for the item to ship.

Quantity Picked

Enter the quantity picked for this item for this sales order line. This quantity can also be modified using Sales Order> Ship Allocated action.

Quantity on Hand

The system displays the quantity on hand of the item.

Quantity on Order

The system displays the total quantity on order for this item at this site.

Quantity Available to Allocate

The system displays the total quantity available to allocate for this item at this site.

Weight (Detail Lines)

Note When Serialization is enabled, weight calculation logic is modified. For more information on this, see the section on Weight Calculations—Serialized Shippers/Pre-Shippers on page 1399.

Net Weight

Enter the net weight of the item. Net weight represents the item weight without packaging. This value defaults from the net weight specified in **Items**.

Net weight is used in calculating the tare weight.

Tare Weight

Tare weight is the difference between the item ship weight and net weight.

Gross Weight

The ship weight—that is, the combined weight of the product and all packing materials or containers.

This value can only be modified at header level.

Volume

Enter the volume of the item. This value defaults from the volume specified in **Items**.

Volume is used in calculating the volume for the shipment.

Billing > Charges (Detail Lines)

This panel displays only if your company is using line charges, and if those charges apply to the order customer on this shipper line. The system displays any existing charges from the sales order. You can add new charges, or update the Reference field on existing charges. However, you cannot delete or modify the amount of an existing charge. The system updates the details shown in **Sales Orders** with any changes.

Line

System-maintained sequence number for the list of charges.

Charge Type

The charge type to use when calculating container charges that apply to this line. Define charge types in Charge Types.

Amount

The amount of the additional line charge.

Currency

The currency code associated with the charge. Defaults to order currency.

Code

The trailer code associated with this charge. Determines taxable status of charge.

Description

A brief description of the charge.

Reference

An optional reference for this charge.

Main (Shipper Picked Detail Lines)

This panel displays when you select a line from the grid and click Details. You can update a limited number of fields.

Serial

Displays the serial ID for this picked line.

Pack Code

Displays the pack code of the serial ID.

Item

Displays the item number for the loose items to add to the picked pack associated with a pre-shipper/shipper.

Stage

Displays the stage associated with the pack or item associated with that line.

External ID

Displays the external ID associated with the serial ID, when applicable.

Shipper Line Options (Shipper Picked Detail Lines)

Cancel B/O

Specify how the system handles any remaining open quantity:

- Cleared: Any remaining quantity required remains open on backorder. This quantity is processed at some future time.
- Selected: The quantity open is canceled and not issued later.

Inventory Detail (Shipper Picked Detail Lines)

Site

Displays the site at which the item is stored. This field is display only when you have entered a child serial ID.

Entity

Displays the entity associated with the site.

Location

Displays the destination location to which the packs moved.

Quantity

Displays the total quantity available.

Quantity Picked

Displays the number of items in the serial ID picked for the SO and line

Lot/Serial

Displays the lot/serial number associated with the item loaded into its parent pack.

Reference

Displays the default reference number for the item entered on this screen.

Quantity in Pack

Displays the total open quantity of this item.

Open Order Quantity

Displays the total open quantity of this item.

Weight (Shipper Picked Detail Lines)

Note When Serialization is enabled, weight calculation logic is modified. For more information on this, see the section on Weight Calculations—Serialized Shippers/Pre-Shippers on page 1399.

Net Weight

Enter the net weight of the item. Net weight represents the item weight without packaging. This value defaults from the net weight specified in **Items**. This field is read only.

Net weight is used in calculating the tare weight.

Tare Weight

Tare weight is the difference between the item ship weight and net weight. This field is read only.

Gross Weight

Enter the ship weight—that is, the combined weight of the product and all packing materials or containers.

Volume

Enter the volume of the item. This value defaults from the volume specified in **Items**.

Volume is used in calculating the volume for the shipment.

Shipment Performance (Shipper Picked Detail Lines)

This panel is enabled when the Enter Reason Codes in Workbench setting is enabled in the **Logistics Control**.

Enter shipment performance reason codes for pending shipments. Enter reason codes related to the timeliness and completeness of a shipment. You can optionally add comments for those reason codes assignments.

Reason - Time

The system displays any reason code related to the timeliness of the shipment. This field is validated against values defined in **Reason Codes** for a reason type of shiptime.

Reason - Qty

The system displays the reason code related to the completeness of the shipment.

This field is validated against values defined in **Reason Codes** for a reason type of shipqty.

Notes

Create, edit, and delete notes attached to the Shipment Performance Data record. Up to 99 pages of notes can be added to a Shipment Performance Data record. In the Notes Details form, you can add the predefined master references to Shipment Performance Data records.

Notes

Field	Description
New	Adds a note record to the Notes panel.
Edit	Opens the selected note record for editing.
Delete	Deletes the selected note record.
Details	Opens the Shipment Performance History Comment screen where you can select and insert the Master Note to use or edit.

Billing > Charges (Shipper Picked Detail Lines)

This panel displays only if your company is using line charges, and if those charges apply to the order customer on this shipper line. The system displays any existing charges from the sales order. You can add new charges, or update the Reference field on existing charges. However, you cannot delete or modify the amount of an existing charge. The system updates the details shown in **Sales Orders** with any changes.

Line

System-maintained sequence number for the list of charges.

Charge Type

The charge type to use when calculating container charges that apply to this line. Define charge types in Charge Types.

Amount

The amount of the additional line charge.

Currency

The currency code associated with the charge. Defaults to order currency.

Code

The trailer code associated with this charge. Determines taxable status of charge.

Description

A brief description of the charge.

Reference

An optional reference for this charge.

Carriers

Enter one or more carriers who provide transportation services for this shipper. Click New to add a new carrier.

Carrier

The address code of the carrier used for this shipment, defined in **Carriers**.

Sequence

If the shipper record includes a series of carriers, specify a relative sequence number. When you add a new carrier, the default is the next available number. You cannot change the value after saving the shipper record.

Ship Via

Enter a code identifying the carrier responsible for this shipment. This field defaults from the value specified on the order associated with the shipper, if any.

Ship Via is validated against predefined values entered in **Generalized Codes** for field abs_shipvia, if any. It prints on formal documents such as pre-shippers, shippers, bills of lading, and invoices.

Terms of Trade Point

Enter the terms of trade point for this shipment. The terms of trade point identifies when title passes to the buyer from the seller, as well as who pays shipping.

Mode of Transport

Enter the mode of transport for the shipment such as air or sea. This field is for reference only.

Carrier Shipment Reference

Enter a shipment reference number supplied by the carrier such as a bill of lading number, carrier tracking number, or packing slip number.

Vehicle ID

Optionally, enter an identifier representing the carrier's vehicle. This field is for reference only.

Payment Type

Specify the payment type. Use Payment Type and Carrier Account to inform carriers of the accounts that require shipment payment collection.

Carrier Account

Specify the carrier account code. Use Carrier Account and Payment Type to inform carriers of the accounts that require shipment payment collection.

Totals

Note When Serialization is enabled, weight calculation logic is modified. For more information on this, see the section on Weight Calculations—Serialized Shippers/Pre-Shippers on page 1399.

Net Weight

The total net weight of the items on the shipper.

Net weight is used in calculating the tare weight.

Cannot be modified at header level.

Tare Weight

The total tare weight of the shipment.

Cannot be modified at header level.

Gross Weight

The total weight of the shipment: Net Weight + Tare Weight. This value cannot be modified at the detail level.

Volume

Enter the volume of the item. This value defaults from the volume specified in **Items**.

Volume is used in calculating the volume for the shipment.

Total Pallets

Enter the number of pallets or skids included in this shipment. This value is for reference. It prints on shipping documents and bills of lading.

Logistics Accounting

This panel is enabled when the Use Logistics Accounting setting is enabled in **Logistics Control**. The system populates most of the fields by using the available sales order information, specifically in the Shipper Lines panel. For example, if you add (or remove) line records in the Shipper Lines grid, the Logistics Accounting panel gets the totals for all the lines or removes them, respectively.

Note All lines must have unique Logistics Charge Codes in order to get a total number or sum from all of the different lines.

Logistics Charge Code

Enter a code identifying a logistics charge.

Logistics charges are the transportation costs incurred when items are moved into and out of company locations by a third-party logistics supplier. These charges can include freight, duty, customs clearance, insurance, and so on.

Logistics Supplier

Enter an address code identifying the supplier associated with a logistics charge.

A logistics supplier is a third-party supplier associated with the transportation of goods into and out of company locations. Logistics suppliers can include any company or government agency providing freight, insurance, handling, customs clearance, and so on.

Charge

Enter the charge amount.

Amount

Released amount.

Type

Specify the unit’s type.

You are only prompted for this when the apportion method is 2, 3, or 4. If the type is Bulk, the logistics charge is only charged when the first receipt of goods is transacted. If additional receipts are made, this particular charge is not charged again. When the type is Unit, for each and every receipt logistics charges are calculated based on the apportion method.

There are three valid types:

- Bulk
- Unit
- <Blank>

Unit of Measure

Enter a unit of measure that corresponds to the specified apportion method.

Currency

Enter a currency code, either foreign or base, to select only transactions in the specified currency. Leave blank to select all transactions within the other criteria. In this case, all amounts are converted to the base currency for display.

If you are not using multiple currencies, leave this field blank or set to your base currency.

Each domain has a base currency. You can specify foreign currencies during sales, purchasing, service, and accounting transactions. Each currency must be predefined, and a valid exchange rate must exist for the transaction effective date.

Exchange Rate From

If the transaction currency is not the same as the domain base currency, the applicable accounting exchange rate displays and can be edited; otherwise, the system displays 1 and the field cannot be changed.

Exchange Rate To

If the transaction currency is not the same as the domain base currency, the applicable accounting exchange rate displays and can be edited; otherwise, the system displays 1 and the field cannot be changed.

Fixed Rate

Select this checkbox to indicate that the exchange rate relationship is fixed on this transaction.

Selected: The system does not look for a more current exchange rate at the next step in the transaction business cycle. Instead, the system uses the fixed rate for all calculations.

Cleared: The system looks for the current exchange rate at later points in the transaction life cycle. Amounts are updated based on the current exchange rate, which may result in exchange rate variances.

For example, if Fixed Rate is No for a sales order, invoice, call, contract, or return material authorization, the exchange rate is updated at invoice post. For purchase orders, the exchange rate is updated when the purchase receipt is matched with the supplier invoice.

Notes

On the Notes panel, you can add, edit, and delete notes attached to the shipper. Up to 99 pages of notes can be added to a shipper.

In the Notes Details window, you can add the predefined master references to the shipper. In the Notes Details window, you can also specify whether to print the notes as follows:

- Print On Pre-Shipper/Shipper
- Print on Bill of Lading

Trailer Notes

On the Trailer Notes panel, you can add, edit, and delete trailer notes attached to the shipper. Up to 99 pages of notes can be added to a shipper.

In the Trailer Notes Details window, you can add the predefined master references to the shipper. In the Trailer Notes Details window, you can also specify whether to print the notes as follows:

- Print On Pre-Shipper/Shipper
- Print on Bill of Lading

Actions

The Actions drop down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and

automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Pick & Pack Action

Choose Actions > *Individual* > Pick & Pack to load inventory into a pack or add lower-level packs on an existing pack.

You can:

- Package picked packs or inventory into a parent pack.
- Build active packs or inventory into picked packs on current pre-shipper/shipper.
- Directly pick the packs or items from the inventory for current pre-shipper/shipper.

In the Main panel, indicate the parent pack information.

Use the Contents panel grid to further maintain item or serial information within this pack.

This action plays a key role in serialized outbound shipping. See the section on Pick & Pack Scenarios on Pre-Shippers/Shippers for examples displaying the various capabilities of this function.

Note When you enable serialization in Inventory Control and pick a serial for a specific order line, the Secondary UM Qty Picked field in Sales Order Lines is automatically updated. For example, if the Secondary UM Qty Picked field on a Sales Order line is 0 and you pick one associated serial using the Pick and Pack action, the field's value will automatically update to 1.

Main Panel

Master Serial

Enter a valid serial ID of the parent pack or leave blank. The serial ID can be of a unit pack or an assembly pack.

This field contains a drill-down link to **Multiple Pack Stage Change**.

Pack Code

This field displays the pack code. When serial control of the unit pack is set to Never in **Pack Codes**, the system tries to find the higher level with serial control that is not set to Never, and the system multiplies the quantity per of the parent level with the quantity per of the current level.

If this is a new unit pack or assembly pack, the system determines the BOP code from **Item Packaging**, based on item, site, and address. It then defaults the unit pack code in the packaging structure to this field.

Total Inventory in Packs has two fields. The system defaults the quantity per at the unit pack or item level in the packaging structure

to the second field of Total Inventory in Packs as the standard pack quantity.

For an assembly pack, since the system can determine the pack code of the child pack based on the serial ID you enter, the higher level of the child pack code in the packaging structure displays here, and the corresponding quantity per displays on the second field of the Number of Child Packs field as the standard pack quantity.

Master Serial Stage

Displays the stage associated with the pack identified in the Master Serial field. A code of Active is required to successfully use this action.

Contents Panel

The Contents Panel grid displays the contents of the parent pack indicated in the Main panel.

Click +New to add a new line.

Click Multi Order/Line to pick from multiple orders.

Click Copy Order to All Lines to copy the Order and Line number of the selected line to all other lines. The following conditions must be met:

- All other lines must share the same item code.
- All other lines must have a blank order and line number.
- All other lines must have Multi Order/Line set to No.

Type

Indicate whether this line is loose items or a serialized pack. Options are Item or Serial.

Serial

Enter a valid serial ID to pick for the pre-shipper/shipper. Item serial ID, unit pack, and assembly pack are all supported. If the entered serial ID is aggregated on an active pack, the system prompts you to remove the pack from its master pack automatically. If you enter a serial ID that is picked for the current pre-shipper/shipper, it means that you want to unpick it. Do not enter a serial ID that is picked for another pre-shipper/shipper.

Stage

Displays the stage associated with the pack or item associated with that line.

Pack Code

Enter the pack code of the serial ID.

Description

Displays a description of the serial ID.

Item

Enter the item number for the loose items to add to the picked pack associated with a pre-shipper/shipper.

Description

Displays a description of the item.

Site

Enter the site at which the item is stored. This field is display only when you have entered a child serial ID. You cannot leave this field blank. The default is the global site.

Location

Enter the destination location to which the packs move.

Note If the specified pack is associated with an open task in Warehousing, the system does not transfer it to the specified location.

Lot/Serial

Enter the lot/serial number associated with the item to be loaded into its parent pack. This field is display only when you have entered a child serial ID.

Reference

The default reference number for the item entered on this screen.

Quantity in Pack

Displays the total quantity available to be picked.

Quantity to Pick

Enter the number of items in the serial ID to pick for the SO and line. The value defaults from the Qty in Pack of the entered serial ID. When you enter a serial ID that is an assembly pack, the system calculates the quantity of the inventory items and defaults the value here.

Note When you pick the first pack for the item, the system moves the quantity picked in allocation detail to the quantity allocated when it is not 0 (zero). As you continue to pick the pack, the system uses the existing logic to move the allocated quantity to the quantity picked.

UM

Displays the unit of measure in which the net weight is expressed, such as CF, SF, CM. This field is validated against predefined values entered in **Generalized Codes** for field pt_size_um, if any.

Multi

Specifies whether you want to enter a series of default carriers for this shipping group and inventory movement code.

- Yes: Specifies that this shipping group and inventory movement code require more than one default carrier. After the inventory movement detail entries are complete, the Carriers frame displays where you can enter multiple default carriers.
- No: Specifies that only one default carrier is required for this shipping group and inventory movement code.

Default: For existing records with multiple carriers assigned, the default is Yes. For existing records with a single carrier entered, the default is No.

If you specify Yes, the system prompts for additional carriers.

This is an interface field only and is not stored in the Shipping Group Detail record.

Sales Order

Indicate the sales order (or customer scheduled order) line for which the serial ID is packed. Sales Order and Line default in the following way:

- When you previously picked for the pre-shipper or shipper for the entered serial ID, the system displays the sales order line specified during picking.
- When the serial ID is linked with a sales order line, the system verifies that the sales order line has the same ship-from and ship-to as the pre-shipper/shipper. When Yes, it defaults the sales order and line.
- When the serial ID is linked with a master sales order line and the sales order line has a different pre-shipper/shipper ship-from or ship-to, the system locates other sales order lines that have the same sold-to, PO, and item as the master sales order line. If one of them matches, the pre-shipper/shipper ship-from and ship-to default from the matching sales order and line.
- If the pre-shipper/shipper has pending pick items, the system locates a sales order line in the pending pick list—based on the item number held in the serial—and defaults the sales order and line.

Line

Indicate the line number from this sales order.

Open Quantity

Displays the total open quantity of this item.

Quantity Picked

Displays the total quantity of material picked on this inventory transaction. This is the quantity to be taken out of stock.

Purchase Order

Optionally enter the number of the customer's purchase order that created the demand for the item to be included as contents of this shipper. The system does not accept a purchase order number when Item is blank.

The system validates that a scheduled order referencing this purchase order exists for this item with the specified ship-to or dock address and ship-from site.

You can leave this field blank and instead enter just a valid scheduled order and line number.

Printed

If selected, indicates that this line has already been printed.

External Serial

Displays the external serial number, when available.

Validate Action

Choose Actions > *Individual* > Validate to confirm that a newly created shipper's content and structure are valid. Any shipper can be verified.

The validation process does not use external execution files to validate shippers. Once you run the validation, the program reports on the failure or success of the shipper validation. The system displays the data correction screen that displays when you invoke validations in the shipper through Rule Definitions. You can correct errors and warnings in this screen to create a valid shipper.

In the Validation Fields grid, you can update the fields of the shipper based on the active rules defined in **Shipper Validation Rules**. The grid will clearly indicate invalid fields by displaying Error in the **Level** column. You must correct these invalid field values to proceed with the validation.

Note You can also optionally modify the fields that do not show an error to further update the shipper.

You can also run Shipper Validation Errors for more information on the shipper errors.

Merge Action

Choose Actions > *Individual* > Merge to merge multiple pre-shippers into the current record.

You can add an unlimited number of pre-shippers to a specific pre-shipper or shipper. You can only merge pre-shippers; the system does not allow you to merge shippers. After a pre-shipper is merged, you cannot access it anymore under its old pre-shipper number.

Main Panel

Ship Via

Indicates a code identifying the carrier used for this shipper.

Terms of Trade Point

Indicates a code identifying the terms of trade for this shipper.

Terms of trade define whether you or the item supplier is responsible for payments to a third-party supplier for logistics charges associated with purchased items. Each terms-of-trade record can include all the logistics charges associated with a purchase, with the responsible party assigned to each logistics charge.

Mode of Transport

The mode of transport used for this shipper.

Carrier Shipment Reference

Indicates the shipment reference number supplied by the carrier, such as a bill of lading number, carrier tracking number, or packing slip number. This number is used as the external reference when a pending invoice is created from this order.

Document Format

Identifies the document format used to print this shipper. Document format must be a valid format of a type applicable to shippers. This field defaults from the document format value in **Logistics Control**.

Consolidate

Specifies whether consolidating shipments with multiple originating transactions of a given type (sales orders, transfers, and so on) is prohibited, allowed, or required for this address.

- Optional: Default. Allows shipment consolidation, but does not require it.
- No: Prohibits shipment consolidation. You cannot prohibit shipment consolidation if any source address in this shipping group requires consolidation.
- Yes: Requires shipment consolidation. You cannot require shipment consolidation if any source address in this shipping group prohibits consolidation.

Language

Specifies the valid active language set up in **Languages** used when associating header, line item, and trailer comments with this shipper.

This field defaults from the ship-to address of the shipment.

You can select shipments for printing by their language code.

Inventory Movement Code

Indicates the inventory movement code for this shipment. If specified, the system verifies that the code exists in the inventory movement detail record for the specified shipping group. If no shipping group is available for the Ship-From/Ship-To/Dock address combination, this field must be left blank.

The default is the inventory movement code associated with the ISS-SO transaction for the specified shipping group. If none is found, Inventory Movement Code defaults to blank.

Inventory movement codes are mandatory when Require Inventory Movement Codes is selected in **Logistics Control**.

Inventory movement codes identify and describe the reason for an inventory transaction such as sales order shipments inside the country. Codes can be printed on shipping documents. This is a common business practice in many countries, and a legal requirement in others such as Argentina.

Pre-Shippers/Shippers to Merge Panel

The Pre-Shippers/Shippers to Merge panel displays all pre-shipper lines available to be merged into the current record.

Records available for merge must share the same ship-from and ship-to values. Records of status canceled cannot be merged.

Only transaction types ISS-SO, ISS-COR, or ISS-TR available for merge.

If sales order consolidation is not allowed on a record, it is not available for merge.

Click +New to add a pre-shipper/shipper to the grid.

Truck Load Action

Choose Actions > *Individual* > Truck Load to identify which master packs or loose serialized items staff have loaded into a truck or to verify that all master packs or loose serialized items of a pre-shipper/shipper have been physically loaded into the truck.

This action is only available when Enable Serialization is selected in **Inventory Control**.

The system does not support truck load for return pre-shippers/shippers.

For sales order picking, when you pick a pack for a return pre-shipper/shipper, the system marks the pack as not loaded.

You can use the **Pre-shipper/Shipper Truck Load** browse to view the status of a truck load. The browse collection provides shipper data, and also tells you the total master packs, loaded master packs, and master packs and loose serialized items linked with the pre-shipper/shipper. You can complete loading using the Truck Load action.

Main Panel

Total Packs

Displays the total number of master packs and serialized loose items on this pre-shipper/shipper.

Packs Loaded

Displays the total number of loaded packs and serialized loose items.

Contents Panel

The Contents panel grid displays the master packs or serialized items associated with this shipper.

Use the Loaded column to indicate inventory that has been loaded into the truck. A selected checkbox in this column indicates that this line has already been loaded.

Confirm Action

Select the Individual > Confirm item from the Actions menu in **Shippers** to run the confirmation process.

Note You can only confirm shippers with a status of Unconfirmed.

The navigation includes four panels: Shipper, Lines to Confirm, Charges, and Workflow Options.

You can update some fields, if required. Click Submit to complete the confirmation process.

Shipper Panel

This panel includes information that the system uses to ship the order lines.

Shipping Group

The system displays the shipping group.

Ship Via

The system displays the ship via code.

Carrier

The system displays the carrier code.

Carrier Shipment Reference

The system displays the shipment reference number supplied by the carrier such as a bill of lading number, carrier tracking number, or packing slip number.

Payment Type

The system displays the payment type.

Incoterms

The system displays the International Commercial Term for this shipment. The Incoterm identifies where title passes to the buyer and is used to indicate who pays shipping charges.

Ship Date

Enter the date this shipment was processed. The default is the system date.

Arrival Date

Optionally, enter the date of arrival. This field is for reference only.

Vehicle ID

Optionally, enter an identifier representing the carrier's vehicle. This field is for reference only.

Document

Optionally, enter a legal document ID associated with the transaction. This field is for reference only.

Maintain Trailer Amounts

Select this option to display the Charges frame, which lets you view and update trailer charges, as well as recalculate freight charges.

Lines to Ship Panel

This grid displays read-only summary information about each line of the pre-shipper. These become shipper lines after confirmation is completed. Use this frame to validate the contents of the shipper.

To update or delete a line, cancel the confirmation action and return to **Pre-Shippers**.

Charges Panel

This panel is displayed only when Maintain Trailer Amounts is selected in the Shipper panel. For each order included in the shipper, the grid shows any current trailer charges. You can update them.

Note When you select Recalculate Freight, any previous, manually entered freight charges are recalculated.

Workflow Options Panel

Invoice

Indicate whether to automatically generate invoices for orders included on the shipper.

Print Shipper

Select this option to have the system launch the Shipper Print function.

Unconfirm Action

Choose Actions > *Individual* > Unconfirm to unconfirm a previously confirmed shipper.

Shipper Panel

This panel includes information that the system uses to ship the order lines.

Shipping Group

The system displays the shipping group.

Ship Via

The system displays the ship via code.

Carrier

The system displays the carrier code.

Carrier Shipment Reference

The system displays the shipment reference number supplied by the carrier such as a bill of lading number, carrier tracking number, or packing slip number.

Payment Type

The system displays the payment type.

Incoterms

The system displays the International Commercial Term for this shipment. The Incoterm identifies where title passes to the buyer and is used to indicate who pays shipping charges.

Ship Date

Enter the date this shipment was processed. The default is the system date.

Arrival Date

Optionally, enter the date of arrival. This field is for reference only.

Vehicle ID

Optionally, enter an identifier representing the carrier's vehicle. This field is for reference only.

Document

Optionally, enter a legal document ID associated with the transaction. This field is for reference only.

Maintain Trailer Amounts

Select this option to display the Charges frame, which lets you view and update trailer charges, as well as recalculate freight charges.

Lines to Unconfirm Panel

This grid displays read-only summary information about each line of the pre-shipper already confirmed. These become unconfirmed pre-shipper lines after this action is completed. Use this panel to validate the contents of the shipper.

To update or delete a line, cancel this action and return to **Shippers**.

Charges Panel

This panel is displayed only when Maintain Trailer Amounts is selected in the Shipper panel. For each order included in the shipper, the grid shows any current trailer charges. You can update them.

Note When you select Recalculate Freight, any previous, manually entered freight charges are recalculated.

Workflow Options Panel

Invoice

Indicate whether to automatically generate invoices for orders included on the shipper.

Print Shipper

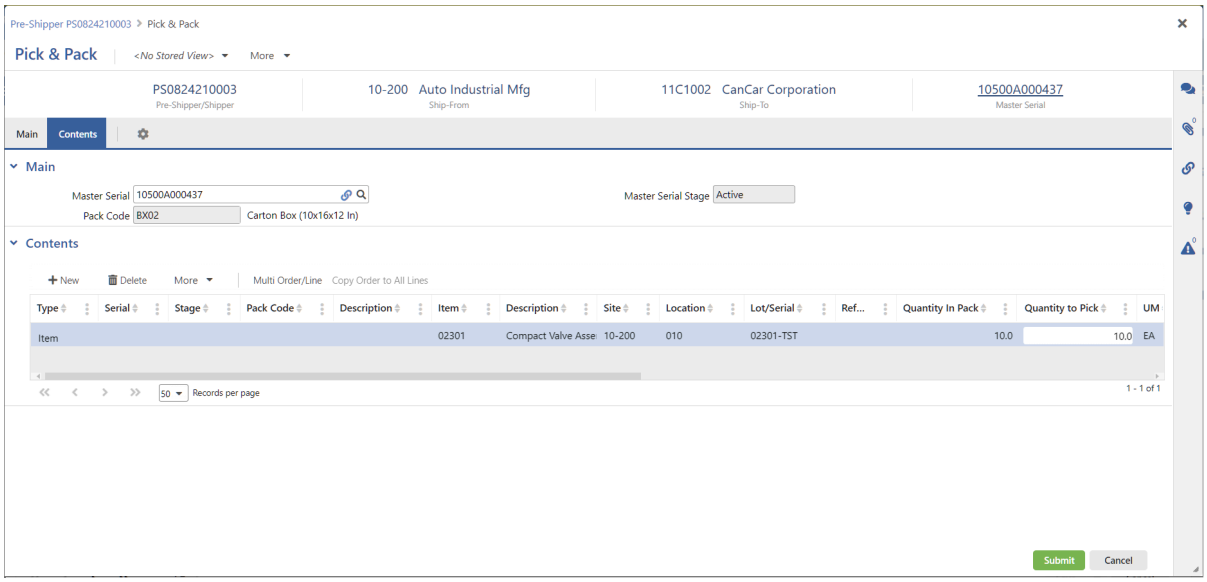
Select this option to have the system launch the Shipper Print function.

Pick & Pack Scenarios on Pre-Shippers and Shippers

The Pick & Pack individual action on **Pre-Shippers** and **Shippers** plays a key role in serialization in outbound shipping.

The following topics present various pick and pack scenarios to demonstrate the capabilities provided by this action.

Picking a Unit Pack

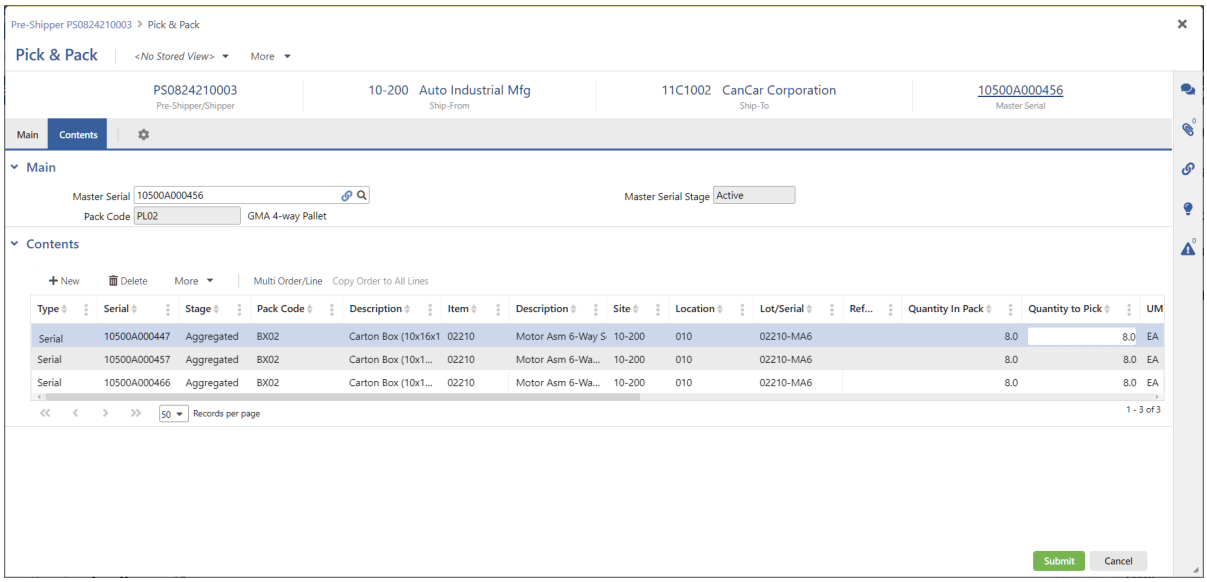


To pick a unit pack:

1. Enter the serial in the Master Serial field. The Contents panel updates with the items contained in the unit pack.
2. For each line in the Contents panel, sales order number and line number default from the pending pick line for the same item on this pre-shipper/shipper. If no values default, enter them manually and click Submit.

Note A unit pack must be fully picked. If the pack is picked on more than one sales order line, use the Multi Order/Line button above the grid.

Picking an Assembly Pack

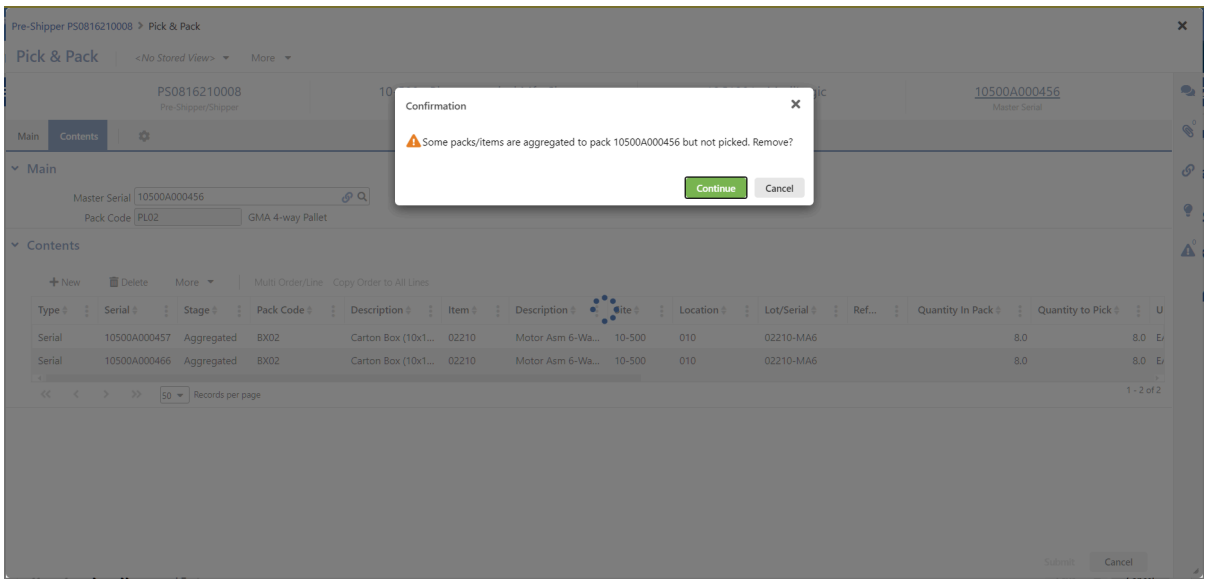


To pick an assembly pack:

1. Specify the serial of the assembly pack in the Master Serial field. The Contents panel updates with all child packs contained in the assembly pack. Each row displays a single child pack (with the single item) and displays the associated item, lot, and reference number. In the example below, the pallet (assembly pack) contains 3 boxes (child packs), with 8 items in each box.
2. Fully pick each child pack (box). Multiple sales order lines can be used when picking a child pack. Click Submit.

Note Use the delete button above the grid to delete a child pack (box) from the Contents panel. Doing so indicates that the removed pack (box) is not to be picked and should be kept in inventory.

As a result, the child pack (box) is split from the assembly pack (pallet), and its stage is changed from Aggregated to Active. In this scenario, the system displays a warning when you click Submit, as seen in the following example.

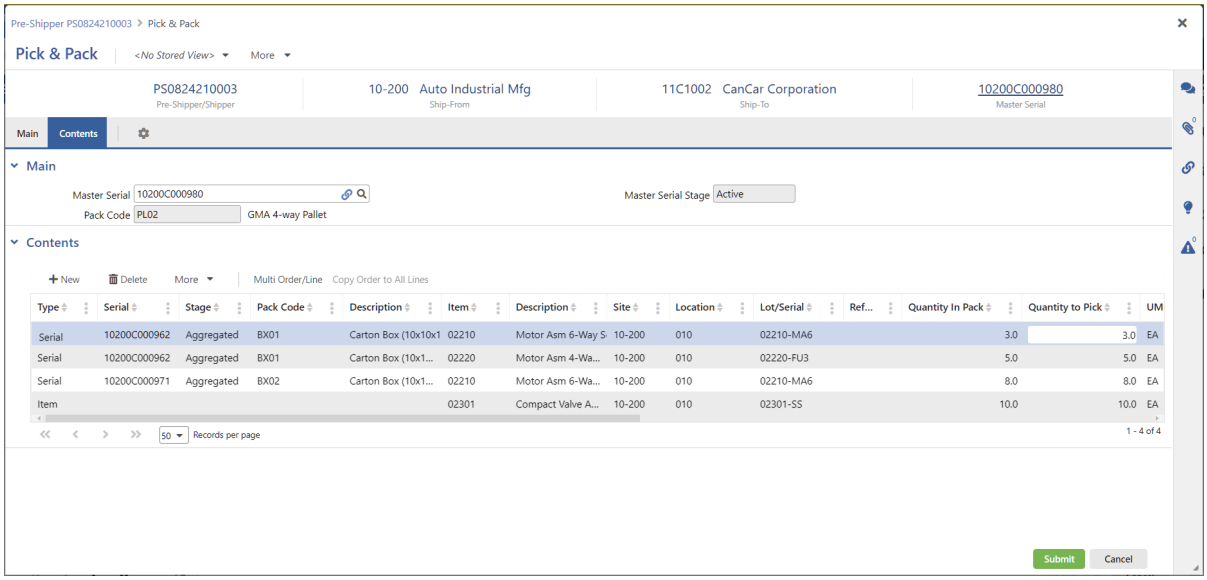


Picking a Pack with Mixed Items (Different Combinations of Item/Lot/Reference)

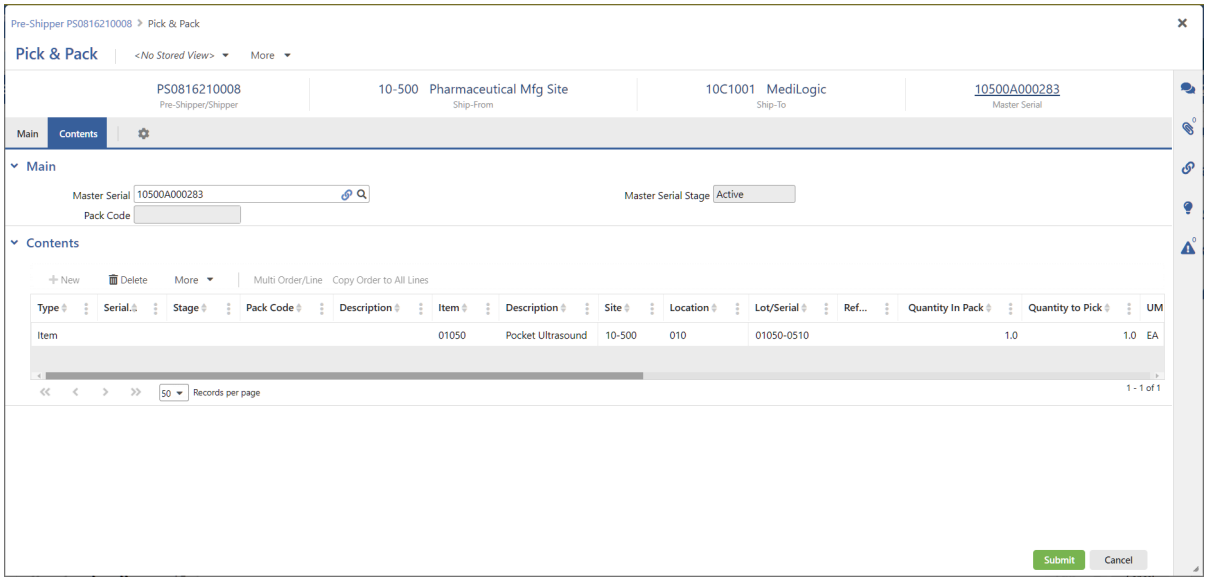
To pick a pack with mixed items:

1. Specify the serial ID of the pack in the Master Serial field. Because the pack contains different combinations of Item, Lot/Serial, and Reference, the Contents panel separates each into a different line. If loose items are included in the lower level of the master pack, they are displayed below the packs.
2. Specify the quantity to pick and click Submit.

In the following example, the pallet contains two boxes and some loose items; one box contains two kinds of items. All the child pack and item details were automatically loaded into the Contents grid when the pallet serial ID was entered in the Master Serial field.



Picking Serialized Loose Items



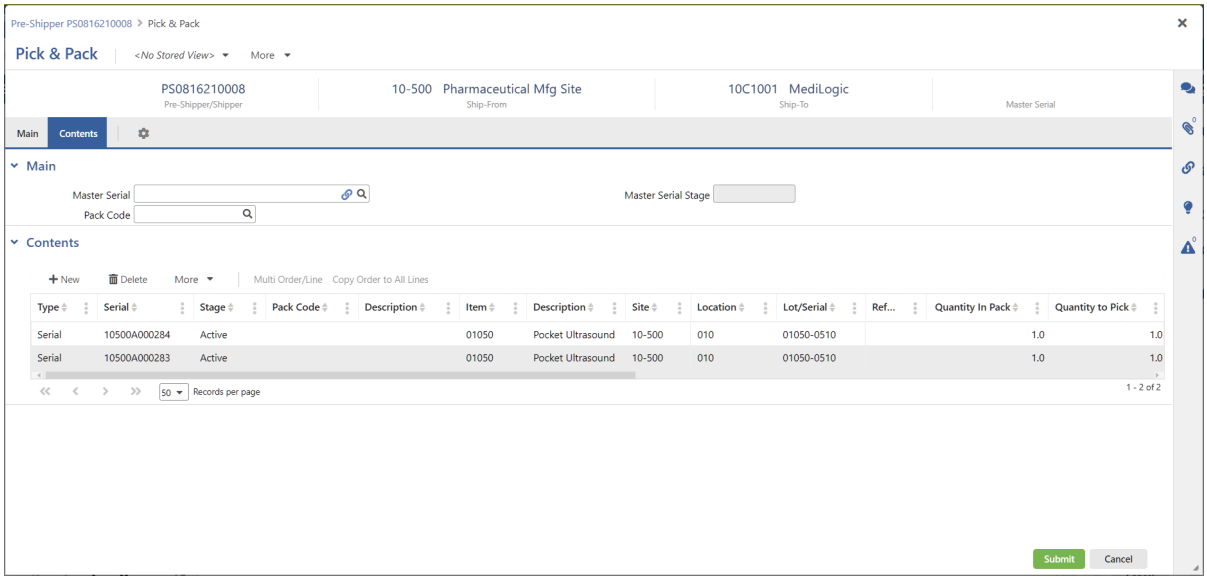
Serialized loose items can be picked in two ways.

One method is to pick a single item by specifying its serial ID in the Master Serial field.

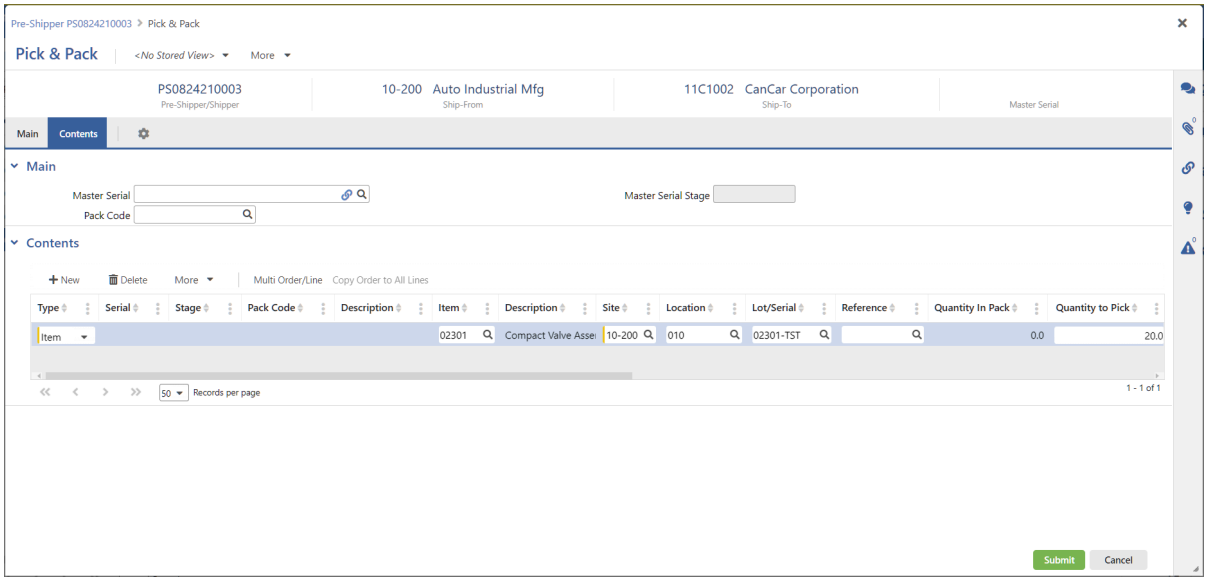
Another method, as seen below, is to leave both the Master Serial and Pack Code fields in the Main panel blank, and instead manually add each serial item ID in the Contents grid.

To do this, for each serialized item:

1. Click +New.
2. Indicate "Serial" in the Type field.
3. Input the Serial ID in the Serial field.



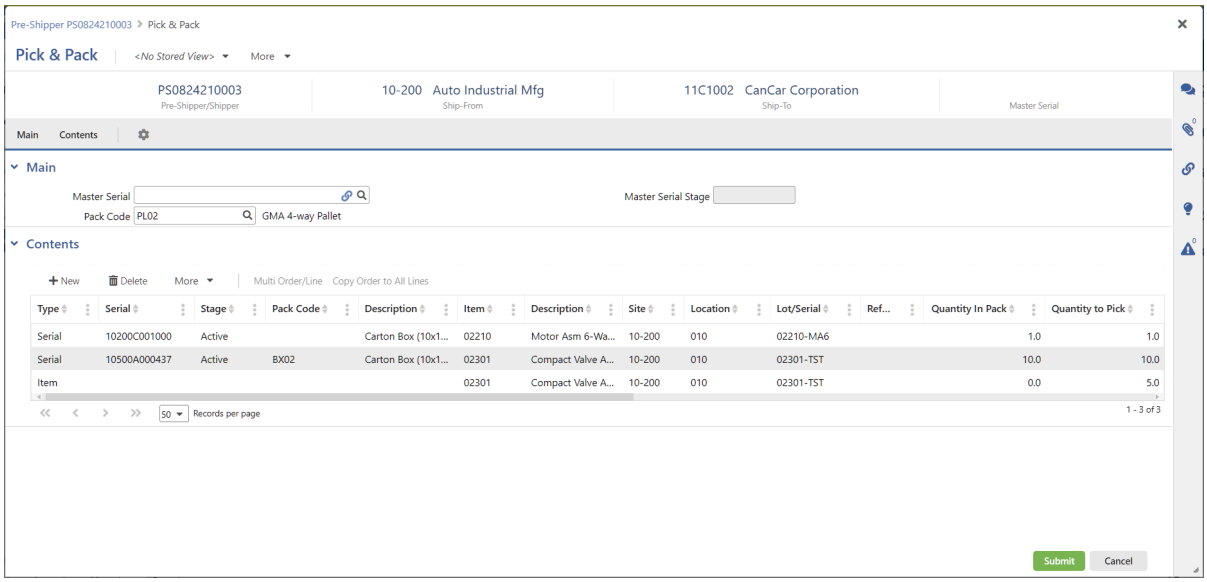
Picking Non-Serialized Loose Items



To pick non-serialized loose items:

1. Leave both the Master Serial and Pack Code fields in the Master panel blank.
2. Click +New in the Contents panel.
3. Indicate "Item" in the Type field.
4. Specify the item details (such as Item, Site, Location, Lot/Serial, Reference, and Quantity to Pick).
5. Indicate the sales order line number that picks the loose items. If there is more than one sales order line, use the Multi Order/Line button.
6. Click Submit.

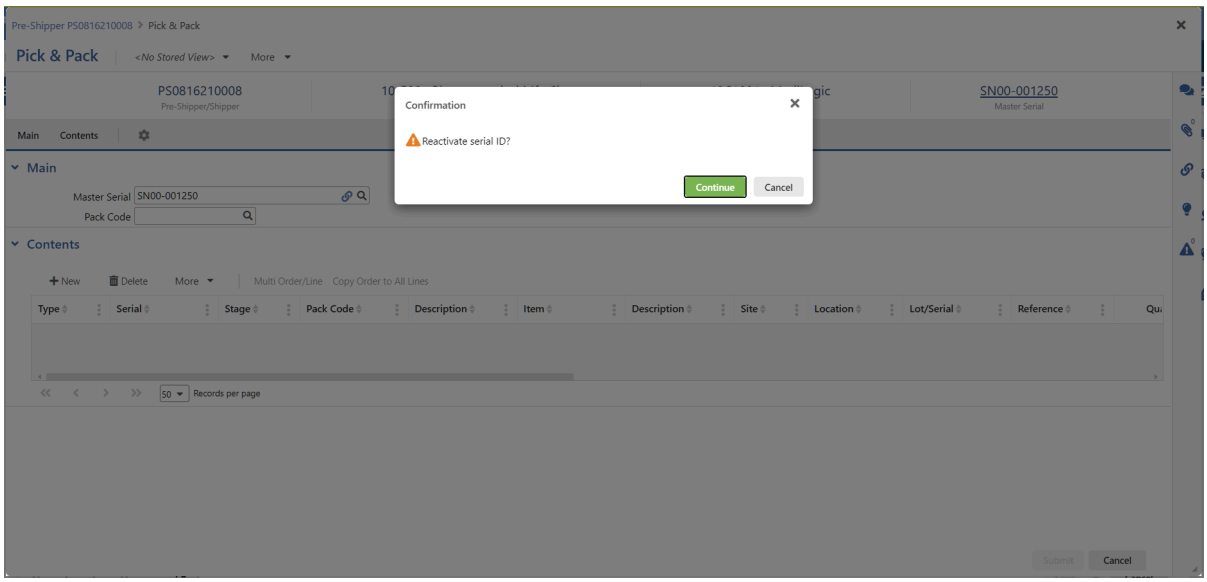
Creating a New Pack and Packaging Inventory Into It



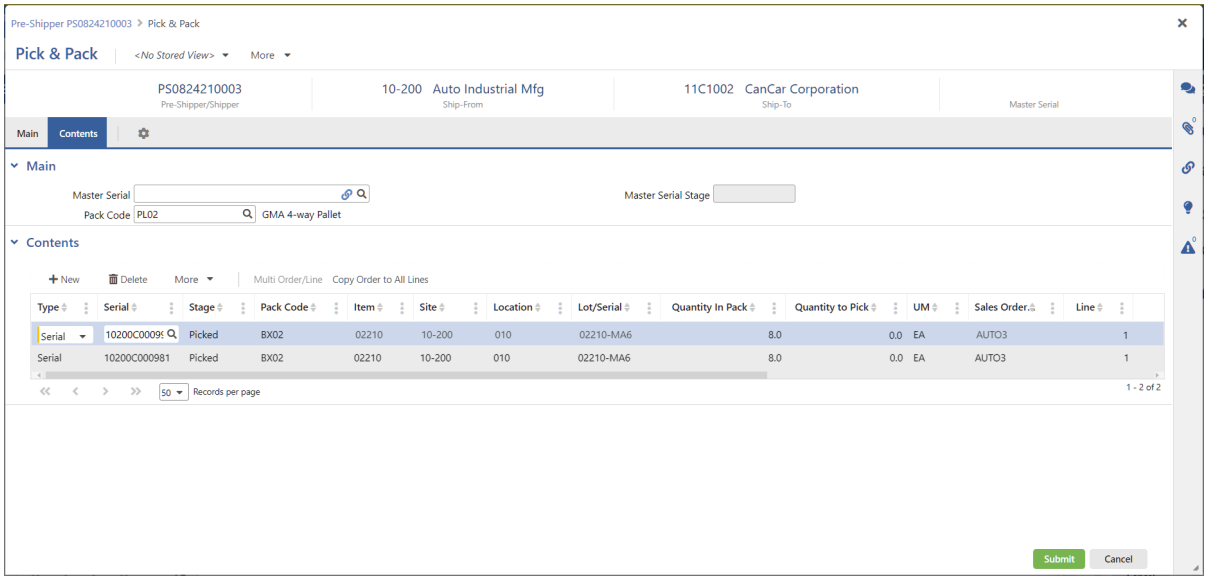
To create a new pack and then package inventory into it:

1. Leave the Master Serial field blank, but specify a valid Pack Code to indicate that the system should generate a new pack serial ID.
2. In the Contents panel, add any packs or items for packaging into the new pack.
3. Click Submit. The newly generated pack ID displays.

Note You can also package by using an existing new or decommissioned serial ID in the system. To do so, simply specify the ID in Master Serial field. For decommissioned IDs, the system prompts you to reactivate it (as seen in the following example).



Repackaging

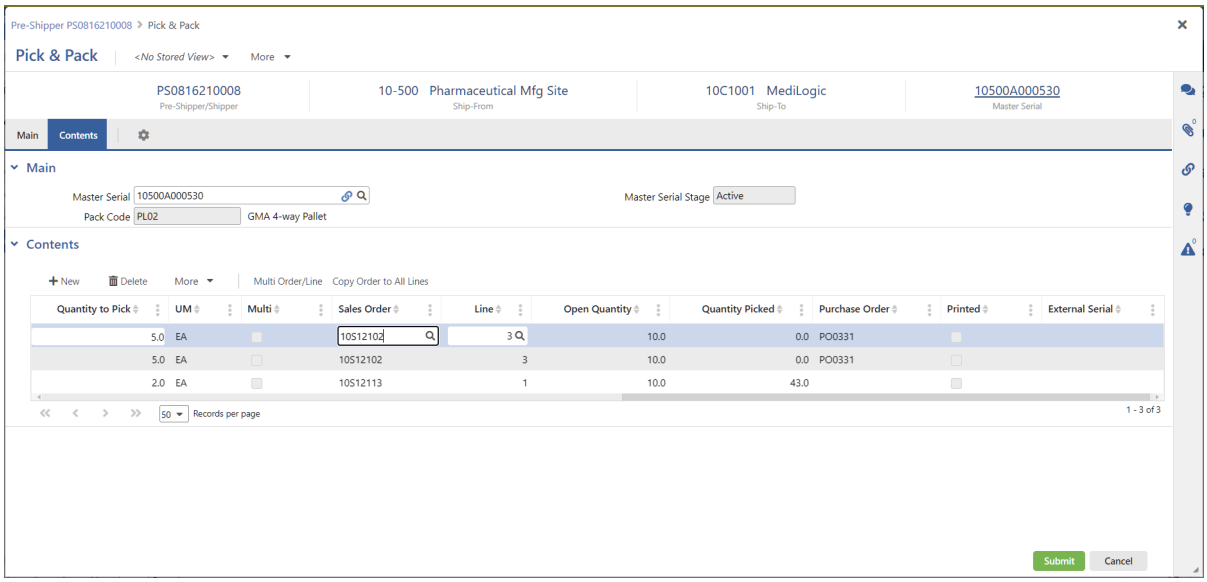


To repackage picked packs or serialized items using the Pick & Pack action:

1. If the picked packs/items must be repackaged into a new parent pack, first create a new pack as detailed in "Creating a New Pack and Packaging Inventory Into It."
2. In the Contents panel, click +New to select all picked packs/items and move them into the new parent pack. All associated order and line information on the picked packs are read-only during the repackaging process.

3. If the picked packs/items must be repackaged into another picked pack on the same Pre-Shipper/Shipper, then specify the serial ID in the Master Serial field.

Multi Order/Line

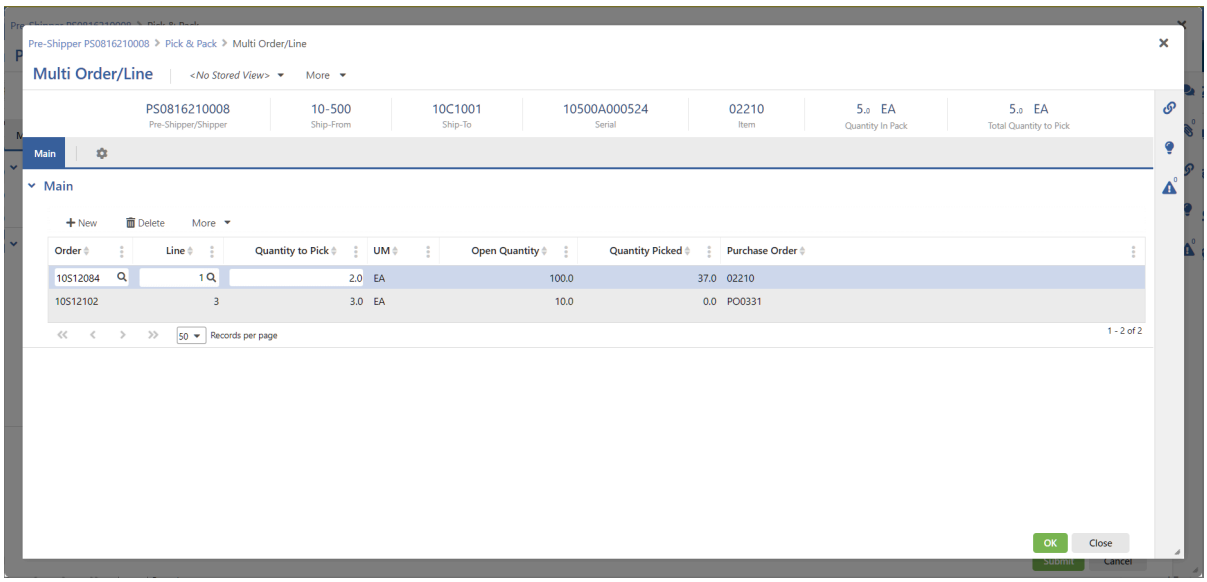


The Pick & Pack action supports entering multiple sales order or customer scheduled order lines during the picking process.

If the pack is picked for a single order line, the sales order and line number display in the Contents panel, along with the associated Open Quantity, Quantity Picked, and Purchase Order for that order line.

To enter multiple order lines:

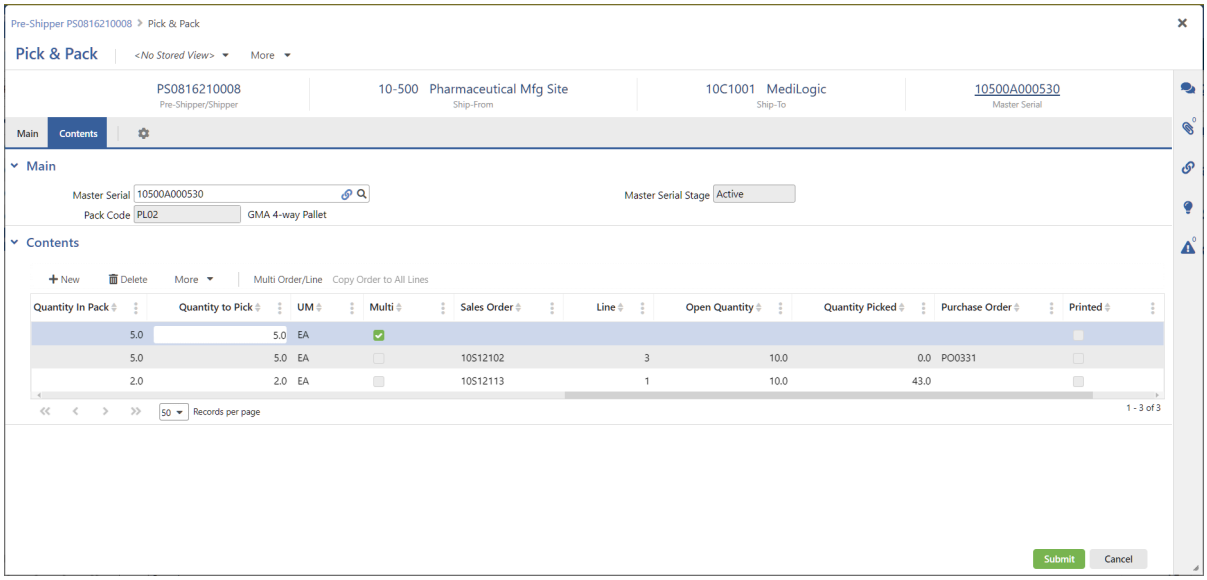
1. Select a line in the Contents panel.
2. Click the Multi Order/Line button to open the Multi Order/Line window.
3. Click +New to add all the order lines, and enter the Quantity to Pick for each order line. Make sure that Total Quantity to Pick equals Quantity in Pack.



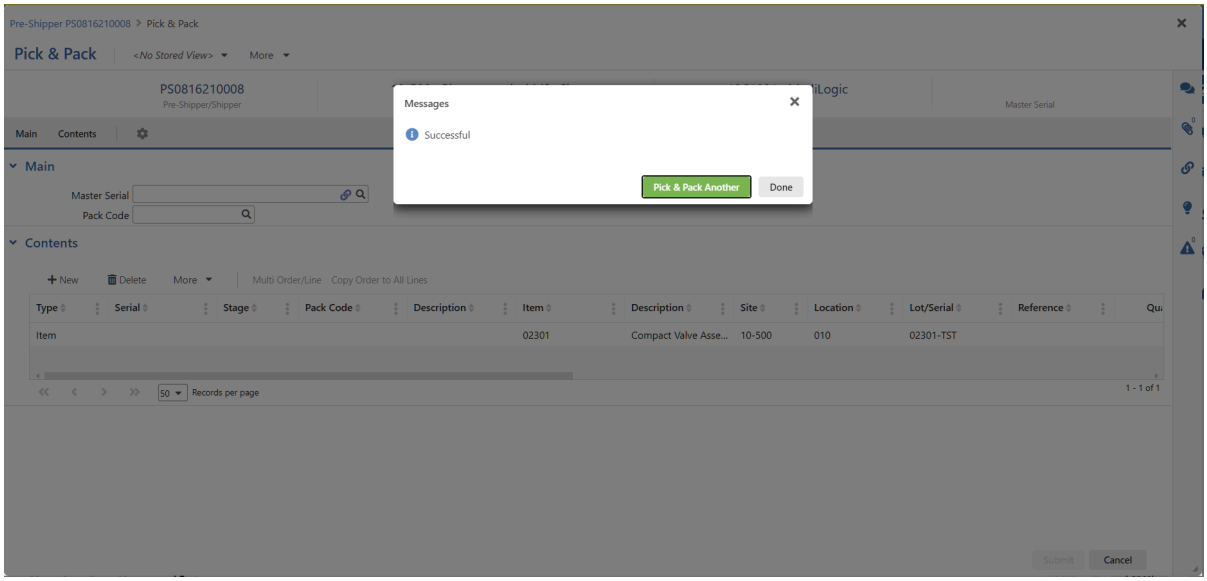
Click OK to return to the Pick & Pack window. Note that the Multi field in the grid is now selected.

To view or update the order line numbers, click the Multi Order/Line button again. You can also clear out all the entered order line numbers by unselecting the Multi field.

Note The Multi Order/Line button is disabled for serialized loose items because the quantity is always 1.



Pick & Pack Another



The Pick & Pack action provides a "Pick & Pack Another" option after a successful Submit.

Selecting this option keeps the Pick & Pack window open, giving you an efficient way to perform this action repeatedly.

Weight Calculations—Serialized Shippers/Pre-Shippers

The following information applies when serialization has been enabled in the system.

Shippers/Pre-Shippers

On Pre-Shippers, only Gross Weight and Volume can be maintained. Tare Weight cannot be modified and is automatically calculated via net weight calculations.

Note that this does not automatically adjust the gross weight and tare weight of the Picked Line & Pending Pick Line weights. Only when there is only a Pending Pick Line–not a Pick Line–does it adjust the lower-level weights.

Negative quantities are not allowed. Updating Gross Weight to 0 sets every weight to zero; it does not reset every weight to the default values of the pack.

Updating the top level of the master pack affects the header weight by adding delta weights as follows:

- Unpicking the existing pack
- Changing the existing master pack
- If picking new packs, recalculating all weights in the header

Shippers/Pre-Shipper Lines

When serialization is enabled, for top-level lines (that is, Master Pack, Loose Items, or a mix of both), only Gross Weight can be updated at both the Pre-Shipper and Shipper line and header levels. Tare Weight cannot be modified and is automatically calculated via net weight calculations.

Negative quantities are not allowed. Updating Gross Weight to 0 resets every weight to the pack's default values.

Note In non-serialized shipper and pre-shipper lines, tare weight—not gross weight—is editable.

For all other types of lines in Picked Lines, all weight and volume fields cannot be maintained. Fields displayed in the lower level are not impacted by the change of master pack/shipper header gross weight.

Within Pending Pick Line or non-serialized Pre-Shipper/Shipper lines, however, Tare Weight can be updated but Gross Weight cannot. Lower-level containers and items are impacted by top-level weight updates.

Examples

Here are some examples of how weight calculations in Shippers/Pre-Shippers currently occur:

Pack 1 - Tare Weight: 1KG

Box 1 - Tare Weight: 1KG

Item 1 - Net Weight 1KG

	Net	Tare	Gross
Shipper Header	2	4	6
Pack 1	1	2	3
Box 1	1	1	2
Item	1	0	1
Pack 2	1	2	3
Box 1	1	1	2
Item	1	0	1

Changing Pack 1 Gross Weight from 3 to 1:

	Net	Tare	Gross
Shipper Header	2	2	4
Pack 1	1	0	1
Box 1	1	0	1
Item	1	0	1
Pack 2	1	2	3
Box 1	1	1	2
Item	1	0	1
	Net	**Tare**	**Gross**
Shipper Header	2	2	4
Pack 1	1	0	1
Box 1	1	1	2
Item	1	0	1
Pack 2	1	2	3
Box 1	1	1	2
Item	1	0	1

Changing Pack 1 Gross Weight from 3 to 0, meaning "Reset to Default":

	Net	Tare	Gross
Shipper Header	1	2	3
Pack 1	0	0	0
Box 1	0	0	0
Item	0	0	0
Pack 2	1	2	3
Box 1	1	1	2
Item	1	0	1
	Net	**Tare**	**Gross**
Shipper Header	2	4	6
Pack 1	1	2	3
Box 1	1	1	2
Item	1	0	1
Pack 2	1	2	3
Box 1	1	1	2
Item	1	0	1

Updating Gross Header Weight

		Net	Tare	Gross
Level 0	Shipper Header	2	4	6
Level 1	Pack 1	1	2	3
Level 2	Item	1	0	1
Level 1	Pack 2	1	2	3
Level 2	Item	1	0	1

	Net	Tare	Gross
Shipper Header	2	1	3
Pack 1	1	0	1

	Net	Tare	Gross
Item	1	0	1
Pack 2	1	1	2
Item	1	0	1
	Net	**Tare**	**Gross**
Shipper Header	2	1	3
Pack 1	1	2	3
Item	1	0	1
Pack 2	1	2	3
Item	1	0	1

Shippers/Pre-Shippers Pick & Pack Action

When using the Pick & Pack action, the system calculates the net weight, tare weight, gross weight, and volume for pack and items once they are picked.

The weight and volume of picked items are calculated based on the following formulas:

- Net Weight = *item net weight * item quantity*
- Gross Weight = *item ship weight * item quantity*
- Tare Weight = *(item ship weight - item net weight) * item quantity*
- Volume = *item volume * item quantity*

The weight and volume of picked packs are calculated based on the following formulas:

- Net Weight = *item net weight * item quantity in pack*
- Tare Weight = *sum of the tare weight of all included packs + (item ship weight – item net weight) * item quantity in pack*
- Gross Weight = *Net Weight + Tare Weight*
- Volume = *pack volume*

The weight and volume of the pre-shipper/shipper are calculated based on the following formulas:

- Net Weight = *item net weight * item quantity in shipper*
- Tare Weight = *(item ship weight - item net weight) * pending pick quantity + sum of tare weight of all picked packs + tare weight of all picked loose inventory*

- Gross Weight = *Net Weight* + *Tare Weight*
- Volume = 0

Note The net/tare/gross weight and volume of the pending picked items must be adjusted if the pending picked quantity changes as a result of the picking.

Note Item net weight, ship weight, and volume are defined in **Items**, and pack tare weight and volume are defined in **Pack Codes**.

Examples:

Master Data

	Ship Weight	**Net Weight**	**Tare Weight**	**Volume**
Item 02210	5.00 KG	4.80 KG		5.00 CF
Pack BX02			800 G	0.06 CF
Pack PL02			40.00 KG	1.20 CM

Calculation Result

Level	**Pack Code**	**Item**	**Quantity**	**Net Weight**	**Tare Weight**	**Gross Weight**	**Volume**
0	Pre-Shipper			81.6 KG	45.0 KG	126.6 KG	0.0 CM
	Pending Picked						
1		02210	8.0 EA	38.4 KG	1.6 KG	40.0 KG	40.0 CF
	Picked						
1	PL02		1.0 PL	43.2 KG	43.4 KG	86.6 KG	1.2 CM
2	BX02		1.0 BX	38.4 KG	2.4 KG	40.8 KG	0.06 CF
3		02210	8.0 EA	38.4 KG	1.6 KG	40.0 KG	40.0 CF
2	BX02		1.0 BX	4.8 KG	1.0 KG	5.8 KG	0.06 CF
3		02210	1.0 EA	4.8 KG	0.2 KG	5.0 KG	5.0 CF

Serialization (Shippers)

Picked Lines - KIT Items

For non-serialized kits, you manually pick every single line of the components they include in order to complete a full kit. But, in serialization, you can pick one component and the system calculates the quantity of the parent item, so it checks all of the components, gets the maximum quantity calculated, and marks it on the parent item.

In the **Shipping Demand** browse, you can select a sales order that requires the kit items to be shipped out.

Choose the record or sales order of interest.

Click the Drill-Down Links icon, and choose Picklist & Pre-Shipper - Automatic to generate a pre-shipper report.

In the **Picklist & Pre-Shipper-Automatic** view, choose Yes in the Default Report column for the Allocate Components field.

The generated Picklist/Pre-Shipper report displays the number of components, their respective lot numbers, and existing inventory in order for the kit to be shipped.

Adaptive UX changes the way in which the kit Item Quantity works in the Pre-Shipper/Shippers Picked Lines. Previously, the kit item quantity was calculated based on the maximum quantity that the picked component was composed of; now, the calculation logic is based on the minimum quantity that the component can comprise.

Pick & Pack Items

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Shippers**, search for or select the Shipper ID.
2. Click Edit, and go to the Shipper Lines panel.
3. You can review the existing shipper lines (sales order) and their respective pending lines in the Quantity column.
4. Choose Actions > Individual > Pick & Pack in the toolbar.
5. In the Main panel, enter the Master Serial number; the system automatically populates the information on the screen.
6. In the Contents panel, you can review the contents that are defaulted by the system—for example, the sales order (Order) and Open Quantity.
7. Click Submit to complete the pick and pack.
8. In the Pending Pick Lines grid of the Shipper Lines panel, the components are updated. However, the kit items Quantity remains unchanged. This is because the Picked Lines value in the Quantity column is marked as zero because you might not be picking a complete set of the different number of components, so the calculated quantity of the picked item remains zero.
9. Select the Picked Line record of interest, and click Edit to update the number for the kit item in the Quantity column. Note: If you enter a negative number, the system displays an error message because you are going to ship and not return any items.
10. Click Done to save the updated picked lines kit item quantity.
11. The Pending Pick Lines subpanel is updated with kit items consumption in the Quantity column.
12. Repeat steps 4-10 to pick and pack for another component kit item quantity. **Note:** The ratio between the kit item and the quantity component is 1:2. For example, based on the 1:2 ratio, if the quantity is 5, the new ratio on the Picked Line quantity should be 2.5. If it is consumed, the Pending Pick Lines are not going to be recalculated and remain as zero, and other components update their quantities numbers if not they are not fully depleted or consumed.
13. In the Shippers browse toolbar, choose Actions > Individual > Confirm.
14. You can review the Quantity to Ship in the Lines to Confirm panel of the Confirm window.
15. Click Submit to confirm shipment.
16. You can go to the **Sales Orders** view, and search for or select the Sales Order number that you confirmed for shipment.
17. Click Edit, go to Order Lines, and select the line record of interest.
18. Click Details to display the Sales Order Detail window.

- The Quantity Shipped in the Shipping panel and the Ship Qty in Ship Details are updated by the system.

Unpick a Pack

After you pick a serialized item, you can unpick all or part of the serialized inventory to remove from the pre-shipper or shipper.

Note This functionality is available in both **Pre-Shippers** and **Shippers**.

1. Go to **Shippers** and search for or select the Shipper ID number to unpick.
2. Click Edit, and go to the Shipper Lines panel.
3. Select the pack record of interest in the Picked Lines subpanel.
4. Click Unpick in the Picked lines Toolbar.
5. Click Unpick when the system prompts you to confirm that you want to remove and unpick the line.
6. After unpicking and removing the lines, you can review in the Pending Pick Lines subpanel the kit items and components that were unpicked.
7. In **Shippers**, choose Actions > Individual > Confirm.
8. You can review the Quantity to Ship in the Lines to Confirm panel of the Confirm window.
9. Click Submit to confirm the shipment.
10. You can go to the **Sales Orders** view and search for or select the sales order number that you just confirmed shipment.
11. Click Edit, go to Order Lines, and select the line record of interest.
12. Click Details to display the Sales Order Detail window.

- The Quantity Shipped in the Shipping panel and the Ship Qty in Ship Details are updated by the system.

Return Pack

This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Shippers**,, search for or select the Shipper ID.
2. Click Edit, and go to the Shipper Lines panel.
3. You can review the existing shipper lines (sales order); their respective pending lines in the Quantity column are negative numbers.
4. Choose Actions > Individual > Return Pack in the **Shippers** browse toolbar.
5. In the Main panel, enter the Master Serial number of the component or kit to be returned. The system automatically populates the information on the screen.
6. In the Contents panel, you can review the contents that are defaulted by the system—for example, the sales order (Order) and Open Quantity.
7. Click Submit to return the pack.
8. After returning the pack, you can review in the Pending Pick Lines subpanel the kit items and components quantities that were returned.
9. Select the Picked Line record of interest, and click Edit to update the value manually for the component or kit item in the Quantity column.

   Note If you enter a positive number, the system displays an error message because you are going to return and not ship any items.
10. Click Done to save updated picked lines kit litem quantity.
11. The Pending Pick Lines subpanel is updated with kit items consumption in the Quantity column.
12. Repeat steps 4-12 to return another component kit item quantity. Note: If a Pending Line is not deleted, you may be over-picking a component or kit item.
13. In the **Shippers** browse toolbar, choose Actions > Individual > Confirm.
14. You can review the Quantity to Ship in the Lines to Confirm panel of the Confirm window.
15. Click Submit to confirm the shipment.
16. You can go to **Sales Orders** and search for or select the sales order number for which you just confirmed shipment.
17. Click Edit, go to Order Lines, and select the line record of interest.
18. Click Details to display the Sales Order Detail window.

- The Quantity Shipped in the Shipping panel and the Ship Qty in Ship Details are updated by the system.

Shipping Serialized Memo Items

As long as the Ship Type in the sales order line is non-blank, the system treats it as Memo and supports it in Pick & Pack.

Normally, memos are sales that do not involve inventory or non-inventory items, such as services or miscellaneous credits. However, you can now use memos for serialization scenarios.

Note This functionality is available in both **Pre-Shippers** and **Shippers**.

1. Go to **Shippers** and select the shipper with the previously added memo items.
2. Click Edit, and go to the Shipper Lines panel.
3. The system displays in the grid the shipper line records of the serialized and non-inventory memo items with their respective quantities to ship.
4. After reviewing the records in the Shipper Lines grid, choose Actions > Individual > Pick & Pack to pick and pack the shipment.
5. In the Main panel, leave the Pack Code blank. The system only supports configurations where the memo items are loose items; they cannot be included in any pack. If you try to submit it, the system validates your submission and displays an error message that the memo item is not supported in a pack.
6. In the Contents panel, click Select Items in the grid toolbar to add the memo item.
7. In the Shipper Detail pop-up window, select the memo items, and click OK to add and begin to pick.
8. Enter the quantity you want to pick in the Quantity to Pick column. Repeat steps 6-8 for any additional memo item to pick.
9. Click Submit to finish picking your items. Click Done to return to the Shipper Lines panel in the Shippers edit screen.
10. In the Shippers Lines grid, the system displays the updated memo item quantities in the Quantity column.
11. After reviewing the shipper lines updates, choose Actions > Individual >Confirm to confirm shipment.
12. In the Confirm window, go to the Workflow Options panel.
13. Select the Print Shipper checkbox.
14. Choose Now in the Invoice field.
15. Click Submit to confirm shipment.
16. Click OK to close the "shipment confirmed successfully" message.
17. In the Pre-Shipper/Shipper Print window, configure any required settings and filters, and click Run to generate the shipper document.
18. Click Close to continue with the invoice printout.
19. In the Invoice window, select the Print Invoice checkbox in the Workflow Options panel, and click Submit.

20. Click OK to close the invoice and invoice number message prompt.
21. Configure any required settings or filters in the Invoice Print or Reprint window, and click Run to print the invoice.

- The invoice displays the updated quantities for the serialized memo items.

Processing RMA Shipments and Returns (Shippers)

Creating an RMA Receipt

You must have a fulfilled and closed sales rder and an RMA return line order.

Use RMA receipts to record that a customer has returned items to you for credit, repair, or replacement. These are put into inventory at the specified site and location. A customer credit is recorded.

RMA receipts can be processed only against open RMAs. Multiple receipts can be processed against each return line item in one RMA. The Ship Before Return setting of the service type providing coverage for the RMA determines whether you can ship replacement items before the returned items are received. Replacement items are shipped using **RMA Shipments**.

Note This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Shippers**, click +New.
2. Enter the Ship-From and Ship-To addresses. The Inventory Movement Code can be the same one as the sales order.
3. Go to the Shipper Lines panel; click Details to first handle the return.
4. Enter Item as Type and the order number, or use the Order Detail look-up dialog box if the order number has more than one line associated with it.
5. The Inventory Detail panel auto-populates with the return line information. The restriction is that you can only use the negative quantity that represents the return. For example, if you input a positive number, the system displays an error message that it is unable to save. However, if the quantity is input manually as negative, the Detail Allocations checkbox is disabled in the Main panel.
6. The Lot/Serial field has an Installed Base look-up dialog box. If you are returning more than one item, the Multi Entry checkbox remains enabled.
7. Use the Notes panel, if additional notes are needed.
8. Click Save to save the new line.
9. Click Close to close the Shipper Detail window.
10. In Shipper Lines, the system displays the shipping quantities in negative numbers.
11. Choose Actions > Individual > Confirm.

12. In the Confirm view, go to Lines to Confirm to verify that the RMA number (Order), Line number, and Quantity to Ship are correct.
13. In the Workflow Options panel, you can choose the option Later in the Invoice field.
14. Click Submit to confirm the record. The system displays a shipment confirmation message.
15. Click OK to close the message.
16. Go to **RMAs** browse view, select the record of interest, and click Edit.
17. In the Return Lines panel, select the line of interest and click Details.
18. Click the Receiving tab/panel. The system displays that after confirming the shipper, the Received Quantity field is updated.

Creating an RMA Shipment

Use RMA shipments to process the RMA issue lines.

You can process shipments against any RMA with open replacement lines. Multiple shipments can be processed against one RMA, with one or more shipments against each line item. The Ship Before Return setting of the service type providing coverage for the RMA determines whether you can ship replacement items before the returned items are received.

Note This functionality is available in both **Pre-Shippers** and **Shippers**.

1. In **Shippers**, click +New.
2. Enter the Ship-From and Ship-To addresses. The Inventory Movement Code can be the same one as the sales order.
3. Go to the Shipper Lines panel, and click +New.
4. Enter the following information:
    - Type as Item
    - Order (RMA) number
    - Line
    - Quantity
    - Lot/Serial
5. Click Done to save the new line.
6. Click Save to save the new shipper.
7. Choose Actions > Individual > Confirm.
8. In the Confirm view, go to Lines to Confirm to verify that the RMA number (Order), Line number, and Quantity to Ship are correct.
9. In the Workflow Options panel, you can choose the option Later in the Invoice field.
10. Click Submit to confirm the record. The system displays a shipment confirmation message.
11. Click OK to close the message.
12. Go to **RMAs** , select the record of interest, and click Edit.

13. In the Replacement Lines panel, select the line of interest and click Details.
14. Click the Shipping tab/panel. Note that the Quantity Shipped field is also updated after confirming the shipper.
15. In the Ship Details panel,the system displays the Shipper Number and Status.
16. Click Close to return to the **RMAs** Edit view.
17. Click Save to save the updated RMA record.
18. Go to **Pending Invoices**.
19. Search for or select the RMA order of interest.
20. In the Order Value to Invoice column, the system displays the actual difference between the received and shipped item values.
21. Choose Actions > Bulk > Post.
22. In the Post Invoice view, you can select ISB Details to verify that the correct component was selected.
23. In the Workflow Options panel, select the Print Invoice checkbox.
24. Click Submit to print the invoice, and click OK when the invoice post successful message appears.
25. In the Invoice Print or Reprint screen, use any necessary settings or filters.
26. Click Run to generate the Invoice Post report.
27. On the Invoice Post report, the system displays any added or removed serialized items. This is also reflected on records in the **Installed Base** view.

Shipper Validation Rules

Shipper Validation Rules

Use **Shipper Validation Rules** to create and edit shipper validation rules.

Rules can be applied not only from **Pre-Shipper/Shipper Print**, but also from many other places, such as **Pre-Shippers**, **Shippers**, and individual actions such as Confirm, Unconfirm, Ship Allocated, and Pick Allocated.

Excel Import/Export for Shipper Validation Rules

Like many browses, Shipper Validation Rules offers the ability to export or import data from Excel, in addition to a variety of other formats. You can export and import data from and to the Main panel, Additional Information panel, and Rule Detail panel. For more information, see Exporting and Importing Data on page 266.

Main Panel

Rule ID

Specify an identifier for this rule. You cannot leave this field blank; otherwise, an error is displayed.

Description

Enter a description of the Rule ID to be created.

Category

Enter the rule category for the rule data you want to display. You define rule categories.

Allow Import

Indicate whether rule data that is exported from a central domain or database can be imported.

No: Rule data cannot be imported from a central domain or database.

Yes: Rule data can be imported from a central domain or database. The import process overwrites existing tables and data associated with the exported rules. The process also uses your selection criteria to delete any rules that have been removed from the central database.

Additional Information Panel

Last Modified User

The ID of the user who performed the latest update.

Last Modified Date

This system-maintained field records the last date this record was modified.

The default is the system date.

Last Imported User

The ID of the user who imported the latest update.

Import File Name

Name of the file that contains the imported data.

Last Imported Date

This system-maintained field records the last date this record was imported.

The default is the system date.

Creating a Shipper Validation Rule

1. Go to the **Shipper Validation Rules** view.
2. Click +New to create a new shipper validation rule.
3. In the Main panel, enter the values for the following fields:
   - Rule ID
   - Description
   - Main Category

- Allow Import

4. Click Save to save the entered information.
5. In the Additional Information panel, the system displays the timestamp-related information about the new shipper validation rule, such as Last Modified User and Last Modified Date. This panel also displays or supports imported files from outside directories.

A new shipper validation rule is created.

Shipper Validation Rule Detail

The system has a hybrid browse detail level where you can either create or edit the details of a shipper validation rule.

Main Panel

Field

Enter the name of a field attached to a rule. To find a field name, use the look up button to search for generalized code. The system displays the name of the field. When you enter a value in this field, the report shows only those rules that include the field you specify

Description

Enter a description that explains the purpose of the rule.

Apply-To

Indicate if this user field applies to the shipper (header), line item, or container item.

Note You cannot create the same user field for both a header and a line or container item

Start Effective

Enter the start effective date for this field to be validated as part of this rule. You cannot leave this field blank. You can attach the same field to more than one rule as long as you specify different start dates; however, the system checks for date range overlapping.

When dates overlap, the system prompts you to expire the previous instance of the field.

End Effective

Enter the end effective date for this field to be validated as part of this rule. You can optionally leave this field blank. The system checks for date range overlapping. When dates overlap, the system prompts you to expire the previous instance of the field.

Type

Type displays the value. The field can be a system field or a user-defined field. For user fields, users can input custom user-defined

values in the Field option. For system fields, users can only select the existing field values in the Field option.

Prompt Locations Panel

Location

Location where the system prompts for field values.

Validation Level

Indicate the validation level for a shipper/pre-shipper:

None: The field is not validated.

Required: The field is required. If users do not enter data or enter incorrect data, the system displays the message specified in Validate Message field as an error. Additional messages may display, too.

Optional: The field is optional. If users do not enter data or enter incorrect data, the system displays the message specified in the Validate Message field as a warning. Additional messages may display, too.

Prompt

Indicate whether the system prompts for field values in the pre-shipper, shipper, and shipper confirmation. This field is displayed only if you are creating validations for a system field.

Cleared (the default): The system does not prompt for values.

Selected: The system prompts for values.

Rule Definition Panel

Validation Point

Specify where the system performs the validation during pre-shipper or shipper creation or confirmation.

Field (the default): The system validates at time of field entry for both user and system fields.

End: For user fields, the system validates at the end of shipper creation in shipper programs or just prior to the start of confirmation in a confirmation program.

Minimum Length

Specify the minimum length of the field value in terms of the number of characters. The minimum length cannot be greater than the maximum length. You can enter 0 (zero); however, the system does not validate the length.

Maximum Length

Specify the maximum length of the field value in terms of the number of characters. The maximum length cannot be less than the minimum

length. You can enter 0 (zero); however, the system does not validate the length.

Validation Program

Enter the name of the custom program to validate user input for the field you are adding to the rule. The program name must include the .p —for example, Validate.p.

The program must reside in the database PROPATH.

To set up a custom validation program, follow the instructions in Shipper Validation with Custom Programs Setup on page 1424.

Internal Procedure

Enter the name of an internal procedure that is a part of the program you specified in Validation Program. You cannot enter an internal procedure unless you specify the validation program first.

To set up an internal procedure, follow the instructions in Shipper Validation with Custom Programs Setup on page 1424.

Default Value

The default value for this field in this procedure.

Each procedure-field name combination may have specific user-defined values attached.

Generalized Code Field

Specify a new or existing generalized code.

If the generalized code is new, the system prompts you to create the generalized code. If the generalized code exists, the system prompts you to add values for the generalized code. If you specify Yes to either prompt, the system displays the Generalized Codes frame. You can add or update values and comments for the generalized code you entered in the Generalized Code field.

When you enter a generalized code here, it determines which values you can update in the Default Value field. If you enter a value in Default Value that is not in the generalized code list of values, the system displays an error.

You can enter both a generalized code field and a validation program in the Validation Program field

.

Invalid Characters

Specify one or more restricted characters that users cannot enter in the field. Enter the characters as a single string without commas or other separators. For example, enter $ # % to have the system display an error if the user enters any of these characters. The system does not validate for the string as a whole.

Validate Message

Enter a text message that displays when a validation error or warning occurs. The message cannot be longer than 121 characters.

Allow Blank

Indicate whether the field can be blank.

Cleared (the default): The field cannot be blank. A value must be entered in the field.

Selected: The field can be blank.

Enforce Case

Indicate whether the system enforces the upper- or lower-case values of defaults and user or system field values.

Note To execute case validations, the system requires a list of possible values to compare with user input for the field. You must have Generalized Codes Field values or Allowed Field Values specified for the field. If neither exist, the system cannot execute this validation even when this option is selected.

Cleared (the default): The system does not enforce the upper- or lower-case values and users can specify field values using any combination of upper or lower case.

Selected: The system enforces upper- and lower-case values of defaults and user or system field values. Users must enter values using the predefined upper or lower case for the value.

Undefined Values

Indicate whether users can enter an undefined value for the field.

Cleared (the default): Users cannot enter any value for the field that is not predefined as a value.

Selected: Users can enter any value in the shipper or user field that is a predefined value or enter any undefined value. When they enter an undefined value, the system displays a warning.

Allowed Field Values

Use Allowed Field Values to indicate whether the system records each allowable value for the field. This option is selected by default if field values exist for the field you selected; otherwise, the default is cleared.

Value

Cleared: The system does not record allowable values for the field.

Selected: The system displays the Allowed Field Values to select and record each allowable field value. Select from a list of existing values in the Allowed Field Values grid/subpanel or add a new value. Optionally edit the description, add a new value and description, or click Delete to delete the values.

The system compares the allowed field value entered in the Default Value field and the recorded value in the Allowed Field Values grid/subpanel.

Description

Enter a description that explains the purpose of the allowed field value.

Notes Panel

Use the notes panel to create, edit, or delete detailed notes regarding the shipper validation rule detail.

Creating a User-Type Defined Rule Detail

For a user-type defined rule detail, users can input user-defined values in the Field option.

1. Go to the **Shipper Validation Rules** view.
2. Click +New or select a shipper validation rule, and click Edit.
3. In the Rule Detail panel, the system displays specific information about the new shipper validation rule.
4. Click +New to create the new rule detail.
5. Fill out all of the following and applicable fields:
    - Field
    - Description
    - Apply-To—can be applied to different predefined layers (Shipper, Item, or Container)
    - Start Effective
    - End Effective
    - Validation Point
    - Allow Blank
    - Minimum Length

- Maximum Length
- Enforce Case
- Generalized Code Field
- Validation Program
- Internal Procedure
- Default Value
- Validate Message
- Invalid Characters
- Undefined Values

6. Click Done to save the new record.

A new user-type defined shipper validation rule detail is created.

Creating a System-Type Defined Rule Detail

For a system-type defined rule detail, users can use system-defined values or pre-existing generalized codes in the Field option.

1. Go to the **Shipper Validation Rules** view.
2. Click +New or select a shipper validation rule, and click Edit.
3. In the Rule Detail panel, the system displays specific information about the new shipper validation rule.
4. Click +New to create the new rule detail.
5. Fill out all of the following and applicable fields:
   - Field
   - Description
   - Apply-To—can be applied to different predefined layers (Shipper, Item, or Container)
   - Start Effective
   - End Effective
   - Validation Point
   - Allow Blank
   - Minimum Length
   - Maximum Length
   - Enforce Case
   - Generalized Code Field
   - Validation Program
   - Internal Procedure
   - Default Value

- Validate Message
- Invalid Characters
- Undefined Values

6. Click Done to save the new record.

A new system-type defined shipper validation rule detail is created.

Updating a Rule Detail

For a system-type defined rule detail, users can use system-defined values or pre-existing generalized codes in the Field option.

1. Go to the **Shipper Validation Rules** view.
2. Select the shipper validation rule of interest, and click Edit to display the edit screen.
3. In the Rule Detail panel, the system displays detailed information about the selected shipper validation rule.
4. Choose the record of interest, and click Details to update the following and applicable rule detail fields:
   - Field
   - Description
   - Apply-To.

     Note This field can be enabled or disabled by the system if the Field value is a Generalized Code.
   - Start Effective
   - End Effective
   - Validation Point.

     Note This field can be enabled or disabled by the system if the Field value is a Generalized Code.
   - Allow Blank
   - Minimum Length
   - Maximum Length
   - Enforce Case
   - Generalized Code Field
   - Validation Program
   - Internal Procedure
   - Default Value.

     Note This field can dynamically display Generalized Code options only if Field has a system-type generalized code.
   - Validate Message

- Invalid Characters
- Undefined Values

5. Click Save to record the updated rule detail and definition.

The system records and displays the updated shipper validation rule detail.

Overriding Effective Dates in a Shipper Validation Rule Detail

For a system-type defined rule detail, users can use system-defined values or pre-existing generalized codes in the Field option.

1. Go to the **Shipper Validation Rules** view.
2. Select the shipper validation rule of interest, and click Edit to display the edit screen.
3. In the Rule Detail panel, the system displays detailed information about the selected shipper validation rule.
4. Choose the record of interest, and click Details to update the following and applicable rule detail fields:
   - Field
   - Description
   - Apply-To.

     Note This field can be enabled or disabled by the system if the Field value is a Generalized Code.
   - Start Effective
   - End Effective
   - Validation Point.

     Note This field can be enabled or disabled by the system if the Field value is a Generalized Code.
   - Allow Blank
   - Minimum Length
   - Maximum Length
   - Enforce Case
   - Generalized Code Field
   - Validation Program
   - Internal Procedure
   - Default Value.

     Note This field can dynamically prompt Generalized Code options only if Field has a system-type generalized code.
   - Validate Message

- Invalid Characters
- Undefined Values

5. Click Save to record the updated rule detail and definition.

The system records and displays the updated shipper validation rule detail.

Adding a Note to a Shipper Validation Rule Detail

1. Go to the **Shipper Validation Rules** view.
2. Select the shipper validation rule of interest, and click Edit to display the edit screen.
3. In the Rule Detail panel, the system displays all of the existing rule details, and their respective End Effective and Start Effective dates.
4. Click Details to open the Rule Detail screen.
5. Go to the Notes panel, and click +New to add a new note.
6. Enter the Page number, and in the Notes field, enter the descriptive notes regarding the rule detail.
7. Click Done to record the new notes to the rule detail.

The system updates the rule details with the new notes.

Copying a Shipper Validation Rule Detail

1. Go to the **Shipper Validation Rules** view.
2. Select the shipper validation rule of interest, and click Edit to display the edit screen.
3. In the Rule Detail panel, the system displays all of the existing rule details, and their respective End Effective and Start Effective dates.
4. Choose Actions > Individual > Copy to open the Rule Copy window.
5. In the Main panel, enter the required and applicable values in the following fields:
   - Rule. Enter a new Rule ID.
   - Description. Enter a new Rule ID description. The system automatically copies the description from the original Rule ID.
   - Category. Enter a new Rule ID category. The system automatically copies the category from the original Rule ID.
   - Allow Import. Indicate whether rule data that is exported from a central domain/database can be imported.
6. In the Rule Details to Copy panel, select the rule detail to copy.
7. Click Submit to copy the rule detail.

The copy record is available in the Shipper Validation Rules brows. The system also copies the original rule details and notes.

Shipper Validation with Custom Programs Setup

Add a Custom Validation Procedure

1. Create the validation .p file you intend to use. Here is a sample external validation program that checks the mode of transport. It ensures the second character is 'a' and returns an error if the condition fails.

```
/* val_transport.p - External validation program for mode of transport */


{us/bbi/mfdeclre.i}

{us/rc/rcwabsdf.i new}

{us/so/sottval.i}

{us/so/sovalcon.i}


define input parameter ip_abs_id as character no-undo.

define input parameter ip_abs_shipfrom as character no-undo.

define input parameter ip_shphv_oid   as decimal   no-undo.

define input parameter ip_shphv_field as character no-undo.

define input parameter ip_fld_value   as character no-undo.

define input parameter ip_ship_step   as character no-undo.

define input-output parameter table for tt_validation_errors.

define output parameter op_value_ok as logical no-undo.


op_value_ok = true.


if length(ip_fld_value) >= 2 then do:

   if substring(ip_fld_value, 2, 1) <> "a" then do:

      op_value_ok = false.
```

```
      create tt_validation_errors.

      assign

         tt_val_absid = ip_abs_id

         tt_val_shphvoid = ip_shphv_oid

         tt_val_shipfrom = ip_abs_shipfrom

         tt_val_field = ip_shphv_field

         tt_val_field_value = ip_fld_value

         tt_val_level = 3

         tt_val_msg1 = "Invalid mode of transport: character at position 2
 must be 'a'".

   end.

end.

else do:

   op_value_ok = false.

   create tt_validation_errors.

   assign

      tt_val_absid = ip_abs_id

      tt_val_shphvoid = ip_shphv_oid

      tt_val_shipfrom = ip_abs_shipfrom

      tt_val_field = ip_shphv_field

      tt_val_field_value = ip_fld_value

      tt_val_level = 3

      tt_val_msg1 = "Mode of transport must be at least 2 characters long".

end.
```

The example program is triggered when the mode of transport field is edited. In this example, the program checks if:

- The value is at least 2 characters.
- The second character is 'a'.

If not, it populates the tt_validation_errors variable, which prevents form submission. This code is an example and can be modified as you require.

2. The validation .p File program should be placed in a directory that exists in the PROPATH. In this example, the directory is:

   /dr01/qadapps/systest/customizations/mfg/default/src/us/va
3. Go to **Logistics Control > Container/Shipper Panel > Import subpanel** and add the validation file path to the control logic as required. Place the link in the **Default Source Code Inventory field**.
4. To set the rule definition, go to **Shipper Validation Rules**. In the **Rule Details** panel, click on Details. A pop-up view appears. In the **Rule Definition Panel**, specify the full file name (For example: val_transport.p) in the **Validation Program** field. If you are using an internal procedure, mention it in the **Internal Procedure** field (For example: validateModeOfTransport).
5. Run the YAB Deployment Tool after placing the file and updating the configuration. Run - yab code-mfg-customizations-update to recompile the customization and apply the updated validation rules.

   The validation is executed automatically when the field is used in a shipper or pre-shipper process. If the rule fails, an error message will appear based on the custom logic.

Internal Procedures in Validation Programs

In addition to external procedures, internal procedures can be also supported inside a persistent .p file.

To use an internal procedure, in the rule definition, specify:

1. The Validation Program to your .p file (For example val_transport_persistent.p)
2. The name of the internal procedure (e.g., validateModeOfTransport)

Your program should be structured like this:

```
procedure validateModeOfTransport: /* validation logic similar to above */ end
 procedure.
```

This approach supports modular validation logic and multiple validation methods in the same persistent program.

Sample Program: Validation with Internal Procedure

Below is a sample persistent program that includes an internal procedure called validateModeOfTransport. This procedure checks that the second character in the mode of transport is 'a', and throws an error if it is not.

```
/* val_transport_persistent.p - Persistent validation program with internal
 procedure */
```

```
{us/bbi/mfdeclre.i}

{us/rc/rcwabsdf.i new}

{us/so/sottval.i}

{us/so/sovalcon.i}


/* Parameters required by QAD validation framework */

define input parameter ip_abs_id as character no-undo.

define input parameter ip_abs_shipfrom as character no-undo.

define input parameter ip_shphv_oid   as decimal   no-undo.

define input parameter ip_shphv_field as character no-undo.

define input parameter ip_fld_value   as character no-undo.

define input parameter ip_ship_step   as character no-undo.

define input-output parameter table for tt_validation_errors.

define output parameter op_value_ok as logical no-undo.



/* Internal validation procedure */

procedure validateModeOfTransport:

   define input-output parameter table for tt_validation_errors.

   define output parameter op_value_ok as logical no-undo.


   op_value_ok = true.
```

```
if length(ip_fld_value) >= 2 then do:

   if substring(ip_fld_value, 2, 1) <> "a" then do:

      op_value_ok = false.

      create tt_validation_errors.

      assign

         tt_val_absid = ip_abs_id

         tt_val_shphvoid = ip_shphv_oid

         tt_val_shipfrom = ip_abs_shipfrom

         tt_val_shipto = ""

         tt_val_field = ip_shphv_field

         tt_val_field_value = ip_fld_value

         tt_val_level = 3

         tt_val_msg1 = "Internal Procedure : Invalid mode of transport:
character at position 2 must be 'a'"

         tt_val_msg2 = "".

   end.

end.

else do:

   op_value_ok = false.

   create tt_validation_errors.

   assign

      tt_val_absid = ip_abs_id

      tt_val_shphvoid = ip_shphv_oid

      tt_val_shipfrom = ip_abs_shipfrom

      tt_val_shipto = ""
```

```
        tt_val_field = ip_shphv_field

        tt_val_field_value = ip_fld_value

        tt_val_level = 3

        tt_val_msg1 = "Internal Procedure : Mode of transport must be at least 2
characters long"

        tt_val_msg2 = "".

   end.

end procedure.
```

Shipper Validation Rule Links

Main Panel

Source Country

Enter the country code for the source profile to link to a rule. The system populates this field when you enter a ship-from code.

Ship-From

Enter the ship-from code for the source profile to link to a rule

Destination Country

Enter the country code for the destination profile to link to a rule. The system populates this field when you enter a ship-to code.

Customer

Enter the customer code for the destination profile to link to a rule. The system populates this field when you enter a ship-to or a dock code. The system verifies that the ship-to code belongs to the customer code.

Ship-To

Enter the ship-from code for the source profile to link to a rule.

Dock

Enter the dock code for the destination profile to link to a rule.

Linked Rules Panel

Rule ID

Enter the ID for the rule that you want to attach to this profile.

Description

Enter a meaningful description that explains the purpose of the rule. The system populates this field when you enter a Rule ID code.

Category

Specify a category for this rule. The system populates this field when you enter a Rule ID code.

Additional Fields Panel

Allow Import

Indicate whether rule data that is exported from a central domain/database can be imported.

No: Rule data cannot be imported from a central domain/database.

Yes: Rule data can be imported from a central domain/database. The import process overwrites existing tables and data associated with the exported rules. The process also uses your selection criteria to delete any rules that have were removed from the central database.

Creating a Shipper Validation Rule Link

1. Go to the **Shipper Validation Rule Links** view.
2. Click +New to create a new rule link.
3. In the Main panel, enter all of the following applicable and required fields:
   - Source Country
   - Ship-From
   - Destination Country
   - Customer
   - Ship-To
   - Dock
4. In the Linked Rules panel, click +New to define and link all of your existing rules.
5. Enter the Rule ID code. The system automatically populates the Description and Category fields.
6. In the Additional Information panel, the system displays the basic information about the user modified or imported files. This is displayed if Allow Import is selected.
7. Click Save to save the rule link to the profile.

A new shipper validation rule link is created.

Deleting a Shipper Validation Rule Link

1. Go to the **Shipper Validation Rule Links** view.
2. Choose the profile record of interest, and click Edit in the browse toolbar.
3. In the Linked Rules panel, choose the linked rule profile of interest, and click Delete.

4. The system prompts you to confirm the deletion. Click Delete to delete the record.
5. The system displays a confirmation message regarding the deletion of the linked rule profile record.

Shipper Validation Corrections on Sales Orders Action - Ship Allocated

When you perform the Ship Allocated action in **Sales Orders**, the system validates the shipper against any existing rules. If any warnings or errors are found, the system prompts you to correct the issue before the order is fully processed.

1. Go to the **Sales Orders** view, and select the sales order record of interest.
2. Choose Actions > Individual > Ship Allocated.
3. In the Ship Allocated window, enter all of the applicable and required values, and click Submit to confirm shipment and Shipper ID.
4. If the shipper validation rule used is incorrect, the system prompts you to correct the issues.
5. In the Issues to Correct panel, the system displays the rules to be corrected.
6. Enter the correct value in the Value column; the system also identifies it by displaying Error in the Level column.
7. Click Submit to validate the shipper rule.
8. The system displays the Shipper Confirmation window.
9. Click Submit to confirm the shipment.

Pre-Shipper/Shipper Auto Confirm (QRF Search Criteria)

Use the **Pre-Shipper/Shipper Auto Confirm** report to record multiple (bulk) shipments of orders, and to perform the following activities in the process:

- Transform ranges of pre-shippers into shippers.
- Create, consolidate, and post invoices based on shipments.
- Select ranges of pre-shippers or shippers based on shipping site, ship-to address, shipper ID, or inventory movement code.
- To review the effects of running this report without actually confirming the selected documents, set Print Selection Only to Yes.
- The output report shows which pre-shippers/shippers are selected with the specified criteria.
- You can then modify the selection criteria as needed before running the report again with Print Selection Only set to No.
- You can export a confirmed shipper as an advance ship notice (ASN) to inform your customer that an order has been shipped.

- Export ASNs using EDI ECommerce.

Note To confirm pre-shippers/shippers one at a time, use Pre-Shipper/ Shipper Confirm action.

Filter Section

Ship-From

Optionally enter a range of codes representing sites that generate shipping documents to be confirmed. Default: blank.

Ship-To

Optionally enter a range of ship-to addressees that represent destinations for shipments to be confirmed. Default: blank.

Field label

Field description

Type

Select if it is a Shipper, Pre-Shipper, or Master Bill to determine whether to process the selected option.

Number

Specify the number for an unconfirmed Shipper, Pre-Shipper, or Master Bill.

Post Invoice

Specify whether to automatically post invoices generated when shippers are confirmed.

- This value defaults from the Auto Invoice Post field in Cust Sched/ Shipper Acct Control.
  - When Post Invoice is No: The invoice is not posted. You can post it later using Invoice Post and Print. The system updates the Ship Via and FOB Point fields on the associated sales order or scheduled order to match the corresponding fields on the shipper.
  - When Post Invoice is Yes: The invoice is automatically posted. Print the invoice later using Invoice Print or Reprint. The Ship Via and FOB Point fields on the original order are not updated.

Print ISB Details

Specify whether the invoice post report includes information about additions, deletions, or modifications that affect installed base records. The default is No.

Consolidate Invoices

Specify whether the system combines data for multiple sales orders into one invoice or generates a separate invoice for each sales order on the selected shipper.

Ship Date

Specify the shipping date to be used on the shipper documents selected for confirmation. The default is the current date.

Effective Date

The effective date determines when this transaction affects GL balances. The default is today's date.

Print Selection Only

Specify whether the system generates a report on shippers matching the selection criteria before actually confirming them.

Creating a Pre-Shipper/Shipper Auto Confirm Report

1. Go to **Pre-Shipper/Shipper Auto Confirm**.
2. Enter the following required and/or applicable filter information:
   - Ship-From
   - Ship-To
   - Type
   - Number. Specify the number for an unconfirmed Shipper, Pre-Shipper, or Master Bill.
   - Inventory Movement Code
   - Post Invoice (Optional)
   - Print ISB Details (Optional)
   - Ship Date
   - Effective Date
   - Document
   - Print Selection Only. Select No to auto confirm. Select Yes to review the effects of running this report without actually confirming the selected document.
3. Click Run to generate the QRF report and auto confirm the filtered pre-shippers or shippers.

The output report shows which pre-shippers/shippers selected with the specified criteria are now confirmed. If you selected Yes in Consolidate Invoices, the system reflects the requested criteria both in **Invoice History** and **Sales Orders** (Order Lines > Details/Sales Order Line > Billing).

Pre-Shipper/Shipper Print

Reprinting Documents

If necessary, you can use this function to reprint documents previously printed here or in other shipping programs. To do this, use the following settings:

Include Printed Pre-Shippers/Shippers: Yes

Assign Shipper Numbers: No

Filter

Ship-From

This is the Ship-From site.

Only pre-shippers or shippers with a Ship-From site falling within the site-range you enter here, will be printed by this function.

Ship-To/Dock

Only pre-shippers or shippers with a Ship-To/Dock address falling within the range you enter here, will be printed by this function.

Number

Only pre-shippers or shippers with a Pre-shipper or Shipper number falling within the number range you enter here, will be printed by this function.

Inventory Movement Code

Enter a range of inventory movement codes. Only those shippers with inventory movement codes that fall within the specified range print. Leave the fields blank to print all shippers regardless of their assigned inventory movement code

Language ID

The language to include on this report.

Language is particularly useful when printing formal documents like sales orders, service contracts, or purchase orders. These print functions can be run selecting only a range of language codes. This allows you to use different preprinted forms in different languages.

Comment information is also stored in the system with a language code. When comments are accessed, for example during order entry, the system searches for comments stored in the native language for this address. This allows you to quickly and easily access text, such as customs documentation or item descriptions, in the correct language.

Each address has a default language assigned and language is carried on all sales, service/support, and purchasing transactions. When reports are selected by language code, the system only includes

transaction or address information with this code. If you have a multiple language environment, report labels print in the specified language.

Selecting reports based on language code allows you to load preprinted forms in the correct language and make any other selections (such as Form Code) so that formal documents are printed correctly.

Only variable information prints in other languages. Text that is entered into the system manually, such as item descriptions or country names, is not translated. It prints in the language in which it was entered.

Print in Selected Language

Select the Language ID to filter the records.

Address List Type

Select the range of operational address list types for this function to use.

The system stores operational address codes in one table and uses list type to identify the type of address each code represents. List types are assigned automatically based on the program used to create or update the code. An address can have multiple list types.

The following system-assigned list types are valid:

- Slsprsn
- Company
- Enduser
- Customer
- Ship-to
- Supplier
- Dock
- Carrier
- Engineer

To group addresses in other ways, you can manually assign additional list type codes to an address code in **OP Address List Types**.

The system uses list type to select addresses to include in lookups. For example, the lookup on the Customer field in **Sales Orders** includes only operational addresses with the customer list type.

Some reports let you select by list type; these include label printing and some sales reports.

Carrier

Enter a range of carrier addresses. Master bills with carriers outside the specified range do not print. Leaving the fields blank causes master bills to print regardless of the carrier address.

For master bills with multiple carriers, the system checks only the first carrier address.

Ship Via

Enter a code identifying the carrier responsible for this shipment.

Entity Code

Enter the company address to print at the top of this document. Define company addresses in **Companies**.

The company address prints at the top of formal documents such as sales quotes, orders, packing lists, invoices, service quotes, contracts, and RMAs. It can be changed to select another address prior to printing.

Forms are designed to print your company name and address in the top left corner so all formal documents can print on blank paper.

To print on paper preprinted with your company name and address, suppress address printing by setting this field to blank.

Document Format

Specify the document format used to print this shipper. Document format must be a valid format of a type applicable to shippers. This field defaults from the document format value specified for the shipping group if available; otherwise, it defaults from **Logistics Control**.

Assigning a document format to a shipping group identifies a particular format or layout used when creating shipping documents. It can also contain instructions for the internal processes the system uses when printing a document in the specified format.

If you modify the format for a document that has already printed, the system issues a warning message, but permits you to proceed.

Print Pre-Shippers/Shippers

Select between Pre-Shipper and Shipper.

Determines whether pre-shippers or shippers are printed.

If Pre-Shipper, only pre-shippers are printed. If Shipper, only shippers are printed.

Assign Shipper Numbers

Determines whether a shipper number will be assigned to pre-shippers that have been selected for printing.

- Yes: The system transforms pre-shippers selected for printing into a shipper by means of assigning to them the next available shipper number from **Container/Shipper Control**.
- No: The system will not assign a shipper number to pre-shippers selected for printing.

If you don't assign shipper numbers to pre-shippers in this function, the system will do so for all pre-shippers in the Confirm action in **Pre-Shippers**.

Shipper Sequence ID

Number Range Management (NRM) sequence code used for the shippers you are printing.

For printing pre-shippers: The system compares the value entered in this field to the sequence used to assign the shipper number to each shipper. The sequence used to assign the pre-shipper number is not considered. Pre-shippers matching this criteria are printed.

For printing shippers: The system compares the value entered in this field to the sequence that was used to assign the shipper number to each shipper. Shippers matching this criteria are printed.

Leaving this field blank causes all shippers to print, regardless of their assigned sequence code.

This field limits the records selected for printing. This is necessary when the system must assign shipper numbers sequentially at print time. Because a shipper number can be drawn from multiple existing NRM sequences (depending on the shipping group and inventory movement code for the shipper), limiting selection to a single sequence ensures numbers are assigned sequentially as documents are printed.

Include Printed Pre-Shippers/Shippers

Determines whether printed pre-shippers and shippers will be re-printed.

- Yes: Print also already printed pre-shippers and shippers.
- No: Do not re-print already printed pre-shippers and shippers.

Print Features and Options

- Yes: Each configured assemble-to-order (ATO) item prints, followed by a list of the features and options selected for that item.
- No: Only the item number prints.

Include Pre-Shipper/Shipper Comments

Enter Yes to include Pre-Shipper/Shipper Comments for the specified selection on the printed documents, or No to not include such comments.

Include Packing List Comments

- Yes: Includes Sales Order List Comments for the specified selection on the printed documents.
- No: Does not include such comments.

Displays Quantity in Order UM

Indicates which unit of measure (pre-shipper/shipper UM or sales order UM) Print Pre-Shipper/Shipper will use to display the quantity and unit of measure.

No (the default): Displays the quantity and UM according to the pre-shipper/shipper UM.

Yes: Displays the quantity and UM according to the sales order UM.

Note This field only applies when the sales order UM does not equal the pre-shipper/shipper UM.

To print the pre-shipper/shipper quantity and UM according to the sales order UM, the sales order lines must not be completely shipped, invoiced, and posted.

Print Order Details

This field determines whether the sales order number and the sales order line number associated with line items on the shipper should be included in the printed output.

Reviewing sales order data provides detailed accountability for the shipper items. It can also be used to determine if the sales order or line associated with an item on a shipper no longer exists in the system. This condition will cause an error when a shipper is issued or confirmed.

Print Lot/Serial Numbers

Specify whether a complete list of each of the lot/serial and lot reference numbers shipped is to print on this shipper or pre-shipper.

- Yes: Each line item shipped is followed by a list of the lot/serial and lot reference numbers shipped.
- No: Only the total shipped quantity prints for each line item.

Print Customer Address

Enter Yes to have the system print the customer's address code and name on shipping documents.

Set this field to No to suppress the address information on the printed shipping document. For example, this supports a direct-ship scenario in Enterprise Material Transfer (EMT). In that case, the customer address is actually the primary business unit (PBU) that recorded the order, rather than the real end customer. You can suppress the address code

on the shipping document to avoid confusion when the end customer receives the order.

Remove Pending Qty

Specify whether to remove any quantity that is pending to pick.

Print Pack Content

This field indicates the detail of the report to be printed.

To print a detailed report select Detail.

To print a summary report select Summary.

Pack Levels

Enter the pack levels to include in the report.

Print Item Serial

Set to Yes to print item serial IDs under the master pack ID when you have Serialization functions enabled. The system prints the serial IDs regardless of the packing structure between the master pack and item.

Update

Select Yes to run this program in update mode and update records in the database.

Select No to run this program in simulation mode without updating the database. A report prints for review with SIMULATION displayed at the top of each page.

Undo Shipper Number Assignment

You can reverse the shipper number assignment for unconfirmed shippers only. This function essentially reverses the shipper number assignment done by Pre-Shipper/Shipper Print when Assign Shipper Numbers is selected.

When you undo a shipper number, the original pre-shipper number is reassigned. This can occur only if the assigned numbering sequence definition permits the discarding of the associated sequence number. If the sequence number cannot be discarded, the shipper is not rolled back and is reported as such on the Undo Shipper Number Assignment status report. Shipping documents originally created as shippers cannot be converted back to pre-shippers.

Note When Allow Discarding is blank in **Number Ranges** for the sequence used to generate the shipper number, the number cannot be discarded. In this case, an appropriate message displays in the program output.

The system performs the following validations when you use this report:

- Validates that the previous pre-shipper has been created with correct header and detail information; for example, checks SO shipping details, pre-shippers, and so on.
- Validates that the shippers selected have been removed from the system; for example, checks SO shipping details,shippers, and so on.

Additional considerations:

- Confirmed shippers cannot have shipper number assignment undone.
- Shippers that have not been previously created/converted from a Pre-Shipper/Picklist cannot have the shipper number assignment undone.
- Undo Shipper is not successful when Allow Discarding is disabled for the shipper number range sequence.
- A shipper in Canceled status can still have the shipper number assignment undone.

Filter Section

Ship-From

Enter a range of site codes from which the shippers you want to undo originate. Only those shippers with ship-from addresses in the specified range are processed. Leave these fields blank to process all shippers.

The shipper number assignment is undone for unconfirmed shippers that have a Ship-From site within the range you enter here.

Ship-To

Enter a range of ship-to addresses to select which shipper number to undo. Only those shippers with addresses in the specified range are processed. Leave these fields blank to process all shippers, regardless of the ship-to address.

Shippers can be selected to have their shipper numbers unassigned based upon their associated ship-to or dock address codes. Shippers with address codes outside the specified range are not selected.

Shipper

Enter a range of shipper numbers to undo. Only those shipper numbers within the specified range are processed. Leave these fields blank to process all shippers.

The shipper number assignment is undone for unconfirmed shippers that have a shipper number within the range you enter here.

Inventory Movement Code

Specify the number for an unconfirmed Shipper, Pre-Shipper, or Master Bill.

Undoing a Shipper Number Assignment (QRF Search Criteria)

1. Go to **Undo Shipper Number Assignment**.

2. Enter the following required and/or applicable filter information:
   - Ship-From
   - Ship-To
   - Shipper. Select or enter the required value if you have a range of shipper number to undo the assignment.
   - Inventory Movement Code
3. Click Run to generate the QRF report and auto confirm the filtered pre-shippers or shippers.
4. The output report shows the Processing Result of which shippers were undone with their original assigned number with the specified search criteria:
   a. Rolled back successfully:
      1. If you entered a range of unconfirmed, staged, and sequenced shipper numbers with no gaps, the report displays the pre-shipper numbers and displays "Was rolled back successfully" under the Processing Result column.
   b. Unsuccessful:
      1. If you entered a confirmed shipper, the report does not display a pre-shipper number, and displays an "Already Confirmed" message under the Processing Result column.
      2. If you entered an unstaged shipper, the report does not display a pre-shipper number, and displays a "Not Staged" message under the Processing Result column.
      3. In you entered a series of shipper sequence numbers with a gap, the report does not display a pre-shipper number, and displays a "Gaps in shipper sequence not permitted" message under the Processing Result column.

Enabling Shipment Performance In Pre-Shippers and Shippers

1. Go to **Logistics Control**.
2. In Shipment Performance, select the Enter Reason Codes in Workbench checkbox.
3. Click Save to update system settings.
4. The system now displays the Shipment Performance panel in **Pre-Shippers** and **Shippers**.

Editing Shipment Performance In Pre-Shippers and Shippers

Before you begin, Shipment Performance (Enter Reason Codes in Workbench) is already enabled in **Logistics Control**.

1. Go to either **Pre-Shippers** or **Shippers**, as required.

2. You have the following options to edit the Shipment Performance data:
    1. Add new data or record:
        a. Create the new record with the necessary Shipper Lines records.
        b. In the Shipper Lines panel, click Details to open the Pre-Shipper/Shipper Detail screen.
        c. In the Shipment Performance panel, enter the Reason-Time and Reason-Qty codes.
        d. Optional. After you enter a reason code, the system enables the Notes grid to let you add a new note.
    2. Edit existing data or record:
        a. Select an existing record, and click Edit.
        b. Go to the Shipment Performance panel, and enter the Reason-Time and Reason-Qty codes.

            Note If the panel does not have any Shipper Line records, you must either create or select a Shipper with the necessary Shipper Line records.

        c. Optional. After you enter a reason code, the system enables the Notes grid to let you add a new note.
3. After editing the Shipment Performance panel data, click Save to save the updated reason codes and notes.
4. The system successfully updates the Shipment Performance data in **Pre-Shippers**/**Shippers**.

Afterward, you can confirm the shipper so that the system reflects performance data in the Transaction Details panel of the respective Shipment Performance Data record.

Note If you reverse your shipper (Unconfirm) before it gets posted, the performance history data is also reversed and deleted from the system; hence, this is also reflected in the respective Shipment Performance Data.

Deleting Shipment Performance Data In Pre-Shippers and Shippers

Before you begin, Shipment Performance (Enter Reason Codes in Workbench) is already enabled in **Logistics Control**.

1. Go to either **Pre-Shippers** or **Shippers**, as required.
2. Select an existing record of interest, and click Edit to update the record.
3. In the Edit screen, go to the Shipper Lines grid, and click Details.
4. Go to the Shipment Performance panel to review, and select the Reason-Notes record to delete from the grid.

5. Click the Delete option to remove the shipment performance data. The system prompts you to confirm. Click Delete to continue.

They system updates and deletes the updated Shipment Performance data in **Pre-Shippers**/**Shippers**.

Note The two reason codes can only be blanked out, or get deleted together with the pre-shipper/shipper line.

You can confirm the shipper so that the system reflects this update in the Transaction Details panel of the respective Shipment Performance Data record.

Note If there are multiple shipper lines linked to the same order line, the system deletes the shipment performance data only when the last line is deleted, because all the shipper lines are actually linked to the same shipment performance data.

Enabling Logistics Accounting In Pre-Shippers and Shippers

1. Go to **Logistics Control**.
2. In the Logistics Accounting panel, select the Use Logistics Accounting checkbox.
3. Click Save to update the **Logistics Control** system settings.
4. The system enables the Logistics Accounting panel in **Pre-Shippers** and **Shippers**.

Editing Logistics Accounting Data In Pre-Shippers and Shippers

Before you begin, Logistics Accounting is already enabled in **Logistics Control**.

1. Go to either **Pre-Shippers** or **Shippers**.
2. You have the following options to edit the Logistics Accounting data:
    a. Add a new record:
        1. Click +New to create a new record.
        2. Create the new record with the necessary Shipper Lines records.
        3. Once the new record is saved/created, the system enables and displays the Logistics Accounting panel.
        4. In the Logistics Accounting panel, enter the following required and/or applicable information:
            a. Logistics Charge Code
            b. Logistics Supplier
            c. Charge List
            d. Charge
            e. Amount

f. Type
g. Unit of Measure
h. Currency
i. Exchange Rate From
j. Exchange Rate To
k. Fixed Rate

b. Edit existing data or record:
    1. Select an existing record, and click Edit.
    2. Go to the Logistics Accounting panel, and you can review or edit the following information:
        a. Logistics Charge Code
        b. Logistics Supplier
        c. Charge List
        d. Charge
        e. Amount
        f. Type
        g. Unit of Measure
        h. Currency
        i. Exchange Rate From
        j. Exchange Rate To
        k. Fixed Rate

    Note If the panel does not have any Shipper Line records, you must either create or select a shipper with the necessary Shipper Line records.

3. After editing the Logistics Accounting panel data, click Save to save the updated Logistics Accounting data.

They system successfully updates the Logistics Accounting data in **Pre-Shippers**/**Shippers**.

Shipment Performance Setup

Note For information on enabling or configuring the Shipment Performance panel across the system, see the Shipment Performance Panel section in **Logistics Control**.

Shipment Performance Controls

- Customer source refers to where the order originates—specifically, the sales-type orders (SO. Sales-type orders include sales orders, scheduled orders, return material authorizations (**RMAs**), and material orders.
- Ship-from site is the site where the shipment originates.
- The Ship-To address value depends on the customer source type. For SO, define the control record with a ship-to address.
- Item is the item being shipped.

Most control values in this program default from Shipment Performance Panel in **Logistics Control**. The fields displayed vary depending on the value entered in Customer Source.

Create specific control settings for customer source, ship-from, receive address or receiving site, or item combination that should have control settings that differ from those in the Shipment Performance panel. The settings you indicate here override the settings in the control program. Each control record definition must have a unique combination of key values. When more than one control record might apply, the system uses the most specific record for the appropriate customer source. Records are chosen from most to least specific in the following order:

1. Specific ship-from, specific receive address, specific item.
2. Specific ship-from, specific receive address, blank item.
3. Specific ship-from, blank receive address, specific item.
4. Blank ship from, specific receive address, specific item.
5. Specific ship-from, blank receive address, blank item.
6. Blank ship-from, specific receive address, blank item.
7. Blank ship-from, blank receive address, specific item.
8. Blank ship-from, blank receive address, blank item.

Example

You ship item 002 to fill a sales order for customer 1001. Two control records are defined for customer source SO: one for the customer address and one for the item.

The control record for customer 1001 is defined with the following field values:

- Ship-From is blank.

- Receive Address is 1001.
- Item is blank.

The control record for item 002 is created with the following field values:

- Ship-From is blank.
- Receive Address is blank.
- Item is 002.

For shipment performance calculations, the system uses the control record for customer 1001, not the control record for item 002.

This screen is configured with the default Factory View, and the following Drill-Down Links:

- Browses:
  - Customers (Receive Address)
  - Items (Item)
  - Sites (Ship-From)
- Reports:
  - Missing Reason Codes (Ship-From, Item, Receive Address)
  - SO Shipment Performance Customer Analysis (Receive Address)
  - SO Shipment Performance Item Analysis (Item)
  - Sales Order Reason Code Analysis (Ship-From, Item, Receive Address)
  - Sales Order Shipment Performance (Ship-From, Item, Receive Address)

Main Panel

Ship-From

Specify the ship-from site. The system validates against site master records.

Receive Address

Specify the customer's ship-to address. The system validates against customer address.

Item

Specify the item to ship as the Item Master. The system validates against item master records.

Performance Controls Panel

Enable Shipment Performance

Select or mark the check box to enable the Shipment Performance module.

Use the Shipment Performance module to record and measure your shipping department's effectiveness at meeting planned, required, and performance ship dates. Shipment information is automatically collected when shipments are made.

Use **Shipment Performance Controls** to include or exclude specific combinations of ship-from, receive address or receiving site, and item from shipment performance recording.

You can record shipment performance for sales orders, scheduled orders, distribution orders, RMA shipments, or material orders.

Transit Lead Time

Specify the transit lead time, which is the number of days it takes a shipment to reach a customer.

Include Sales Orders

Select the checkbox to collect shipment performance data for discrete sales when the order is shipped. This value defaults from Shipment Performance settings in **Logistics Control**. Use those controls to change this value for specific combinations of ship-from, receive address, and item.

Include RMAs

Select the checkbox to collect shipment performance data for shipments based on return material authorizations (RMA). **RMAs** are generated in Field Service Management. This value defaults from Shipment Performance settings in **Logistics Control**. Use those controls to change this value for specific combinations of ship-from, receive address, and item.

Include Material Orders

Select the checkbox to collect shipment performance data for material orders (MO) when the order is shipped. **Material Orders** are internal orders for moving inventory in various customer service functions. This value defaults from Shipment Performance settings in **Logistics Control**. Use those controls to change this value for specific combinations of ship-from, receive address, and item.

Include Scheduled Orders

Select the checkbox to collect shipment performance data for scheduled sales orders when the order is shipped. This value defaults from Shipment Performance settings in **Logistics Control**. Use those

controls to change this value for specific combinations of ship-from, receive address, and item.

Schedule Type

Enter the schedule type used to calculate shipment performance for scheduled orders. Three schedule types can be used:

1. Planning Schedule
2. Shipping Schedule
3. Required Ship Schedule (default value)

To assign status codes for shipment performance, the system compares the actual ship date and quantity to the ship date and quantity on the indicated schedule. This value defaults from Shipment Performance settings in **Logistics Control**. Use those controls to change this value for specific combinations of ship-from, receive address, and item.

Use Current Release

Select the checkbox to use the current schedule release to measure shipment performance when shipping against scheduled orders. Clear the checkbox to use the prior schedule release. This value defaults from Shipment Performance settings in **Logistics Control**. Use those controls to change this value for specific combinations of ship-from, receive address, and item.

Creating a Shipment Performance Control Record

1. Go to **Shipment Performance Controls**.
2. Click +New to create a new shipment performance control record.
3. In the Main panel, enter the following required and/or applicable information:
   - Ship-From
   - Receive Address
   - Item
4. In the Performance Controls panel, specify the following required and/or applicable options:
   - Enable Shipment Performance
   - Transit Lead Time
   - Include Sales Orders
   - Include RMAs
   - Include Material Orders
   - Include Scheduled Orders
   - Schedule Type

- Use Current Release

5. Click Save to record the new Shipment Performance Control record.

The system displays a successfully saved record message.

Note If a new record is created or saved with the same ship-from, receive address, and item information as an existing record, the system validates this and displays an error message stating that it is unable to create the new record since it already exists. Additionally, an error message is displayed if an invalid ship-from, customer/ship-to address and/or item is entered.

Deleting a Shipment Performance Control Record

1. Go to **Shipment Performance Controls**.
2. Select the shipment performance control record of interest, and click Edit.
3. In the Edit screen, click Delete. The system displays a delete confirmation message.
4. Click Delete in the confirmation prompt to remove the record from the system.

The system removes the shipment performance control record from the **Shipment Performance Controls** browse screen.

Editing a Shipment Performance Control Record

1. Go to **Shipment Performance Controls**.
2. Select the shipment performance control record of interest, and click Edit.
3. In the Main panel, the system disables editing the Ship-From, Receive Address, and Item information.
4. In the Performance Controls panel, specify the following required and/or applicable options:
   - Enable Shipment Performance
   - Transit Lead Time
   - Include Sales Orders
   - Include RMAs
   - Include Material Orders
   - Include Scheduled Orders
5. Click Save to update the edited shipment performance control record.

The system displays that the edited updated record is saved successfully.

Shipment Performance Status Codes

Time-Based Status Codes

Use **Shipment Performance Status Codes** to create, maintain, and delete time-based status codes.

The system uses the values associated with time-based codes to evaluate whether shipments are early, late, or on time. The system then assigns the appropriate time-based status code to each shipment. The system assigns time-based status codes automatically when a shipment is completed in the following functions:

- **Sales Orders**
- Pending Invoices
- Pre-Shippers and Shippers Confirm Action(s)
- Distribution Order Shipment Transactions
- **RMAs**
- **Material Orders**

Additionally, you can use **Shipment Performance Data** to assign, change, or delete time-based status codes for any performance transaction record.

Planning Time-Based Status Codes

When defining time-based status codes, you should establish a baseline first. Once you establish a status code baseline, you can define status codes for combinations of specific elements of a shipment, thereby setting up a tiered approach to monitoring performance.

You establish a status code baseline by selecting codes to represent the minimum and maximum amount of time that a shipment can be late or early.

You can begin by selecting a code for an on-time delivery. Then, you can select a code to indicate one day late, two days late, and so on, and conversely, codes to represent one day early, two days early, and so on.

In your baseline, you should define the minimum and maximum days that a shipment must be late or early before the system applies the code to a shipment. Although days were used here, you can use either days or hours to define your codes.

Use the following table as a guide to creating a time-based status code baseline for your system:

Status Code	Status Code Description	Minimum Early	Maximum Early	Minimum Late	Maximum Late
01	On time	0	0	0	0

Status Code	Status Code Description	Minimum Early	Maximum Early	Minimum Late	Maximum Late
02	1 day late			1	1
03	1 day early	-1	-1		
04	2 days late			2	2
05	2 days early	-2	-2		
06	More than 2 days late			3	999
07	More than 2 days early	-999	-3		

In your baseline, create status codes that cover all shipment situations. For example, even if you do not normally make shipments more than five days late, you should create a status code to address that possibility. For this status code, the minimum late value would be 5. The maximum late value would be 999. The system assigns this status code to all shipments made more than five days late.

If you do not create contingency status codes and the system encounters a shipment where none of the available status codes apply, the performance transaction record is created with a blank status code. Use **Shipment Performance Data** to add status codes to these transaction records.

Once you establish a baseline, you can specify codes for unique combinations of shipment areas, like a specific customer or item, so that you can monitor performance trends. Setting up these types of status codes lets you build a tiered approach to monitoring. The table below presents an example of tiered shipment performance monitoring with status codes.

Example Tiered Approach

Code	Specifies	Monitors
010	Ship-From 1000, Customer A, Item AB-100	This specific combination
011	Ship-From 1000, Item AB-100	Shipments of Item AB-100 to any customer
012	Ship-From 1000, Customer A	Shipments of everything to Customer A
013	Ship-From 2000	Shipments from site 2000
014	<Blank>	All shipments

Based on the example data in the table:

- When a shipment of AB-100 is sent from 1000 to Customer A, the system applies code 010. This is the most specific code.
- When a shipment of YY-250 is sent from 2000 to Customer B, the system uses status code 013.

Assigning Time-Based Status Codes

Once status codes are created, the system uses criteria to locate any applicable status codes before assigning them to shipment transactions. The system searches key values from most specific to least specific, using the same order used for performance control records.

When the system assigns time-based status codes for a discrete order, it compares the shipment date to the due date, performance date, and required date on the order line. Based on the comparisons, the system assigns the corresponding time-based status codes to the shipment. It can assign the same or different status codes for each date. For example, if the performance and due dates are not the same, the system may assign different status codes based on those dates.

Note If an order is missing the ship date, the current system date is used. If the due, required, or performance date is missing, the ship date is used.

When the system assigns time-based status codes for a scheduled order, it first reviews whether the scheduled order specifies a scheduled ship time. If one is specified, the system finds the most appropriate time-based status code based on hours.

If an applicable hour-defined status code is not available, the system uses available day-defined status codes to evaluate the shipment. If no scheduled ship time is specified, the system compares the shipment date to the schedule date to find the correct status code.

Quantity-Based Status Codes

Use **Shipment Performance Status Codes** to create, maintain, and delete quantity-based status codes.

The system uses the values associated with quantity-based status codes to evaluate whether the quantity required for a shipment was overshipped, undershipped, or correctly shipped. The quantity shipped over or under the required ship quantity can be measured in units or percentage. Based on these values, the system assigns the appropriate quantity-based status code to each shipment. Quantity-based status codes are assigned automatically when a shipment is completed in the following functions:

- **Sales Orders**
- Pending Invoices
- Pre-Shippers and Shippers Confirm Actions

- Distribution Order Shipment Transactions
- **RMAs**
- **Material Orders**

Additionally, you can use **Shipment Performance Data** to assign, change, or delete time-based status codes for any performance transaction record.

Planning Quantity-Based Status Codes

You should plan quantity-based status codes just as you planned the time-based status codes. Quantity-based status codes are defined exactly as time-based status codes, but are based on the amount or percentage a shipment is under or over the planned shipment quantity.

You should establish a baseline for the quantity-based status codes. You can begin with a code for a planned shipment; then assign codes for shipments that are percentages (or a certain quantity) over or short of the planned shipment.

For example, 00 can be a planned shipment, while 01 indicates 10% over, 02 indicates 20% over, and so on. You can use negative numbers to establish a baseline for shipments that are a certain percentage or quantity under a complete shipment. Plan for contingency status codes, also.

You can combine codes of varying percentages or quantities with other criteria such as ship-from, receive address, or items to create a tiered approach to monitoring your shipments.

Applying Quantity-Based Status Codes

When the system assigns quantity-based status codes to an order, it compares the quantity being shipped to the open quantity on the order to determine how much of the open quantity has been satisfied. The system also calculates the percentage of the open quantity shipped.

As the system reviews the possible status codes, it checks to see if the codes are based on the actual ship quantity or a percentage of the open quantity for an order line. If the code is based on the actual ship quantity, the quantity shipped is used to locate the correct status code record. If the code is based on a percentage, the percentage of the open quantity shipped is used to locate the correct status code.

Once the correct code is found, the system assigns it to the performance transaction record.

Quantity-based status codes are assigned based on the open quantity at the time of shipment. This is true even when partial shipments occurred previously and the open quantity is no longer the original order quantity. When the shipment quantity is over or under the open shipment quantity by a percentage that falls within the specified range for a status code, the system assigns that status code to the shipment.

Creating Quantity-Based Status Codes

Similar rules apply to creating quantity-based status codes as time-based status codes. Use the same key values to assign status codes for specific shipping scenarios.

You create quantity-based exception status codes by setting Acceptable to unselected.

You indicate how the system should measure shipment completeness by entering Number or Percent in the Track By field. Shipment percent is calculated as the actual shipment quantity, divided by the required ship quantity.

When Track By is set to Number, beginning and ending ranges associated with status codes cannot overlap. When Track By is set to Percent, the beginning or ending range for one status code can overlap with another.

The Minimum and Maximum field range indicates an overshipped and undershipped quantity or percentage range for each status code. To designate an undershipment status code, use negative numbers. To designate an overshipment status code, use positive numbers.

For example, to designate a status code for shipments between 5 and 10 percent under the open ship quantity, enter –10 in Minimum and –5 in Maximum. To designate a code for shipments between 5 and 10 percent over the open ship quantity, enter 5 in Minimum, and 10 in Maximum.

Main Panel

Status Code

Enter a code (up to 8 alphanumeric characters).

Note Status codes must be unique for a customer source. For example, you can create a DO status code 010 and an SO status code 010, but you cannot have two SO status codes 020.

Description

Enter a brief description (up to 16 alphanumeric characters) of this status code. Do not leave this field blank. Most shipment performance reports display the status code description, not the status code name.

Measurement Type

Specify if this a Time-based or a Quantity-based shipment performance status code. Defaults to blank. It cannot be changed after the status code is saved. It drives to different values for Track By in the Rules panel.

Rules Panel

Ship-From

Specify the value for this field. The status code is applied only for shipments that match these values.

Ship-To

Specify the value for this field. The status code is applied only for shipments that match these values.

Item

Specify the value for this field. The status code is applied only for shipments that match these values.

Active

Indicate whether this status code is active. Only active status codes are assigned by shipment performance functions.

Inactive status codes are maintained in the system and can be activated for use at any time by selecting the Active checkbox.

Status codes can be deleted at any time, but you should consider clearing the Active check box instead. If you delete a status code, make sure you create a new status code or that another active status code is available to take its place. If you delete status codes without providing new status codes for similar shipment situations, the system may create transaction records with blank status codes for those shipments.

Acceptable

Indicate whether shipments assigned this status code are considered shipped on time.

- Selected: This code indicates an on-time status.
- Cleared: This code indicates an exception status, such as late or early.

Shipments assigned an acceptable status code always appear on shipment performance reports unless the Show Exceptions Only field is selected. In this case, only shipments with exception status codes are reported.

Track By

Time-Based:

Enter Days or Hours to indicate status codes based on hour or day measurements. The value you specify determines the unit of measure for Minimum and Maximum fields.

Quantity-Based:

Enter Percent to assign this status code based on the shipment percent ranges entered in Minimum Value and Maximum Value. Shipment percent is calculated as the actual shipment quantity divided by the quantity required.

Enter Quantity to assign this code based on the units actually shipped. Enter ranges in the Minimum Value and Maximum Value fields.

Minimum Value

Time-Based:

Enter the minimum number of hours or days a shipment can be early or late to be assigned this status code. This value must be the same or less than the value entered in Maximum.

If you specified Hours in Track By, the values in Minimum and Maximum represent hours. If you specified Days, the values represent days.

To designate an early status code, use negative numbers. To designate a late status code, use positive numbers.

Quantity-Based:

If Track By is set to Percent, enter the minimum percent a shipment can be under or over the open quantity to be assigned this status code.

To designate an undershipment status code, use negative numbers. To designate an overshipment status code, use positive numbers.

Example: To create a status code for shipments between five and ten percent under the quantity open, enter –10 in Minimum Value and –5 in Maximum Value. To create a status code for shipments between five

and ten percent over the quantity open, enter 5 in Minimum Value, and 10 in Maximum Value.

When the shipment quantity is over or under the quantity open by a percentage that falls within the specified range for this status code, this status is assigned to the shipment.

If Track By is set to Quantity, enter the minimum units a shipment can be under or over the open quantity to be assigned this status code.

To designate an undershipment status code, use negative numbers. To designate an overshipment status code, use positive numbers.

Example: To create a status code for shipments between five and ten units under the open quantity, enter –10 in Minimum Value and –5 in Maximum Value. To create a status code for shipments between five and ten units over the open quantity, enter 5 in Minimum Value, and 10 in Maximum Value.

When a shipment is made and the shipment quantity is over or under the quantity open by a quantity that falls within the specified range for this status code, this status is assigned to the shipment.

Example: To designate a status code for shipments between 5 and 10 days early, enter –10 in Minimum and –5 in Maximum. To designate a code for shipments between 5 and 10 days late, enter 5 in Minimum, and 10 in Maximum.

When the number of hours or days a shipment is early or late falls within the range specified for the status code, the system assigns this status to that shipment.

When Track By is days, beginning and ending ranges associated with status codes cannot overlap. When Track By is hours, the beginning or ending range for one status code can overlap with another.

Example: Status code ST1 has 4 as the minimum and 6 as the maximum. Status code ST2 has 6 as the minimum and 8 as the maximum. The ending of the hour range for ST1 and the beginning of the hour range for status code ST2 is 6. A shipment that is 6 hours late is assigned code ST1. A shipment that is 6.5 hours late is assigned code ST2.

Maximum Value

Time-Based:

Enter the maximum number of hours or days a shipment can be early or late to be assigned this status code. This value must be the same or greater than the value in Minimum Value.

If you specified Hours in Track By, the values in Minimum Value and Maximum Value represent hours. If you specified Days, the values represent days.

To designate an early status code, use negative numbers. To designate a late status code, use positive numbers. For example, to create a status code for shipments between two and three hours or days early, enter –3 in Minimum Value and –2 in Maximum Value. To create a code for shipments between two and three hours or days late, enter 2 in Minimum Value and 3 in Maximum Value.

When the number of hours or days a shipment is early or late falls within the range specified for this status code, this system assigns this status to the shipment.

When Track By is days, beginning and ending ranges associated with status codes cannot overlap. When Track By is hours, the beginning or ending range for one status code can overlap with another.

For example, status code ST1 can have 4 as the minimum and 6 as the maximum. Status code ST2 can have 6 as the minimum and 8 as the maximum. In this case, the 6 is the ending of the hour range for ST1 and the beginning of the hour range for status code ST2. A shipment made at 6:00 is assigned the status code ST1. A shipment made at 6:01 is assigned status code ST2.

Quantity-Based:

If Track By is set to Percent, enter the maximum percent a shipment can be under or over the open quantity to be assigned this status code.

To designate an undershipment status code, use negative numbers. To designate an overshipment status code, use positive numbers.

Example: To create a status code for shipments between five and ten percent under the open quantity, enter –10 in Minimum Value and –5 in Maximum Value. To create a status code for shipments between five

and ten percent over the open quantity, enter 5 in Minimum Value, and 10 in Maximum Value.

When a shipment is made and the shipment quantity is over or under the quantity open by a quantity that falls within the specified range for this status code, this status is assigned to the shipment.

If Track By is set to Quantity, enter the maximum units a shipment can be under or over the open quantity to be assigned this status code.

To designate an undershipment status code, use negative numbers. To designate an overshipment status code, use positive numbers.

Example: To create a status code for shipments between five and ten units under the quantity open, enter –10 in Minimum Value and –5 in Maximum Value. To create a status code for shipments between 5 and 10 units over the quantity open, enter 5 in Minimum Value, and 10 in Maximum Value.

When the shipment quantity is over or under the quantity open by a quantity that falls within the specified range for this status code, this status is assigned to the shipment.

Creating a Shipment Performance Status Code

1. Go to **Shipment Performance Status Codes**.
2. Click +New to create a new shipment performance status code
3. In the Main panel, enter the following required information:
    - Status Code
    - Description
    - Measurement Type:
        1. Time-Based. Select Time to create a time-based status code.
        2. Quantity-Based. Select Quantity to create a quantity-based status code.
4. In the Rules panel, click +New to create a rule for the new shipment performance status code.
5. The system enables the following fields to let you enter the required and/or applicable information:
    - Ship-From
    - Ship-To
    - Item
    - Active
    - Acceptable
    - Track By
    - Minimum Value

- Maximum Value

6. After entering the necessary values, click New Line to add a new rule line; otherwise, click Done to finish adding rule lines.
7. Once you are done, click Save to record the new Shipment Performance Status Code.

The system now displays the new record in **Shipment Performance Status Codes**.

Updating A Shipment Performance Status Code

1. Go to **Shipment Performance Status Codes**.
2. Select the record of interest, and click Edit.
3. In the Main panel, edit the status code Description.

   Note The system disables editing the Status Code and Measurement Type fields.

4. In the Rules panel, you can either create a new rule line or edit an existing rule in the grid:
   a. Add rule:
      1. Click +New to create a new rule for the new shipment performance status code.
      2. The system enables the following fields so that you can enter the required and/or applicable fields:
         - Ship-From
         - Ship-To
         - Item
         - Active
         - Acceptable
         - Track By
         - Minimum Value
         - Maximum Value
      3. After entering the information, click New Line to add the new rule line; otherwise, click Done to finish adding rule lines.
   b. Edit rule:
      1. Review and select the rule line of interest, and click either Edit or Details to update the following fields:
         - Active
         - Acceptable
         - Track By
         - Minimum Value

- Maximum Value

2. After entering the information, click New Line to add the new rule line; otherwise, click Done to finish editing or Cancel to undo the changes.

5. Once your are done, click Save to record the updated shipment performance status code.

The system now displays the updated record in **Shipment Performance Status Codes**.

Deleting A Shipment Performance Status Code

1. Go to **Shipment Performance Status Codes**.
2. Select the record of interest and click Edit.
3. In the Edit screen, click Delete. The system prompts you to confirm.
4. Click Delete to confirm the record deletion.

The system removes the record of interest from **Shipment Performance Status Codes**.

Shipment Performance Processing

Shipment Performance Data

Use this function to modify shipment performance tracking information and to add comments to specific transactions.

You can change status codes, reason codes, line-item categories, and other detailed information for each performance record.

The system assigns an ID to each performance transaction record it creates. Edit the performance transaction record by selecting the corresponding ID.

Many of the displayed values are for reference only. You can add comments and modify these values:

- Ship date and time
- Time-based and quantity-based status codes
- Shipment percentage and status
- Time and quantity reason codes
- Include in Reporting field
- Category
- Schedule time
- Acceptable fields
- Ship variance

The system automatically collects performance data during shipping functions. It creates a shipment performance transaction record for all registered ship-froms, receive addresses, and items.

Transaction records are created by the following shipment-processing functions:

- Pre-Shippers and Shippers Confirm
- Sales Order Shipments
- Pending Invoices
- Material Orders
- Material Order Shipments
- RMAs
- RMA Shipments
- Distribution Order Processing
- Distribution Order Shipments

The system reviews **Shipment Performance Controls** settings for the particular activity. For example, if you are processing a discrete order, it checks **Shipment Performance Controls** to see if shipment performance should be monitored for discrete orders. Before assigning shipment performance status codes to scheduled orders, the system checks to see which schedule release should be used for shipment time and quantity comparisons.

The system creates performance transaction records even when no status codes are assigned. For example, if a shipment is processed and no predefined status codes apply, the system creates a transaction record with blank status codes.

Use **Shipment Performance Data** to add status codes to these transaction records. Make sure you create new status codes for use with similar future shipments.

Note Whenever you unconfirm a shipper using Shippers Unconfirm Action, the associated performance transactions are removed from the system. Shipper Unconfirm deletes shp_hist and associated shpd_det records.

This browse is configured with a default Factory View, and the following Drill-Down Links:

- Browses:
  - Customer Items (Customer Item)
  - Customer Scheduled Order Details (Order, Line)
  - Customer Scheduled Orders (Order)
  - Customer Ship-To's (Ship To)
  - Customer Types (Customer Types)
  - Customers (Customer)
  - Items (Item)
  - Material Orders (Order)
  - RMAs (Order)
  - Reason Codes (Reason Time)
  - Sales Order Detail (Order, Line)
  - Sales Orders (Order)
  - Shippers (Shipper)
  - Sites (Ship-From).
- Reports:
  - Missing Reason Codes (Ship-From, Item, Receive Address)
  - SO Shipment Performance Customer Analysis (Receive Address)

- SO Shipment Performance Item Analysis (Item)
- Sales Order Reason Code Analysis (Ship-From, Item, Receive Address)
- Sales Order Shipment Performance (Ship-From, Item, Receive Address)

Shipment Reason Code Entry

This browse view has a default stored view called "Reason Needed" for only displaying the shipment performance records with blank Reason - Time and Reason - Qty codes. However, use **Role Permissions** to control which fields can be updated in **Shipment Performance Data**:

- Reason - Time
- Reason - Qty
- Notes

Enter shipment performance reason codes for shipments that have been processed and do not have reason codes associated with them. Enter reason codes related to the timeliness and completeness of a shipment. You can optionally add comments for those reason codes assignments.

Note You can add reason codes to shipments only if those shipments do not already have associated reason codes. For shipments with one or more reason codes, use **Shipment Performance Data**.

Transaction Details Panel

Most of the fields in this screen display data that cannot be modified. This section discusses only the fields you can update.

Ship Date

The system displays the date the shipment was made. You can optionally modify the ship date.

Ship Variance

The system displays the percentage that the actual ship quantity was over or under the open quantity. This number is calculated by comparing the shipment quantity to the open quantity at the time the shipment was processed. You can optionally change the ship variance percentage.

Reason - Time

The system displays any reason code related to the timeliness of the shipment. This field is validated against values defined in **Reason Codes** for a reason type of shiptime.

Reason - Qty

The system displays the reason code related to the completeness of the shipment.

This field is validated against values defined in **Reason Codes** for a reason type of shipqty.

Category

The system displays the category assigned to the order line.

You can optionally delete or change order-line category. This field is validated against values defined in **Generalized Codes** for field name line_category.

Schedule Time

The system displays the schedule time associated with the schedule requirement shipped against. This is used only for scheduled or sequence scheduled orders.

You can optionally modify the schedule time for most shipments.

Status

The system displays the status codes assigned to this shipment based on comparisons between the ship date and the due date, required date, performance date, or ship variance. You can optionally change the status code. This change affects this shipment record only

Acceptable

This value indicates whether the assigned status code was defined with Acceptable selected or blank. You can change the value of this field.

Time-based and Quantity-based status codes are defined as acceptable or unacceptable in **Shipment Performance Status Codes**.

Include in Reporting

Clear this field to exclude this record from shipment performance reports. Otherwise, leave the default selected.

When this checkbox is selected, this information is included by the following Shipment Performance reports:

- Shipment Performance Report
- Reason Code Analysis Report
- Item Analysis Report
- Customer Analysis Report

Notes Panel

In the Notes panel, you can add, edit, and delete notes attached to the **Shipment Performance Data** record. Up to 99 pages of notes can be added to a **Shipment Performance Data** record. In the Notes Details form, you can add the predefined master references to **Shipment Performance Data** records.

New

Adds a note record to the Notes panel.

Edit

Opens the selected note record for editing.

Delete

Deletes the selected note record.

Details

Opens the Shipment Performance History Comment screen where you can select and insert the Master Note to use or edit.

Updating Shipment Performance Data

1. Go to **Shipment Performance Data**.
2. Select the shipment performance data record of interestm and click Edit.
3. In the Main panel, all the fields display data that cannot be modified.
4. In the Transaction Details panel, you can only update the following fields:
   - Ship Date
   - Ship Variance
   - Reason-Time
   - Reason-Qty
   - Category
   - Schedule Time
   - Status
   - Acceptable
   - Include in Reporting
5. In the Notes panel, enter the notes to be attached to the Shipment Performance Data record.
6. Optionally, click Details to open the Shipment Performance History Comment screen, and insert a new, or edit an existing, Master Note:
   1. New Master Note:

a. In the Shipment Performance History Comment screen, click +New and enter the Master Note you want to create.

2. Insert Master Note:
   a. In the Shipment Performance History Comment screen, click Edit and enter the Master Note you want to create.
   b. Optionally, click Select to open the Master Notes screen. Select a Master Notes record, and click OK to return to the previous screen.
3. After updating the desired notes, click Save to record your notes and exit the Shipment Performance History Comment screen.

7. Click Save to update the edited shipment performance data record. The system displays that the edited shipment performance data is saved successfully

Master Bills of Lading

Shipper documents are used as the basis for bills of lading. Master bills of lading are useful for consolidating shipments. Master bills of lading are identified by the ship-from code, the master bill number, and the ship-to code. The next master bill number is automatically assigned and is defined in **Container & Line Charge Ship-To Controls**.

A bill of lading shows a detailed breakdown of a shipper's content. In **Master Bills of Lading**, the system displays the following information with their respective timestamps for each of the bills on screen:

- Terms of Trade Point
- Net Weight
- Gross Weight
- Volume
- Volume UM
- Ship Date
- Arrival Date

Main Panel

Ship-From

Enter the site code defined in **Sites** where this master bill of lading will be assembled and shipped. This must be an existing site with a valid associated address record.

The combination of Ship-From and Master Bill uniquely identifies a master bill of lading. If a master bill of lading exists for the entered values, that master bill will be retrieved and you can maintain it. If a master bill of lading does not exist for the entered values, you can create a new master bill of lading.

Defaults to the last accessed master bill of lading record.

Ship-To

Must be a valid address code.

Enter the transit ship-to or dock address (typically a distribution center) at which the shippers associated with this master bill of lading are reloaded for transport to the final customers.

Master Bill

Specify the identifying number associated with this master bill of lading.

The fields Ship-From and Master Bill uniquely identify a master bill of lading. If a master bill of lading exists for the entered values, that master bill of lading is retrieved, and you can maintain it. If a master bill of lading does not exist for the entered values, you can create a new master bill of lading.

If no master bill number is entered, the next available master bill number is defaulted.

Note If the combination of the Ship-From and Ship-To numbers brings up a customer on Credit Hold, the system does not retrieve a master bill number, and enables this option to be specified manually with corrected format instead. For example: MBOL-I-0000019.

Shipping Group

This field displays the shipping group code and description for this combination of Ship-From and Ship-To addresses. This field appears after you enter the Ship-From and Ship-To addresses.

The system automatically finds the shipping group based on the values entered in the Ship-From and Ship-To options. In case there is no shipping group found, the system will go to the **Logistics Control** settings and find the Master Bill number at the control-level. However, if you enter a different Ship-To address which is blocked for your current transaction, the system validates and displays an error message to indicate the blocked transaction for the entered address

Ship Date

Specify the ship date and time. The system defaults the ship time to 12:00 A.M.

Arrival Date

Specify the arrival date and time or leave blank.

Master Bill Options Sub-Panel

Document Format

Enter a valid document format of a type applicable to shippers. Defaults from the shipping group if one is specified. If blank, the document cannot be printed.

Note After printing a new master bill of lading, if the document format is changed to something different, the system displays an error message that the edit cannot be saved since the Master Bill has already been printed.

Language

Enter the language code for the master bill. You can print all master bills of a particular language by specifying the language code in the print selection.

Shipper Lines Panel

This panel allows you to add multiple shippers to the Master Bill of Lading. The information that is displayed for each record in this grid is populated by the system using the shipper information.

Ship-From

Enter the site code defined in **Sites** where this master bill of lading will be assembled and shipped. This must be an existing site with a valid associated address record.

Shipper

The shipper number identifying the shipper which must be added to this master bill of lading.

The combination of Ship-From and Shipper must be an existing shipper that has not yet been assigned to this master bill of lading.

The combination Ship-From and Shipper uniquely identifies a shipper record. If and only if a shipper exists for the entered values, that shipper is added to this master bill of lading.

The system performs the following validations:

- Shipper does not exist.
- Ship-To/Docks must be equal.
- The selected shipper has already been assigned to a master bill.
- The header fields of the shipper have different values.

  Note The header fields are all listed in the grid column. If any are different from the Master Bill, the system displays a flashing warning message.
- Duplicate records are not allowed.

Carrier Panel

If multiple carriers have been specified in the Multi field of the Carriers grid, then the system displays a listing of all the carriers. This is exactly the same gird that is displayed in **Pre-Shippers** and **Shippers**.

Ship Via

Specify the first code for a shipping carrier/service in a range for this function to consider.

Terms of Trade Point

Enter a code identifying the terms of trade for this order.

Terms of trade define whether you or the item supplier is responsible for payments to a third-party supplier for logistics charges associated with purchased items. Each terms-of-trade record can include all of the logistics charges associated with a purchase, with the responsible party assigned to each logistics charge.

Mode of Transportation

Transport IDs identify a method of transport that can be used to ship items between sites—truck, rail, pipeline.

Each transportation mode is defined along with standard load and unload times to use for scheduling, freight rates to use for cost of freight analysis, and load capacity to use for transportation load reports.

Individual shipping schedules and lead times may be established from one site to another for each mode of transport.

Most reports and inquiries may be selected by transport ID, along with the supplying and receiving sites.

Carrier Shipment Reference

Specify the carrier shipment reference.

Defaults to this master bill of lading's number.

Printed on this master bill of lading.

Vehicle ID

Enter the vehicle ID for this shipment.

This value prints on formal shipping documents.

Totals Panel

Net Weight

Enter the net weight per unit for this item. Net weight represents the item weight without packaging.

When you use containers and shippers to ship items on sales orders, the shipping programs calculate tare weight as the difference between the item ship weight and net weight.

If net weight and ship weight are expressed in different units of measure, be sure to set up unit of measure conversions.

Gross Weight

Enter the gross weight of the master pack or item. The value defaults from the pre-shipper or shipper.

Volume

Enter the volume of the master pack or item. The value defaults from the pre-shipper or shipper.

Notes

In the Notes panel, you can add, edit, and delete notes attached to the **Master Bills of Lading** record. Up to 99 pages of notes can be added to a **Master Bills of Lading** record. In the Notes Details form, you can add the predefined master references to **Master Bills of Lading** records.

New

Adds a note record to the Notes panel.

Edit

Opens the selected note record for editing.

Delete

Deletes the selected note record.

Details

Opens the Notes/Master Notes screen where you can select and insert the Master Note to use or edit.

Creating a Master Bill of Lading

1. Go to **Master Bills of Lading.**
2. Select the master bill record of interest, and click Edit.
3. In the Main panel, enter the following required and/or applicable information:
   - Ship-From
   - Ship-To
   - Ship Date (Optional)
   - Arrival Date (Optional)
4. In the Master Bill Options sub-panel, enter the following:
   - Document Format. Select MBL.
   - Language
5. In the Shipper Lines panel, you can choose how you want to add shippers in the master bill:
   a. Single. Click +New to enter the Site (Ship-From) and Shippers one at a time.

b. Multi. Click +Select to open the Shipper multi-selection screen and enter selection criteria to display a list of matching shippers. You can toggle the selection as needed. When you click OK, the selected shippers are added to the master bill of lading.

c. Delete. Click Delete to remove any unnecessary shipper lines.

Note In either Single or Multi cases, the Ship-From is automatically taken by the system with the same value in the Main panel. However, if you enter a shipper that has already been assigned to another master bill, the system validates it and displays an error message regarding this situation.

6. In the Carriers panel, use the carrier grid to define the carrier and other required and/or applicable carrier-related information:
   - Sequence. Enter the Sequence ID from NRM Master BOL Datasets.
   - Carrier. Select the specific carriers from the available options in the Carriers window.
   - Ship Via
   - Terms of Trade Point
   - Mode of Transport
   - Carrier Shipment Reference
   - Vehicle ID
7. In the Totals panel, enter the following required and/or applicable information:
   - Net Weight
   - Gross Weight
   - Volume
8. In the Notes panel, click either +New or Details to open the Notes screen, and insert a new, or edit an existing, Master Note:
   1. New Master Note:
      a. In the Notes screen, click +New, and enter the Master Note you want to create.
   2. Insert Master Note:
      a. In the Notes screen, click Edit, and enter the Master Note you want to create.
      b. Optionally, click Select to open the Master Notes screen. Select a Master Notes record, and click OK to return to the previous screen.
   3. After updating the desired notes, click Save to record your notes, and click Close to exit the Notes screen.
9. Click Save to record the master bill of lading updates.

The system displays that the master bill has been created successfully.

1. Go to **Master Bill of Lading Print** to print the formal master bill of lading document. This function only associates specific shippers with a master bill of lading. It has no inventory or financial effects.
2. Enter the master bill number in the Master Bill filter, and click Run.
3. The system generates the Master Bill of Lading report with all of the information and details such as shipper lines, carriers, totals, and notes.

Updating a Master Bill of Lading

1. Go to **Master Bills of Lading.**
2. Select the master bill record of interest, and click Edit.
3. In the Main panel, enter the following required and/or applicable information:
   - Ship Date
   - Arrival Date
4. In the Master Bill Options sub-panel, enter the following:
   - Document Format. Select MBL.

     Note After printing a new master bill of lading, if the document format is changed to something different, the system displays an error message that the edit cannot be saved since the Master Bill has already been printed.
   - Language
5. In the Shipper Lines panel, you can choose how you want to add shippers to the master bill:
   a. Single. Click +New to enter the Site (Ship-From) and Shippers one at a time.
   b. Multi. Click +Select to open the Shipper multi-selection screen and enter selection criteria to display a list of matching shippers. You can toggle the selection as needed. When you click OK, the selected shippers are added to the master bill of lading.
   c. Delete. Click Delete to remove any unnecessary shipper lines.

   Note In either Single or Multi cases, the Ship-From is automatically taken by the system with the same value in the Main panel. However, if you enter a shipper that has already been assigned to another master bill, the system will validates it and displays an error message regarding this situation.
6. In the Carriers panel, use the carrier grid to define the carrier and other required and/or applicable carrier-related information:
   - Sequence. Enter the Sequence ID from NRM Master BOL Datasets.

- Carrier. Select the specific carriers from the available options in the Carriers window.
- Ship Via
- Terms of Trade Point
- Mode of Transport
- Carrier Shipment Reference
- Vehicle ID

7. In the Totals panel, enter the following required and/or applicable information:
   - Net Weight
   - Gross Weight
   - Volume
8. In the Notes panel, click either +New or Details to open the Notes screen, and insert a new, or edit an existing, Master Note:
   1. New Master Note:
      a. In the Notes screen, click +New, and enter the Master Note you want to create.
   2. Insert Master Note:
      a. In the Notes screen, click Edit, and enter the Master Note you want to create.
      b. Optionally, click Select to open the Master Notes screen. Select a Master Notes record, and click OK to return to the previous screen.
   3. Delete Note.
      a. Select the Note of interest, click Edit.
      b. Click Delete, and the system displays a delete confirmation message. Click Delete to confirm deletion.
   4. After updating the desired notes, click Save to record your notes, and click Close to exit the Notes screen.
9. Click Save to record the master bill of lading updates.

The system displays that the master bill has been updated successfully.

1. Go to **Master Bill of Lading Print** to print the formal master bill of lading document. This function only associates specific shippers with a master bill of lading. It has no inventory or financial effects.
2. Enter the master bill number in the Master Bill filter, and click Run.
3. The system generates the Master Bill of Lading report with all of the information and details such as shipper lines, carriers, totals, and notes.

Deleting a Master Bill of Lading

1. Go to **Master Bills of Lading**.
2. Select the master bill record of interest, and click Edit.
3. In the Edit screen, click Delete. The system displays a delete confirmation message. Click Delete to confirm deletion.

The system removes the master bill record from **Master Bills of Lading**.

Document Formats

A form is assigned to a document identifying its processing and printing requirements, including additional services such as printing data not in the original document, or checking if the document is complete and ready to print.

The format also determines whether the document can be used as an invoice.

A default document format is set in Container/Shipper Control and Customer Schedules. Default document format is used for shippers without inventory movement codes or with no available shipping group. It can also be assigned to inventory movement codes within shipping groups.

When printing shippers, you can select which shippers to print based on a specified range of document formats. If you have a series of compatible document formats, you have to set up their codes sequentially for efficient printing.

For example, suppose you have three document formats that use the same preprinted form; if you define them as FMT001, FMT002, and FMT003, at print time, you can load the appropriate form in the printer and specify only shippers with document format codes from FMT001 through FMT003 to print. Likewise, you can set up a number of document formats that print on blank paper.

A document format in use by any shipment or shipping group cannot be deleted.

Document Formats View

Summary Panel

The Summary panel is located between the menu bar and the navigation bar. It displays key data about the document format you are working on, including the type, format and description. These fields are read-only and stay in view even when you scroll down the page.

Main Panel

Type

A unique alphanumeric code identifying the type of documents (or transactions) a printing format applies to. For example, shipper documents (type: shp) use shipper document formats. A description of document type is displayed next to the code.

Valid selections for this field are:

- shp: Shippers

- mb: Master bills of lading

If you want to define the format of legal document to be printed with shippers, you must choose shp.

Format

A unique code identifying this document format, up to eight alphanumeric characters.

To create a new document format, enter a nonexistent (new) code. To edit an existing document format, enter the existing format code. If a format is in use, it cannot be deleted.

Description

Describe the document format using less than 30 characters. This field is for reference only. Displays on browses and reports.

Form

A unique two-character alphanumeric code for the processing and printing requirements of this format. The field defaults to 01.

Some localizations require documents printed in a specific layout. The form code identifies the appropriate print procedure.

Form codes can also identify additional services (called service-encapsulation procedures) performed when printing in this format.

Legal Document Form

Enter a two-digit numeric form code that uniquely identifies a country-specific legal document type. When you enter a valid form code, the legal document type description displays next to the form code.

The default code is specified in Legal Documents.

Some countries have legal requirements to print legal documents with specific numbering rules, information, formats, and layouts when issuing, receiving, and/or moving goods. The form code identifies the appropriate printing procedure.

A valid form code is supported by a legal document generation program file installed in your system. If the file is not found, an error message displays.

Currently, the system supports the following form codes: 11, 21, 31, 41, 51, and 61. While these form codes primarily address the legal document formatting requirements of Poland, Chile, Argentina, Turkey, Brazil, and Russia respectively, they can also be used in other countries where applicable.

Legal Document Max Items

Specify the maximum number of item lines allowed in a single shipping transaction.

When 0, this field has no effect; when greater than 0, the system limits the number of lines on a shipper to this number. The field is 0 by default.

This field also affects pre-shipper generation. When the system is supposed to generate legal documents along with the shipper and override the Max Lines on a Pre-Shipper field in Container/Shipper Control.

When you generate pre-shippers in Picklist/Pre-Shipper - Automatic, this field controls the number of lines on a pre-shipper and automatically splits a pre-shipper into two or more pre-shippers when the maximum line limit is reached.

Creating Document Formats

1. Go to **Document Formats**.
2. Click **New**.
3. Complete the fields described in Document Formats View on page 1476.
4. Click **Save** to create the new record.

Modifying Document Formats

1. Go to **Document Formats**.
2. Select the row of interest, and click **Edit**.
3. Edit the applicable information.
4. Click **Save** to continue.

Deleting Document Formats

1. Go to **Document Formats**.
2. Select the row of interest, and double-click the row.
3. Click the **Delete** button.
4. The system prompts a delete confirmation message. Click **Delete**.

PODs

This program is accessible only when the POD functionality is enabled in the Container/Shipper panel in Logistics Control.

Upon receipt of the shipped items, the customer confirms the delivery by sending feedback information including the items and the quantity received. When you get confirmation from the customer, you can record it in PODs as the Proof of Delivery (POD).

The POD is created against the confirmed shipper. The quantity received on the POD becomes the quantity to invoice. You cannot change the quantity to invoice in Pending Invoices.

Non-Consignment Shipments

Recording POD against a shipper issues the inventory from the in-transit location and creates an ISS-SO transaction. Creating POD also updates the quantity to invoice on the order line. The shipment can then be invoiced.

The GL effect is as follows:

- Debit COGS
- Credit inventory

Consignment Shipments

Recording POD transfers the quantity received from the in-transit location to the consignment location specified on the order line. The system creates the same inventory and GL transactions as Consignment Inventory Transfer. From this point onward, the order line is processed using standard consignment functionality.

Transactions of POD Process

Compared with non-POD orders, shipper confirmation of POD orders produces different

transactions. You can view the transaction details in Transactions Detail.

These are the transactions at Shipper Confirmation:

Order Type	POD Required	Transactions
Sales Order/ Customer Scheduled Order	No	• ISS-SO from the stocking location to customer
	Yes	• SS-TR from the stocking location • RCT-TR to the POD in-transit location

Order Type	POD Required	Transactions
		• POD-SHIP
Customer Consigned Order	No	• SS-TR from the stocking location • RCT-TR to the in-transit location specified in SO line or consignment location • CN-SHIP
	Yes	• SS-TR from the stocking location • RCT-TR to the POD in-transit location or to the in-transit location specified in SO line • CN-SHIP

Recording POD in PODs produces ISS-SO transactions for sales orders and customer scheduled orders. For customer consignment orders, recording POD produces the same transactions as Consignment Inventory Transfer.

These are the transactions at POD Creation:

Order Type	Transactions at POD Creation
Sales Order/ Customer Scheduled Order	• ISS-SO
Consignment Order	• ISS-TR from the POD in-transit location or the in-transit location specified in SO line • RCT-TR to the consignment location • CN-ISSTR • CN-RCTTR

PODs View

Summary Panel

The Summary panel is located between the menu bar and the navigation bar. It displays key data about the POD you are working on, including the ship-from, shipper and ship-to. These fields are read-only and stay in view even when you scroll down the page.

Main Panel

Ship-From

Enter the site from which the items will be shipped. This field is mandatory.

Most reports can be selected by supply (shipping) site.

If an address with this site has been specified in Companies, it displays on the distribution order and prints on all documents.

Shipper

Enter the shipper number. This field is mandatory.

Along with the Ship-From site, the shipper uniquely identifies a shipper record.

Ship-To

Displays the site where items will be received. Defaults from the Shipper.

Items on the shipment are sent to this site. When the receipt is processed, inventory at this site is increased. Most reports can be selected by ship-to (receiving) site.

Reference

Optionally, enter the reference information associated with the POD. The POD reference is displayed, for information only, in Shipper Detail Status Browse and Shipper Detail Status Report.

Ship Date

Displays the ship date on the specified shipper.

Receipt Date

Input the date on which the customer received the shipment. The receipt date defaults to the Ship Date on the shipper and cannot be a date earlier than the shipment date.

The receipt date is the date when the goods arrived at the customer’s site. The receipt date defaults to the ship date and can be updated.

Effective Date

This date defaults to the system date. The effective date is the date assigned to the GL transactions created using PODs. You can update the date as needed. The system verifies whether the date is within an open GL period.

Shipment Lines Panel

The Shipment Lines grid shows details for the shipment lines related to the information in the Main panel.

Multientry

Use the Multi-Entry option to issue multiple lot/serials for an item. In the Line Multi-Entry modal, enter the Site, Location, Lot/Serial, Reference Number, and Quantity. When the entire transaction quantity has been entered, click OK to return to the PODs modal.

Note After saving, you cannot edit Multientry.

The qty shipped is updated to reflect the total entered in the Multi-Entry modal.

Order

Displays a sales order contained in the shipper.

Line

Displays the line from the Order field.

Item

Displays he item for the order being shipped.

Description

Displays the item's description.

Qty Shipped

Displays the quantity defaults to the quantity shipped on the shipper.

Qty Received

Quantity received records the total quantity received for this order line item. You can update this field with the actual quantity that the customer received. The variance between the shipped quantity and the received quantity is displayed as the open quantity within the corresponding shipment line.

Qty Open

The system displays the open quantity of the shipment line, calculated as the Qty Shipped minus the Qty Received.

UM

Displays the unit of measure of the quantities.

Site

Displays the site. Site codes identify areas where inventory is manufactured or stored: an off-site storage area, a distribution center, a warehouse, a manufacturing facility, or any combination of these.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site (or by groups of sites).

Usually each site is split into multiple locations where the inventory is actually stored, so you may think of a site as a group of physical locations—stockrooms, inspection stations, shop floors.

Location

Displays the location code associated.

Location codes identify physical locations where inventory is stored.

Every item in inventory is associated with a location. A given item can be stored in multiple locations. The location code must be specified on every inventory transaction, including issues, receipts, transfers, and counts.

Location code can be used to select specific information to appear on reports.

Multientry

Indicates whether this transaction references multiple sites, locations, lot number, serial numbers, or lot reference numbers.

When the Multi-Entry option is used to enter multiple lot/serials to issue for an item, this field automatically changes to Yes.

If you then change this field to No after using the Multi-Entry option to select multiple lot/serials for an item, the system will delete the multiple lot/serials that were selected in the Multi-Entry modal. By default, this field is set to No.

Lot/Serial

Displays the lot/serial number associated.

The system organizes inventory detail data by item number, site, location, lot or serial number, and reference number. For each unique combination of these values, it tracks the quantity on hand (QOH) and inventory attributes such as assay percentage, grade, expiration date, and status code.

Reference

Displays the reference.

The lot reference, along with site, location, and lot/serial number, specifically identifies inventory quantities. Lot reference may be the production lot of the item or it may be a location reference such as a skid, roll, or pallet number.

The system organizes inventory detail data by item number, site, location, lot or serial number, and reference number. For each unique combination of these values, it tracks the quantity on hand (QOH) and inventory attributes such as assay percentage, grade, expiration date, and status code.

Escalate

Specifies whether the service will be escalated past this sequence when the system runs.

If you select the checkbox, the system will escalate past this step.

This field is normally unselected only for the last step in a sequence. It may be temporarily unselected if you want to interrupt the normally processing of the system.

Group

An optional user-defined code for grouping escalations. Validated against generalized codes set up for field fsgroup.

This field is for reference only and may appear on selected reports.

Print

Specifies if services are printed when they reach this escalation sequence.

This feature is most useful for critical sequences. You might want services to print when they reach the last sequence in an escalation, which might mean they are now critical or emergencies.

Days Allowed

This field determines the number of days that a service will remain in this escalation step before the system applies the changes specified for the next step. This field can be used by itself or in conjunction with the Time Allowed in Status field.

When a service with an escalation is first created, the system automatically applies the values of step 0 in the escalation sequence. It adds the days and time allowed in status to the service open day and time to determine the service’s Next Status Date and Time.

The system applies the next step in the sequence when the service’s Next Status Date/Time is older than the system date/time. For steps

after 0, the Days and Time Allowed in Status are added to the service Event Date and Time to determine the Next Status Date and Time.

Time Allowed in Status

This field determines the amount of time in hours that a service remains in this escalation step before the system applies the changes specified for the next step. This field can be used by itself or in conjunction with the Days Allowed in Status field.

When a service with an escalation is first created, the system automatically applies the values of step 0 in the escalation sequence. It adds the days and time allowed in status to the service open day and time to determine the service's Next Status Date and Time.

Page Engineer

Specifies whether the engineer assigned to the service should be paged.

If you select the checkbox, the system pages the engineer assigned when the service reaches this escalation sequence.

This feature is most useful for critical sequences; you might want to page field engineers when services reach the last escalation sequence, which might mean the service is now a critical situation or an emergency.

All relevant paging information must be defined for each field engineer in **Engineers**.

Bump Priority

The amount that this escalation sequence reduces (or bumps) a service's priority.

The value entered here is deducted from the Priority field in **Service Orders/Depot Orders**.

The highest priority a service can have is zero -- priorities cannot be driven negative.

Consider assigning the largest Bump Priority values to the most critical escalation sequences.

Next Status

Defines the status to be given to a service when this escalation step executes. Validated against predefined codes set up in **Service Order Status Codes**.

When a new service with an escalation is created, the system automatically applies the values of step 0 to the service. The service Status field is updated with the value of the Next Status field for escalation step 0. The service Next Status field is updated with

the value of the Next Status field for the next escalation step to be executed.

As a service is escalated, its Status field always reflects the value of the step that just executed and its Next Status field reflects the value of the step to be executed next.

The status specified on an escalation cannot be the Close, Cancel, or Complete Status as defined in **Service Control**.

Next Queue

Defaults from the next queue associated with the service status, if one is specified. Validated against predefined codes set up in **Service Order Queues**.

The queue that this sequence will move a service to.

When the system runs this sequence against a service, this value is entered in the Queue field in **Service Orders/Depot Orders**.

This field is simpler and more direct in effect than the Next Status field, which uses a two-stage technique for updating the status of a service.

If you establish service queues according to some kind of hierarchy, make sure that the sequences in this escalation adhere to that hierarchy.

Creating PODs

1. Go to **PODs**.
2. Click **New**.
3. Complete the fields described in PODs View on page 1480.
4. Click **Save** to create the new record.

Modifying PODs

1. Go to **PODs**.
2. Select the row of interest, then click **Edit** or double-click the row.
3. Modify the required fields. You can consult the editable fields in PODs View on page 1480
4. Click **Save** to update the POD.

Deleting PODs

1. Go to **PODs**.
2. Select the row of interest, then click **Edit** or double-click the row.
3. Click the **Delete** button.
4. The system prompts you with a delete confirmation message. Click **Delete**.

Sales Control

Sales Control contains control fields needed for setting up Sales app functionalities.

Sales Orders Panel

Sales Order Prefix

An optional prefix for sales order and pending invoice numbers (maximum 3 characters). Prefix codes are useful for differentiating between different kinds of quotes and orders in the system.

If you leave the order field blank when you create a new sales order or pending invoice, the system determines the default order number by joining the prefix with the value of the Next Sales Order field.

Prefix codes restrict the size of the numeric portion of the sales order number, since the combined length may not exceed 8 characters.

Next Sales Order

Specify the next automatic sales order number for system assigned numbers. Each entered sales order or pending invoice is identified by a sales order number.

You may enter one manually or the system will assign the next number. (Leave sales order number blank for a system assigned number.)

The system records this next sales order number in **Sales Control** and increments it automatically. Sales order numbers select information to appear on reports and inquiries.

Are Sales Orders Printed

Indicates whether confirming orders are normally printed.

Selecting this field does not prevent sales orders from being printed. It is the default display when a new sales order is entered, and may be changed.

The Sales Order Print function only prints sales orders with the print field selected.

Keep Booking History

This field indicates whether booking history is maintained and activates sales order change tracking.

When Keep Booking History is selected, the system keeps an audit trail of all incoming sales orders, including new orders added or existing orders changed.

Transaction history records are identified as type ORD-SO with the item, order quantity, price, cost, date, user ID and other information. You can review this information using booking inquiries and reports.

Detailed transaction history can be reviewed using **Transactions Detail** .

With booking history, a transaction history record is kept for all additions and changes. If you enter a line item with a quantity of 100 but you meant to enter a quantity of 10, the system tracks the booking for the initial quantity of 100. When you correct the mistake, the system creates two more booking history entries, one for -100 and another for the correct quantity of 10.

The system may create many booking history records. Examine the booking history reports available and decide whether you really plan to use them before you consume space with booking history.

Print Tax ID on Invoice

If selected, Tax ID will be listed on any invoices generated.

Fiscal Start Month

Indicates the fiscal starting month.

Values may be 1 through 12.

Tolerance Percent

Enter the tolerance percentage allowed for overshipments.

Tolerance Cost

Enter the tolerance cost amount allowed for overshipments.

Confirmed Orders

Indicates whether orders are normally entered as confirmed.

This field displays as the default when a new sales order is entered. It may be changed.

Selected: sales orders are normally entered as confirmed orders.

Cleared: they are not confirmed when entered, but require a separate confirmation step.

Confirmed orders are allocated, consume forecast, and create demands for material planning. Orders marked as unconfirmed do

not. They are not considered firm orders until a separate Sales Order Confirmation is processed.

In a high volume order entry environment, you may choose to enter all orders as unconfirmed and confirm them later in batch. This allows orders to be entered quickly with less processing during order entry. However, order promising will be more difficult because allocations do not take place until the order is confirmed.

Check Customer Item Nbr First

This field determines whether the system searches customer or internal item numbers first when evaluating line items entered in the following transactions: Sales Quotes, Sales Orders, Customer Scheduled Orders, Pending Invoices, and RMAs.

Selected: The system checks each entered item number against existing customer item numbers before searching the item master for internal items identified by that number. This may be useful if some of your customer item numbers are identical to internal item numbers but represent different physical items. For example, if customer item 123 is a boat, but your company uses item number 123 to designate a car, selecting this field ensures that when you enter item 123 on a sales order line, the system references customer item 123, a boat. If Check Customer Item Nbr First is cleared, entering item number 123 for a sales order line would reference the car instead of the boat, since the car represents the internal item.

Cleared: The system checks each entered item number against internal item numbers in the item master before checking to see if customer items exist for that number.

> **Note** When the system searches for customer items, it first searches for customer-specific items and then for customer items with a Customer code of blank.

When establishing customer-item relationships in **Customer Items**, if you enter a value in the Customer Item field that is identical to an existing internal item number, that item number also defaults to the Item Number field. If Check Customer Item Nbr First is cleared, you cannot change the Item Number value for these items. If you need to establish customer item numbers that are identical to internal item numbers, you should either select Check Customer Item Nbr First or use a standard prefix, such as C, to designate customer item numbers.

When Check Customer Item Nbr First is selected, you can establish customer item numbers that are identical to internal item numbers. However, if a customer item number and an internal item number are identical, the system always selects the customer item number for sales orders, RMAs, and so on. That is, if item number 123 is used to represent two different physical items, a customer item and an internal

item, the system selects the customer item and not the internal item when you specify item number 123 on a sales order.

This may also be a problem if you have set up customer items with blank customer address codes so that they apply across all customers; for example, to cross-reference item numbers listed in a marketing catalog to those used by manufacturing.

In the previous example, associating internal item number 123 with a different customer item number, such as 456, would allow you to designate this internal item on sales orders by specifying customer item number 456.

Note This field does not apply to electronic data interchange (EDI) documents processed by EDI eCommerce. The system always searches for customer items prior to searching the item master, regardless of the value set here.

Integrate with Sales Analysis

Indicate whether sales history posts to the Sales Analysis module.

Selected: Sales history posts to the Sales Analysis module.

Cleared: Sales history does not post to the Sales Analysis module.

Default to Primary Ship-To

Use this field to control the defaulting logic used to determine the ship-to address on new sales orders.

Cleared: The system uses the sold-to customer as the default value in the Ship-To field in **Sales Orders** or **Pending Invoices**.

Selected: The system uses the following logic to determine the default ship-to value:

If no ship-to address exists for the customer, the system uses the head office address.

If only one is specified for the customer, the system uses the ship-to address on the business relation.

If there is more than one ship-to address, the default sales order ship-to is left blank.

Pick Only Allocated Lines

Specifies whether only lines with allocated quantities should print from the **Sales Order Packing List** function.

Selected: Only line items with a non-zero quantity allocated are printed.

Cleared: All lines with a non-zero open quantity are printed, regardless of the quantity allocated.

Shipping Lead Time

The usual number of calendar days elapsing between the date the order is entered and the date it is scheduled to ship to the customer location. (If orders are shipped immediately, this may be left as zero.)

When you first enter an order, the due date defaults to the system date plus the shipping lead time, indicating the normal quoted shipping date. The operator can manually change the sales order due date.

This is useful for ensuring that promised delivery dates are reasonable. Usually time elapses between order taking and shipping varying from one hour to several days. Check your company's normal elapsed time before setting the shipping lead time.

Incoterms

Validated against predefined values entered in **Generalized Codes**, if any.

The normal Freight On Board (FOB) terms on sales order shipments.

Sales Control Incoterms is the default on all sales orders, pending invoices, and RMAs. It can be changed manually during order entry.

This prints on formal documents—sales orders, invoices, packing lists, and RMAs.

This identifies the terms of a shipment, including when ownership of the goods transfers from the seller to the buyer. For example, Incoterms Destination means title passes to the buyer at delivery.

Some companies also use this to identify who pays the transportation charges. For example, Incoterms Destination - Collect means the same as above, except the buyer pays transportation charges.

Ship Type for Credits

This value indicates the default value of the Ship Type field for credit sales orders or RMAs created through the Invoice History Create Credit action.

Values available for selection here can be configured in Generalized Codes for the field name "sod_type". This field can also be left blank.

Limit Credit Orders

When selected, credit and return orders are unable to be created or modified using Sales Orders.

Allocations Sub Panel

Calc for Qty Avail to Allocate

Enter 1, 2, 3, or 4 to select the method the system uses to calculate the quantity of items available to allocate for an order. The default is 1.

1. Quantity Available to Allocate = Qty Available - Qty Allocated

2. Quantity Available to Allocate = Qty Available - Qty Allocated + Qty On Order

3. Quantity Available to Allocate = Qty Available - Qty Required

4. Quantity Available to Allocate = Qty Available - Qty Required + Qty On Order

Note Allocations reserve inventory for an order, so it is not available for other orders in the system. When you enter an order, the system compares the order quantity to the quantity available to allocate. If available quantities are insufficient, the order cannot be filled, although allocation functions do not prevent you from entering a confirmed order line. When ATP Enforcement is selected, you may be unable to enter a confirmed line regardless of control program allocation settings, based on the available-to-promise (ATP) enforcement level of the item. For more information, see the online help for the ATP Enforcement field.

If Limit Alloc to Avail to Allocate is cleared, the calculation method does not apply and the entire order quantity is allocated unless ATP enforcement settings block the order.

For most business situations, calculation 1 is recommended. This calculation includes sales orders due to ship within the time set in Allocate Order Lines Due in Days and manufacturing orders that have been released to the shop floor. This calculation does not consider future requirements or supply sources.

Calculations 2, 3, or 4 are not time sensitive. The system includes all orders regardless of due date. For example, when you enter a sales order due in 6 months, calculations 3 and 4 subtract the order total when calculating current availability. When you enter a work order due to be completed in 6 months, calculation 2 adds the total to quantity available. Therefore, it is recommended that you use calculations 2, 3, or 4 only if you have a very short cycle time and planning horizon.

Note The allocation settings in **Sales Control** also affect order processing in other functions, including return material authorizations (RMAs), material orders (MOs), and scheduled orders.

Allocate Lines Due in Days

The default is 10.

Specifies the number of days into the future that the system should use as a cutoff for allocating items on sales orders.

The value specified in the control program sets the value for the same field in **Sales Orders**. The system only tries to allocate available inventory to line items due within the number of days specified, giving you more control over the allocation process.

Allocations reserve inventory so it is not allocated to other sales orders, RMA issue lines, intersite requests, or work orders. Allocations are used to control the shipment of items, especially in shortage situations when a sufficient quantity of an item does not exist to fill all orders. Most shipment functions allow you to set up the quantity allocated or picked for immediate shipment.

Quantity available to allocate is calculated by the system based on the calculation specified in Sales Control. The calculation is the same for all items and sites.

If the field Limit Alloc to Avail to Allocate is cleared, then the Allocation Method is not applicable and the entire order quantity is allocated, so long as it is within the allocation window.

Allocations means the sales desk, not the shipping clerk, drives shipments. If you use packing lists to communicate shipping priorities, you can selected Pick Only Allocated Lines in **Sales Control**. In this case, only allocated quantity prints on the sales order packing list, telling the shipping department what to ship.

If you do not use packing lists, you may choose not to use allocations. Allocations can be turned off by setting Allocate SO Lines due in Days to zero, Limit Alloc to Avail to Allocate to selected, and Pick Only Allocated Lines to selected.

Limit to Available Only

Specifies whether quantity available to allocate is limited by quantity available (on hand).

Selected: Allocations are limited to the quantity available.

Cleared: The entire order quantity is allocated.

Allocations are used to control sales order and RMA shipments, in particular in shortage situations. When a sales order or RMA is entered, the order quantity is compared to the quantity available to allocate. If there is a shortage, the order cannot be filled. Human intervention is required to decide which orders can be shipped and when.

You may sometimes want to allocate all incoming orders, regardless of availability—set the field to cleared. This is useful if you have a very

short cycle time or you only enter orders after checking that they can be shipped.

Detail Allocations

Specifies whether detail allocations are usually made during order entry. Detail allocations function to assign specific inventory lot/serial numbers and locations to be shipped on an order.

Selected: Detail allocations are made during Sales Orders.

Cleared: Detail allocations are not normally entered on the order.

The default value displays and may be changed on each line item.

There are two types of allocations: general and detail. General allocations allocate the required quantity of an item. Detail allocations specify the site, location(s), lot/serial number(s), and lot reference(s) from which that quantity is to be allocated.

The system automatically generates detail allocations when sales order, distribution order, or RMA packing lists and work order picklists print.

Sourcing Subpanel

ATP Enforcement Enabled

Select this option to activate available-to-promise (ATP) enforcement; otherwise, clear this field. The default is cleared.

ATP is the quantity of uncommitted inventory and planned production that will be available to fill an order line on a specified due date.

When ATP Enforcement is selected, the system compares the order-line quantity and due date with the cumulative ATP to ensure that the quantity promised is available by the due date.

The level of ATP enforcement depends on the value of ATP Enforce for each item in Items:

None: The system does not display ATP warnings or errors for this item even if sufficient ATP is not available.

Warning: A warning displays during order entry when the quantity available for the order-line item on the due date is less than the order quantity. You can override ATP warnings manually, if necessary.

Error: An error message displays during order entry when the quantity available for the order-line item on the due date is less than the order quantity. You cannot override ATP errors manually, and the order line cannot be processed unless you change the quantity or due date.

Family ATP Calculation

Enter 0, 1, 2, 3, or 4 to select the method the system should use to calculate the allowable ATP amount for family items. The method

specifies which family items and component items should be considered when determining family item ATP. The default is 1.

0. Include all component item orders and exclude all family item orders.

1. Include all component item orders and include all family item orders. Use this method when you have a high degree of common components and a limited number of unique or difficult-to-manufacture or assemble items.

2. Include all component item orders and only family item orders outside the item's time fence. Use this method when you have a high degree of common components but only want family item orders outside the item's time fence. This lets you view longer term item and component availability.

3. Include only component item orders inside the item's time fence and all family item orders. Use this method when you want all family item orders but only components inside the time fence. This lets you view near-term availability of components but allows you the option of longer term item orders.

4. Include only component item orders inside the item's time fence and only family item orders outside the item's time fence. Use this method when you want the system to ignore component items outside the item's time fence and family item orders inside the time fence. This lets you view near-term availability of components on selected family item orders.

The settings provide a way to determine availability inside a time frame, while aggregating availability outside that same time frame. You can enforce some schedule stability in the near term while entering orders in the longer term where you can more easily adjust the schedule.

ATP Horizon

Enter the number of days from the current date that you want the system to consider when determining if available-to-promise (ATP) quantities are sufficient to fill orders.

Note: If a horizon is specified for an individual item in **Items**, it overrides the **Sales Control** value.

ATP is the quantity of uncommitted inventory and planned production that will be available to fill an order line on a specified due date.

If no inventory is available to promise within the horizon for an ATP-enforced item, the system selects the day after the horizon as the first available due date. For example, if the horizon is 90 days and inventory is not available to promise within 90 days, the system displays day 91 as the earliest available due date.

Calculate Promise Date

Select this option to calculate the promise date or due date automatically for order lines. Otherwise, clear this field.

Automatic date calculations apply to sales order lines and issue lines on return material authorizations (RMAs).

When this field is cleared, the due date and promise date default as-is from the header to the line items.

When this field is selected, the default dates for line items depend on the values you enter in the date fields:

If you accept the default due date, leave the required date blank on sales orders, and enter a promise date, the line-item promise date is set to the promise date. The system calculates the line-item due date by subtracting the delivery transit time specified from the promise date.

If you enter a required date in the sales order that is not the same as the due date, accept the default due date, and leave the promise date blank, the line-item required date and promise date are set to the required date. The system then subtracts the transit delivery time from the promise date and enters that value as the line-item due date. This processing applies to sales orders only since the RMA does not include a required date.

Note After you have saved an order, the system sets the required date to equal the due date. If you subsequently enter new lines, date calculations ignore the required date unless you change it. If you do, the system sets the line promise date to equal the required date as described.

If you modify the default due date and leave the promise date blank, the due date defaults to the line items. The system calculates the line-item promise date by adding the transit delivery time to the due date. If

you specify a required date on sales orders, the system copies it as the default line required date, but does not use it in date calculations.

If you modify the default due date and enter a promise date, the line-item due date and promise date are set to the values. Specifying a required date for sales orders has no effect in this case.

Additionally, when ATP Enforcement is selected in **Sales Control**, the system automatically calculates dates in the following situations if Calculate Promise Date is selected:

When you have the system modify a due date based on an ATP warning or error, the promise date is recalculated.

When you use the Sales Order Confirm Action or RMA Confirm Action, you can specify whether the system recalculates promise dates when it adjusts a due date to meet ATP requirements.

When you use ATP Enforcement Check to determine if an item will be available on a given date, you can have the system calculate the due date or promise date based on ATP information.

For more information on ATP processing, see the online help for the ATP Enforcement field.

The system does not calculate promise dates for the following, regardless of the setting in Calculate Promise Date:

- EMT direct-shipment or transshipment items
- Unmodified existing line items
- Items shipped from sites with no transit times defined

Enable Sourcing Rules

By default, this option is set to No. To enable Global Sales Order Sourcing functionality, set this field to Yes.

Only Sites with Rules

By default, this option is set to No. Specify Yes to consider only sites that have sourcing rules defined. Specify No to consider all sites in the current domain and external supplier domains.

Only Sites with Quantity Available

By default, this option is set to No. Specify Yes to consider only sites that have quantity available on the requested due date. Specify No to consider all sites in the current domain and external supplier domains.

Additional Score for Quantity Available

Specify an integer score from zero to 100. The system adds this additional score when calculating the score of each sourcing option that has quantity available on the requested due date. By default, this field is set to zero (0).

Enterprise Material Transfer Subpanel

Use Enterprise Material Transfer

Select to enable Enterprise Material Transfer (EMT) order processing.

EMT lets you automatically generate purchase orders from sales orders. Using EDI eCommerce, you can communicate these purchase orders and related EMT documents throughout the supply chain.

EMT Type

When Use Enterprise Material Transfer is selected in **Sales Control**, specify the default code that determines how EMT items are processed. Values are:

- NON-EMT: You ship the items directly to the customer
- TRANSHIP: A secondary business unit satisfies the order demand by shipping items to you, which you then ship to the customer.
- DIR-SHIP: A secondary business unit satisfies the order demand by shipping items directly to the customer.

EMT Sequence

When Use Enterprise Material Transfer is selected in **Sales Control**, use this field to specify the sequence in which the system determines the default EMT type used on order lines.

Allowable values are combinations of A, B, C, and D, where:

- A = Item/Site, defined in Items
- B = Item, defined in Items
- C = Customer, defined in Customers
- D = Sales Control

The system validates that all four letters are used and that a letter is used no more than once.

The default sequence is ABCD.

Automatic EMT Processing

When Use Enterprise Material Transfer is selected in **Sales Control** and you are using multilevel EMT, this field determines whether the system automatically creates EMT purchase orders in intermediate business units.

Single-level EMT involves a primary business unit that receives a sales order and a secondary business unit that provides the items. In multilevel EMT, any number of intermediate business units can pass the order down to the unit that actually supplies the items. Multilevel EMT is available only to users who are equipped with electronic data interchange (EDI) technology, such as the EDI eCommerce module.

- Selected: The system automatically creates a secondary EMT purchase order in intermediate business units when an EMT purchase order is imported and all relevant Auto EMT Processing control settings are selected.
- Cleared: The system does not create secondary EMT purchase orders. This field should be cleared at the business unit that actually supplies the item.

The system uses the following logic to determine if it should create a secondary purchase order automatically:

- Auto EMT Processing must be selected for the item or item-site in **Items**.
- Auto EMT Processing must be selected for the supplier in **Suppliers**.
- Auto EMT Processing must be selected in **Sales Control**.

Calculate Due Date

When Use Enterprise Material Transfer is selected in **Sales Control**, use this field to specify whether the system automatically calculates the due date for EMT purchase order lines transmitted to the secondary business unit (SBU). The default is cleared.

When you select this field:

- For transshipment orders, the purchase order need date is set to the sales order due date. The purchase order due date is set to the sales order due date minus inspection lead time, if applicable. The purchase order performance date is set to the purchase order due date.

  When EMT purchase orders are loaded at lower-level business units, the sales order due date on the newly created order is the purchase order’s due date minus the shipping lead time between the business unit loading the PO and the business unit that sent the PO.
- For direct shipment orders, the PO need date and due date are set to the sales order due date. This is because the primary business unit (PBU) cannot determine any inspection lead times that may exist at lower level business units. The PO performance date is set to the PO due date. The calculation is the same on direct shipment orders if the end customer shipping data is available.

Direct Allocation

When you are using Enterprise Material Transfer (EMT) at a primary business unit (PBU), select this option if your system can allocate the

inventory of secondary business units (SBUs); otherwise, enter clear this field.

This preliminary allocation of the SBU inventory can occur for sales orders or material orders only when either of the following conditions is true:

- The SBU is associated with a site in the same or a different domain within the current database.
- The SBU is associated with a site in a domain in a different QAD database and the databases are connected.

Direct Shipment Location

When Use Enterprise Material Transfer is selected in **Sales Control**, specify the location for the system to use when it processes the receipt of an EMT sales order line referencing a direct shipment item. This location must already be defined in Locations.

Because EMT direct shipment orders are delivered to the end customer instead of to the primary business unit (PBU) that recorded the sales order, no actual inventory is received at this location. It is used to record system-generated inventory transactions.

The inventory status defined for this location in Inventory Status must have Nettable set to cleared so that MRP does not see this location as a source of supply.

Auto Accept Supplier Changes

Specify whether the primary business unit (PBU) in Enterprise Material Transfer (EMT) automatically accepts due date and quantity change requests received from the secondary business unit (SBU).

Selected: The PBU’s system automatically updates the primary sales order with the SBU’s requested changes. The PBU is not required to accept changes manually.

Cleared: The PBU’s system creates change records when it imports the SBU’s change requests. The PBU must then use **Sales Orders** to accept SBU change requests manually when prompted, or Supplier Change Rejection to reject them.

Use Customer Currency on PO

Specify whether purchase orders automatically generated for Enterprise Material Transfer (EMT) sales order line items use the end customer’s currency or the supplier’s currency.

Selected: The primary business unit (PBU) uses the currency associated with the end customer when generating an EMT purchase order from the primary sales order. When the secondary business unit

(SBU) imports the purchase order, the resulting secondary sales order is created in the end customer's currency.

Cleared: The PBU uses the currency associated with the supplying SBU when generating the EMT purchase order. When the SBU imports the purchase order, the resulting secondary sales order is created in the SBU's currency.

Allow Mod/Del When SO

Specify whether the primary business unit (PBU) can modify or delete a line of its primary Enterprise Material Transfer (EMT) sales order after importing a status change message from the secondary business unit (SBU) indicating that the order line has been picked.

Cleared: An error message is displayed if you attempt to access an order line with a shipping status of P (picked).

Selected: In many cases, you can change some information on an order line even if the line has a shipping status of P. Whether you can modify the line depends on the change you want to make. For example, while you can change such things as the salesperson commission, you cannot change the quantity of a picked item.

Allow Mod/Del when Released to WO

Specify whether the primary business unit (PBU) can modify or delete a line of its primary Enterprise Material Transfer (EMT) sales order after importing a status change message from the secondary business unit (SBU) indicating that the order line for a configured item has been released to a work order.

Cleared: An error message is displayed if you attempt to access an order line with a shipping status of W (work order released).

Selected: In many cases, you can change some information on an order line even if the line has a shipping status of W. Whether you can modify the line depends on the change you want to make. For example, while you can change such things as the salesperson commission, you cannot change the configuration of a line after it is released.

Allow Mod/Del When Shipped

Specify whether the primary business unit (PBU) can modify or delete a line of its primary Enterprise Material Transfer (EMT) sales order after importing a status change message from the secondary business unit (SBU) indicating that the order line has been shipped.

Cleared: An error message is displayed if you attempt to access an order line with a shipping status of S (shipped).

Selected: In many cases, you can change some information on an order line even if the line has a shipping status of S. Whether you can modify the line depends on the change you want to make. For example, while you can change such things as the salesperson

commission, you cannot change the order quantity of a line after it is shipped.

Allow Non-Ack Deletes

Specify whether the primary business unit (PBU) can delete its primary Enterprise Material Transfer (EMT) sales order or individual order lines before importing an acknowledgment from the secondary business unit (SBU) when Require Acknowledgment is selected in **Purchasing Control**.

Cleared (the default): An error message is displayed if you attempt to delete an unacknowledged order or line when Require Acknowledgment was set to selected in **Purchasing Control** at the time the order was exported to the SBU.

Selected: You can delete unacknowledged orders or lines regardless of the **Purchasing Control** setting.

Export Hold Sales Status

Specify how EDI eCommerce PO export functions send EMT purchase orders to the secondary business unit (SBU) supplier based on the value of Send Credit Held SO in Suppliers.

Blank (the default): The system exports all orders to SBUs with Suppliers records that have Send Credit Held SO selected, regardless of action status.

HD: When Send Credit Held SO is selected, the system exports orders with an action status of HD or blank. Orders with any other action status are excluded.

Other non-blank value: When Send Credit Held SO is selected, the system exports orders with Action Status set to this value or blank. Orders with any other action status are excluded.

Activate Trade Sales

Indicate whether the optional Trade Sales module is activated.

Cleared (the default): Trade Sales is not activated.

Selected: Trade Sales is activated. You can create a trade sales order in **Customer Scheduled Orders** by selected the Trade Sales field. When you do, the system views all items on the order as supplied from trade sales suppliers and prohibits you from updating the Trade Sales field if line items exist.

Forecast Consumption Subpanel

Consume Forward

The number of future forecast periods that may be consumed by a sales order if no forecast remains in the period in which the order is due. Zero: future period forecasts should not be considered.

Usually planning starts with a sales forecast and plans to have enough quantity on hand to satisfy it. As actual sales orders come in, they are net against the forecast: if you forecast 100 units and sell 40, your net remaining forecast is 60. This process of netting actual sales against forecast is called forecast consumption.

Forecasts are generally more accurate long term than short term. Forecasts are entered for one week periods—actual sales seldom correspond to the forecast for a single one week period. To compensate for this inaccuracy, you can expand the forecast window by using forward and backward consumption.

As orders are entered, they consume the forecast in the week they are due. But if there is no unconsumed forecast remaining in that week, the system looks at a specified number of weeks before and/or after it to check for unconsumed forecast. This recognizes that there may be unsold forecast in other weeks that could be consumed.

The system consumes the forecast for the specified number of periods, first by going back, then forward, one period from the original forecast period. It then continues to search backward and forward until the specified number of previous and future periods have been examined, or the entire sales order quantity has been applied.

Only confirmed sales orders consume the forecast.

Consume Back

The number of past forecast periods that may be consumed by a sales order if no forecast remains in the period in which the order is due. Zero: past period forecasts should not be considered.

Usually planning starts with a sales forecast and plans to have enough quantity on hand to satisfy it. As actual sales orders come in, they are net against the forecast: if you forecast 100 units and sell 40, your net remaining forecast is 60. This process of netting actual sales against forecast is called forecast consumption.

Forecasts are generally more accurate long term than short term. Forecasts are entered for one week periods—actual sales seldom correspond to the forecast for a single one week period. To compensate for this inaccuracy, you can expand the forecast window by using forward and backward consumption.

As orders are entered, they consume the forecast in the week they are due. But if there is no unconsumed forecast remaining in that week, the system looks at a specified number of weeks before and/or after it

to check for unconsumed forecast. This recognizes that there may be unsold forecast in other weeks that could be consumed.

The system consumes the forecast for the specified number of periods, first by going back, then forward, one period from the original forecast period. It then continues to search backward and forward until the specified number of previous and future periods have been examined, or the entire sales order quantity has been applied.

Only confirmed sales orders consume the forecast.

If forecast consumption is specified to consume backward, any unconsumed forecast from past due periods is recognized as demand by material requirements planning. If unrealized past due forecast should be ignored, the forecasts for those periods should be reduced to the quantity sold or to zero.

Installed Base Subpanel

SO Edit ISB Defaults

Controls appearance of Installed Base Detail frame in **Sales Orders**.

Selected: the system displays a window where you can override the defaults for the installed base in Sales Orders.

Cleared: the window is not displayed.

A sales order line may update the installed base when the sales order invoice is posted. However, the actual updates to the installed base are controlled by Sales Orders. When a sales order line is entered for an item as Installed Base is selected (in **Service Orders**) and Ship To Installed Base is selected (in **Service Control**), the program sets up default values for the update to the installed base. If SO Edit ISB Defaults is selected (in **Sales Control**), these default values may be overridden in **Sales Orders**.

Refer to Ship To Installed Base in **Service Control**.

SO Return Update ISB

The default value is cleared.

Determines whether the system should attempt to delete the installed base record for items returned on a sales order (indicated by a negative order quantity).

If selected and other conditions are met, you are prompted to enter an ISB reference during sales order entry. When the sales order invoice is posted, the item with this serial and/or ISB reference number will be deleted from the installed base. If cleared, the system does not make any attempt to update the installed base for negative order quantities on sales order lines.

The system displays a warning if you attempt to selected this field and Ship to Installed Base is cleared in **Service Control**. Ship to

Installed Base must be selected for any sales order activity to update the installed base.

When a sales order line specifies an order quantity of -1 and some quantity of the item being ordered exists in the installed base already, the Installed Base Details pop-up will display for input of an installed base reference number. This number is used to uniquely identify non-serial number controlled items. Since only one ISB reference number can be specified per line item, you should create a separate line item for each item being returned.

The installed base pop-up will display in **Sales Orders** for a return even if SO Edit ISB is set to cleared in **Sales Control**. Unlike other installed base parameters, there is no way for the system to create a default for the ISB reference. It must be supplied by the user.

The installed base record is deleted during posting of the sales order invoice. A message is written to ISBPST.prn file indicating successful deletion of the record or indicating an error condition that prevented the deletion.

Pending Invoice Update ISB

Select this option to allow the installed base to be updated from Pending Invoices, and display a pop-up window to let you override installed base defaults.

Pending Invoices does not normally allow updating of the installed base. Setting this field to selected, in combination with setting both the Installed Base (in Service Orders) and Ship To Installed Base (in Service Control) fields to selected, allows Pending Invoices to control updating of the installed base during invoice post.

Batch Processing Sub Panel

Auto Batch Confirmation

Specify whether to confirm a Sales Order in batch immediately after entry.

With this field selected, you have the option to confirm through batch processing any unconfirmed Sales Order detail lines you enter. Batch processing of these lines improves performance, particularly at a multi-database environment across a network.

With this field selected, after all sales order data is entered, if any unconfirmed detail lines exist then a pop-up window appears to inquire about Auto Batch Processing. If you specify Yes and supply a valid batch and printer ID, the system submits a job to that batch queue to confirm all lines for that sales order via Sales Order Confirmation.

Confirmation Batch ID

Specifies if this report is to be run later, in batch.

If a batch ID is entered, the report does not print right now. The request is put in a queue for later batch processing.

This allows you to submit a report now, while you are thinking about it, but not tie up the terminal or the printer at this time. Batch requests may be reviewed and processed by batch ID.

Batch report requests are stored along with the batch ID and the person who submitted the request. At some point each day, the system administrator must start up processing for that batch ID, in order for the request(s) to be processed. Otherwise the request just sits in the batch queue and is never processed.

Procedures should be established as to what batch queues should be used and how often and when they are processed.

Confirmation Printer

Identifies where to send the output from this transaction.

If you enter a printer device name, output prints on that hard copy device.

If you enter an output name that has not been predefined as a terminal or printer, output is sent to a file - for example, output directed to myfile is stored in a file named myfile.prn.

Output sent to a file can be read into another software package—a word processor or spreadsheet. Or, it can be printed later—handy if your printer goes down.

Sales Accounting Panel

Company Address

Indicates the company address.

Print Only Line to Invoice

Specifies whether all sales order line items or only lines with non-zero quantity to invoice should print on invoices.

- Selected: Only sales order lines with a non-zero Quantity to Invoice print on invoice documents. Any unshipped items or any items that have already been invoiced do not appear.
- Cleared: All sales order line items print on the invoice but only those with a non-zero Quantity to Invoice are included in the total.

Use Daybook Set by Site

Select this option to base daybook defaulting and validation on site-specific setup records. This feature supports environments that require

elements such as invoices and taxes to be tracked based on the shipping site.

When you are using daybook sets by site:

- The Default Daybook Set field is disabled in **Sales Control**.
- The daybook set in **Customers** must be defined either for the default customer site or with a blank site value.
- Order-entry, shipping, and invoice programs verify that the specified daybook set is valid for the order header site.

When Use Daybook Set by Site is No:

- You define daybook sets at the domain level using **Daybooks**.
- Default Daybook Set is a required field in **Sales Control**. That value defaults to new **Customers** records.

If you choose to change this value after daybook sets are defined, system behavior and setup requirements depend on the direction of the change:

- If you disable the daybook set by site feature, the system makes existing site-specific daybook sets inactive. You can continue to use records that do not specify a site when you create new orders. However, order-entry, shipping, and invoice programs validate the daybook set field. The next time you access an existing order with a site-specific daybook set, you must update that field manually before completing the transaction.
- If you enable the feature, the system makes inactive all daybook sets except the default specified in Sales Control. You can continue to use that value in customer records and transactions, but you must define site-specific records. You also must update existing orders to reference an active daybook set.

Default Daybook Set

Indicates the default daybook set.

Vary Pricing Date by SO Line

Specify whether the pricing date and credit terms interest can be modified in the pricing pop-up window when you enter sales order line items in **Sales Orders** or return material authorization (RMA) issue line items in **RMAs**.

- Selected: The Pricing Date and Credit Terms Int fields default from the header and can be modified for each line.
- Cleared: These two fields cannot be modified on individual lines. When you update one of the header fields, the system automatically updates all lines to match the header value.

The pricing date determines the effective date to use in determining applicable prices for the line item. The default price effective date for

a sales order is determined by the setting of SO Default Pricing Date in **Sales Control**. This can be the order date, required date, promise date, due date, or performance date. For an RMA, the default pricing date is always the order date, regardless of the control program setting.

Price lists can include effective dates, letting you phase in price changes based on the pricing date specified on the order. When you modify the original pricing date on an order line, repricing functions use the new date in determining effective price lists.

List Price Table Required

This field determines how strictly price lists are used to control order/ quote entry.

- Selected: Only items from an existing list price table can be entered, and only if the price list item, unit of measure, and currency match the order item, unit of measure, and currency exactly.
- Cleared: Items can be entered whether or not a price list exists. If you are pricing by product line, this field should be cleared.

List/Mark-Up/Net Price Table Read

This field determines whether list price, mark-up price, and net price tables are considered when you enter or reprice sales orders, sales quotes, or RMAs.

- Selected: Only items from an existing list/mark-up/ net price table can be entered, and only if the price list item, unit of measure, and currency match the order item, unit of measure, and currency exactly.
- Cleared: Items can be entered whether or not a price list exists. If you are pricing by product line, this field should be cleared.

Discount Table Required

This field determines how strictly discount tables are used to control order entry for scheduled orders and return material authorization receipt lines.

- Cleared: Items can be entered whether or not a discount table exists.
- Selected: Only items from an existing discount table can be entered, and only if the price list item, unit of measure, and currency match the order item, unit of measure, and currency exactly.

Zero Price Allowed for Schedules

Specify whether customer scheduled orders can be processed when there is no price information.

Selected: The scheduled order can be processed even when the List Price and Net Price are set to zero.

Cleared: The system validates the following three fields and at least one of them must be greater than zero:

- The price list (Discount Table) is active and valid.
- List Price is greater than zero.
- Net Price is greater than zero.

Otherwise, a message of "Zero price not allowed" is displayed, and you cannot proceed with this order.

Commission on Margin

Specify whether sales commissions are calculated based on the sales margin, or based only on the sales amount.

Selected: Invoice Post calculates the commission amount for each line on the invoice based on margin.

Cleared: Invoice Post and Print calculates the commission amount for each line based on the sales amount. In either case, the calculation of AR Commission Percent reflects all sales order lines on the invoice using the following formula:

((total commissions on invoiced lines) - (total invoiced amount)) / 100

This option also affects the default selection for Based on Sales/Margin in Salesperson Commission and Payments Reports.

Sales margin is the sales amount minus the cost.

SO Interest Accrued Account

Enter the general ledger (GL) account code used to track calculated accrued credit term interest for a sales order. This must be a valid, active account of type Standard.

This account lets you separately track the interest component of sales in hyperinflationary currencies, facilitating Financial Accounting Standards Board (FASB) reporting adjustments.

If you do not deal with hyperinflationary currencies:

- Set the SO Interest Applied Account equal to SO Interest Accrued Account.
- Set the Terms Interest Pct in Credit Terms Create to 0%.

Account code is one component of an account number defined in GL setup functions. Other components of an account number are sub-account, cost center, and project. Project codes are not available for all

GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Use accounts to track company-wide assets, liabilities, equities, expenses, and revenues.

SO Interest Applied Account

Enter the general ledger (GL) account code used to track applied credit term interest for a sales order. This must be a valid, active account of type Standard.

This account lets you separately track the interest component of sales in hyperinflationary currencies, facilitating Financial Accounting Standards Board (FASB) reporting adjustments.

If you do not deal with hyperinflationary currencies:

- Set the SO Interest Applied account equal to SO Interest Accrued account.
- Set the Terms Interest Pct in Credit Terms Create to 0%.

Account code is one component of an account number defined in GL setup functions. Other components of an account number are sub-account, cost center, and project. Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Use accounts to track company-wide assets, liabilities, equities, expenses, and revenues.

Note: You can enter an allocation code, which represents a set of accounts, in any account field in an operational function. During GL transaction post, the system automatically divides transaction amounts among the set of accounts, based on percentages defined.

Use Fiscal Number

Specify whether you want to record fiscal numbers for invoices. In Argentina, fiscal numbers represent invoice numbers on pre-numbered government-issued invoice forms. Companies are not authorized to assign their own invoice numbers.

Default Fiscal Number

When Use Fiscal Number is selected, specify the NRM sequence to use to generate fiscal numbers when printing invoices.

Use Correction Invoices

Indicate whether to use correction invoices.

Cleared: Deactivate the correction invoice function.

Selected: Allow the use of correction invoices.

When this is selected, additional fields display in **Sales Orders** that let you create a correction sales order for an original invoice. You can then

enter the correct amounts rather than entering the difference between the original invoice and the correct amount.

The system automatically keeps track of the relationship between the original invoice and the correction invoice. You can view this relationship with **Correction Invoice Links**.

Allow Closed Inv Corr

Select this option to allow a correction invoice to be created even when the associated invoice has been closed. **Sales Orders** will display a warning message when you create such a correction invoice.

Print Shipper Number On Invoices

Indicate whether to print shipper numbers on formal printed invoices.

Cleared: Shipper numbers are for internal purposes only and are not printed on invoices.

Selected: Print shipper numbers on invoices.

When multiple shippers result in a single invoice, all related shippers print on the invoice together with the relevant ship dates.

Minimum Shipment Amount

Specifies the minimum order value (in base currency).

The system displays a warning message in **Sales Orders**, Sales Order Shipments, and Pending Invoices if the order value (in base currency) is less than the control program value.

Enable Rounding Function

Select this option to enable invoice currency rounding for sales orders and customer schedules. When this field is selected, the system displays additional frames that let you specify the rounding methods used between combinations of currency, ship-from, and ship-to address. You also specify the GL account and sub-account used to track rounding differences. The top frame lists existing records. Use the bottom frame to add or modify records.

Some countries, such as Switzerland, have legal requirements to round invoice amounts in a specific way. During invoice post, when this field is selected, the system attempts to match the sales order ship-from country, ship-to country, and currency with records defined here. If it finds a match, the invoice amount is rounded up or down based on the associated method (defined in Rounding Method Create). Positive or negative amounts that result from rounding are posted to the specified account and sub-account.

If the invoice post process does not find a matching record, no invoice rounding takes place.

Note This function does not control the way taxes are rounded. Before taxes are added to the invoice, calculated amounts are already rounded based on the tax environment setup.

EXAMPLE:

For orders inside of Switzerland in Swiss Francs (CHF), the total amount of an invoice must be rounded to a multiple of 5 Rappen, or 0.05 CHF. The detailed rounding specification is as follows:

>0.00 and <0.025 must be rounded down to x.x0

>=0.025 and <0.05 must be rounded up to x.x5

>0.05 and <0.075 must be rounded down to x.x5

>=0.075 and <0.10 must be rounded up to x.x0

To meet this requirement using invoice rounding, you must first use **Rounding Methods** to define a new rounding method. Enter the following values:

Code: Enter an unused value. This example uses 9.

Description. Describe the new rounding method; for example, Swiss Rounding.

Unit: Enter 0.050

Threshold: Enter 0.0250

Next, selecte Enable Invoice Rounding and set up a rounding record with Switzerland as the ship-from and ship-to country and currency code CHF. Assign rounding method 9.

With this setup, orders in Swiss Francs that are shipped within Switzerland will have their invoice totals rounded correctly.

Consolidate Invoice by Various Ship-From

Specify whether to consolidate invoices with different Ship-From Tax Zone. When this field is selected, invoices with different Ship-From Tax Zone are combined to one invoice. When cleared, only invoices in the same Ship-From Tax Zone are consolidated.

Days to Retain Sales Order After Invoicing

Specify the number of days after invoice post a fully shipped sales order can be deleted. Completed sales orders within this time frame cannot be deleted.

If set to 0, the completed sales orders are automatically deleted by the invoicing process.

Delivery Based Invoicing

When you select this field, customer invoices are created with the last shipment date used as the invoice, posting, and tax point date.

Invoice Rounding Subpanel

The Invoice Rounding subpanel is displayed when Enable Rounding Function is selected in the Sales Accounting panel.

Click +New to add a new line.

Click Edit to edit an existing line.

Freight & Trailer Panel

Calculate Freight by Site

Determines whether freight charges are calculated based on the site on the order line item.

Selected: Freight charges are calculated using the site entered on the order line item.

Taxable Trailer Code

The taxable trailer codes most frequently used on sales quotes, sales orders, and invoices.

Identifies a miscellaneous non-sales charge such as freight, customs/ import duties, setup, service, or handling.

These codes display as the default on the trailer screen for taxable orders, prompting the user to enter any additional miscellaneous charges. They may be changed.

Trailer codes indicate which trailer charges apply to sales quotes, sales orders, invoices, service quotes, and service contracts. If the trailer charge is taxable, the system automatically calculates the taxes.

The trailer code, description, and amount print on all formal documents. The system posts trailer charges to the GL account, sub-account, cost center, and project specified for the trailer code.

Use SO Freight List Trailer Code

Indicate if you want to use trailer codes associated with freight lists during order processing.

Cleared: The default taxable and non-taxable trailer codes specified in **Sales Control** are always used by the system during order processing.

Selected: A trailer code associated with the freight list on the order header is used during order processing.

Nontaxable Trailer Codes

The non-taxable trailer codes most frequently used on sales quotes, sales orders, and invoices.

Identifies a miscellaneous non-sales charge such as freight, customs/ import duties, setup, service, or handling.

These codes display as the default on the trailer screen of non-taxable quotes, orders, and invoices, prompting the user to enter any additional miscellaneous charges. They may be changed.

Trailer codes indicate which trailer charges apply to sales quotes, sales orders, invoices, service quotes, and service contracts. If the trailer charge is taxable, the system automatically calculates the taxes.

The trailer code, description, and amount print on all formal documents. The system posts trailer charges to the GL account, sub-account, cost center, and project specified for the trailer code.

Credit Panel

Customer on Credit Hold

Specify a code for this credit violation. Ensure that the code is predefined in **Generalized Codes**.

If a predefined code is specified for this field and the customer is on credit hold, the Action Status for this customer's orders/quotes/ contracts is marked with the specified code.

If no code is specified for this field and the customer is on credit hold, the Action Status for this customer's orders/quotes/contracts is marked with HD.

Fixed Credit Limit Exceeded

Specify a code for this credit violation. Ensure that the code is predefined in **Generalized Codes**.

If a predefined code is specified for this field and the customer's only credit problem is with the fixed credit limit, the Action Status for this customer's orders/quotes/contracts is marked with the specified code.

If no code is specified for this field and the customer's only credit problem is with the fixed credit limit, the Action Status for this customer's orders/quotes/contracts is marked with HD.

If the customer has multiple credit problems, the Action Status depends on the setting of the Credit Limit Selection Sequence field.

If Credit Hold is selected for the customer, the Action Status field displays the code specified for the Customer on Credit Hold field or HD when no code is specified.

Turnover Credit Limit Exceeded

Specify a code for this credit violation. Ensure that the code is predefined in **Generalized Codes**.

If a predefined code is specified for this field and the customer's only credit problem is with the turnover credit limit, the Action Status for this customer's orders/quotes/contracts is marked with the specified code.

If no code is specified for this field and the customer's only credit problem is with the turnover credit limit, the Action Status for this customer's orders/quotes/contracts is marked with HD. If the customer has multiple credit problems, the Action Status depends on the setting of the Credit Limit Selection Sequence field.

If Credit Hold is selected for the customer, the Action Status field displays the code specified for the Customer on Credit Hold field or HD when no code is specified.

Max Days Overdue Exceeded

Specify a code for this credit violation. Ensure that the code is predefined in **Generalized Codes.**

If a predefined code is specified for this field and the customer's only credit problem is with the maximum days overdue limit, the Action Status for this customer's orders/quotes/contracts is marked with the specified code.

If no code is specified for this field and the customer's only credit problem is with the maximum days overdue limit, the Action Status for this customer's orders/quotes/contracts is marked with HD.

If the customer has multiple credit problems, the Action Status depends on the setting of the Credit Limit Selection Sequence field.

If Credit Hold is selected for the customer, the Action Status field displays the code specified for the Customer on Credit Hold field or HD when no code is specified.

Hold Orders Over Credit Limit

Indicate whether sales quotes and orders that are over the customer credit limit should be put on hold.

Cleared: A warning displays that the customer is over the credit limit but the action status is not changed. .

Selected: The action status of the quote or order is set to HD (hold). When a quote on hold is released to a sales order, the corresponding order is also placed on hold.

Note The credit limit is checked at both the beginning and the end of the order.

Allow of Reviewed Orders

Select this option to allow users to update orders even after they have been reviewed by the credit controller. Otherwise, the credit controller can block changes to orders by selecting Reviewed in Sales Order Credit. This prevents subsequent updates using:

- **Sales Orders**
- **RMAs**
- **Pending Invoices**
- **Material Orders**
- **Call Activity Recording**

Credit Limit Selection Sequence

Define the sequence for display of the credit violations listed below:

A- Fixed Credit Limit

B- Turnover Credit limit

C- Maximum Days Overdue

The Action Status Field displays only one code even though multiple credit violations exist in the order/quote. The Credit Limit Selection Sequence field controls the display sequence.

For example, the sequence is set to CBA; the customer has credit violations A and B. The Action Status field displays the specified code for B or HD when no code is specified for B.

Sales Quotes Panel

Sales Quote Prefix

An optional prefix for sales quote numbers (maximum 3 characters). Prefix codes are useful for differentiating between different kinds of quotes and orders in the system.

If you leave the Quote field blank when you create a new sales quote, the system determines the default quote number by joining the prefix with the value of the Next Quote field.

Prefix codes restrict the size of the numeric portion of the quote number, since the combined length may not exceed 8 characters.

Next Sales Quote

The next automatic sales quote number for system assigned numbers.

Whenever you enter a sales quote, it is identified by a sales quote number. You may enter one manually or the system will assign the next number. (Leave sales quote number blank for a system assigned

number.) The system records this next sales quote number in **Sales Control** and increments it automatically.

Sales quote numbers select information to appear on reports and inquiries.

Start with a larger number so that quotes will sort in order of their entry.

Are Quotes Printed

Indicates whether sales quotes are normally printed.

By default, Print Quote is selected when a new sales quote is entered, and may be changed. Only sales quotes with the print field selected are printed by the **Sales Quote Print** function.

Days Until Expire

Specifies the normal length of time quoted prices are good for. After this time, a quote expires and prices must be renegotiated.

The number of Days Until Expire specified in the control program is added to the quote date to determine the quote's expiration date. This date displays and may be changed.

Quote reports can be selected for ranges of expiration dates, allowing you to review and act on quotes which will soon expire.

Quotes past their expiration date can be purged using the delete/archive function.

Sales Quote Accounting Panel

Company Address

Specify the company address that you typically want to appear on printed sales quote documents. The company address must be defined in **Companies** and reference a business relation for address details.

The forms are designed to print your company name and address in the top left corner so all formal documents can print on blank paper.

To print on paper preprinted with your company name and address, suppress address printing by setting this field to blank.

List Price Table Required

Requires items to have an existing price list.

If selected, only items from an existing price list can be entered, and only if the price list, item, unit of measure, and currency match. If cleared, items can be entered whether or not a price list exists.

Prices can be overridden unless security has been applied to the field.

By requiring price tables, you can control which items may be ordered or purchased to/from and your customers'/suppliers' units of measure (such as case quantities).

List/Mark-Up/Net Price Table Reqd

Requires items to have an existing price list.

If selected, only items from an existing price list can be entered, and only if the price list, item, unit of measure, and currency match. If cleared, items can be entered whether or not a price list exists.

Prices can be overridden unless security has been applied to the field.

By requiring price tables, you can control which items may be ordered or purchased to/from and your customers'/suppliers' units of measure (such as case quantities).

Vary Pricing Date by QO Line

Specify whether the pricing date and credit terms interest can be modified in the pricing pop-up window when you enter sales quote line items in **Sales Quotes**.

Selected: The Pricing Date and Credit Terms Int fields default from the header and can be modified for each line.

Cleared: These two fields cannot be modified on individual lines. When you update one of the header fields, the system automatically updates all lines to match the header value.

The pricing date determines the effective date to use in determining applicable prices for the line item. The default price effective date for a sales order header is determined by the setting of QO Default Pricing Date in **Sales Control**. This can be the quote date, required date, promise date, or due date.

Price lists can include effective dates, letting you phase in price changes based on the pricing date specified on the quote. When you modify the original pricing date on an order line, repricing functions use the new date in determining effective price lists.

Incoterms

Validated against predefined values entered in **Generalized Codes** if any.

The normal Freight On Board (FOB) terms on sales order shipments.

The default Incoterms defined in **Sales Control** is the default value on all sales quotes. It can be changed manually during entry.

Incoterms prints on formal printed quotes and is passed to the sales order when a quote is released.

Incoterms identifies the terms of a shipment, including when ownership of the goods transfers from the seller to the buyer. For example, FOB Destination means title passes to the buyer at delivery.

Some companies also use this to identify who pays the transportation charges. For example, FOB Destination - Collect means the same as above, except the buyer pays transportation charges.

Pricing Panel

SO Default Pricing Date

Specify which date field on the sales order header is used as the default pricing effective date when you enter a new sales order with Pricing Date left blank. If you manually enter a value in Pricing Date, the system uses that value.

Options are Due Date, Order Date, Performance Date, Promise Date, and Required Date. The default is Order Date.

This value applies only to sales orders. The header pricing date on return material authorizations (RMAs) always defaults from the order date.

The start and end effective dates on a price list determine when its prices are valid. The system uses the pricing date on the order header as the default pricing date on each line item, which in turn is used to search for applicable prices for the line item.

Another setting in Sales Control also influences pricing dates. Vary Pricing Date by SO Line determines whether the pricing date can be modified for each line item. When that field is cleared, the header pricing date applies to all line items and cannot be changed.

Price SO by Line

Use this field to define a default value for the Line Pricing field on new sales orders, invoices, or RMAs. You can change this value on individual transactions as needed.

Note On existing transactions, Line Pricing defaults to cleared and cannot be updated.

When Line Pricing is selected on a sales transaction, the system prices each line item as it is entered, recalculating prices for previous lines when they change due to volume price breaks. When Line Pricing is cleared, the system recalculates line item prices only once, when transaction entry is complete.

Clearing Line Pricing on sales transactions may reduce processing time during line item entry since the system does not recalculate prices for previous lines. However, when you need to know the exact price of each line as you enter it, you should selecte Line Pricing.

SO Factor Rounding

Default is 3.

The number of decimals to round discount factors for display in sales orders and sales quotes. This field is effective only when the Display SO Discounts As field or the Display QO Discounts As field is set to FACTOR.

This field only affects the display of the Discount Factor field.

Display SO Discounts as

This field determines whether line item discounts on sales orders are entered and displayed as discount percentages or factors.

- Discount: Specify line item discounts as the percentage to be deducted from the item price, for example, 10%.
- Factor: Specify line item discounts as the factor to multiply the item price by to obtain the discount. For example, to apply a 10% discount to a line item, you would enter a value of 0.90.

Discount Combination Type

Default is Cascading

Choices: Cascading or Additive. This describes what the system does when multiple price lists apply.

If cascading, discounts are multiplied. If additive, they are added. For example, if a line qualifies for a 20% discount and a 30% discount Cascading yields a discount of 44% (.7 x .8) and Additive yields a discount of 50% (20 + 30).

This field applies to all modules within the system. If the Discount Combination Type is set to Additive, discount sequencing has no effect.

QO Default Pricing Date

Options are Due Date, Order Date, Required Date, Promise Date.

The default is Order Date.

The date field specified on a quote header to be used as the default pricing effective date.

When a new sales quote is entered in the system, the pricing effective date defaults to the date specified in the control program.

The start and end effective dates on a price lists determine when its prices are valid. The system uses the pricing date on the quote header as the default pricing date on each line item, which in turn is used to search for applicable prices for the line item.

On a sales quote, Order Date is used to refer to the field labeled Quote Date, which indicates the day the quote is entered into the system.

Another setting in **Sales Control** also influences pricing dates. Vary Pricing Date by QO Line determines whether the pricing date can be modified for each line item, or the header pricing date applies to all line items and cannot be changed.

Price QO by Line

Use this field to define a default value for the Line Pricing field on new sales quotes. You can change this value on individual quotes as needed.

Note On existing quotes, Line Pricing defaults to cleared and cannot be updated.

When Line Pricing is selected on a quote, the system prices each line item as it is entered, recalculating prices for previous lines when they change due to volume price breaks. When Line Pricing is cleared, the system recalculates line item prices only once, when quote entry is complete.

Clear Line Pricing on quotes may reduce processing time during line item entry since the system does not recalculate prices for previous lines. However, when you need to know the exact price of each line as you enter it, you should select Line Pricing.

QO Factor Rounding

Default is 3.

The number of decimals to round discount factors for display in sales orders and sales quotes. This field is effective only when the Display SO discounts As field or the Display QO Discounts As field is set to FACTOR.

This field only affects the display of the Discount Factor field.

Display QO Discounts as

This field determines whether line item discounts on sales quotes are entered and displayed as discount percentages or factors.

- Discount: Specify line item discounts as the percentage to be deducted from the item price, for example, 10%.
- Factor: Specify line item discounts as the factor to multiply the item price by to obtain the discount. For example, to apply a 10% discount to a line item, you would enter a value of 0.90.

Credit Card Panel

CC App Service Name

Enter the service name of the application server used to connect with your credit card authentication service.

Hold Action Status

Enter the status to be assigned to a sales order placed through the Web storefront when it does not pass validation during shipment or invoice processing. This can happen under three circumstances:

- The total sales order price is greater than the authorization amount.
- The current date is later than the authorization expiration date.
- The current date is later than the credit card expiration date.

This status defaults to the Action Status field on sales orders that do not pass validation processing. Any non-blank entry in Action Status places the sales order on credit hold.

This field is validated against predefined values entered in **Generalized Codes**, if any.

Expiration Days

Enter the number of days before a credit card authorization expires. The system adds this number to the authorization date received from the credit card authorization service to determine when the authorization expires. The authorization expiration date displays in **Sales Order Credit**.

Automatic CC Capture

This field is currently not implemented. Its setting has no effect on processing.

Salesperson Panel

Next Salesperson

Specify the next automatic number for system assigned salesperson address codes.

When you add a new salesperson, you can enter a salesperson address code manually or let the system assign one. If you leave salesperson code blank and press Enter, the next number will be assigned. The system maintains this next number in **Sales Control** and increments it automatically.

Replacement Items Panel

Round Quantity

Indicate the rounding method to use when non-whole number replacement item, up-sell item, or cross-sell item quantities are encountered.

Round Up (the default): The system rounds the replacement item, up-sell item, or cross-sell item quantity up to the next whole number. For example, 3.3 is rounded up to 4.

Round Dn: The system rounds the replacement item, up-sell item, or cross-sell item quantity down to the whole number. For example, 3.7 rounds down to 3. Any quantity less than 1 is rounded down to 0; however, this causes the system to report an error, and you must re-enter the order or quote quantity.

None: The decimal quantity calculated by the system is the quantity of the new item used on the order or quote.

Search

Enter either Sold To or Ship To as the search method to use when searching replacement item records during order entry. This applies to discrete sales orders only.

Sold To (the default): The system searches for an item replacement record that matches the order or quote based on the following criteria and order:

- Site, customer (sold-to), item, and effective date
- Customer (sold-to), item, and effective date
- Item and effective date

Ship To: Use this setting when ship-to addresses are predefined as customers. The system searches for an item replacement record that matches the order or quote based on the following criteria and order:

- Site, customer (ship-to), item, and effective date
- Customer (ship-to), item, and effective date

Auto Accept

Indicate whether replacement items, up-sell items, or cross-sell items should be added to an order without prompting for confirmation.

Cleared (the default): When you enter an order or quote line for the original item, you must confirm that the system replace the requested item with replacement items or up-sell items or that cross-sell items be added to the order in addition to the requested item.

For replacement items, if you enter Yes at the prompt, a message displays indicating that the item is being replaced and the order process continues.

For up-sell items, the system prompts for confirmation after you select an item from the Up-Sell Item frame.

For cross-sell items, the system prompts for confirmation to add the cross-sell item to the order in addition to the requested item after you select one or more cross-sell items from the Cross-Sell Item frame. You are prompted to confirm once, even though you may have selected multiple cross-sell items.

Selected: You can replace the item with a replacement item, up-sell item, or cross-sell item without confirmation.

For replacement items, the system replaces automatically.

For up-sell items, automatic replacement occurs after you select an up-sell item from the Up-Sell Item frame.

For cross-sell items, automatic replacement occurs after you select one or more items from the Cross-Sell Item frame. If you select multiple cross-sell items, the system adds individual line items for each.

Global Sales Order Sourcing

When a sales order line is confirmed and the current site cannot fulfill the ordered quantity on the requested due date, Global Sales Order Sourcing provides a list of sites as the sourcing options for the sales order line.

Choose the *Select an alternate due date and quantity* option and Global Sales Order Sourcing displays alternate global sourcing options across sites and domains, based on:

- Site settings

  When the current site cannot fulfill the ordered quantity on the requested due date, the system considers all other global sites that provide the line item and are marked as External Supplier in Site .

- Sourcing control settings

  You can choose whether to source from only sites that have sourcing rules defined, and whether to source from only sites that have quantity available.
  For example, if Only Sites with Rules is selected in sourcing control settings, a site that has available items but does not have sourcing rules defined for it cannot be listed as an eligible sourcing option.
  See Setting Up Global Sales Order Sourcing on page 1525.

- Sourcing rules

  You define the sourcing rules based on the customer, item, site combination. And for each sourcing rule, you enter an integer score to indicate its priority. Global Sales Order Sourcing displays the eligible sourcing sites in order of score, from the highest score to the lowest score.
  See Creating Sourcing Rules on page 1526.

With Global Sales Order Sourcing functionality, you have clear visibility into the eligible global sourcing options in order of priority score before making sourcing decisions. This functionality facilitates global order management.

When Global Sales Order Sourcing functionality is not enabled, the system follows the standard ATP or EMT logic.

Setting Up Global Sales Order Sourcing

To set up global sales order sourcing:

1. Navigate to Sales Control.
2. In the Sourcing subpanel of the Sales Orders panel, enable Global Sales Order Sourcing functionality by selecting the Enabling Sourcing Rule option.
3. Optionally set up other control options for Global Sales Order Sourcing functionality. For more information on these fields, see the section on Sales Control on page 1487.

4. Click Save.

Sales Control - Sourcing Setup

Sales Control Sourcing Subpanel



Enable Sourcing Rules

By default, this option is set to No. To enable Global Sales Order Sourcing functionality, set this field to Yes.

Only Sites with Rules

By default, this option is set to No. Specify Yes to consider only sites that have sourcing rules defined. Specify No to consider all sites in the current domain and external supplier domains.

Only Sites with Quantity Available

By default, this option is set to No. Specify Yes to consider only sites that have quantity available on the requested due date. Specify No to consider all sites in the current domain and external supplier domains.

Additional Score for Quantity Available

Specify an integer score from zero to 100. The system adds this additional score when calculating the score of each sourcing option that has quantity available on the requested due date. By default, this field is set to zero (0).

Creating Sourcing Rules

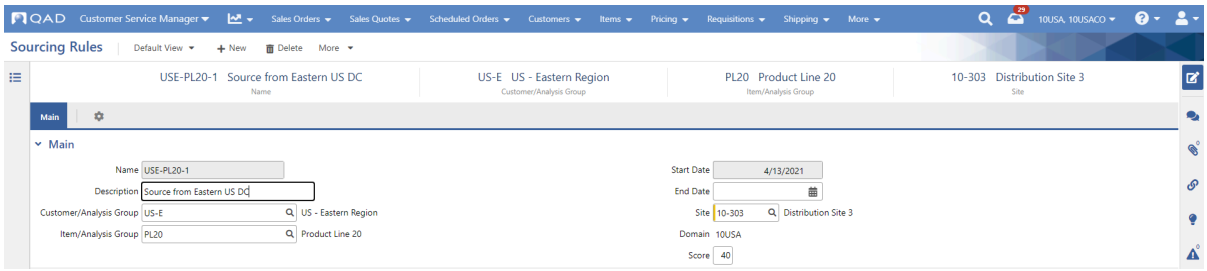
To create a sourcing rule:

1. Navigate to Sourcing Rules.
2. Click New.
3. On the Main panel, enter the name and description of the sourcing rule.
4. Specify the customer, item, site, and enter a score to define the sourcing rule.
5. Enter the Start Date and the End Date, and click Save.

The sourcing rule is created. The system displays the rule name and the customer, item, site combination in the summary panel.

Sourcing Rules

Main Panel



Name

Enter a distinct name for the current sourcing rule.

Description

Enter a brief description of the current sourcing rule.

Customer/Analysis Group

Enter a valid customer address code, analysis group code, or leave blank for all customers.

Item/Analysis Group

Enter a valid item number, analysis group code, or leave blank for all items.

Start Date

Enter the first date when this sourcing rule is effective. If left blank, the sourcing rule is effective for any date before the expiration date.

End Date

Enter the last day when this sourcing rule is effective. Make sure that the date is greater than or equal to the start date. Blank indicates that there is no expiration date.

Site

Enter a valid sourcing site. You cannot leave this field blank.

Domain

The system displays the domain of the specified sourcing site.

Score

Enter an integer ranging from zero (0) to 100 to indicate the priority of the current sourcing rule. The greater the number, the higher the priority.

Sales Accounts

Use **Sales Accounts** to assign different general ledger (GL) accounts to combinations of product line, site, customer type, and channel for sales, sales discount, and cost of goods sold (COGS).

Channel is entered on sales quotes and orders to indicate the distribution channel for a sale.

The sales order features that search for default sales accounts in **Sales Accounts** use the following values:

- Product line of the item shipped
- Site the item was shipped from
- Channel entered on the order header
- Customer type of the ship-to if the ship-to exists as a customer

If the ship-to does not exist as a customer, the customer type of the sold-to is used to determine the sales, discount, and COGS accounts.

Note Various Field Service Management programs also use accounts set up in this program for service sales such as contracts, return material authorizations (RMAs), and calls. In this case, product line is determined by the setting of Use Item Product Line in the Service Accounting panel of **Service Control**.

The system looks for GL sales accounts in the following order:

- 1. Matching product line, site, customer type, and channel
- 2. Matching product line, site, customer type, and blank channel
- 3. Matching product line, site, blank customer type, and blank channel

If no match is found, the accounts entered in **Product Lines** are used as the defaults.

Non-inventory sales do not access these accounts. The Sales and Sales Discount accounts are taken from **Domain Control** > Domain Accounts panel and no COGS amount is posted.

The Default Sub-Account/Cost Center field lets you quickly enter the same sub-account code or cost center code for all accounts associated with a combination of product line, site, customer type, and channel.

Main Panel

Product Line

Specify the product line these sales accounts apply to.

Product lines identify major item and product groupings.

The system uses the combination of site, product line, customer type, and sales channel to determine what sales and cost of goods sold general ledger accounts to use. Cost of goods sold amounts are posted

by Sales Order Ship Allocated or Pending Invoices functions. Sales amounts are posted by Invoice Post and Print.

Site, product line, and channel can be entered on the sales order. Customer type is accessed automatically based on the customer ship-to address if the ship-to address exists as a customer. If the ship-to address does not exist as a customer, the sold-to address will be used to determine the customer type.

You can selectively split out sales amounts for the general ledger in much more detail. If you supply medical products you can track all sales to customer type Hospital separately from sales to customer type Doctor. Or, you can track Retail channel sales separately from Wholesale channel sales at each site.

If no specific accounts are entered here, sales are posted by product line. If you do not use channel or type, but want to set up accounts by site, leave channel and type blank.

Site

Enter the site that these sales accounts apply to, areas from which inventory is sold; for example, a distribution center or manufacturing facility.

If no specific accounts are entered here, sales are posted by product line. If you do not use channel or type, but want to set up accounts by site, leave channel and type blank.

Customer Type

Specify the customer type associated with these sales accounts.

Customer type is an optional code assigned to a customer in **Customers** used to classify customers according to type.

If no specific accounts are entered here, sales are posted by product line. If you do not use channel or type, but want to set up accounts by site, leave channel and type blank.

Channel

Specify the sales channel that these sales accounts apply to. This field is validated against predefined values entered in **Generalized Codes**, if any.

Channel is an optional code identifying the channel through which sales originated.

If no specific accounts are entered here, sales are posted by product line. If you do not use channel or type, but want to set up accounts by site, leave channel and type blank.

Defaults Subpanel

Defaults Sub-Account

If desired, choose a valid sub-account code to be used as the default sub-account for all accounts in this record.

Use the lookup icon to select a default sub-account. Click Apply to have this value override all other subaccounts for fields in the Sales Accounts, Service Accounts, and Self-Billing Accounts panels.

Default Cost Center

If desired, choose a valid cost center code to be used as the default cost center for all accounts in this record.

Use the lookup icon to select a default cost center. Click Apply to have this value override all other cost centers for fields in the Sales Accounts, Service Accounts, and Self-Billing Accounts panels.

Sales Accounts Panel

Values entered in the Sales Accounts panel must be valid, active accounts of type Standard. These fields default from **Product Lines**. If the system does not find an applicable account in **Sales Accounts**, it uses the product line sales account.

Use site-specific sales accounts to track sales by site. Use channel and type-specific sales accounts to further separate sales by distribution channel, such as Retail or Wholesale, or customer type, such as Non-Profit or Government. Assign a default channel in **Customers**.

During invoice post, the system posts the total sales amount less any discounts or tax amounts to the Sales account. This amount is recorded in sales history and used for calculating commissions and terms discounts.

Account code is one component of an account number defined in GL setup functions. Other components of an account number are sub-account, cost center, and project. Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Use accounts to track company-wide assets, liabilities, equities, expenses, and revenues.

Sales

Enter the GL account code used to track sales of items for the current combination of product line, site, channel, and customer type.

Sales Discount

Enter the GL account code used to track sales discounts for items on sales orders that match the current combination of product line, site, channel, and customer type. During invoice post, the system posts the

total sales amount less the extended list price to the Sales Discount account.

COGS Material

Enter the GL account code used to track the material portion of cost of goods sold (COGS) for the current combination of product line, site, channel, and customer type.

COGS Labor

Enter the GL account code used to track the labor portion of COGS for the current combination of product line, site, channel, and customer type.

COGS Burden

Enter the GL account code used to track the burden portion of COGS for the current combination of product line, site, channel, and customer type.

COGS Overhead

Enter the GL account code used to track the overhead portion COGS for the current combination of product line, site, channel, and customer type.

COGS Subcontract

Enter the GL account code used to track the subcontract portion of COGS for the current combination of product line, site, channel, and customer type.

Service Accounts Panel

Values entered in the Services Accounts panel must be valid, active accounts of type Standard. These fields default from **Product Lines**.

Account code is one component of an account number defined in GL setup functions. Other components of an account number are sub-account, cost center, and project. Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Use accounts to track company-wide assets, liabilities, equities, expenses, and revenues.

Expense Due Employee

Enter the GL account code used to track the amounts due to employees for expenses that occur in service activity.

Deferred Revenue

Enter the GL account code normally used to track deferred revenue from contracts that reference this product line, site, channel, and customer type. In accrual-basis accounting, revenue is recorded in the

period in which it is earned, regardless of whether cash is received in that period.

Note For deferred revenue, the system uses the product line of the contract type associated with the contract.

Accrued Revenue

Enter the GL account code normally used to track accrued revenue from contracts that reference this product line, site, channel, and customer type. In accrual-basis accounting, revenue is recorded in the period in which it is earned, regardless of whether cash is received in that period.

Note For accrued revenue, the system uses the product line of the contract type associated with the contract.

Self-Billing Accounts Panel

AR Accrual

Enter the GL account code used to accrue the sales of items on self-billing sales orders that match the current combination of product line, site, customer type, and channel. This account must be a valid, active account of type Standard. The accrual is created when shipments are confirmed and reversed when self-billing invoices are posted.

For consignment self-billing sales orders the accrual is generated when inventory usage is recorded and reversed when the associated self-billing invoices are posted.

This setting defaults from **Product Lines**.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Copy Action

Choose Actions > *Individual* > Copy to create a new Sales Account record from an existing Sales Account record.

Selecting this action will create a new record but retain account information in the Sales Accounts, Service Accounts, and Self-Billing Accounts from the record being copied.

Trailer Codes

Designate each code as taxable or nontaxable and specify a tax class. If a trailer charge has a different taxable status for a tax type, set up a detail record in the Tax Exceptions panel.

Associate each trailer charge with a general ledger (GL) account. During invoice post, the system credits invoice trailer amounts to the account associated with the trailer code.

You can also indicate whether the trailer code should be discounted at time of payment via the Discount at Payment field. If selected, the trailer charge amount is discounted in the same way as the sales and tax amounts.

Once established, specify the three most frequently used taxable and nontaxable trailer codes as defaults in **Sales Control**. These defaults display on the trailer of new orders, but can be changed as needed.

Specify default trailer codes for service quotes and contracts in **Service Control**.

You can also associate a trailer code with freight lists. If you want this trailer code to be used rather than the ones defined in **Sales Control**, Use SO Freight List Trailer Code must be selected in **Sales Control**.

Trailer codes are also used to specify line charges during sales order line-item entry.

Note Since trailer charges represent non-sales items, they are not tracked in Sales Analysis or transaction history.

Main

Trailer Code

Enter a two-character code identifying a miscellaneous non-sales charge such as freight, customs/import duties, setup, service, or handling.

Use trailer codes to indicate which trailer charges apply to sales quotes, sales orders, return material authorizations, invoices, service quotes, and service contracts.

Separate trailer codes are required for taxable and nontaxable charges. If the trailer charge is taxable, the system automatically calculates the taxes. Use the Tax Exceptions panel to specify a trailer code's tax status by tax type and tax class.

The trailer code, description, and amount print on formal documents. The system posts trailer charges to the GL account, sub-account, cost center, and project specified for the trailer code.

Description

This trailer code's description.

Identifies a miscellaneous non-sales charge such as freight, customs/ import duties, setup, service, or handling.

Trailer codes indicate which trailer charges apply to sales quotes, sales orders, invoices, service quotes, and service contracts. If the trailer charge is taxable, the system automatically calculates the taxes.

The trailer code, description, and amount print on all formal documents. The system posts trailer charges to the GL account, sub-account, cost center, and project specified for the trailer code.

Discount at Payment

Indicate whether this trailer code should be discounted at time of payment:

Selected (the default): The trailer charge amount on the sales invoice is discounted during payment based on the customer credit terms.

Cleared: During payment, no discount is taken on the trailer charge amount.

Credit terms discounts can be applied to both trailer charges and taxes, as well as the sales amount.

Taxable

This field indicates whether amounts charged using this trailer code are subject to tax.

- Selected: Tax is calculated on the amount entered for this trailer code.
- Cleared: Tax is not calculated, regardless of the taxable status of the order.

If a trailer charge is taxable, you can use the Tax Exceptions panel to specify its tax status by tax type and tax class.

You should be careful when changing the tax status of a trailer code already in use in the system. If an invoice is reprinted that contain a modified trailer code, the reprint is calculated based on current trailer code status. Therefore, invoice totals may not match.

Instead of modifying the status, consider creating a similar new code and using it.

Tax Class

Enter a tax class previously defined in **Tax Classes**. Tax classes group trailer codes taxed at specific rates or that are tax-exempt. Under

Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

For taxable trailer charges, you can use the Tax Exceptions panel to specify the tax status by tax type and tax class.

Accounts Panel

Enter the general ledger (GL) account code used to track invoice amounts for this trailer code.

When an invoice is posted, the system credits invoice trailer amounts to the account associated with the trailer code. You cannot change this account manually on the invoice or during invoice post.

Account code is one component of an account number defined in GL setup functions. Other components of an account number are sub-account, cost center, and project. Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Use accounts to track company-wide assets, liabilities, equities, expenses, and revenues.

Note You can enter an allocation code, which represents a set of accounts, in any account field in an operational function. During GL transaction post, the system automatically divides transaction amounts among the set of accounts.

Tax Exceptions Panel

Use the Tax Exceptions panel to indicate how add-on charges such as freight, duty, or special tooling should be taxed.

Before the system calculates tax for a trailer charge, it checks whether the charge is taxable for the tax types in the transaction tax environment and for the transaction tax class (if any).

If the charge is taxable only for some tax types and tax classes, you can set up a trailer tax detail record that specifies when the charge is tax-exempt. If the charge is usually tax-exempt, then set up a record indicating when it is taxable.

The system uses trailer charge detail records during tax calculations on sales quotes, orders, shipments, and invoices. For each tax type in the transaction tax environment, the system looks for a trailer charge detail record for the tax type and the transaction tax class (if the transaction has one). If it finds one, it taxes the trailer charge as specified there. If it does not, it uses the record set up in Trailer Code for the trailer code/tax class.

Example: Suppose that service charges (trailer code 10) are normally exempt from California sales tax (tax type SALES-CA) but that professional services (tax class PRO) are taxed at 5%. You would define

trailer code 10 and the GL accounts and clear the Taxable field. Then in the Tax Exceptions panel, you would select Taxable for tax type SALES-CA and tax class PRO.

You can set up detail records by tax type or tax type/tax class combination. If the charge is taxable (or tax-exempt) for all tax types and tax classes, do not set up detail records in the Tax Exceptions panel.

Tax Type

Specify a valid tax type that is taxable or tax-exempt for this trailer charge.

A trailer charge can be taxable for some tax types and tax-exempt for others. Within a tax type, the taxable status can also vary based on the transaction tax class, if any.

When the system calculates tax on a trailer charge, it looks for a trailer charge detail record for the tax type and tax class. If it finds one, it taxes the trailer charge as specified there. Otherwise, it uses the tax status for the trailer code/tax class.

Taxable

Indicate whether amounts for this trailer code are taxable on transactions with the tax type and tax class in this record.

Cleared: Tax is not calculated, regardless of the transaction taxable status.

Selected: Tax is calculated on the amount entered for this trailer code if the transaction Taxable status is also selected.

Tax Class

Enter the tax class that is taxable (or tax-exempt) for the tax type for this trailer tax detail.

A trailer charge can be taxable for some tax types and tax-exempt for others. Within a tax type, the taxable status can also vary based on the transaction tax class (if any).

Trailer Tax Detail Report

Use **Trailer Codes** to define add-on charges that may apply to customer orders. Maintain trailer codes and their optional tax details in the Trailer Codes screen. See Trailer Codes on page 1533.

Access the **Trailer Tax Detail Report** to display data for trailer codes defined in the Tax Exceptions Panel on page 1535.

Salespersons

Salesperson codes reference business relations for address and tax details. Creating a salesperson creates an operational address record. These records are stored in a single database table and distinguished by a list type. Salespersons have the slsprsn operational address list type and reference the headoffice address type of the specified business relation.

To track sales quotas and commissions by salesperson, define base commission rate and territory for each salesperson in Salespersons. Set up salespersons before customers so you can associate salespersons and their commission credit with specific customers. You can later record more specific commission percentages by customer and product line.

Salespersons referenced on the customer ship-to are automatically accessed on that customer's sales orders, display as the default on the header, and can be changed manually for each order and line item.

The system uses customer ship-to and the item product line to determine commission percentages. If no matching commission rate is found with this information, the system next uses customer ship-to with product line blank. If neither of these options applies, the salesperson's base commission percentage is used. You can change percentages manually on individual lines.

Main Panel

Enter the salesperson information.

Salesperson

Enter a code to identify a salesperson for operational functions. The salesperson is linked to a business relation for address details. When you add a new salesperson, you can enter a salesperson address code manually or let the system assign one. If you leave salesperson code blank and press Enter, the next number is assigned.

Territory

Enter an optional code grouping salespersons by sales territory. Use territory to select groups of salespersons for reporting, particularly for sales analysis reports.

Added Date

Enter the date when this address was entered into the system.

For a new address, the default is the system date. You can override this manually to reflect the actual length of time you have worked with this company or individual.

This field is for reference, identifying how long a particular address has been active.

Business Relation

Enter the business relation to associate with the current record, such as company, salesperson, or carrier.

Territory

Indicates the territory associated with this salesperson. Values available for selection here are set up in Territories.

Commission

Enter the normal commission percentage given on orders taken by this salesperson.

The salesperson commission percentage is the normal rate earned by the salesperson. If no other rates are specified, this rate is displayed as the default when entering a sales quote, order, or invoice referencing this salesperson. You can change the rate manually during entry.

If you define commission percentages by customer or product line in Salesperson Commission Detail, these rates are used instead of the normal salesperson rate.

Salesperson commissions are not posted automatically to Accounts Payable; however, various commission reports are available.

User

Indicates the user record associated with this salesperson. Values available for selection here are maintained in Users.

When creating a new record, this field populates automatically if the salesperson code exists as valid current user code.

Note Only one salesperson can be associated with each user.

Address Panel

Enter address information.

Name

Enter the name associated with this address. This is typically a company name (The ABC Company) or the individual's complete name (Mr. David Green).

All non-blank address lines print on formal documents and on most reports and inquiries. Address lines print in the sequence they are entered.

If you are producing 1099 forms for submission to the IRS, the first line of the address must be the street address. This is what prints on the 1099 form.

Sort Name

Enter the sort name for this address. The sort name is used when sorting addresses for reports and inquiries.

The way a name prints on formal documents is often not the way you want to sort addresses on reports. For example, The ABC Company is normally sorted with the A's and Mr. David Green with the G's. Use Sort Name to specify an alternate name for sorting. Sort Name defaults from Name, but you can change it as needed.

Address

Enter the address. All non-blank address lines print on formal documents and on most reports and inquiries. Address lines print in the sequence they are entered.

If you are producing 1099 forms for submission to the IRS, the first line of the address must be the street address. This is what prints on the 1099 form.

City

Enter the city for this address. All non-blank address lines print on formal documents and on most reports and inquiries.

On transactions, the system uses addresses for tax calculations. Under Global Tax Management, the city, county, state/province, postal code, and country help determine the tax environment. Make sure that you spell city, county, and state/province names the same way in tax rate and address records or the applicable tax rates cannot be found.

State

Enter the state for this address.

Zip Code

Enter the postal code or zip code associated with this address.

Postal codes print on all address reports and documents. Some reports can be selected for ranges of postal codes, letting you print reports for specific regions as identified by the postal code.

For Global Tax Management, the postal code is part of the tax zone for the address. On transactions, the ship-to and ship-from tax zones determine the tax environment (set of tax types) used in tax calculations.

County

Enter the county for this address.

Telephone

Enter the telephone number.

Mobile Phone

Enter the mobile phone number.

Fax

Enter the fax number.

E-mail

Enter the e-mail address.

Commission Panel

Add, update, or delete customer and product line commissions for the salesperson.

Customer Code

Enter the code identifying the customer.

Product Line

Enter the product line code.

Commission

Enter the normal commission percentage given on orders taken by this salesperson.

The salesperson commission percentage is the normal rate earned by the salesperson. If no other rates are specified, this rate is displayed as the default when entering a sales quote, order, or invoice referencing this salesperson. You can change the rate manually during entry.

If you define commission percentages by customer or product line in Salesperson Commission Detail, these rates are used instead of the normal salesperson rate.

Salesperson commissions are not posted automatically to accounts payable; however, various commission reports are available.

Quotas Panel

Use the Quotas panel to assign each of your salespersons a sales quota. The quota represents the monetary amount this salesperson is expected to sell. Enter quota amounts for each calendar month. You cannot edit past quotas.

All sales activities can reference a salesperson. When the invoice is posted, the actual sales quantity, amount, and cost are posted to the salesperson quota.

Sales amounts that exceed the specified quota for a period are highlighted in green; sales amounts less than the specified quota for a period are highlighted in red.

When an order references more than one salesperson, rather than double count the sale, the system posts the sale to the primary (first) salesperson referenced.

Note The value in the Sales field is color coded only for active or past months/years.

Click +New to open Quota Details and add a new year to the grid. Click Details to open Quote Details for a specific year.

Salespersons Quota Details Main Panel

Year

Enter a year for selecting sales history data. A year is any 12-month period, usually a calendar year, from January through December, but it can be any 12-month period.

Salespersons Quota Details Quota Details Panel

When creating future quotas, you can add a value into the quota field for each month. Sales and cost information update automatically.

Values presented in Quote Details for past years or months cannot be updated.

Salespersons Quota Details Totals Panel

Quota

Displays the total quota amount for the selected year.

Sales

Displays the actual sales amount for the selected year. If this amount exceeds the total quota amount, it is highlighted in green. If it is less than the total quota amount, it is highlighted in red.

Cost

Displays the total cost associated with this salesperson for the selected year.

Container and Line Charges

Charge Types

Use **Charge Types** to create and maintain charge type codes that indicate how a price is applied and optionally calculated for a container or line charge item.

A charge type can apply to either containers or additional charge lines, but not both.

Each charge type references a program that performs an extended price calculation for the charge amount. The calculation programs should be designed to receive a record ID and return an extended price.

You can write your own program or use one of two system-provided programs to calculate the extended price:

- cctflat.p calculates the extended charge amount by multiplying the container charge by the number of containers used.
- cctunit.p calculates the extended charge amount by multiplying the container charge by the number of items placed in the container.

Note If you write your own programs, you must place them in the appropriate two-letter directory in the directory structure.

When these programs are used, the system passes the record ID being processed. The program then calculates and returns the extended price for the record ID.

You can apply or modify previously applied charge types for containers or additional charge lines while maintaining an order in these programs:

- Sales Orders
- Pending Invoices
- Customer Scheduled Orders

Charge Types Form

Main

Charge Type

Enter an eight-character code identifying a charge type. Charge types indicate how a price is applied and optionally calculated for a container or line charge item. Some examples of charge types are FlatFee, PerUnit, and Fragile. For line charges, charge types are optional.

Applies To Container/Line

Enter Container or Line to indicate whether the charge type applies to containers or additional charge line items.

After a charge type is defined as a container or line charge, it must always be applied that way. For example, you cannot apply a container charge type to a line item or a line charge type to a container.

Run Program

Enter the name of a Progress program associated with this charge type. This program is used to calculate the extended price for container and line charges that reference this charge type.

You can write your own program or use one of two system-provided programs to calculate the extended price:

- cctflat.p calculates the extended charge amount by multiplying the container charge by the number of containers used.
- cctunit.p calculates the extended charge amount by multiplying the container charge by the number of items placed in the container.

Note If you write your own programs, you must place them in the appropriate two-letter directory in the directory structure.

When these programs are used, the system passes the record ID being processed. The program then calculates and returns the extended price for the record ID.

Description 1–4

Enter a brief description of this charge type.

Creating a Charge Type

1. Go to Charge Types browse, and click +New to create a new charge type.
2. In the hybrid browse form, enter all of the required or applicable fields:
    1. Charge Type
    2. Applies To Container/Line
    3. Run Program
    4. Descriptions 1-4
3. Click Save to save the new charge type. After the succesful save, close the hybrid browse form.
4. The system displays the new charge type record in the Charge Types browse view.

Updating a Charge Type

1. Go to Charge Types browse, selecte the charge type record of interest, and click Edit to update the charge type.
2. In the hybrid browse form, enter all of the required or applicable fields:

1. Applies To Container/Line
2. Run Program
3. Descriptions 1-4

3. Click Save to update the charge type. After the succesful save, close the hybrid browse form.
4. The system displays the updated charge type record in the Charge Types browse view.

Deleting a Charge Type

1. Go to Charge Types browse, selecte the record of interest, and click Edit to open the charge type.
2. In the hybrid browse toolbar, click Delete to delete the charge type.
3. Click Delete in the confirmation message prompt. After the seccessful delete, close the hybrid browse form.
4. The system deletes and removes the charge type record from the Charge Types browse view.

Container & Line Charge Ship-To Controls

Most of the field values in this program default from corresponding fields in **Logistics Control**.

Using **Container & Line Charge Ship-To Controls**, you can:

- Determine where line charges can be edited for specified ship-from and ship-to combinations.
- Specify a default line charge type for specified ship-from and ship-to combinations.
- Determine the level of detail printed on invoices for container and line charges for specified ship-from and ship-to combinations.
- Determine whether container and line charges are included on advance ship notices (ASN) for specified ship-from and ship-to combinations.

  Note You can associate custom information with containers and shippers and include this information on printed documents. You set this up using **Shipper Validation Rules**. For example, in the automotive industry, some OEM customers require their suppliers to include Authorized Excess Transportation Codes (AETC) for shipper lines when the shipping costs are over a previously agreed amount. Use **Shipper Validation Rules** to define where these additional codes should be entered while creating a shipper.

Container & Line Charge Ship-To Controls Form

Main Panel

Ship-From

Enter the ship-from code. This is the shipping site that you use for warehousing operations.

Note An error message appears if the field is empty or has an invalid value.

Ship To/Dock

Enter a ship-to or dock address to use as part of this control record. The settings you define apply to sales orders, containers, and shippers for this ship-from and ship-to/dock combination.

Line Charges Panel

Edit Line Charges On Shipper

Indicate whether line charges can be modified on shippers.

Cleared: Only the line charges from the sales order apply to the shipper. Deleting or modifying existing line charges or adding new line charges is not allowed in **Pre-Shippers** or **Shippers**.

Selected: The line charges from the sales order are added to the shipper. You can delete, modify, and add new line charges when building the shipper.

Line Charge Calculation Type

Enter the default charge type to use to calculate the charge amount applied to new line charges added to sales orders or shippers.

Summary Only On Invoice

Indicate how additional line charges are displayed on invoices.

Cleared: Line charge details are printed on the invoice, including the charge description, the charge amount, whether the amount is taxable, and the extended price. Line charge amounts are subtotaled and displayed in the Line Charges trailer field. This subtotal is included in the invoice total.

Selected: Line charge details are not printed on the invoice. Line charge amounts are subtotaled and displayed in the Line Charges trailer field. This subtotal is included in the invoice total.

This field defaults from the setting specified in **Logistics Control**. Changing it here affects transactions for this combination of ship-from and ship-to/dock.

Include On ASN

Indicate whether to include additional line charge data on the advance ship notice (ASN). Each additional line charge is displayed as a new ASN line.

Cleared: The additional line charge information is not sent.

Selected: A detail line for each additional line charge is sent on the ASN. Currently, the ASN does not include any cost or pricing information.

This field defaults from the setting specified in **Logistics Control**

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Container Charges Panel

Separate Legal Doc for Container

Select this field to generate a separate legal document for the containers.

Summary Only On Invoice

Indicate how container charges are displayed on invoices.

Cleared: Container charge details are printed at the end of the invoice, including the container item number, the quantity of container items used, the price per container item, and the total charges. The charge amounts are subtotaled and displayed in the Containers trailer field. This subtotal is included in the invoice total.

Selected: Container charge details are not printed on the invoice. Container charge amounts are subtotaled and displayed in the Containers trailer field. This subtotal is included in the invoice total.

This field defaults from the setting specified in **Logistics Control**. Changing it here affects transactions for this combination of ship-from and ship-to/dock.

Include On ASN

Indicate whether to include the container charge and description on the advance ship notice.

Cleared: The container charge information is not sent.

Selected: A detail line for each container charge is sent on the ASN. Currently, the ASN does not include any cost or pricing information.

This field defaults from the setting specified in **Logistics Control**. Changing it here affects transactions for this combination of ship-from and ship-to/dock.

Creating a Container & Line Charge Ship-To Controls Record

1. Go to the **Container & Line Charge Ship-To Controls** browse view.
2. Click +New in the toolbar.

3. Enter the required values in the following fields:
    a. Ship-From
    b. Ship-To/Dock
    c. Line Charge Calculation Type
4. Click Save to create a new record.

The new record is displayed in the browse view.

Updating a Container & Line Charge Ship-To Controls Record

1. Go to the **Container & Line Charge Ship-To Controls** browse view.
2. Choose the record to update in the **Container & Line Charge Ship-To Controls** browse.
3. Click Edit in the toolbar.
4. The system disables editing the fields in the Main panel. However, you can update any required information in the following fields:
    a. Line Charges panel:
        1. Edit Line Charges On Shipper
        2. Line Charge Calculation Type
        3. Summary Only on Invoice
        4. Include On ASN
    b. Container Charges panel:
        1. Separate Legal Doc for Container
        2. Summary Only On Invoice
        3. Include On ASN
5. Click Save to update the record.

The updated record is displayed in the browse view.

Deleting a Container & Line Charge Ship-To Controls Record

1. Go to the **Container & Line Charge Ship-To Controls** browse view.
2. Choose the record of interest in the **Container & Line Charge Ship-To Controls** browse.
3. Click Edit in the toolbar.
4. In the Edit hybrid browse screen, click Delete to display the delete confirmation message.
5. Click Delete to delete and remove the record.

The record is deleted and removed from the browse view.

Container Items

Container Items are items in the item master that can be used as containers, hence, you can do the following:

- Enter new items in the system.
- Add container details to items.

Container Items data is stored in the container item detail table.

Note When you use the Copy action in the Items browse view to make a copy of a container item, these copies do not retain associated container details. You must use **Container Items** to redefine the container item information for the copied item.

The amount charged for an item used as a container can be different from the amount charged for the item when it is sold as an inventory item.

For example, a pallet is both a container item and a standard item. When pallets are used to ship products to a customer, the customer is charged a $15 deposit for each pallet. The charge is reversed when the pallets are returned. In this scenario, the pallet is identified as a container item and the charge is applied to the sales order as a container charge. The deposit fee is defined in the Logistics Control. When you sell pallets to other manufacturers, these pallets are billed as items on their own sales order line. The price for these pallets is defined in Items or found on the sales order price lists.

Container Items Form

Main Panel

Container

Enter or look-up the number item from the inventory items. This field has a validation and brings up an error message if information is invalid.

Description

Enter a detailed description for the container item.

Apply Changes

Indicate whether charges should be applied when this container is used.

No: Charges are not applied when this container is used.

Yes: The charge type specified in Charge Type is applied to all order lines using this container.

Set Apply Charges to No for container items that are invoiced without a charge amount. This might include returnable containers not requiring a deposit or non returnable containers when the container cost is included in the price of the product.

When Apply Charges is No, specifying a charge type has no effect. Charge Type can be left blank when Apply Changes is selected as No.

Container Type

Enter the code that represents a container type to limit selection to a particular type of container. Optionally enter a user-defined type code associated with this container. Container types group and identify

containers with similar properties. Container type codes can be up to 16 alphanumeric characters. This field has a validation. It must be a valid Generalized Code for Field "ptc_container_type". They display some reports and inquiries.

Charge Type

Enter or lookup and choose, edit or create a new charge type to use when calculating charges that apply to this container. This field has a validation and brings up an error message if information is invalid.

Creating a Container Items record

1. Go to the Container Items browse view, and click +New in the browse toolbar.
2. In Container Items form, fill out all of the required and applicable fields:
    1. Container
    2. Description
    3. Apply Changes
    4. Container Type
    5. Charge Type
3. Click Save to save the container item record.

A container item record is created and the system displays the new record in the Container Items browse.

Updating a Container Items record

1. Go to Container Items browse view
2. Select the container item record of interest, and click Edit to open the edit form frame.
3. In Container Items edit frame, you can updated the following fields:
    1. Description
    2. Container Type
    3. Charge Type
4. Click Save to update the container item record.

The container item record is updated and the system displays the updated record in the Container Items browse.

Deleting a Container Items record

1. Go to the Container Items browse view
2. Select the container item record of interest, and click Edit to open the edit form frame.
3. In the Container Items edit frame, click Delete from the toolbar menu.
4. The system prompts a delete confirmation message. Click Delete to delete the container item record.

The system deletes and removes the container item record from the browse screen.

Container Charges

Use **Container Charges** to create records defining the amount charged for specific container items or specific container items used at specific ship-to addresses. You can set up these records in different currencies and with different charge amounts based on one or multiple date ranges. Typically, the charge amount is per container. Each record is defined by a combination of ship-to, container, and currency:

- Define records with a blank ship-to address to indicate that the charge amount applies to the specified container regardless of where it is shipped.
- Define records with a ship-to address to indicate that the charge amount applies to the container only when used for shipments to that address.

The charge type you specify in this program overrides the charge type associated with the container item in Container Items.

Each record has an associated pricing schedule, defined in the Price Detail Data frame. The schedule indicates the charge amount based on a date range specified in the Start and Expire date fields.

To delete a date range, press Delete in the Price or Reference field. When a container charge applies to an order line, the system searches for a charge amount for the ship-to and container item using the document currency and current date. An extended price calculation program associated with the charge type uses the charge amount to calculate the extended price.

A pricing schedule is useful when charge amounts change according to predefined seasonal time periods or other time-related factors. If you apply a charge during a period not covered on the schedule, the system uses the item master price for the container item to calculate the extended price.

Container Charges Form

Main Panel

Ship-To/Dock

The ship-to or dock address code to which this pre-shipper/shipper is to be delivered.

Optionally enter the ship-to or dock address to use as part of this ship-to/container record. When a ship-to address is specified, the

price details apply only when the specified container is shipped to the specified address.

Leave this field blank if you want the price details to apply to all ship-to addresses without associated ship-to/container records.

A pre-shipper or shipper record can have its delivery address specified as either a customer, ship-to, or dock address code. When assigning item contents to a pre-shipper/shipper, (scheduled) sales order detail records referenced must be for orders that have ship-to codes equal to this value or, if this value is a dock, to the parent code of the dock.

Container

Enter the item number of the container. You must specify an item previously defined in Container Items.

Currency

Enter the currency of this price schedule. Currency codes identify monetary units and form the basis of exchange rate relationships.

Each domain has a base currency. When container charges are added to sales orders and scheduled orders, the system searches for prices using the order currency.

Recalculate Container Taxes

Select this field to treat the container as an unplanned issue.

This field indicates that you are using a different GTM base for the container and tax is determined according to the container lines on the shipper. It is not accounted for in AR or displayed on the customer invoice.

Charge Type

Enter a container charge type to associate with this record. Define charge types in Charge Types. The value of Applies To Container/Line in Charge Types must be set to Container for the charge type specified.

The system uses a charge type to find the extended price for a container. For example, if the charge type references a program to execute, that program uses the amount specified in the price detail for this ship-to/container record to find the extended container price.

If Apply Charges is No for the charge type, it can be used as a reporting identifier

Price Detail Panel

Start

Enter the first date (in mm/dd/yy format) when this record should be considered active.

During the date range, the amount specified in Price is used by the charge type executable program to find the extended container price. If

the charge type does not reference an executable program, the amount in Price is the actual container price.

You can enter multiple date ranges detailing different container item prices. You cannot enter overlapping date ranges. Each date range must begin on the day after the preceding range ends. For example, the date range 01/01/01 to 02/28/01 must be followed by a date range beginning on 03/01/01. Two date ranges cannot end and begin on the same date.

When a container item is used during a date range not specified on this schedule, the item master price is used.

Expire

Enter the last date for the system to use this price structure.

Price

Enter the container price for the associated date range. Price is expressed in the currency specified in the Currency field.

Reference

Enter the reference information.

Creating Container Charges

1. Go to the Container Charges browse, and click +New to prompt the new record form screen.
2. In the new record prompt, fill out all the following fields:
   a. Ship-To/Dock
   b. Container
   c. Currency
   d. Recalculate Container Taxes
   e. Charge Type
3. In the Price Detail panel, click +New to create a new line.
4. Fill out the all of the following required and applicable fields:
   a. Start
   b. Expire
   c. Price
   d. Reference
5. Click Save to create the new container charges record.

A new container charges record is created and displayed in the Container Charges browse view.

Field Service Management

Field Service Management addresses the needs of companies that have made a fundamental decision to be a service provider. These companies have recognized that service and support can play an increasingly strategic role in manufacturing markets and are learning that a well-managed service and support strategy can be leveraged into long-term competitive advantages.

Field Service Management can be used to build long-term customer relationships or long-term customer loyalty—that is, service can help build markets, not just sales.

The relationships fostered by a well-managed customer service orientation can lead to more sales through the testimony of satisfied customers.

Those who service a product often learn as much or more about how it works than those who built it. Proper management of this service experience can provide visibility of this data through a service request (SR) system and drive new product development.

The revenue from service contracts extends throughout the lifetime of a product, providing a financial base for future development and growth.

The critical requirement in providing excellent and timely service is up-to-date information. This includes knowledge both about the products a customer has and about their expectations and understanding of the service relationship.

Field Service Management provides a way of capturing this information and making it easily accessible.

Service Setup

To implement the Field Service Management (FSM) module, plan carefully and consider in detail your business needs and requirements and how they map to functions in FSM. This section concentrates on the setup functions in FSM, and includes a list of generalized codes used in service functions.

Service activity uses the codes this chapter introduces to direct and manage the flow of charges and credits. **Service Activity Reports**, especially, relies on codes. They also define service limits.

Charge Codes

With charge codes, you can indicate who is responsible for paying for service activity you record in **Service Activity Reports**. Charges may be warranty, contract, covered, billable, fixed billable, project, or giveaway for each item and each service order. Charge codes give service personnel the freedom to make effective business decisions for every detail they record while handling a service order.

For example: In many markets, repairing a troublesome item for free or using a goodwill replacement helps preserve an important customer relationship. However, you probably do not want to provide all service on the service order at no charge.

Charge codes can designate a particular item as giveaway, yet keep normal billing for the rest of the service and items on the service order. Service personnel can implement a decision quickly and efficiently by changing the charge code on the troublesome item for this service order.

Service Limits

Invoice sort, service category, and work codes create a flexible way to design warranty and contract types. You can create as many work codes and service category codes as you need, and combine them in almost unlimited ways.

With the combination of invoice sort or work code and service category you can track and manage service activity at a summarized level, or with as much lower level detail as you need.

Product Lines

Charge and revenue product lines control the flow of service activities into appropriate GL accounts. Separating costs and revenue by product line permits sophisticated accounting and reporting. For example, you can separate income generated by warranties from that generated by contracts. Or you can create accounts for installation activity that are distinct from repair activities.

Return Statuses and Default Sites

Return status codes manage the return of items in **Service Activity Reports**. These codes determine if the system should look for an exchange price and which default site it should use for the return. You can define default sites that direct returned items to repair centers depending on the type of item, the geographical location of the end user, or other relevant factors.

User Preferences

Service User Preferences enables each user to control certain features of service processing. You can allow each user to specify preferences or use standard system security to prevent or limit access.

Recording Service Engineer Activity

Field Service Management manages engineer activity with combinations of settings for the work codes, charge codes, invoice sorts, and service categories discussed in his section. You can tailor these codes to business requirements.

Service order activity and invoicing functions use these codes to track such information as labor performed, items consumed and returned, and expenses.

Work Codes

Work codes designate what type of work personnel perform during service activity. You generally break work codes into broad areas of service that reflect your service organization’s structure. Work codes, in combination with other features, control the flow of service order activity into GL accounts.

For example, a work code can identify preventive (PM), technical work (TECH), emergency service orders, a specialized type of repair, or overtime. You can define anything an organization needs to track as a work code.

Work code definitions should correspond to how the service organization bills for work. If you want to bill only for repair center work, then define a repair work code (such as REPAIR). Work code definitions can be quite sophisticated. Levels of skill specialization, time periods, departments, pay scales, and so on can be criteria for defining and organizing work codes.

Typically, manufacturing companies want their service and support tracking to be as straightforward as possible. It is often better business practice to keep work codes simple. However, if needed, you can set up and track work codes for complex service organizations.

Default Work Codes

Service Control defines five default work codes. These defaults represent typical kinds of work in a service environment and have a built-in meaning to the system. You can define as many other work codes as you need.

- PM Work Code. Default work code for service orders the system generates as part of a preventive schedule.
- Update Work Code. You can assign this work code a meaning, such as a product upgrade.
- Install Work Code. Default installation service order type. When items requiring installation are added to the installed base from sales order shipment, the system generates a service order of this type.
- Corrective Work Code. Default work code for a service order requiring mass recall or some kind of legal action.
- Technical Work Code. Default work code for all other service orders you create with **Service Orders**, **Depot Orders**, or **Customer Quotes**.

You can associate a default service order length with each work code.**Service Orders**/ **Depot Orders** uses it to calculate engineer load for each type of service.

Some companies use one or more generic work codes instead of codes for each of these service order types. Other companies need more than these five codes—a work code for testing or installation preparation, for example. Create as many work codes as you need to meet your business requirements.

Applying Work Codes

Most service activities require work codes. Functions including service order defaults, service order escalations, coverage limits, price lists, default sites, charge and revenue product lines, and CAR use them.

Service Order Defaults

Work codes represent the types of work you do. You can set up service order defaults based on work code in Service Orders Defaults. **Service Orders**/ **Depot Orders** then uses these defaults, such as queue, service duration, and severity, to define services for the corresponding kind of work.

Service Order Escalation Sequences

You can base service order escalation sequences on work code. This is useful, for example, when repair service orders follow a different sequence of escalation steps than preventive service orders.

Coverage Levels

When you define coverage levels for warranties, contract types, or contracts, you can base them on work code and service category combinations or invoice sorts. Work codes support a more detailed breakdown by the type of work. Use work codes to specify, for example, that the limit for preventive work is $100, but the limit for repairs is $200.

Price Lists

If you use work codes in price lists, you can charge different prices depending on the kind of work. For example, you might price installation labor higher than preventive .

Default Sites

You can base return sites and locations on work code. This is useful if you do different kinds of work at different physical sites or locations. For example, you might return items requiring PM service to different locations than items requiring repair.

Charge and Revenue Product Lines

Service product lines based on work code can track the costs and revenue generated by different kinds of work. You can, for example, separate the income generated by preventive from the income generated by repairs. You can also base default charge codes on a work code. **Service Activity Reports** uses charge codes and charge product lines.

Service Activity Reports

Service Activity Reports use work codes to determine the coverage in effect and which charge code to use. For example, the system suggests a fixed price charge code for a fixed price work code.

Main Panel

Work Code

Specify or define the identifier for a particular work code.

Description

Enter a brief description (maximum 24 characters) of the code identifying its use and purpose.

Repair Center

Select check box to indicate that you will do this work at a repair center. This field is for reference only.

Fixed Price

Select check box if you will charge a fixed rate for this kind of work. When you record activity for a service order with this work code, the system uses fixed pricing and suggests a fixed price charge code.

Tax At Repair Center

Select check box if the work on this order is subject to tax.

Creating a Work Code

1. Go to **Work Codes**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
   - Work Code
   - Description
   - Repair Center
   - Fixed Price
   - Tax At Repair Center
4. Click Save to save the new record.

The system displays the new record in **Work Codes**.

Updating a Work Code

1. Go to **Work Codes**.
2. Review and select the record of interest, and click Edit to open the record.
3. In the Main panel, enter the following required information:
   - Description
   - Repair Center
   - Fixed Price
   - Tax At Repair Center
4. Click Save to save the updated record.

The system displays the updated record in **Work Codes**.

Deleting a Work Code

1. Go to **Work Codes**
2. Review and select the record of interest, and click Edit to open the record.
3. In the Edit screen toolbar, click Delete to remove the record.

   Note The work code cannot be deleted if referenced by any open depot orders or by a charge/revenue product line.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a successful deletion message, and the record is removed from **Work Codes**.

Invoice Sorts

Invoice sort codes are important for **Service Activity Reports**. They provide a high-level sorting tool for grouping service costs by items, labor, and expenses. These groupings apply to service limits and printed invoice presentation, set defaults for invoice detail, and determine whether or not to include fixed price costs in totals.

Although you can define any number of invoice sorts, the three basic invoice sorts—labor, items, and expenses—cover most requirements. You define their names.

If you use fixed pricing, also define an invoice sort for fixed prices.

Applying Invoice Sort Codes

Invoice sort codes have four main applications in the system: they define service categories and service limits, affect the presentation of invoice information, and determine invoice detail.

Invoice Sorts and Service Categories

When you define service categories, they must reference an invoice sort of the proper type—either item, labor, or expense. The system summarizes the detailed information for the various service categories under the related invoice sort code.

Service Limit

You can set up service limits and levels of coverage on warranties and contracts by invoice sort. **Service Activity Reports** applies these limits and levels. When the limits on the service type or contract are in terms of invoice sort codes, the system tracks activity for the service categories related to each sort code. The system suggests either an under-limit or over-limit charge code based on this consumption.

Main Panel

Invoice Sort

Enter a code identifying this invoice sort.

Note When saving a new invoice sort, if it displays order duplicates with any existing invoice sort code, the system displays the following warning message: "Invoice sort matches display order of #.“.

Description

Enter a brief description (maximum 24 characters) of the code identifying its use and purpose.

Display Order

Enter a numeral from 1 to 6 representing the display sequence. A warning displays if another invoice sort has the same display order.

Type

Possible values are L for labor, E for expense, and I for item. Labor costs display in column 1; item costs in column 2; and expense costs in column 3.

The invoice sort type also determines which service categories you can associate with it. You can associate a type L invoice sort with labor and travel labor service categories, a type I invoice sort with items, consumable items, or exchange items, and a type E invoice sort with expense or travel expense.

Note When Type is changed on any existing invoice sort code, it needs to sync the new type value to existing service category, service labor/expense, item usage/return and service billing records associated with this sort code.

Invoice Detail

Affects the printed invoice format. If this is enabled/marked, the printed invoice displays information for each line of activity recorded in **Service Activity Reports**. If it is disabled/unmarked, the system summarizes the lines for a particular invoice sort with totals only. This means that if you consumed five items, the total cost for the five items displays, without details about the cost of each. You can also set invoice detail per end user. The end user value overrides the invoice sort value.

Include Fixed Price

Since fixed prices are charged regardless of the cost of items, labor, or expenses and regardless of the service categories in **Service Activity Reports**, do not associate service categories with this invoice sort.

Language Detail Panel

Use the language detail panel to specify how the label for the invoice sort should appear in different languages.

If you use more than one language, define the description and label sequence for each language you use. The description and label then appear properly translated for users in each language.

Language

Enter any valid language code defined **Languages**. This field is required.

Language Description

Specify a description and language-specific label.

Description

Specify a general description of this invoice sort for the current language. For example, if the invoice sort applies to expenses, this description field might be “General Expenses".

Label

It displays in the position you specify in the Display Order field.

Creating an Invoice Sorts Record

1. Go to **Invoice Sorts**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required and/or applicable information:
   - Invoice Sort
   - Description
   - Display Order
   - Type
   - Invoice Detail
   - Include Fixed Price
4. In the Language Detail panel, click +New to add a language record, and enter the following required or applicable information:
   - Language
   - Description
   - Label
5. Click Save to save the new record.

The system displays the new record in **Invoice Sorts**.

Updating an Invoice Sorts Record

1. Go to **Invoice Sorts**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required and/or applicable information:
   - Description
   - Display Order
   - Type
   - Invoice Detail
   - Include Fixed Price
4. In the Language Detail panel, review and select the language record of interest, and enter the following required and/or applicable information:
   - Language:
     1. New language detail record.

i. Click +New to add a language record, and enter the following required or applicable information:
   - Language
   - Description
   - Label

2. Delete a language detail record.
   i. Click Delete to remove or delete a language record. The system prompts you to confirm.
   ii. Click Delete to continue removing the language detail record.

- Description
- Label

5. Click Save to save to update the record.

The system displays the updated in **Invoice Sorts**.

Deleting an Invoice Sorts Record

1. Go to **Invoice Sorts**.
2. Click +New to create a new record.
3. Review and select the record of interest, and click Edit to access the delete option.
4. In the Edit screen toolbar, click Delete to remove the record.
5. The system prompts you to confirm. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Invoice Sorts**.

Note The system does the following validations upon deleting a record:

- Cannot delete the invoice sort record if the invoice sort code is referenced by any service category as defined in **Service Categories**.
- Cannot delete the invoice sort record if referenced by any item usage/return record for service activities.
- Cannot delete the invoice sort record if referenced by any labor/expense record for service activities.
- Cannot delete the invoice sort record if referenced by any end user for invoice print format.

Service Categories

Service category codes represent the most detailed breakdown of service activity. Each service category must be tied to an existing invoice sort when it is defined. The invoice sort gives a high-level summary of the financial impact of all service categories related to it.

The definition of the service category determines much of processing in **Service Activity Reports**:

- Recording the details of service activity in **Service Activity Reports**
- Defining the taxable status of labor and expenses
- Setting up prices for labor and expenses
- Defining service limits
- As part of the search key for product lines and charge codes in **Service Activity Reports**

The activity performed by an engineer as part of service for a service order is recorded in **Service Activity Reports** in terms of service categories. A default service category can be associated with service items when they are defined with **Items**.

Similarly, a labor/expense service category can be associated with service standard operations in **Service Standard Operations** and service routing steps in **Service Routings**.

These service categories provide default values for **Service Activity Reports**, streamlining data entry and ensuring consistent input.

When a service order is taken, the terms of coverage for the service order can be obtained from a warranty, contract, or the Default Service Type defined in **Service Control**.

When the limits are defined in terms of service category/work code, the system tracks all activity for the service categories related to work codes.

When limits are based on invoice sorts, activity for all service categories referencing that invoice sort are added together. Based on this consumption, either an under-limit or over-limit charge code is suggested in **Service Activity Reports**.

Prices for labor and expenses based on service category are defined in **Service Pricing**. Expense cost lists can also be defined. These amounts are suggested by the system when the service category is used in **Service Activity Reports**.

The default tax status for the items used in a service activity is determined in **Items**. The default tax status of labor and expenses recorded in **Service Activity Reports** is determined by the service category definition.

The service category is also one of the factors that can be used in setting up a search key for charge and revenue product lines. This allows you to break out accounts based on the service categories used in **Service Activity Reports**.

Invoice sorts must be created before implementing service categories. You should define sufficient detail in service categories to correspond to your current pricing structure.

For example, a service organization may have seventeen service categories for labor in its repair center. These labor types correspond to various skill and job classifications and reflect various labor prices. Consumption of total labor can be tracked together by associating all these service categories with a labor invoice sort. Only one of the logical fields can be selected or enabled at the same time. Which fields are available depends on the type of the invoice sort associated with the service category. Items, Consumable Items, and Exchanged Items may be selected/activated for a type I (item) Invoice Sort. Either Labor and Travel Labor may be selected/activated for a type L invoice sort. Similarly, either Expense or Travel Expenses may be selected or enabled for a type E invoice sort. Currently the system treats the item categories alike, Labor and Travel Labor are treated the same, and Expense and Travel Expenses also. The particular type of service category can be used for reporting purposes but does not affect processing in **Service Activity Reports**.

Main Panel

Service Category

Enter a code identifying a particular service category. Maximum 8 characters. This field is mandatory.

When a service category is defined, it must be associated with a valid invoice sort code. The invoice sort type (labor, expense, or item) determines which fields associated with the service category can be edited.

- Service categories associated with a Labor invoice sort code can only have Labor or Travel Labor chosen.
- Service categories with an expense invoice sort can only have Expense or Travel Expense chosen.
- Service categories associated with an Item invoice sort code can only have Items, Consumable Items, or Exchanged Items chosen.

Description

Enter a brief description (maximum 24 characters) of the code identifying its use and purpose.

Invoice Sort

Enter an invoice sort defined with Invoice Sorts (maximum 18 characters) . This field is required and the invoice sort code must exist.

You can set only select one of the remaining fields for a particular invoice sort. The invoice sort type determines which fields you can edit.

- Select Items type invoice sort for Items, Consumable Items, and Exchanged Items.
- Select Labor type invoice for Labor or Travel Labor.

- Select Expense type invoice for Expenses or Travel Expense.

Note The system only permits you to change from items to labor/expenses, or from labor/expenses to items, if the service category is not currently referenced anywhere in the system. A message warns you of this and prompts you to proceed "Error: Value is referred to by the Service Control Table". You also cannot change the type under the same conditions if the service category is referenced in **Service Control**.

Invoice Sort Type

Display-only. The system defaults when a valid invoice sort value is specified.

Note Invoice sorts for labor, items, and expenses must be set up before service categories are defined. Under each invoice sort, set up the number of specific service categories needed to manage the detail required by your organization.

Service Category

Labor Type

Select the type from the drop-down list. This is mandatory if available. By default, the system displays a blank value, and it cannot be edited until an invoice sort type code is chosen. The drop-down list can only be edited if the Invoice Sort chosen had Labor as invoice sort type code. The options of the drop-down list are as follows:

- Labor. If selected, this service category is related to work performed by employees.
- Travel Labor. If selected, this service category is related to travel time you can charge as labor. Some service organizations charge a service engineer’s travel time as part of labor, while others charge a set rate per mile or field service order.

Expense Type

Select the type from the drop-down list. This is mandatory if available. By default, the system displays a blank value, and it cannot be edited until an invoice sort type code is chosen. The drop-down list can only be edited if the Invoice Sort chosen had Expense as invoice sort type code. The options of the drop-down list are as follows:

- Expense. If selected, this service category is related to expenses other than labor and consumption of inventory items.
- Travel Expenses. If selected, this service category is related to travel expenses, such as food, taxis, air fare.

Item Type

Select the type from the drop-down list. This is mandatory if available. By default, the system displays a blank value, and it cannot be edited

until an invoice sort type code is chosen. The drop-down list can only be edited if the Invoice Sort chosen had Item as invoice sort type code. The options of the drop-down list are as follows:

- Items. If selected, this service category is related to items in inventory or the item master. Otherwise, the service category is for something that is not an inventory item, such as labor, travel, or some other expense or activity.
- Consumable Items. Further qualify items by indicating if they are consumed during the service activity. Examples of consumable items might be oil, replacement fluids, or cleaning fluid. You might consider these items an expense, depending on your own business policies.
- Exchanged Items. You can also qualify items as exchanged items. You replace items during service orders and return them, possibly for credit. For example, toner cartridges are exchanged items.

Taxable

This field indicates if this service category is usually taxable. When a service order line is taxable and not a fixed price repair, this field determines the default in the Taxable field of the billing details in the system. If the line is not taxable, the system considers the detailed usage records non-taxable.

Note Tax Status is only displayed if the Invoice Sort field chosen had Expense or Labor as invoice sort type code.

Tax Class

Enter a tax class previously defined in **Tax Classes**. Tax Class will only be displayed if the Invoice Sort field chosen had Expense or Labor as invoice sort type code. The system validates this value against **Tax Classes**.

The tax class identifies service activities taxed at specific rates or that are tax-exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types).

The value here determines the default tax class for the service category in the system if the service order line is also taxable and not a fixed price repair. If a service order line is not taxable, the system disables the taxable status of labor and expenses and you cannot modify it.

Creating a Service Category

1. Go to **Service Categories**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
   - Service Category

- Description
- Invoice Sort

4. In the Service Category panel, complete the following required and/or applicable information:
   - Labor Type. If a Labor type was previously selected, specify one of the following:
     - Labor
     - Travel Labor
   - Expense Type. If an Expense type was previously selected, specify one of the following:
     - Expense
     - Travel Expense
   - Item Type. If an Item type was previously selected, specify one of the following:
     - Consumable Items
     - Exchanged Items
     - Items
   - Taxable
   - Tax Class
5. Click Save to save the new record.

The system displays the new record in **Service Categories**.

Updating a Service Category

1. Go to **Service Categories**.
2. Review and select the record of interest, and click Edit to open the record.
3. In the Main panel, enter the following required information:
   - Description
   - Invoice Sort
4. In the Service Category panel, complete the following required and/or applicable information:
   - Labor Type. If a Labor type was previously selected, specify one of the following:
     - Labor
     - Travel Labor
   - Expense Type. If an Expense type was previously selected, specify one of the following:

        - Expense
        - Travel Expense
    - Item Type. If an Item type was previously selected, specify one of the following:
        - Consumable Items
        - Exchanged Items
        - Items
    - Taxable (Labor and Expense Only)
    - Tax Class (Labor and Expense Only)
5. Click Save to update record.

The system displays the updated record in **Service Categories**.

Deleting a Service Category

1. Go to **Service Categories**.
2. Review and select the record of interest, and click Edit to open the record.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Service Categories**.

Default Service Sites

You can define default sites and locations based on various combinations of Product Line, Service Group, Work Code, Item, and Area.

Default Sites and Locations

Define default sites and locations as part of the setup for **Field Service Management**. Sites relate to inventory management and costing, since you set up costs by site.

Functions that access default sites during service activity include:

- Issues, returns, and exchanges in **Service Activity Reports**
- Issues, direct and/or pending returns in **Material Orders**

Note Set up default sites for RMAs in **Service Control**.

You can set up default sites for combinations of product line, service group, work code, item, and area. Not all combinations are valid. For example, you cannot use product line and item together. The search algorithm table lists the combinations you can define and the order in which the system searches for them. If you enter an invalid combination, a message displays.

The values in a **Default Service Sites** record are the key for locating site defaults. You can enter any number of specific combinations or create defaults that apply to entire product lines or a particular area. Use different combinations to accommodate different business practices.

Example: Your company requires all but two items in product line 200 to be returned to a particular site and location. The two special items require alternate processing, and must be returned to a different location. The search algorithm finds defaults defined for the two special items first, then those set up by product line.

Note Area is often a good choice for setting up default sites, since you may want to direct all the engineers within a certain geographic region to send returns to a particular warehouse or repair center.

Service group and product line should not be used together. You may get unpredictable results if you set up default sites for both when some items belong to both groups.

Search Algorithm

The following table illustrates the search order for default sites and the valid combinations of key fields:

Search Order for Default Service Sites

Search Order	Product Line	Service Group	Work Code	Item	Area
1		#	#	#	#
2				#	
3	#	#	#		#
4	#	#	#		
5	#	#			
6	#				
7		#			
8					#
9					

To minimize the possibility of blank sites defaulting into **Service Activity Reports** and other functions that use them, the system uses an expanded search. If you defined records with a particular key but not the particular site and location the system needs, the system searches until it finds a record with a non-blank site and location.

Example: The system is searching for a default return site in **Service Activity Reports** using the service order area. A repair site exists for the area, but the return site is blank. The system searches for another record with a value for return site. The next search is with an all blank key. If there is a return site for the all-blank key, the system suggests it.

Valid Combinations

As mentioned previously, numerous functions use default sites. However, not all key values are meaningful in all functions.

Issues in Service Activity Reports

If you have not specified a site and location for the engineer, and the service order either does not have an area or the service order's area has no site and location, **Search Activity Reports** looks for a default spares location for item issues. When searching for a default spares location, the system takes the values for product line, service group, work code, and item from the service order line. The system takes the area from the service order, which was initially determined by the end user.

Returns in Service Activity Reports

When you return items in **Service Activity Reports**, the system derives the values for product line, service group, work code, and item from the item being returned—not the item being repaired. The system still derives the area from the service order.

Issues in Material Order

The system derives the default site on the header in **Material Orders** by searching for a default spares site associated with the service order's area if the material order (MO) is associated with a service order, or the engineer's area if there is no service order.

Returns in Material Orders

When items on an MO are returned, the system takes search values from the item being returned. However, work code has no value in direct or pending returns in **Material Orders**. The system derives the area from the engineer.

Keep these factors in mind when you set up default sites. If you set up default sites and locations by work code for **Service Activity Reports**, you may have to set up an alternate set of defaults for direct or pending return material orders.

Note If the system does not find return sites in direct or pending return material orders, it returns the item to the issue site and location in **Material Orders**.

Location Attributes

You may want a restricted inventory status for return locations. Generally, you inspect returned items before making them available for sales orders or work orders. To allow for this, give the return, scrap, or repair locations a status of not available.

Set the location status to non-nettable to prevent MRP from considering inventory as on-hand. If most of your returns can be put into usable stock with little or no repair, make this inventory location nettable. You usually set scrap and repair locations to non-nettable.

If automatic locations are not enabled for a site, the system verifies that the location exists.

Inventory Transactions

Return locations—return, scrap, and repair—must allow inventory transfers (ISS-TR) and receipts (RCT-TR), as well as unplanned receipts (RCT-UNP).

The spares location must allow inventory transfers and issues to work orders (ISS-WO).

Main Panel

Product Line

Enter the product line code identifying the default service site on this MO.

Service Group

Enter the service group code identifying the default service site on this MO.

Work Code

Enter the work code identifying the default service site on this MO.

Item

Enter the item code identifying the default service site on this MO.

Area

Enter the service area code identifying the default service site on this MO.

Service Sites Panel

Description

Enter a brief description (24 characters) about the default service site on this MO.

Return Site

Enter the site code identifying the return site as the default service site on this MO.

Return Location

Enter the location code identifying the return location as the default service site on this MO.

Spares Site

Enter the site code identifying the spares site as the default service site on this MO.

Spares Location

Enter the location code identifying the spares location as the default service site on this MO.

Scrap Site

Enter the site code identifying the scrap site as the default service site on this MO.

Scrap Location

Enter the location code identifying the scrap location as the default service site on this MO.

Repair Site

Enter the site code identifying the repair site as the default service site on this MO.

Repair Location

Enter the location code identifying the repair location as the default service site on this MO.

Creating a Default Service Site

1. Go to **Default Service Sites**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required and/or applicable information:
   - Product Line
   - Service Group
   - Work Code
   - Item
   - Service Area
4. In the Service Sites panel, enter the following required and/or applicable information:

- Description
- Return Site
- Return Location
- Spares Site
- Spare Location
- Scrap Site
- Scrap Location
- Repair Site
- Repair Location

5. Click Save to save the new record.

The system displays the new record in **Default Service Sites**.

Updating A Default Service Site

1. Go to **Default Service Sites**.
2. Review and select the record of interest, and click Edit to open the record.
3. In the Service Sites panel, enter the following required and/or applicable information:
   - Description
   - Return Site
   - Return Location
   - Spares Site
   - Spare Location
   - Scrap Site
   - Scrap Location
   - Repair Site
   - Repair Location
4. Click Save to update the record.

The system displays the updated record in **Default Service Sites**.

Deleting a Default Service Site

1. Go to **Default Service Sites**.
2. Review and select the record of interest, and click Edit to open the record.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Default Service Sites**.

Return Statuses

They do not apply to RMA receipts. The return status has no formal relationship to statuses defined with **Inventory Status**. However, you normally use these two statuses together to control return processing. Setting up return statuses is required only if you are going to use material orders (MOs) or return or exchange items in **Service Activity Reports**.

Each of the attributes of the return status controls a different aspect of the process:

- Exchange determines if you give credit for an item returned from the customer. You can only exchange items in **Service Activity Reports**. Exchange and Pending cannot both be activated or enabled.
- Good and Scrap determine default locations for repairable (Good) and non-repairable (Scrap) items. Good and Scrap cannot both be activated or enabled.
- Pending is for items ordered on an MO and returned in **Service Activity Reports**. It determines if the inventory transactions take place in **Service Activity Reports** or later in the Restock Order action in **Material Orders**. A pending status requires that Exchange is disabled, Good is enabled/activated, and Scrap is disabled.

Standard Returns

Clear the Pending and Exchange checkboxes for a standard return without any billing. For example, an engineer orders five items on an MO for a service order, and uses only four of them. You load the five items into item usage records in **Service Activity Reports**. One of them must be returned. **Service Activity Reports** can do this directly, or you can use the Restock Order action in **Material Orders**.

The same situation might occur if the engineer ordered too many items on an MO for inventory replenishment. Use the Restock Order action in **Material Orders** to return the items.

Standard returns of items on an MO are executed as inventory transfers (ISS-TR, RCT-TR) from the engineer site and location back to available stock. There is no billing. The system treats returns in **Service Activity Reports** that are not exchanges and not on an MO as unplanned receipts (RCT-UNP).

Exchange Returns

Indicate an exchange return by using a return status with Exchange selected. Exchanges typically take place in **Service Activity Reports** when an engineer replaces an item during a repair and the returns the old item for customer credit. You can then repair or scrap the returned item.

When you use an exchange return status, the system searches for an exchange price for the returned item on the service price list. Exchange prices use the exchange unit of measure specified in **Service Control**. If the system finds an exchange price, it displays by default during return processing. The system credits the customer this amount when it generates the invoice for the service order.

You cannot use this status to return items ordered on an MO, since exchange processing assumes the item is being returned from the customer. Also, you cannot combine Exchange with Pending, since the Pending field is used only with items on an MO. An exchange return executes an unplanned receipt (RCT-UNP).

Pending Returns

You can use pending returns only for items on an MO. For Pending to be selected, Good must also be selected, and Scrap must be cleared. Since you took the items being returned directly out of inventory and did not use them, they should still be good and are returned to a site and location for good stock.

Service Activity Reports uses the pending status to mark items on an MO as returned. During a pending return, the system registers the return against the service order and clears allocations for the returned items. However, no inventory is transferred. Complete the return later with the Restock Order action in **Material Orders**.

Good and Scrap

You can mark items returned by selecting either Good or Scrap. Only one field can be selected at the same time. The system selects Good when the item's Repairable field is selected in Service panel in **Items**, or Scrap when the item is not repairable. These two fields affect the default sites and locations used during a return:

If Good is selected and Scrap is cleared, the system returns both repairable and non-repairable items by default to the return site and location.

If Good is cleared and Scrap is selected, the system returns repairable items by default to the repair site and location, and non-repairable items to the default scrap site and location.

The following table summarizes the interaction of the Repairable field and the Good and Scrap fields:

Repairable	Return Status	Site
Yes	Good =	Default Return Site
Yes	Good = cleared	Default Repair Site
No	Scrap = cleared	Default Return Site

Repairable	Return Status	Site
No	Scrap =	Default Scrap Site

You can set up as many return statuses as you need with various combinations of settings. Plan return statuses accurately since inventory processing depends on them.

Default Statuses

You can specify two default return statuses in **Service Activity Reports**. These statuses provide defaults during return processing in **Service Activity Reports** and the Restock Order action in **Material Orders**.

- *Return Status*. **Service Activity Reports** uses this status by default for repairable items. It is the default from the Restock Order action in **Material Orders**.
- *Scrap Status*. **Service Activity Reports** uses this status by default for non-repairable items.

Note You cannot use a status with Pending enabled/activated.

Main Panel

Return Status

Enter an 8-character code identifying this status.

Description

Enter a brief description (maximum 24 characters) of the code identifying its use and purpose.

Exchange

Select this option to indicate an item the customer returned for credit. The system uses the Exchange UM in **Service Control** to find an exchange price on the service order price list. The system credits the customer who returned the item this amount and receives it into inventory using an unplanned receipt transaction.

Good

The system selects this field only if the item is repairable. Good can be selected only if Scrap is cleared. If it is selected, the system suggests the default return location; if cleared, the default repair location is used.

Scrap

The system selects this field only if the item is not repairable. Scrap can be selected only if Good is selected. If it is selected, the system suggests the default scrap location; if cleared, the default return location is used.

Pending

Select this field to mark pending returns in **Service Activity Reports** for items ordered on an MO. Complete the return later with the Restock Order action in **Material Orders**. If Pending is selected, Good must also be selected, and both the Scrap and Exchange checkboxes must be cleared.

Creating a Return Status

1. Go to **Return Statuses**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required and/or applicable information:
    - Return Status
    - Description
    - Exchange
    - Good
    - Scrap
    - Pending
4. Click Save to save the new record.

The system displays the new record in **Return Statuses**.

Updating a Return Status

1. Go to **Return Statuses**.
2. Review and select the record of interest, and click Edit to open the record.
3. In the Main panel, enter the following required and/or applicable information:
    - Description
    - Exchange
    - Good
    - Scrap
    - Pending
4. Click Save to save the updated record.

The system displays the updated record in **Return Statuses**.

Deleting a Return Status

1. Go to **Return Statuses**.
2. Review and select the record of interest, and click Edit to open the record.

3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Return Statuses**.

Service Order Types

Service Order Types provides a user-defined way to categorize service orders. Types are best for broadly classifying the reason for service orders. For example, you may want to define different service order types for marketing and sales service orders, for operational questions that you often answer immediately, and for problems that require the attention of field service personnel. These business situations often require different kinds of service order management.

Within each service order type, you can use other service order parameters such as work code to further qualify the service order.

Main Panel

Type

Enter a unique name or code (maximum 8 characters) for this service order type.

Description

Enter a brief description (maximum 24 characters) of the code to help users identify its use and purpose.

Creating A Service Order Type

1. Go to **Service Order Types**.
2. Click +New to create a new service order type.
3. In the Main panel, enter the following required information:
   - Type
   - Description
4. Click Save to record the new service order type.

The system displays the new record in **Service Order Types.**

Updating a Service Order Type

1. Go to **Service Order Types**.
2. Review and select the record of interest, and click Edit to update the service order type.
3. In the Main panel, edit the following required and/or applicable information:
   - Description
4. Click Save to update the service order type.

The system displays the updated service order type record in **Service Order Types.**

Deleting a Service Order Type

1. Go to **Service Order Types**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the service order type record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the service order type record is removed from **Service Order Types.**

Service Order Queues

Unless you are using service order escalation, you must move service orders from one queue to another manually. Therefore, you may want to limit the number of queues to a well-defined set.

Each service order and service request (SR) is assigned to a queue, which groups them for reporting and dispatching. As service activities are performed and the service order moves to different departments or groups, the queue code can be changed manually or automatically if service order escalation is in effect. All incoming service orders are assigned to a queue, usually by the type of response required (such as requests for information or on-site repairs). Queues may also be set up by service engineer group, product line, or department. For each Queue, there must be an assigned dispatcher who assigns incoming service orders and ensures they receive a response.

You can place each service order in a service order queue when you create it. The queue is a holding area you define to indicate who is responsible for the service order. You also use queues with escalation sequences to redirect incomplete service orders automatically so they obtain needed attention.

Each queue is a unique place where service orders are routed according to their problem, status, or other criterion. Service Order Queues are tools for locating and tracking service orders. You define service orders queues to fit your service process.

For example, new, unassigned service orders are placed in the dispatch queue, where they await assignment to an engineer. The engineer queue is for service orders that have been assigned to engineers and are being resolved. The supervisor queue is for service orders that must be brought to the attention of a supervisor. Each service order has a status reflecting its urgency.

Main Panel

Queue

Enter a name or code uniquely identifying this queue. Maximum 8 characters. The system validates that duplicate records cannot be added.

Description

Enter a brief description (maximum 24 characters) of the code to help users identify its use and purpose.

Creating a Service Order Queue

1. Go to **Service Order Queues**.
2. Click +New to create a new service order queue.
3. In the Main panel, enter the following required information:
   - Queue
   - Description
4. Click Save to record the new service order queue.

The system displays the new service order type record in **Service Order Queues.**

Updating a Service Order Queue

1. Go to **Service Order Queues**.
2. Review and select the record of interest, and click Edit to update the service order queue.
3. In the Main panel, enter the following required information:
   - Description
4. Click Save to update the service order queue.

The system displays the updated service order type record in **Service Order Queues**.

Deleting a Service Order Queue

1. Go to **Service Order Queues**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the service order queue record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the service order queue record is removed from **Service Order Queues**.

Service Order Status Codes

A service order is managed according to its status, which relates to the service order's position in its life cycle, for example: Active, Pending, Emergency, or Closed; Service Orders are moved from status to status either manually or with **Service Activity Reports**, which also can make certain service order status changes.

Create status definitions in **Service Order Status Codes**. You can set up as many status definitions as you need. Define up to six in **Service Control** for the system to apply. Unless you are using service order escalation, you must apply other status changes manually. Therefore, you may want to keep the service order life cycle simple.

Service order status codes are user defined and can take any format an organization chooses. Some service organizations prefer numerical status codes or abbreviations. Others use more intuitive names. Meaningful codes make it easier to understand quickly where a service order is in its life cycle. For example, when a new service order comes in, its status can be OPEN. Later, when you assign an engineer to the service order, the status becomes ASSGND. When the problem is resolved, the service order status is CLOSED.

Service Activity Reports uses service order status codes when it processes service orders and makes decisions. In **Service Activity Reports**, you assign statuses to the service order and to the service order line items.

In **Service Activity Reports**, the concept of status is extended to the service order line items as well; some lines on a service order may be closed, while others are opened. Each service order normally follows a sequence of steps, reflected by the Status code. The following is one possible scenario; in all cases, service order status name are user defined. First it is logged into the system. Information is gathered, but the service order is not yet assigned to a service engineer. Status is set to DISPATCH. The dispatcher reviews the service order, assigns it to an engineer, and changes the Status to OPEN. The engineer service orders or visits the customer. Status is changed to reflect what takes place—SHIPPED, ON-SITE, REPAIR, or ON-HOLD. At some point, the service order is completed. Status is changed to INVOICE or CLOSED. service order statuses can be changed manually or automatically by the system using the Escalation Monitor. service order statuses are also affected by the recording process in **Service Activity Reports**. Six service order statuses have special meaning in the service order tracking functions and especially in **Service Activity Reports**. These six statuses are set up in **Service Control.**

- The Open Status is the general status for an open service order and the initial status for a new service order, if no other default is available. An open service order is dynamic; its item line and other data can change at any time.

- The Scheduled Status is the default status for scheduled service orders. When a service order is scheduled in FSS, its status is set to this value. If you do not define a scheduled status, scheduled service orders retain their previously assigned status.
- The Close Status is the final status of a service order and indicates all service activity for this service order is finished. A closed service order cannot be modified. No service items can be ordered for it (MOs) and no new activity can be recorded against it. However, the status can be changed, if needed so more activity can be recorded. A closed service order can be invoiced, moved to history, and archived and deleted.
- The Complete Status means the service order or line item is ready for invoicing. However, related data can still be modified, service items can be ordered for it (with an MO), and new activity can be recorded against it.
- The Hold Status means the service order or line item cannot be changed, but it is not processed for invoicing. No service items can be ordered for it (MOs), and no new activity can be recorded against it until its status is changed.
- The Cancel Status means the service order or line item is inactive. It cannot be changed and is not processed for invoicing. No service items can be ordered for it (MOs) and no new activity can be recorded against it. Canceled service orders can be moved to history and archived and deleted.

Main Panel

Status

Enter a unique name (maximum 8 characters) identifying this service order status. Making the name recognizable can help users quickly identify its purpose. This field is mandatory.

Description

Enter a brief description (maximum 24 characters) of the code to help users identify its use and purpose.

Status ID

This field can indicate the order in which statuses occur in the life cycle of a service order. A lookup displays service order statuses in numeric order as defined by the status ID, rather than alphabetically. No record should have the same Status ID.

Next Status

Specify the next status that normally follows this status in the service order life cycle. The system also uses it in the Next Status field of **Service Orders**/**Depot Orders** if no other default is found.

Next Queue

Specify the next queue to which the system should route service orders with the next status. This field is for reference; you can use it when setting up escalations. This is predefined in **Service Order Queues**.

Creating a Service Order Status Code

1. Go to **Service Order Status Codes**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
    - Status
    - Description
    - Status ID
    - Next Status
    - Next Queue
4. Click Save to record the new service order status code.

The system displays the new record in **Service Order Status Codes**.

Updating a Service Order Status Code

1. Go to **Service Order Status Codes**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, update or edit the following required information:
    - Description
    - Status ID
    - Next Status
    - Next Queue
4. Click Save to record the updated service order status code.

The system displays the updated record in **Service Order Status Codes**.

Deleting a Service Order Status Code

1. Go to **Service Order Status Codes**.
2. Review and select the record of interest, and click Edit.
3. The system displays a delete confirmation message. Click Delete to continue deleting the record.
4. Click Save to record the updated service order status code.

The system displays a delete successful message, and the record is removed from **Service Order Status Codes**.

Charge Codes

All the following service roles can access this function by default:

- Customer Support Rep
- Customer Support Manager
- Technical Support Rep
- VP Services

Charge codes determine whether service is invoiced to the customer (billable and fixed billable charge codes), provided free of charge (warranty, contract, covered, or giveaway charge codes), or tracked internally against a special project (project mandatory). Charge codes play an important role in several different areas related to managing the financial impact of service activity.

- Service Limits. An under- and over-limit charge code may be associated with service limits when contracts, contract types, and warranty types are set up. If charge codes are not associated with service types, default charge codes can be defined in **Default Charge Codes**.
- Recording Service. A charge code is suggested by the system in **Service Activity Reports** for each line of detail recorded, allowing you maximum flexibility in managing financial impacts.
- Service Invoicing. When service costs are summarized, the seven rows represent the seven types of charge codes that can be created using the various charge code attributes.
- Product Lines and Accounts. Charge product lines can be set up based on charge code. This feature is useful if you want to segregate service costs from the standard manufacturing product lines.

Normally, one charge code should be created with each attribute to cover all possible business applications.

Main Panel

Charge Code

Enter a code identifying a charge code.

Description

Enter a brief description (maximum 24 characters) of the code identifying its use and purpose.

Charge Code Type

A charge code may have one of seven possible attributes. Only one of these fields can be selected for a particular charge code. Each attribute has a different effect when used:

- **Billable.** The charges are invoiceable to the customer. A billable charge code is the only kind of charge code that can be specified as the over-limit charge code on contract and warranty types. Once service limits are exceeded, charges are invoiced to the

customer unless the charge code is overridden. If a particular service is provided as good will even though service limits are exceeded, the billable charge code can be overridden in **Service Activity Reports** with a giveaway charge code.

- **Contract.** The charges are covered under an existing contract. This type of charge code can be specified as the under-limit charge code on a contract or contract type, or as the default Contract charge code in **Default Charge Codes**. When this charge code is used, the system examines the limits on the contract and uses the limits and percentage of coverage to determine the amount invoiced to the customer, if any. Limits on the contract line are used first, then the contract header, and finally the contract service type.
- **Covered.** The charges are covered by a service type specified in **Service Activity Reports** or by the default service order service type defined in **Service Control**. This type of charge code can be specified as the under-limit charge code on a contract, contract type, or warranty type, or as the default Covered charge code in **Default Charge Codes**. This kind of charge code should be used carefully. It should only be specified on a service type that will be used to provide coverage apart from a specific contract or warranty. The coverage limits of the service type are used with the exception of the Limit Amount field. Service charges are only accumulated against contracts and contract line items.
- **Fixed Price Billable.** Fixed-price billing is being used. This charge code cannot be used as either an under- or over-limit charge code on service types or contracts since fixed price billing is an alternative to contract coverage. A charge code with this field selected should be specified in the Fixed Price Billable field of **Default Charge Codes**. This charge code is suggested by the system when a fixed-price work code is used in **Service Activity Reports**. When this charge code is used, the customer is invoiced the fixed price regardless of the actual cost of service. Fixed-price service is an alternative to service based on contracts and warranties. When the fixed price is used, no limits are examined.
- **Giveaway.** The customer receives the service without any charge. The costs do not accumulate against any service limits in effect. This code is used for goodwill situations. It can only be used as an override in **Service Activity Reports**.
- **Project Mandatory.** You are using this charge code to track internal charges related to a particular company project. A charge code with this field selected can only be specified in **Service Activity Reports** if a project code was entered earlier.
- **Warranty.** Charges are covered under a warranty. This type of charge code can be specified as the under-limit charge code on a warranty type, or as the default Warranty charge code in **Default**

Charge Codes. When this charge code is used, the system examines the limits on the warranty type and uses the limits and percentage of coverage to determine the amount invoiced to the customer, if any.

Creating a Charge Code

1. Go to **Charge Codes**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
   - Charge Code
   - Description
   - Charge Code Type
4. Click Save to save the new record.

   Note If no charge code type is selected, the system displays an error message.

The system displays the new record in **Charge Codes**.

Updating a Charge Code

1. Go to **Charge Codes**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, edit the following required and/or applicable information:
   - Description
   - Charge Code Type
4. Click Save to save the updated record.

   Note If no charge code type is selected, the system displays an error message.

The system displays the updated record in **Charge Codes**.

Deleting a Charge Code

1. Go to **Charge Codes**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.

   Note The record cannot be deleted if it is referenced by a charge/revenue product line.

4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Charge Codes**.

Billing Cycles

Set up a default billing cycle code in **Service Control**. This defaults to new contracts. The contract header billing cycle defaults to lower levels of the contract: end users, default items, detail lines, and additional charges. The contract line billing cycle determines how often an invoice is generated, such as monthly, quarterly, or annually.

The invoice amount is based on the service contract line billing cycle and price. Prices are stated as the price of service coverage for one installed unit for one month. The system calculates the invoice amount by multiplying the unit price by the number of units covered, and then multiplying this amount by the number of months in the billing cycle.

The quantity to bill associated with the billing cycle indicates the number of months to bill. For example, to set up a quarterly billing cycle code, set Qty to Bill to 3 to bill for 3 months of service each quarter. For annual billing, set Qty to Bill to 12. You can use this to delete billing cycle codes, but the system checks to ensure that they are not currently used by a contract on billing detail records.

Main Panel

Billing Cycle

Identifier you define for a particular billing cycle. Specify a default billing cycle in **Service Control**. This value supplies a default for the Billing Cycle field on the contract header when contracts are created. Billing cycle can be modified at multiple levels of a contract: contract header, default end user and items, and item details.

You can accept the default or specify a different billing cycle code at various levels below the contract header. However, you cannot specify a cycle that indicates less frequent billing than the cycle specified on the header. For example, the header billing cycle is annual. You cannot specify a billing cycle of every two years for a contract line.

You can delete a billing cycle code only if it is not currently referenced by any contracts or quotes.

Description

Enter a brief description (maximum 24 characters) of the billing cycle identifying its use and purpose.

Quantity to Bill

The Quantity to Bill value represents the number of months in the billing cycle. When a contract is released to invoice with this billing cycle, the system calculates the invoice amount by multiplying the unit

price by the number of units covered, and then multiplying this amount by the number of months in this billing cycle (Quantity to Bill).

Example: For a quarterly billing cycle code, set Quantity to Bill to 3, billing three months of service each quarter.

Always enter a whole number for the quantity to bill, since a contract cannot be billed more than once in a month.

Creating a Billing Cycle

1. Go to **Billing Cycles**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
   - Billing Cycle
   - Description
   - Quantity to Bill
4. Click Save to save the new record.

The system displays the new record in **Billing Cycles**.

Updating a Billing Cycle

1. Go to **Billing Cycles**.
2. Review and select the record of interest, and click Edit to open the record.
3. In the Main panel, edit the following required and/or applicable information:
   - Description
   - Quantity to Bill
4. Click Save to save the updated record.

The system displays the updated record in **Billing Cycles**.

Deleting a Billing Cycle

1. Go to **Billing Cycles**.
2. Review and select the record of interest, and click Edit to open the record.
3. In the Edit screen toolbar, click Delete to remove the record.

   Note The record cannot be deleted if it is used by any active contract. However, expired contracts, or those which ended a day earlier than the current date, are the exception.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Billing Cycles**.

Engineer Status

All the following service roles can access this function by default:

- Customer Support Rep
- Customer Support Manager
- Technical Support Rep
- VP Services

An engineer status must be specified when an engineer is defined in **Engineers**. The status code determines whether an engineer is available for service order scheduling. Multiple codes can be created to accommodate the multiple reasons for being available or unavailable. For example, use status to remove an engineer from consideration who is on extended leave or temporarily assigned to other duties. Typically, the status code and its accompanying description explains the reason for availability/unavailability: PT (Part Time), LEAVE, AVAIL, TEMP, and so on.

Main Panel

Status

A status code identifying engineer availability. This field is required for engineer scheduling.

Description

Enter a brief description (maximum 24 characters) of the status code identifying its use and purpose.

Available

Select this check box to allow an engineer assigned this status code to be considered for scheduling. You can create multiple statuses to cover the various reasons why an engineer is available or unavailable (leave, vacation, disability, sick).

Creating an Engineer Status

1. Go to **Engineer Status**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
    - Status
    - Description
    - Available
4. Click Save to save the new record.

    Note If the system detects duplicate records, the record is not saved.

The system displays the new record in **Engineer Status**.

Updating an Engineer Status

1. Go to **Engineer Status**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, edit the following required and/or applicable information:
   - Description
   - Available
4. Click Save to update the record.

The system displays the updated record in **Engineer Status**.

Deleting an Engineer Status

1. Go to **Engineer Status**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Engineer Status**.

Service Additional Charge Codes

Contract additional charges represent percentage uplifts or discounts or flat amounts that apply in addition to the cost of item coverage. Common uses include zone charges, extended hours or holiday coverage, and additional service orders. You can apply additional charges to an entire contract or to one or more end users on the contract. Specify one of two amount types:

- F (fixed amount) represents an amount added to or subtracted from the contract subtotal or total
- P (percentage) is a markup or discount applied to the subtotal or total on the contract.

To automate pricing, define prices for additional charges in **Service Price Lists** on a contract price list. The amount type of the additional charge determines the kind of price list you use. When a contract is created, additional charges can be specified in a special additional charges line-item frame. Additional charges display in a separate line on the contract trailer and on the contract invoice. Two settings in **Service Control** control whether the frames for additional charges display: Contract Additional Charges and End User Additional Charges. Select one or both of these fields if you plan to apply additional charge items.

You can add additional charges to a contract at both the contract and end-user level. The display of frames for defining additional charges in **Service Contracts** depends on settings in **Service Control:**

- When End User Additional Charges is selected in **Service Control**, the frame displays for end users.
- When Contract Additional Charges is selected in **Service Control**, the contract-wide frame displays.

Define the additional charges in **Service Additional Charge Codes**.

Main Panel

Service Type

The service contract type these additional charges apply to. This may be left blank if the charge can apply to all types of contracts. The system displays an error message "Service contract type does not exist" if an invalid contract type is entered.

When service quotes and contracts are set up, additional charges may be applied—things like zone charges or additional service orders on the contract. When entering additional charges on a contract, the system verifies that the contract service type matches the one specified here.

Some charges only apply to certain types of contracts—zone charges would not apply to a bench repair type contract; they would only apply to on-site contracts. Other charges, such as after hours or holiday coverage, may apply to all types of contracts.

Service Charge

Specify the service charge or item number to which this additional service charge may apply.

Description

Enter a brief description (maximum 24 characters) of the additional service charge code identifying its use and purpose. Note: This field displays by default "Options for All Contracts" if the Service Type field is left blank.

Amount Type

The amount type for an additional charge can be F for fixed amount, the default, or P for percentage. A fixed additional charge represents an amount added to or subtracted from the contract trailer. A percentage additional charge is a markup or discount applied to the total for the items covered on the contract.

To automate pricing, define the prices for additional charge items on a contract service price list.

The amount type of the additional charge determines the kind of price list you can define.

Set up the additional charge item in **Contract Additional Charges** with a fixed type. Then, specify it in one of the additional charges in **Service Contracts**—either end user or contract wide. The system retrieves

its amount type (F) and derives its price from the price list associated with the line. For example, the price is $10 per month. The system derives the extended price by multiplying the net price by the number of months of coverage, in this case 12.

When modifying or editing additional charge lines, the system applies the same edits as it does for contract lines.

The total additional charge displays in a separate line on the contract trailer and on the contract invoice. If End User Totals is selected in **Service Control**, the total additional charge for the end user displays in the End User Total screen.

Creating a Service Additional Charge Code

1. Go to **Service Additional Charge Codes**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
   - Service Type
   - Service Charge
   - Description
   - Amount Type
4. Click Save to save the new record.

The system displays the new record in **Service Additional Charge Codes**.

Updating a Service Additional Charge Code

1. Go to **Service Additional Charge Codes**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, edit the following required and/or applicable information:
   - Description
   - Amount Type
4. Click Save to save the updated record.

The system displays the updated **Service Additional Charge Codes**.

Deleting a Service Additional Charge Code

1. Go to **Service Additional Charge Codes**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Service Additional Charge Codes**.

Service Category Tax Detail

Service Category Tax Detail is only relevant when the following settings in **Logistics Control** are in place:

- The Legal Document Form Code field contains the value 51.
- The Enable Electronic Legal Doc field is selected.

The fields in **Service Category Tax Detail** are as follows:

Main Panel

Service Category

Enter a service category code (maximum 8 characters) defined in **Service Categories**. This field is mandatory; otherwise, the system displays an error message.

Charge Code

Enter a charge code (maximum 8 characters) defined in **Charge Codes**; for example, billable. This field is optional.

Return Status

Enter a return status code (maximum 8 characters) defined in **Return Statuses**. This field is optional.

Tax Usage

Enter the tax usage code (maximum 8 characters) defined in **Tax Usages** for this service category. This field is mandatory; otherwise, the system displays an error message.

Creating a Service Category Tax Detail

1. Go to **Service Category Tax Detail**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
    - Service Category
    - Charge Code
    - Return Status
    - Tax Usage
4. Click Save to save the new record.

The system displays the new record in **Service Category Tax Detail**.

Updating a Service Category Tax Detail

1. Go to **Service Category Tax Detail**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, edit the following required and/or applicable information:

- Tax Usage

4. Click Save to save the updated record.

The system displays the updated record in **Service Category Tax Detail**.

Deleting a Service Category Tax Detail

1. Go to **Service Category Tax Detail**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Service Category Tax Detail**.

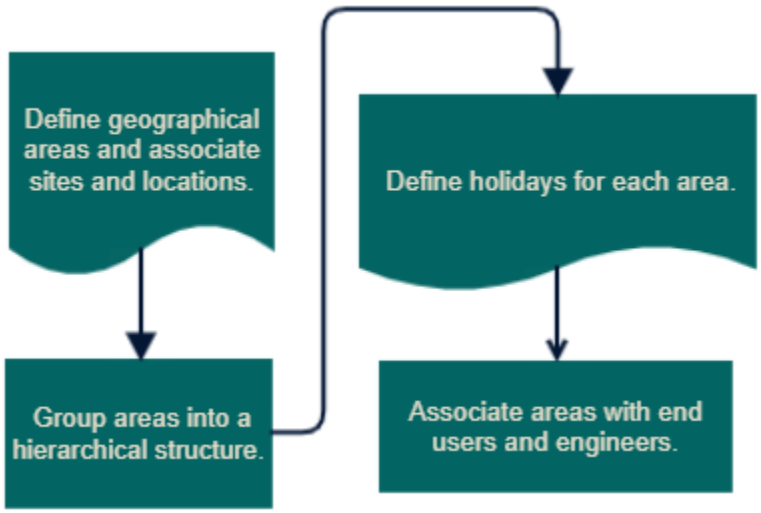
Service Areas

The activity of service organizations can be divided in a number of different ways:

- Geographically by physical location (East, West, and so on)
- By product line or item group
- By type of service, such as telephone/call center or on-site

Within each area, there may be a service facility that provides inventory to service engineers.

When geographical regions are important, one or more service facilities may provide inventory to engineers. Use **Service Areas** to record these relationships.



You can set up each facility and area office with a code in **Service Areas**. Use the Structures panel to group and organize these facilities and offices. For example, group Los Angeles, San Francisco, and Seattle

service facilities under the Western Region, which you in turn group under the US region. This grouping has no effect in service processing; it is for reference only.

If you are using engineer scheduling, define holidays for areas so that engineers are not scheduled on nonwork days in the Holidays panel.

Once you define areas, associate them with service engineers and end users. Engineer scheduling uses these relationships to assign engineers in the appropriate area to service orders.

Area Site/Location

The area site and location represent the source of repair parts for service orders serviced in the area. This site can be the repair center, or the place where that area's service organization normally gets its inventory. You can then use three or four areas relating to a particular site for controlling remote inventory.

Area site functionality lets you manage a variety of business scenarios related to site, location, work center, area, engineer scheduling and supply, and inventory control for remote locations.

The site and location for an area provide inventory issue defaults in **Service Activity Reports** and **Material Orders** if you do not define a site and location for an engineer.

You can use engineer and area sites and locations in combinations. For example, you can associate a different location with each engineer and leave the engineer Site field blank. When the engineer records activity for a service order, the site for inventory issues defaults from the area but the location defaults from the one defined in **Engineers**. Use this setup to track inventory issues to individual engineers.

In Default Service Sites, you can set up return sites based on area to manage defective or worn material returned as part of service order processing. This setup is especially useful when you return items to a different site or location than you issue them from.

Area Holidays

Since areas often represent geographic regions and holidays vary from region to region, you can specify holidays for each area. You can also associate on-call schedules with areas. Define holidays for each area so the scheduling function does not schedule engineers for those days, unless the schedule covers holidays.

Service Areas

Use **Service Areas** to create, maintain, and delete areas. Before deleting an area, the system verifies that the area is not referenced by an area structure, engineer, on-call schedule, holiday, service order, default site, service order quote, or end user.

Main Panel

Service Area

Enter an eight-character code to identify the area. You can use any format. This field is mandatory, and defaults to blank.

Description

Enter a brief description (maximum 24 characters) of the area. This description appears in the Areas lookup to help identify the area.

Type

Use this field to classify areas into types. You can use one type of area to designate work centers—for example, CENTER—and another to designate areas for assigning engineers—ENG—if these do not coincide. For example, a work center can handle repairs and returns for Western Canada, while you can assign engineers to a single city or district.

Note Set up area types with **Generalized Codes** for the field reg_type. When values are defined, the system validates against the GC values defined for the field "reg_type", and displays a "Value must exist in Generalized Codes" message when a valid value is not entered.

Site

Enter the site representing the place where you obtain repair parts for this area. If the engineer does not have a site and location defined, this site provides inventory issue defaults in **Service Activity Reports** and **Material Orders**.

Location

Using standard location logic, you can maintain specific inventory locations for an area. If the engineer does not have a site and location defined, this location provides inventory issue defaults in **Service Activity Reports** and **Material Orders**.

Structures Panel

Use the Structures panel to define relationships between areas where you can group sub-regions under a parent. This function is for reference only.

The system performs the following validations:

- If a record in the grid is a duplicate, the system displays the following error message: "Record already exists."
- If the component service area code is the same as the parent, the system displays the following error message: "Cyclic product structure now allowed."

Component

Enter or select the record of interest from the Service Areas lookup. This must be an existing service area in the system. This a mandatory field.

Description

The system displays the component service area's description.

Reference

Enter an optional code identifying this area structure relationship.

Holidays Panel

Use the Holidays panel to define holidays for an area. If you service several countries, you can set up each as a separate area and define separate holiday schedules for each.

The system considers days defined as holidays during the engineer scheduling sequence in **Service Orders**. Many organizations do not cover holidays on standard schedules, but create on-call schedules for them with **On-Call Schedules**. Normally, only a restricted number of engineers are available on a holiday.

During engineer scheduling, the system examines the service order's next status date and time. Then it determines if this date is a holiday for the service order's area, from the Area defined for the End User. Then it looks for a schedule with Holiday set to Yes: first any engineer detail schedules, then general schedules, and finally it looks for an on-call schedule matching the service order area.

If no schedules are found covering holidays, all engineers appear with zero hours of availability in the engineer scheduling pop-up window in **Service Orders**. If standard coverage exists, the engineers covering that holiday show hours or service orders available (depending on the setting of Display by Orders in **Service Control**. If an on-call schedule is found covering holidays, which is the most typical scenario, available engineers display with a ++, indicating that they are on stand-by to take service orders that holiday. The scheduling sequence also takes into account the engineer's personal holidays defined with the Absences panel in **Engineers**. If the day is marked as a personal holiday, that engineer displays with zero availability.

The system performs the following validation:

- Data in the grid cannot be duplicated; otherwise, the system displays the following error message: "Record already exists."

Holiday

Enter or select a valid date.

Description

Enter the name or brief description of this holiday.

Creating a Service Area

1. Go to **Service Areas**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
   - Service Area
   - Description
   - Type
   - Site
   - Location
4. In the Structures panel, click +New to add relationships between areas or group sub-regions:
   - Component
   - Reference
5. In the Holidays panel, click +New to define holidays for an area:
   - Holiday
   - Description
6. Click Save to save the new record.

The system displays the new record in **Service Areas**.

Deleting a Service Area

1. Go to **Service Areas**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.

   Note

   - Cannot delete the service area when it is involved in a service area structure. Error message: "Area structure exists. Delete not allowed."
   - Cannot delete the service area when it is associated with any engineer. Error message: "Cannot delete. Engineer # is in this area."
   - Cannot delete the service area when it has the on-call schedule defined in On-Call Schedules. Error message: "Area has on-call schedules. Cannot delete."

- Cannot delete the service area when it has holidays defined in Holidays panel in Service Areas. Error message: "Area has holidays. Cannot delete."
- Cannot delete the service area when it is referenced by any service order or depot order. Error message: "Service/depot order # is in this area. Cannot delete."
- Cannot delete the service area when it is referenced by any service order or depot order. Error message: "Customer Quote # is in this area. Cannot delete."
- Cannot delete the service area when it is involved in any default site setting in Default Service Sites. Error message: "Area has default sites defined. Cannot delete"
- Cannot delete the service area when it is associated with any end user. Error message: "End User # is in this area. Cannot delete".

4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Service Areas**.

Updating a Service Area

1. Go to **Service Areas**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, enter the following required information:
   - Description
   - Type
   - Site
   - Location
4. In the Structures panel, update or edit the following information, as needed:
   1. New:
      a. Click +New to add relationships between areas or group sub-regions:
         - Component
         - Reference
   2. Update:
      a. Select the line of interest, and edit the following required and/or applicable information:
         - Reference
   3. Delete:

a. Click Delete to remove or delete the line from the grid.

5. In the Holidays panel, update or edit the following information, as needed:
   1. New:
      a. Click +New to define holidays for an area:
         - Holiday
         - Description
   2. Update:
      a. Select the line of interest, and edit the following required and/or applicable information:
         - Description
   3. Delete:
      a. Click Delete in order to delete the line from the grid.
6. Click Save to save the updated record.

The system displays the updated record in **Service Areas**.

Service Product Line

The charge code determines who pays for service costs and which GL accounts are affected. The connection to accounts is made through product lines.

Service Product Line provides two functions for specifying the product lines that segregate service costs and revenue from regular sales and COGS accounts:

- Charge Product Line
- Revenue Product Line

These functions control which accounts the system uses and when, in a range from straightforward to complex. You can base charge and revenue product lines on a number of selection criteria, further increasing your financial management control.

Charge Product Lines

Use **Charge Product Lines** to set up product lines for service costs. Charge product lines can direct costs to different accounts depending on the charge code, the service type you associate with the service order, the service category or work code of the usage detail, or the product line or service group of the item being repaired.

In the absence of charge product lines, the system uses a standard algorithm to determine the relevant product line, based on Use Item Product Line in **Service Control**. If this option is selected, the system uses the product line of the item being repaired; if cleared, the product

line of the service type associated with the item being repaired. In both cases, if a product line is still not found, the default accounts in the Domain Accounts panel in **Base Control** are used.

Note Since accounting is such an important part of a business endeavor, carefully plan how you use product line accounts in service.

Charge product lines allow you to isolate the costs of service from standard manufacturing. Every item must be associated with a product line when you define it in the item master. The product line determines the general ledger accounts for financial transactions. You can further break down GL accounts by using **Sales Accounts** or **Inventory Accounts**. However, the service environment has special accounting needs.

Many service organizations do not want service costs and revenues included with manufacturing costs and item sales revenue. They need detailed reports that show the costs incurred by service under various conditions.

To address these accounting needs, define charge and revenue product lines to direct costs and revenue to accounts based on service-related factors.

Relating product lines to charge codes is one effective way of distinguishing and reporting on costs. Service costs can be categorized by any combination of:

- Who is paying for the service (charge code)
- Type of service coverage (warranty, contract, non-covered)
- Type of work being done (preventive , installation, repair, etc.)
- Product line of the item being serviced
- Service group of the item being serviced.
- Detailed category of the service being performed (regular labor, overtime labor, etc.)

When the system searches for the correct charge product line in **Service Activity Reports**, it searches from the most specific (all key values filled in) to the least specific (all key fields blank). The number of different combinations you can specify when setting up product lines is quite large. This can lead to highly complex searches in order to determine the correct product line for a particular operation. The complexity of the search should be taken into account when setting up product lines, since increasing complexity has a performance cost.

Simple or Complex

Your setup of charge product lines can be relatively simple or complex, depending on how you apply your business practices. You can direct service costs to one product line. Or, at the most complex, you can use all fields, including charge code, work code, service category, service type, item product line, and service group.

Most companies find a policy between the two extremes best meets their needs. For example, relating product lines to charge codes is one effective way to distinguish and report on costs.

The system searches key fields for charge product lines from the bottom up, and you must fill them without skipping any. For example, if you want to use service category as part of the search algorithm, you must also specify work code and charge code.

Example: The following example shows how to break out service costs from the standard sales and COGS accounts. You do this by leaving all fields blank except Charge Product Line.

Leaving the other fields blank means that the system charges service costs to the accounts in product line FSM, regardless of the charge code, work code, service category, service type, item product line, or service group.

Example: You can also break out service costs related to particular charge codes.

In this example, all costs for service contract activities are charged to service product line 7100. Use this kind of setup to see how costs are distributed between contract, warranty, and billable service.

Revenue Product Lines

Use Revenue Product Lines to create and update revenue product lines.

Revenue product lines are similar to charge product lines. However, in the case of revenue product lines, the financial impact represents the income from service activity, rather than the cost.

Another important difference is that the system applies charge product lines to the usage detail consumed in **Service Activity Reports**. Revenue product lines, however, are applied at a higher level to the item being A different charge product line can be specified for each item consumed, each expense, and each hour of labor. Revenue product lines track income from the service activity only for the item repaired.

Like charge product lines, you can base revenue product lines on several criteria. Criteria for revenue product lines are limited, however, to the service type and work code associated with the service order line, or the product line and service group of the item being repaired. The charge code and service category do not apply.

The following table summarizes the differences between charge and revenue product lines:

	Charge Product Lines	**Revenue Product Lines**
Used For	The costs of service activity	The income from service activity

	Charge Product Lines	Revenue Product Lines
Applies To	Detail usage records	Service order line items
Key Includes	Charge Code, Work Code, Service Category, Service Type, Item Product Line, Service Group	Work Code, Service Type, Item Product Line, Service Group
Displays In	**Service Activity Reports**	N/A

Main Panel

Service Product Line Type

Specify if this is a Charge or a Revenue type product line. Depending on the selected type, the system allows access to edit all other fields on the main panel related to the selected service product line type.

Charge Code (Charge Only)

Enter a valid charge code defined in **Charge Codes**. This field can be blank, but if so, all remaining key fields must also be blank. If you enter a value here, the system uses the associated charge product line for the cost of details recorded in **Service Activity Reports** only when this charge code is on the line of detail.

Work Code

- **Charge:** Enter a work code defined in **Work Codes**. This field can be blank, but if so, all remaining key fields must also be blank. If you enter a value here, the system uses the associated charge product line for the cost of details recorded in **Service Activity Reports** only when this work code is on the line of detail.
- **Revenue:** Enter a work code defined in **Work Codes**. This field can be blank, but if so, all remaining key fields must also be blank. If you enter a value here, the system uses the associated revenue product line for the revenue received for the repair of an item only when the item being repaired has this work code.

Service Category (Charge Only)

Enter a service category defined in **Service Categories**. This field can be blank, but if so, all remaining key fields must also be blank. If you enter a value here, the system uses the associated charge product line for the cost of details recorded in **Service Activity Reports** only when this service category is on the line of detail.

Service Type

- **Charge:** Enter a service type defined in **Service Types**. This field can be blank, but if so, all remaining key fields must also be blank. If you enter a value here, the system uses the associated charge product line for the cost of details recorded in **Service Activity Reports** only when this service type is in effect for the line of detail.
- **Revenue:** Enter a service type defined in **Service Types**. This field can be blank, but if so, all remaining key fields must also be blank. If you enter a value here, the system uses the associated revenue product line for the revenue received for the repair of an item only when the item being repaired has this service type.

Item Product Line

Charge: Enter a product line defined in **Product Line**. This field can be blank, but if so, Service Group must also be blank. If you enter a value here, the system uses the associated charge product line for the cost of details recorded in **Service Activity Reports** only when you repair items belonging to this product line. Note: This is the product line of the item being repaired, not the item issued as part of the repair.

Revenue: Enter a product line defined in **Product Line**. This field can be blank, but if so, Service Group must also be blank. If you enter a value here, the system uses the associated revenue product line for the revenue received for service recorded in **Service Activity Reports** only when you repair items belonging to this product line.

Service Group

- **Charge:** Validated against codes you set up in **Generalized Codes** for field pt_svc_group. However, this field can be blank even if a blank generalized code does not exist. If you enter an invalid value, a warning displays. The system does not use the data you are about to create unless you set up this value in **Generalized Codes**. If you enter a value here, the system uses an associated charge product line for the cost of details recorded in **Service Activity Reports** only when you repair items belonging to this service group.

  Note This is the service group of the item being repaired, not the item issued as part of the repair.
- **Revenue:** This field is validated against codes defined in **Generalized Codes** for field pt_svc_group. However, this field can be blank even if a blank generalized code does not exist. If you specify an invalid value, a warning displays. The system does not use the data you are about to create unless you set up this value in **Generalized Codes**. If you enter a value here, the system uses the associated revenue product line for the revenue received

for service recorded in **Service Activity Reports** only when you repair items belonging to this service group.

Product Line Panel

Service Product Line

- **Charge:** Enter a product line defined in **Product Line**. The system uses the accounts associated with this product line for the cost of details recorded in **Service Activity Reports** when the other key fields match.
- **Revenue:** Enter a product line defined in **Product Line**.

Creating a Service Product Line

1. Go to **Service Product Line**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
   a. **Charge Product Line**:
      1. In Service Product Line Type, select Charge.
      2. The system allows access to edit the following fields:
         - Charge Code
         - Work Code
         - Service Category
         - Service Type
         - Item Product Line
         - Service Group
   b. **Revenue Product Line**:
      1. In Service Product Line Type, select Revenue.
      2. The system allows access to edit the following fields:
         - Work Code
         - Service Type
         - Item Product Line
         - Service Group
4. In the Product Line panel, enter or search for the Service Product Line.
5. Click Save to save the new record.

   Note The entered Charge Product Line or Revenue Product Line must exist. If the field was left blank or if the value entered does not exist, the system displays an error message.

The system displays the new record in **Service Product Line**.

Updating a Service Product Line

1. Go to **Service Product Line**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, the system disables all editable fields.
4. In the Product Line panel, edit or update for the Service Product Line.
5. Click Save to save the updated record.

   Note The entered Charge Product Line or Revenue Product Line must exist. If the field is left blank or if the value entered does not exist, the system displays an error message.

The system displays the updated record in **Service Product Line**.

Deleting a Service Product Line

1. Go to **Service Product Line**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Service Product Line**.

Service Work Centers

In a service context, work centers represent a facility used for repairing items. If you use service routings, you must attach work centers to each operation in the routing, just as in manufacturing. You can use either service work centers or manufacturing work centers, set up with **Work Centers**, interchangeably.

Note If the reengineering of an article requires the same equipment as original production, service it in the same work center that created it.

In **Service Activity Reports**, the system uses the work center to derive the standard cost of labor. If operations do not have a work center, the system uses the Service Work Center value in **Service Control** to derive the cost of labor.

To use the standard cost feature, set up work centers even if you do not use them as defined in the manufacturing environment. For example, if you employ field engineers who perform their labor at the customer site, create a work center for each engineer or a generic work center named FIELD.

You define only a subset of the planning attributes of a standard work center for service work centers. For example, you do not specify setup time, run/setup crew, and machine burden rate.

Some static data related to work center such as description, setup crew, and run crew simply prints on reports. The critical data controls labor costs. **Service Work Centers** provides only a subset of the data elements available on **Work Centers**:

If you use manufacturing work centers, the additional fields are ignored. After you define service work centers, you can reference them on service routings set up with **Service Routings** and standard operations set up with **Service Standard Operations**.

If you do not use routings or standard operations when reporting labor in **Service Activity Reports**, the rates associated with the Service Work Center defined in **Service Control** are used.

Labor costs are calculated by multiplying the run times at each operation by the labor rate for the work center and adding labor burden according to the standard formula. Labor burden costs use the labor burden rate and labor burden percent.

In **Service Activity Reports**, run time is represented by the Quantity field in the Expenses grid/panel. If you are planning to report labor in **Service Activity Reports**, you must have at least one work center defined. For example, if you employ field engineers who perform their labor at the customer site, you can create a work center for each engineer, or a generic work center named FIELD.

When work centers are used in service activity, the department associated with the work center does not affect the GL accounts used. Labor recorded in **Service Activity Reports** always uses the GL accounts associated with the charge product line.

Main Panel

Service Work Center

Enter an 8-character code to identify this service work center. If the user has entered a non-service work center, the system will display an error message.

Description

Enter a brief description (maximum 24 characters) of this work center to help identify its function.

Department

The department to which this work center belongs. Department codes identify groupings of manufacturing work centers, in your own facility or at outside suppliers. This field is for reference only.

In the manufacturing environment, you assign work centers to a department primarily for planning and accounting. This feature is not used with service work centers. When labor is reported in **Service Activity Reports**, the accounts associated with the charge product line are always used.

Note The system validates the entered value against codes set up in the **Departments**, and displays an error message if the department does not exist.

Rates Panel

Labor Rate

Specify the average labor rate paid per labor hour to run this work center.

Labor Burden Rate

Specify the labor burden rate per hour applicable to both setup and run time at this work center.

Labor Burden Percent

Specify the labor burden percentage applicable to the total labor cost at this work center.

Creating a Service Work Center

1. Go to **Service Work Centers**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required information:
   - Service Work Center
   - Description
   - Department
4. In the Rates panel, enter the following required information:
   - Labor Rate
   - Labor Burden Rate
   - Labor Burden Percent
5. Click Save to save the new record.

The system displays the new record in **Service Work Centers**.

Updating a Service Work Center

1. Go to **Service Work Centers**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, enter the following required information:
   - Description
   - Department
4. In the Rates panel, enter the following required information:
   - Labor Rate
   - Labor Burden Rate

- Labor Burden Percent

5. Click Save to update the record.

The system displays the updated record in **Service Work Centers**.

Deleting a Service Work Center

1. Go to **Service Work Centers**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

   Note The system does the following validations upon deleting a record:

   - Cannot delete the service work center when item routing exists.
   - Cannot delete the service work center when work orders exist.

The system displays a delete successful message, and the record is removed from **Service Work Centers**.

Default Charge Codes

When you define warranty and service types, you can specify a default under- and over-limit charge code. The system looks for these first. If no defaults exist, you can manually specify charge codes while you record activity in **Service Activity Reports**. However, to streamline recording, the system always attempts to suggest the most appropriate charge code.

The defaults defined with **Default Charge Codes** are useful for service environments with a minimum of service level combinations. A simple service environment can use a few sets of default codes for everything. For more detailed control, specify under- and over-limit charge codes on your service types.

You can define five default charge codes for any combination of service type, work code, service category, and end-user type. These four fields are the key used by the system when it searches for an appropriate default. If it does not find an exact match, it searches for less specific matches.

You can specify five charge codes as follows:

- Warranty. This must be an existing charge code defined in **Charge Codes** with Warranty selected. The Warranty charge code is suggested in **Service Activity Reports** only when a warranty type is providing coverage and no under or over limit charge codes are found associated with it.
- Contract. This must be an existing charge code defined in **Charge Codes** with Contract selected. The Contract charge code is suggested in **Service Activity Reports** only when a contract is

providing coverage and no under or over limit charge codes are found associated with it.

- Covered. This must be an existing charge code defined in **Charge Codes** with Covered selected. The Covered charge code is suggested in **Service Activity Reports** only when the default service order service type is providing coverage or coverage is derived from a service type entered manually by the user and no under or over limit charge codes are found associated with the service type.
- Billable. This must be an existing charge code defined in **Charge Codes** with Billable selected. The Billable charge code is suggested in **Service Activity Reports** when no coverage is provided by the current service type or all limits are consumed on a contract.
- Fixed Billable. This must be an existing charge code defined in **Charge Codes** with Fixed Price Billable selected. The Fixed Billable charge code is suggested in **Service Activity Reports** when a fixed price work code is used indicating that this is a fixed price service activity.

Default charge codes are most useful for service environments that do not use many combinations of coverage levels with associated charge codes. A simple service environment can use one set of default codes for everything.

Leave the key fields blank to create a generic set of default charge codes the system can apply in all cases.

You can create a set of default charge codes for a special kind of end users using the End User Type field. The system suggests this charge code regardless of the service type, work code, or service category.

Search Order

During processing in **Service Activity Reports**, the system looks for default charge codes with any combination of values in the key, in the sequence listed in the following table:

Search Order	Service Type	Work Code	Service Category	End User Type
1	✓	✓	✓	✓
2	✓	✓	✓	
3	✓	✓		✓
4	✓		✓	✓
5		✓	✓	✓
6	✓	✓		

Search Order	Service Type	Work Code	Service Category	End User Type
7	✓		✓	
8	✓			✓
9		✓	✓	
10		✓		✓
11			✓	✓
12	✓			
13		✓		
14			✓	
15				✓
16				

Main Panel

Service Type

Enter a service type defined in **Service Types**. This field can be blank. If you enter a value here, **Service Activity Reports** suggests the associated default charge codes only when this service type is in effect for the line of detail.

Work Code

Enter a work code defined in **Work Codes**. This field can be blank. If you enter a value here, **Service Activity Reports** suggests the associated charge codes only when this work code is on the line of detail.

Service Category

Enter a service category defined in **Service Categories**. This field can be blank. If you enter a value here, **Service Activity Reports** suggests the associated charge codes only when this service category is on the line of detail.

End User Type

This field is normally validated against values in **Generalized Codes** for field eu_type. However, it can be blank even if a blank value is not defined. If you specify an invalid value, a warning displays. The data

you are setting up has no application in the system unless you create this code later.

If you enter a value here, **Service Activity Reports** suggests the associated charge codes only when the type of the end user initiating the service order matches.

Default Charge Codes Panel

Warranty

Enter a charge code defined in **Charge Codes** with Warranty selected. **Service Activity Reports** suggests the warranty charge code only if a warranty type is providing coverage.

Contract

Enter a charge code defined in **Charge Codes** with Contract selected. **Service Activity Reports** suggests the contract charge code only if a contract is providing coverage.

Covered

Enter a charge code defined in **Charge Codes** with Covered selected. **Service Activity Reports** suggests the covered charge code only if coverage for the service order line is being provided by the default service order service type or some other service type you enter.

Billable

Enter a charge code defined in **Charge Codes** with Billable selected. **Service Activity Reports** suggests the billable charge code when no coverage is provided by the current service type or service has consumed the limits on a contract.

Fixed Billable

Enter a charge code defined in **Charge Codes** with Fixed Price Billable selected. **Service Activity Reports** suggests the fixed billable charge code whenever you use a fixed price work code.

Creating a Default Charge Code

1. Go to **Default Charge Codes**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required and/or applicable information:
   - Service Type
   - Work Code
   - Service Category
   - End User Type
4. In the Default Charge Codes panel, enter the following required and/or applicable information:

- Warranty
- Contract
- Covered
- Billable
- Fixed Billable

5. Click Save to save the new record.

The system displays the new record in **Default Charge Codes**.

Updating a Default Charge Code

1. Go to **Default Charge Codes**.
2. Review and select the record of interest, and click Edit.
3. In the Default Charge Codes panel, edit the following required and/or applicable information:
   - Warranty
   - Contract
   - Covered
   - Billable
   - Fixed Billable
4. Click Save to save the updated record.

The system displays the updated record in **Default Charge Codes**.

Deleting a Default Charge Code

1. Go to **Default Charge Codes**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

   Note

   - Cannot delete the invoice sort record if the invoice sort code is referenced by any service category as defined in **Service Categories**.
   - Cannot delete the invoice sort record if referenced by any item usage/return record for service activities.
   - Cannot delete the invoice sort record if referenced by any labor/expense record for service activities.
   - Cannot delete the invoice sort record if referenced by any end user for invoice print format.

The system displays a delete successful message, and the record is removed from **Default Charge Codes**.

Service User Preferences

There are a number of ways in which data entry can be streamlined when a service order is taken. Most of these rely on predefining default values for certain key fields. The values for some fields can be specified through control program settings. These settings determine defaults for all users of the system.

You do not have to be logged in as the user specified. This allows managers to set up appropriate defaults for users and restrict them from changing them, if desired. To exercise more control over the use of this function, you can apply menu security so that only managers can set up preferences for users.

For some defaults, each user may want to select the value used. This is done with **Service User Preferences**. Setting up user preferences is only possible if you have defined users via **Users**. All preferences initially default to the values set in **Service Control**. If Multiple Time Zones is active, the Time Zone defaults from the Server Time Zone.

Main Panel

User ID

Enter a user ID defined in **Users**. You do not have to be logged in as the user; managers can set appropriate defaults and restrict users from changing them. The system validates that this value is active and valid.

Preferences

Queue Manager

Specify a value for managing the sort criteria for service orders displayed in **Service Order Queue**. Any value specified here for a user overrides the value specified in the Queue Manager field in **Service Control**.

- 0 (zero): Displays service orders by next date and next time. Pivot sorts by end user.
- 1: Groups service orders by the Assigned (engineer) field, then response priority. Pivot sorts by Queue.
- 2: Sorts by the Assigned (engineer) field. Pivot sorts by end user.
- 3: Sorts by the Area field. Pivot sorts by customer.

Note Each Queue Manager value has a primary and secondary sort view. You use the Pivot command to switch between the two views.

Escalation Default

Enter the default escalation code for **Service Orders**. Leave this field blank if you do not use service order escalation.

This value is the default escalation used in the **Service Orders** screen for service orders created by this user. If no other escalation default is available, this escalation is associated with service orders created by the end user.

When a service order is created, the value for escalation defaults first from the Escalation field in the **End Users** screen, then from the Escalation field in **Service Order Defaults**, then Escalation Default in Service User Preferences, and finally from the Escalation Default field in **Service Control**.

The escalation specified for a service order determines the value for Next Status Date and Next Status Time. If no service order defaults are being used, it may also determine the value of the Next Status. Without an escalation the next date/time fields must be manually updated. The steps defined in the escalation may affect the service order's priority, status, and queue.

Service Order Queue

Enter or select a service order queue code used to group service orders for dispatching and review with the Queue Manager. When a new service order is created the system searches for a default queue in this order: escalation sequence in effect, service order defaults created in **Service Order Defaults**, the default queue for the user specified in **Service User Preferences**, the Default Call Queue specified in **Service Control**.

Time Zone

Specify or select a time zone that defaults from the Time Zone field in the Domain record and is validated against time zones created in **Time Zones**.

Service Order Priority

Enter a number indicating how important this service order is. Lower numbers indicate higher priority. In order of precedence, the value in the Priority field defaults from:

- The Call Priority field in **End User Domain Settings**.
- From the warranty or contract type providing coverage terms and conditions.
- The priority set by the user in **Service Users Preferences** is used.

Filter ISB by Classification

Specify whether you want this user to be able to filter ISB records based on classification codes when displaying ISB lookups.

- Unmarked: All ISB records are displayed.
- Marked: You can select a classification code to limit records included before an ISB browse displays.

The value of this setting affects all programs that have a field with an associated installed base lookup.

Creating a Service User Preferences Record

1. Go to **Service User Preferences**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required and/or applicable information:
   - User ID
4. In the Preferences panel, enter the following required and/or applicable information:
   - Queue Manager
   - Escalation Default
   - Service Order Default
   - Service Order Queue
   - Time Zone
   - Service Order Priority
   - Filter ISB by Classification
5. Click Save to save the new record.

The system displays the new record in **Service User Preferences**.

Updating a Service User Preferences Record

1. Go to **Service User Preferences**.
2. Review and select the record of interest, and click Edit.
3. In the Preferences panel, enter the following required and/or applicable information:
   - Queue Manager
   - Escalation Default
   - Service Order Default
   - Service Order Queue
   - Time Zone

- Service Order Priority
- Filter ISB by Classification

4. Click Save to save the updated record.

The system displays the updated record in **Service User Preferences**.

Deleting a Service User Preferences Record

1. Go to **Service User Preferences**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Service User Preferences**.

Service Order Defaults

In busy support environments, it can be helpful to have certain fields filled in automatically as you enter a new service order record or create a service order quote.

Defaults apply to either **Service Orders** or **Service Quotes**, based on the Category field, which may be either Service Order or Service Quote. Default service order information can be defined for service orders created directly in **Service Orders** as well as those created automatically by the system.

Main Panel

Category

This is a read-only field. The system assigns the Service Order category by default when creating new records. However, there may be values that have been created in previously with a Service Quote value, so the system allows this category.

Category must be either Service Order or Service Quote and determines where the defaults are used. **Service Orders** uses only service order defaults with a service order category. **Customer Quotes** uses only defaults with a quote category. To define a set of generic defaults for all service orders, specify the service order in the Category field and leave the other key fields blank.

Work Code

This field can be blank. If specified, it is part of the default search key, and enables you to base service order defaults on the kind of work being done. Work codes provide a general means for categorizing the

kind of work needed to address a service order, and tie into invoicing and service limits. Define work codes with **Work Codes**.

Define default work codes in **Service Control**. The system uses these defaults when service orders are created as follows:

- The technical work code when service orders are created with **Service Orders**
- The install work code for automatically generated installation service orders
- The PM work code for automatically generated preventive service orders.

Default Description

Enter a brief description (maximum 24 characters) of the service order default identifying its use and purpose.

Model

This field can be blank. If specified, it is part of the default search key. Specify the model when you set up an item in the Service panel in **Items**. Model is maintained as part of the installed base record also.

Note Set up codes in **Generalized Codes** for field pt_model.

Service Group

This field can be blank. If specified, it is part of the default search key. You can assign an item to a service group in the Service panel in **Items**. Service groups provide a way to group service cost according to any user-defined criteria.

Note Set up codes in **Generalized Codes** for field pt_svc_group.

Settings Panel

Severity

Severity indicates the end user's perception of how bad the problem is. May default from defaults set up with **Service Order Defaults**. Set up values in **Generalized Codes** for the field ca_severity.

Type

Enter a type defined with **Service Order Types**. Types provide an additional way to categorize service orders in a user-defined way. If you are using service order defaults, this field may default from **Service Order Defaults**.

Problem/Skill

May default from **Service Order Defaults** if you are using service order defaults. Problem/Skill is an optional code with a dual purpose: it represents the kind of problem reported on a service order and the kind of skill required to fix it. If you are using engineer scheduling,

engineers receive points if they have a skill that matches the service order's problem. Set up values in **Generalized Codes** for field fsskill.

Estimated Visit Duration

Enter the estimated service order duration. Defaults first from service order defaults, if you are using them, then from the various service order lengths associated with different work codes in **Service Control**.

You can define five default service order lengths in **Service Control**: one each for PM, Install, Update, and Corrective work codes and a general default that applies to the Technical work code and any others for which a default is not found. This enables you to estimate duration based on the kind of work being performed.

Service Order Description

Brief description of the service order. Description may default from **Service Order Defaults**. This description appears on most reports and places where the service order is referenced.

Status

Indicate the position of this service order relative to the service order’s life cycle. Define service order statuses with **Service Order Status Codes**. For a new service order, status defaults first from **Service Order Defaults**, then from the Open status set up in **Service Control.** This field can be controlled through field security.

Next Status

The status code that normally comes next, after the service order completes the first status. The next status can default from **Service Order Defaults**, or you can specify it when you create a status code. If escalation is active, the escalation sequence sets the next status and the system escalates service orders to the next status within a specified time period.

Queue

Enter the queue to which this service order is assigned. For a new service order, this field defaults first from the escalation sequence in effect, then from **Service Order Defaults**, then from any default set in **Service User Preferences**, and finally from the queue specified as the Default Service Order Queue in **Service Control**.

Escalations

Enter a valid escalation code set up with Escalation . Defaults, in order of priority, from the end user initiating the service order, service order defaults in effect, user preferences, or the Escalation Default in **Service Control.**

Creating a Service Order Defaults Record

1. Go to **Service Order Defaults**.

2. Click +New to create a new record.
3. In the Main panel, enter the following required and/or applicable information:
   - Work Code
   - Default Description
   - Model
   - Service Group
4. In the Settings panel, enter the following required and/or applicable information:
   - Severity
   - Type
   - Problem/Skill
   - Estimated Visit Duration (Hours/Minutes)
   - Service Order Description
   - Status
   - Next Status
   - Queue
   - Escalations
5. Click Save to save the new record.

The system displays the new record in **Service Order Defaults**.

Updating a Service Order Defaults Record

1. Go to **Service Order Defaults**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, enter the following required and/or applicable information:
   - Default Description
4. In the Settings panel, enter the following required and/or applicable information:
   - Severity
   - Type
   - Problem/Skill
   - Estimated Visit Duration (Hours/Minutes)
   - Service Order Description
   - Status
   - Next Status

- Queue
- Escalations

5. Click Save to save the updated record.

The system displays the updated record in **Service Order Defaults**.

Deleting a Service Order Defaults Record

1. Go to **Service Order Defaults**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Service Order Defaults**.

Service Price Lists

Service price lists help you to automate pricing for two service areas: contracts and **Service Activity Reports**. Automated pricing streamlines management of the financial side of service activity. You can change the prices the system suggests. However, to prevent arbitrary changes, you can set up field security on pricing fields.

Implementation Issues

You can set up service price lists in several ways. One way may be more or less suitable, depending on your business practices. Some of the issues to consider in setting up price lists

include:

- Should price lists be for individual items or based on some kind of item grouping?
- Should prices be the same no matter what kind of work is involved?
- Are fixed prices and exchange prices needed?
- When should prices be effective?

Service price lists enable you to embed the special codes related to service activity in your pricing structure. You can base prices on work code, service group, and service category.

Common Attributes of Price Lists

While service price lists are similar to other price lists the system uses, there are some important differences.

- *Service Attributes*. Service price lists can indicate special service attributes: work code, service group, and service category. This enables you to tailor them to service needs.

- *Price List Type*. When you create a service price list, you select a price list type (C, R, or E). These types have special meaning in service activities. Type C is for contracts, type R for repairs in **Service Activity Reports**, and type E for expense costs in **Service Activity Reports**.

The system currently supports three price list types:

- Contract Price Lists
- Repair Price Lists
- Expense Cost Lists

Service price list structures allow you to set up prices to cover items on a contract, prices for items used in service activity, prices for labor and miscellaneous expenses, credits for items exchanged in **Service Activity Reports**, and costs for expenses. If you are provide fixed price services, these prices can also be set up.

Service price lists are used in two main areas: service contract quotes and contracts, and **Service Activity Reports**. How a price list is used depends on its list type:

- Contract price lists determine the prices suggested by the system for items and additional charge items on contracts.
- Repair price lists determine the price for items, labor, and expenses recorded in **Service Activity Reports**, as well as exchange credits and fixed prices.
- Expense cost lists determine the standard cost of expenses in **Service Activity Reports**.

Some aspects of pricing are common to all types and are discussed here first:

Effective Dates

You can specify start and end effective dates when you set up price lists. Effective dates enable you to set up prices ahead of time and phase them in when appropriate. When the system searches for a valid price list, it compares the transaction date with the price list start and expiration dates. The price list is valid if the transaction date falls on or between the effective dates. If the system finds more than one valid price list, it selects the one with the latest start date that has not expired.

If you use price lists with open-ended dates together with price lists that use start and end dates, you can get unexpected results. The system selects price lists with open-ended dates first. Instead of open-ended dates, set dates beyond the range of expected business operations with a start date of 1/1/1950 and end date of 12/31/2999.

Currency

You can base price lists on a currency. The system uses a price list only if the currency on the contract or call is the same as the price list currency. If it finds no price list with the correct currency, the price defaults to zero.

Define each customer with the appropriate currency. Currency on a contract or call normally defaults from the customer associated with the end user.

You can create price lists in different currencies using Service Price List Copy. This program enables you to quickly create alternate price lists from one base price list, automatically recalculating prices based on a currency conversion factor.

Units of Measure

The system checks units of measure only for items on contracts and items consumed during service recorded in **Service Activity Reports**. For the system to use a price list, the UM of the item it is pricing must match the UM on the price list. This enables you to set up different prices depending on the unit of measure of the activity. For example, you can offer a lower price when a case of fluid is consumed than when an individual unit is consumed.

Amount Types

Service price lists support three of the amount types other pricing structures use. The amount type determines the way the system calculates the price.

- Discount %. Discounts are percentages the system takes from the item list price in the item master.
- Markup %. Markups are percentages the system adds to the item GL cost at the relevant site.
- Price. A type P price list specifies a price amount.

Because of the way the system uses service price lists, not all amount types are valid on each type of list—repair, contract, and expense cost. How the system uses amount types is discussed in the following sections on each kind of price list.

The amount type is not part of the unique index that defines a price list. This means that for any combination of key fields, you can define a price list with only one amount type.

Contract Price Lists

Define contract price lists with **Service Prices Lists**. Specify prices for items covered on contracts and additional charge items on this type of price list.

Associate contract price lists with contract types in **Contract Types**. The contract type establishes the default price list for individual contracts.

You can set up contract pricing by item number or by product line. Every item in the item master must belong to a product line. Pricing by product line is especially useful with contract price lists if you offer coverage at the same rate for all products in a product line.

Amount Type

You can use any amount type for contract pricing. When you create a type P list, the system reads the price for a period of coverage directly from the price list in **Service Contracts**. When you create a type D list, the system determines the price for coverage by applying the discount percent to the price of the item in the item master. When you create a type M list, the system determines the price for coverage by applying the markup percentage to the cost set for the item at the contract site.

Prices for Additional Charges

Some service organizations have other items they include with a contract that either add to the price or create a discount. Define these charges in **Service Contract Additional Charges**. When you define a charge, you must specify an amount type of P for percentage or F for fixed amount.

Set up prices for additional charge items on a contract price list. Specify the additional charge item name in the Item field; leave the unit of measure blank. The additional charge amount type field determines the amount type of price list:

- If the additional charge is a fixed amount, the price list amount type must be P for price. The price is a fixed amount to be added to or subtracted from the price of the contract for each period.
- If the additional charge is a percentage, the amount type can be either D or M. M is the default. The system interprets this kind of price as a percentage to be applied to the entire contract. The percent is negative for a discount price and positive for a markup.

For example, the following table illustrates four kinds of additional charges:

Additional Charge Item	Amount Type	Price List Type	Quantity	Price
FedEx Delivery	P (percentage)	M (markup)		2
Refurbish Items	P (percentage)	D (discount)		2
Additional Caller	F (fixed amount)	P (price)	+1	2
Only One Caller	F (fixed amount)	P (price)	-1	2

In each example, the price in **Service Price Lists** is '2'. However, the system applies '2' differently based on other factors:

- When you create a contract and specify FedEx Delivery as an additional charge, the system adds 2% to the contract total.
- When a user agrees to accept refurbished replacement items, the system takes a 2% discount from the contract total.
- When you create a contract and specify Additional Caller, the system adds $2 for each period billed on the contract.
- When a user agrees to have only one person call, the system subtracts $2 for each period billed on the contract.

Repair Price Lists

Define repair price lists with **Service Price Lists**. Associate them with contract and warranty types in the Price List field.

When coverage for activity recorded in **Customer Quotes** and **Service Activity Reports** is found on a warranty or contract type, the price list defaults from the referenced type. When coverage is found on a contract, the call price list defaults from the contract. The contract call price list initially defaults from the type, but can be changed.

You can record three different kinds of consumption in **Service Activity Reports**: labor, expenses, and items. You set up price lists for labor and expenses differently than for items.

Pricing for Repair Items

When items are consumed in **Service Activity Reports**, the system searches the price list on the call header for each item’s price. If a price is not found, the system looks for the item’s list price in the item master. If the item is not in the item master, the price defaults to zero. The key factors in the price list search are the item or item group and the work code.

Items or Item Groups

You can set up price lists for individual item numbers or for a group of items. The product line and service group provide alternate ways of grouping items.

Product Line. Every item in the item master must belong to a product line. The system uses the product line of the item being consumed in the price list search.

Service Group. Associate items with a service group in the Service panel in **Items**. Service groups provide a way for you to group items according to criteria you define. If you use service groups as an important item grouping category, you can base price lists on them. The system uses the service group of the item being consumed in the price list search.

Work Code

An item can have different prices, depending on the kind of work being done. For example, an item's price may vary depending on whether it is used during an installation, a repair, or a preventive visit.

The work code provides an additional layer of differentiation above the item selection. In addition to a work code, you must still specify an item number or some kind of item grouping—service group or product line.

Service Units of Measure

In service activities, two units of measure you define in **Service Control** have a special significance:

- The system uses the Exchange UM in **Service Activity Reports** to determine the credit given for an exchanged item. When the return status you specify indicates an exchange and the item being returned has no coverage, the system searches for an exchange price with the exchange unit of measure on the repair price list associated with the call. This price displays as the default exchange price for the item.
- Fixed Price UM defines the price for a fixed price repair. You specify fixed prices for the item being repaired, not the parts used in the repair process.

Amount Type

You can use any amount type with repair price lists for items. When you create a type P list, **Service Activity Reports** reads the item price directly from the price list. When you create a type D list, **Service Activity Reports** determines the price for the item by applying a discount percent to the price of the item in the item master. When you create a type M list, **Service Activity Reports** determines the price for the item by applying a markup to the cost set for the issuing site.

Search Order

During processing, the system looks for prices in the sequence listed in the following table:

Search Order	Work Code	Service Group	Product Line	Service Category	Item Number
1	3				3
2					3
3	3		3		
4			3		
5	3	3			
6		3			

Included in the price list search are currency, unit of measure, and effective days.

Labor/Expense Pricing for Service Activity Reports

Price lists for labor and expenses consumed in **Service Activity Reports** are based on service category. You can define as many service categories as you need, each representing a particular kind of labor or expense charge.

For example, if you are tracking travel expenses in **Service Activity Reports** you might set up three service categories for ranges of hotel room expenses: room1, room2, and room3. Then you set up prices for each service category using **Service Price Lists**.

The system can consider other factors in the search for labor and expense prices: work code, service group, and product line. For example, the price for installation labor may be different than for repair labor. If you include service group and product line when you set up prices, they refer to the service group and product line of the item being repaired. This is different than for item price lists, where service group and product line refer to the item being consumed.

If the system finds no price for the labor or expense on the list, it defaults to zero.

Unit of Measure

Set up labor and expense prices with a blank unit of measure.

Price Lists for Less than One Unit

For the system to calculate prices for partial units, set up a price for a minimum quantity of 0. The system uses this price if, for example, you record a half hour of labor. This is especially important for labor and expense price lists, since they are more likely to be used for partial units.

Amount Type

Prices for labor and expenses cannot use a discount amount type, because, unlike items, there is no list price to discount. Costs, on the other hand, are available for both labor and expenses. The system derives labor costs from the work center associated with a standard operation, a routing step, or the Service Work Center in **Service Control**. If you define expense costs on an expense cost list, you can use both amount type M and P with labor and expenses.

When you create a type P list, **Service Activity Reports** reads the price of the labor or expense from the price list. When you create a type M list, **Service Activity Reports** determines the price for the labor by adding a price from the price list to the standard labor cost associated with the service work center. Similarly, the system determines the price for

an expense by adding the price list price to the list price defined on an expense cost list. In either case, if the system does not find a cost, the price is zero.

Search Order

During processing, the system looks for prices in the sequence listed in the following table:

Search Order	Work Code	Service Group	Product Line	Service Category	Item Number
1	3	3		3	
2	3		3	3	
3	3			3	
4		3		3	
5			3	3	
6				3	

Included in the price list search are the call currency and effective days. Set up labor and expense prices with a blank unit of measure.

Expense Cost Lists

You also define expense cost lists with **Service Price Lists**.

The cost list determines the standard cost for expenses recorded in **Customer Quotes** and **Service Activity Reports**. The cost list must have the same price list code as the corresponding repair price list specified on the service type. If the system finds no cost, the standard cost for the expense defaults to zero.

Note Cost lists apply only to expenses. The system derives the cost of labor from the work center specified for standard operations and routing steps or the default service work center in **Service Control**. It determines the cost of items from costs you specify in the item master or costs per site.

Set up cost lists just like expense price lists, using the service category as a base and optionally including work code, service group, and product line. The system uses the same search algorithm, with the call currency and a blank unit of measure. The only amount type you can use with expense cost lists is P for price.

Field Validations

Because you can create three different types of price lists with **Service Price Lists**, the field validations can be complex. The system displays a message if you do not follow these guidelines:

- Set up a price list of any type by entering at least one of the following: work code, service group, product line, service category, item.
- Use a work code in combination with other codes. For labor and expenses, the work code qualifies the service category. For items, the work code qualifies service group, product line, or item.
- Use service category or item number, but not both. For labor and expenses, the service category is the equivalent of an item number.
- Use service group, product line, or item number alone, not in combination. Base repair price lists for parts on service group with or without work code, on product line with or without work code, or on item with or without work code.
- Leave the unit of measure blank when you specify an additional charge item on a contract price list. This is also true for repair price lists for labor and expenses and expense cost lists. If you enter a unit of measure, the system clears it and displays a message.
- Match the unit of measure to the unit of measure of the item in the item master when you specify an item on a contract price list. The system adjusts it if you enter any other unit of measure.
- For repair price lists for items, match the UM to the item's UM in the item master, or the fixed or exchange unit of measure in **Service Control**. If you specify any other unit of measure or leave the field blank, a message displays.
- Base contract price lists on product line or item number; the work code, service group, and service category fields do not apply and must be blank.
- Base type R labor and expense price lists on a service category. The system checks that the service category specified has one of the labor or expense fields set to Yes; otherwise, a message displays.
- Specify Amount Type P or M for labor and expense repair price lists. You cannot use discount prices.
- Base type E expense cost lists on a service category. You cannot leave this field blank and you must specify a service category with one of the expense fields set to Yes; otherwise, a message displays.
- Specify additional charge items only on a contract price list.
- Specify Amount Type P for expense costs, since there is no base for a discount or markup.
- Specify Amount Type P for a fixed amount additional charge.
- Specify Amount Type M or D for percentage additional charge.
- Specify a minimum quantity of one or less for a percentage additional charge. A percentage additional charge applies to an entire service contract. Therefore, you cannot set up multiple prices for it.

- Unit of measure must exist in **Generalized Codes**.
- Service Group must exist in **Generalized Codes**.
- Currency code must be valid.
- Work Code must be valid.
- Product Line must be valid.
- Service Category must be valid.
- Item must exist.
- Expiration Date must be before Start Date.
- Labor and Expense pricing cannot use discount types.
- Prices must be used with cost pricing.
- Price Breaks must be in ascending order.
- Price Breaks Disallow a min qty = 0 within the list.
- Price Breaks Minimum negative quantity not allowed.

Remember when setting up price lists that you cannot use all fields for each type of price list, and not all combinations of fields are valid.

Main Panel

Price List

Price list codes identify a pricing structure that defines specific prices at different quantity levels. State prices in terms of the domain base currency or any other valid currency. These tables determine the prices the system suggests for items and additional items on contracts; for items, labor, and expenses consumed in **Service Activity Reports**; and for expense costs in **Service Activity Reports**, depending on the price list type.

Type

Select a price list type. Choices are:

- C for contracts
- E for expense costs
- R for repairs

Currency

Enter the currency of the prices on this price list. The system uses this price list only if the currency of the service transaction is the same as the price list currency. If you do not set up a price list in the currency of the service transaction, item prices default from the list price in **Items** or are blank and you must specify them.

Charge Code

A warning displays if the item is not a valid item number in the item master or an additional charge item defined with **Additional Charges**. However, you can define prices for items you do not manufacture. You can specify item numbers only on a contract or repair price list, and then only if service group, product line, and service category are blank. Specify additional charges only on a contract price list.

Unite of Measure

Indicate the unit of measure associated with this price list structure. For service price lists, this is normally blank. For an inventory item, unit of measure can be blank; If you specify a value here, it must be the item's unit of measure as defined in the item master or one of the special service units of measure. Leave UM blank for the other price list structures and for contract additional charge items.

- If the price list is for items consumed in **Service Activity Reports**, you can specify the exchange unit of measure, defined in **Service Control**, for credit amounts for items returned.
- You can use the fixed price unit of measure defined in **Service Control** to specify an amount for a fixed price repair. In this case, the item number refers to the item being repaired, not an item being consumed.

Amount Type

The default is P unless this is a percentage additional charge item, in which case it defaults to M. Possible values are:

- D (Discount %). Discounts are percentages the system takes from the item list price defined in the item master. Use the type D amount type for contract prices and percentage additional charges, and for repair prices for items.
- M (Markup %). Markups are percentages the system adds to the item GL cost at the relevant site. Use the type M amount type for contract prices and percentage additional charges; for repair prices for items, labor, and expenses.
- P (Price). A type P price list specifies a price amount. Use the type P amount type for contract prices and fixed additional charges; for repair prices for items, labor, and expenses; and for expense cost lists.

Work Code

Work codes designate what type of work is performed during service activity. Set up prices based on the kind of work being done. For example, preventive labor may cost less than repair labor or installation labor. Work Code does not apply to type C lists.

Service Group

If you assign each item you set up with Service Item to a service group that represents your grouping scheme, you can base repair and cost prices on the group. For items consumed in—and for expense costs in—**Service Activity Reports**, depending on the price list type, this is the service group of the item consumed. For labor and expenses, this is the service group of the item being repaired.

Product Line

Each item in the item master must belong to a product line. Base contract, repair, and cost prices on product line. For contracts, this is the product line of the item being supported. For items consumed in **Service Activity Reports**, this is the product line of the item consumed. For labor and expenses, this is the product line of the item being repaired.

Service Category

Set up repair price lists for labor and expenses and expense cost lists by service category. If you specify a service category, you can also specify a product line, service group, or work code; item number must be blank. Service category must by for expenses or labor.

Field label

Enter values to determine the effective dates for this price list. If blank, the price list is always effective. When determining which price list to use, the system compares the transaction date with the price list start and expiration dates. If the transaction date falls on or between these dates, the system selects the price list with the latest start date that has not expired.

Note The system finds a price list with a blank effective date first, so make sure you use effective dates consistently.

Item Panel

Item Master List Price

If you specify an item defined in the item master, the primary description, unit of measure, and list price for reference.

Price Breaks Panel

Minimum Quantity

The minimum order quantity required for this price structure to apply. Quantity sets different prices at different order quantities. For example, you may offer a lower price when more than 5 items are consumed in **Service Activity Reports** or more than 10 hours of labor are used.

The system allows up to 15 different quantity levels. Enter quantity levels in ascending sequence.

If you want the system to calculate prices for partial units, set up a price for a minimum quantity of 0. The system uses this price if, for example, it records a half hour of labor.

For an additional charge item of type P for percentage, Minimum Quantity must be 0 or 1 and you can specify only one quantity and price combination.

Price

The price the system uses when calculating prices for this quantity level. The label of this field changes depending on Amount Type. Price represents an amount if the amount type is P; it represents a discount percent if Amount Type is D, and a markup percent if Amount Type is M.

Creating a Service Price List

1. Go to **Service Price Lists**.
2. Click +New to create a new record.
3. In the Main panel, enter the following required and/or applicable information:
   - Price List
   - Type
   - Currency
   - Charge Code
   - Unit of Measure
   - Amount Type
   - Work Code
   - Service Group
   - Product Line
   - Service Category
   - Start Date
   - Expiration Date
4. In the Price Breaks panel, enter the following required and/or applicable information:
   - Minimum Quantity
   - Price
5. Click Save to save the new record.

The system displays the new record in **Service Price Lists**.

Updating a Service Price List

1. Go to **Service Price Lists**.
2. Review and select the record of interest, and click Edit.
3. In the Main panel, enter the following required and/or applicable information:
   - Amount Type
   - Expiration Date
4. In the Price Breaks panel, enter the following required and/or applicable information:
   - Minimum Quantity
   - Price
5. Click Save to save the updated record.

The system displays the updated record in **Service Price Lists**.

Deleting a Service Price List

1. Go to **Service Price Lists**.
2. Review and select the record of interest, and click Edit.
3. In the Edit screen toolbar, click Delete to remove the record.
4. The system displays a delete confirmation message. Click Delete to continue deleting the record.

The system displays a delete successful message, and the record is removed from **Service Price Lists**.

Depot Orders

Typically a depot order is defined as an activity that occurs in-house at the site of the manufacturer or distributor, rather than at the site of the end user. Repair activities that take place at the customer site are usually defined as service orders.

A depot order may require a replacement part to be sent to the customer before the damaged part is received in-house. A depot order also requires the defective part to be tracked when received in-house for repair from the customer.

As with any repair, the repaired items may or may not be covered by a warranty contract. Chargeable labor, material, and miscellaneous expenses may be incurred during evaluation and repair processes. Changes to installed base records must be recorded timely and accurately.

Note Where a customer wants to return a recently purchased item, an RMA should be used. Using an RMA instead of processing a negative sales order allows the item to be properly inspected before it is returned to inventory. Where a user has returned a defective item, QAD recommends that a depot order be used rather than an RMA since a depot order allows the replace/repair process to be tracked more effectively. Note, however, that depot orders do not provide RTS capability.

Excel Import/Export for Depot Orders

Like many browses, **Depot Orders** offers the ability to export or import data from Excel in addition to a variety of other formats. For more information, see Exporting and Importing Data on page 266.

Main

End User

Enter the end user initiating this depot order. The end user must have been previously defined in End Users.

Various data elements associated with the depot order can default from the end-user record. These include: Queue, Assigned, Ship-To, Site, Bill-To, Daybook Set, Tax Environment, and Tax.

You cannot change the end user when a service activity report for this depot order exists.

Sold-To

Indicates the sold-to address that is associated with the specified end user.

Depot Order

Enter a depot order number or leave it blank for the system to generate one based on the numbering rule defined in Call Management Control.

Revision

Enter the revision number for this depot order to track changes.

Work Code

The work code for a depot order must be a valid work code that has Repair Center set to Yes.

The work code indicates the type of work you performed for each labor operation, expense, and items you consumed.

Severity

Severity indicates the end user’s perception of how serious the problem is.

Type

Indicate the service order type associated with this depot order.

Priority

Enter priority for the depot order. Priorities can be used for dispatching service personnel, ensuring that the highest priority items get worked on first. Lower numbers indicate a higher priority.

Service Type

Specify a valid service type for this depot order.

Service type takes effect only for new depot orders without call escalation. You cannot change service type when a service activity report for this depot order exists.

Purchase Order

Whether a purchase order number is required for the depot order depends on the purchase order Required field in End Users.

Order Date

Defaults to the current system date and time. If you are recording a service request taken earlier, you can change the date during entry. The system uses the order date in the search for valid coverage sources (warranty or contract), price lists, and service BOMs and routings.

When Multiple Time Zone is active, the service order date is displayed using the end user’s time zone.

Required Date

Specifies the date the customer requires delivery. If required date is left blank, it defaults to the due date.

The date entered on the header displays as the date for each line item. It can be changed manually as needed.

This field is for reference only and may appear on some selected reports and inquiries.

Promise Date

Enter the date that items are promised to arrive at the customer location.

In some cases, the customer is promised delivery on a different date than they require it. For example, they may say that they need the items tomorrow, but you can only promise delivery next week. Both of these dates can differ from the due date, since required and promise dates include delivery time, while due date is the date the items must be ready for shipment.

When Calculate Promise Date is Yes in Sales Orders, the header promise date may have an effect on date calculations for individual order lines.

When Calculate Promise Date is No, you can enter a promise date manually or leave the field blank. The header value defaults to each line item. You can manually update the line-item date.

Pricing Date

The pricing date for a depot order defaults from the order date. The system uses the pricing date in determining the effective date for price list searches.

Caller

Enter the Caller associated with the end user.

Phone

Enter the phone number associated with this end user.

Description

Enter a description about the depot order.

Confirmed

Select this field to indicate that this depot order is considered firm; otherwise, clear it. For a new depot order, this field is selected by default. You cannot change the field when the status of the depot order is Complete, Cancel, Close or Hold, or when shipments exist. The confirmation date is displayed next to this field after the depot order is confirmed.

Taxable

Select this field if the items on this depot order are subject to tax; otherwise, clear this field. The default tax status is from the end-user address.

The taxable status of the depot order defaults to each line item and can be changed as needed.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

A tax status of Yes does not necessarily mean that a tax amount is calculated. You can use tax types and zero-percent tax rates to report tax exemptions.

Entered By

Defaults to the current user and can be changed.

Order Options

Language

Enter a valid, active language code. Language defaults from the end user and identifies the native language used at this address.

Language is particularly useful when printing formal documents such as call quotes, which you can print by range of language codes. It lets you use different preprinted forms in different languages.

The system also stores and accesses comment information by language code. This method lets you quickly access text, such as customs documentation or item descriptions, in the correct language.

From Quote

Displays the quote number from which this depot order is generated.

Depot Order Printed

Indicates if this depot order has been printed previously.

EDI PO Acknowledgment

If you use EDI eCommerce to import purchase orders from your customers in electronic data interchange (EDI) format to be converted to a depot order, this field controls whether the system creates a PO acknowledgment for export to the customer.

Order Lines

The Order Lines panel enables you to:

View depot order lines in grid view.

Create, modify, and delete depot order lines in a quick mode.

Access Order Line Details.

Tracking

Assigned

Assign an engineer for the depot order.

Queue

Assign the depot order to a queue.

Response

Displays the response time for the depot order. The response time defaults from the contract or warranty associated with the specified item/serial/reference combination or the standard coverage.

The system uses the response time to calculate Next Status Date.

Escalation

Enter the code of the escalation sequence to be used to update this depot order.

The escalation determines the value for Next Status Date and Next Status Time. If no order defaults are being used, it can also determine the value of the Next Status. Without an escalation, you must update the next date/time fields manually. The steps defined in the escalation can affect the priority, status, and queue of the depot order.

Sequence

Specify the next sequence of the associated escalation code to be run against this depot order.

A sequence is a particular step in a depot order escalation and can update certain user-defined characteristics of a service order including priority, status, and queue. It also sets the next status date and time for the depot order.

You can manually change the sequence if, for example, you wanted to boost the status of a depot order beyond what the Escalation Monitor would next move it to.

Status

Specify the current status of the depot order.

Next Status

Specify the next status that normally follows this status in the call life cycle.

Next Status Date

Specify the date when the status of this depot order is due to be updated. When Multiple Time Zones is active, this date is calculated relative to the end user's time zone.

The calculation of the next status date and time varies depending on whether you are using escalations.

With or without escalations, you can override the default values of Next Status Date and Next Status Time of the depot order.

The system clears Next Date and Time automatically when the depot order is closed or canceled, since no further activity will occur.

Event Date

This field displays the date when the depot order was last updated. Initially, the event date is set to the date of depot order creation. When Multiple Time Zones is active, this date is calculated relative to the end user's time zone.

The system updates this field every time the depot order is updated. This can occur when an engineer records an activity for the depot order, or automatically when the Escalation Monitor changes some aspect of the depot order.

Shipping

Ship-To

Defaults from the End User ID. If you update it, the value must be a valid ship-to address assigned to the sold-to customer.

Site

Enter the inventory site where repair parts for the item being serviced reside.

Entity

This field is read only and is automatically populated with the entity that the site is associated with.

Due Date

Enter the date the depot order is due to be shipped.

Ship Via

Defaults from the shipment carrier specified in Customer Ship-To's. You can change it as needed.

Calculate Freight

Specify whether you want the system to calculate freight charges for this transaction. By default, this field is selected for new depot orders

and cleared for existing orders. When depot orders are shipped, this field is selected if the order has a valid freight list.

If you change the freight terms on an existing depot order, select this field to recalculate freight based on the new value.

Note

The system only calculates freight when the Freight List field has a value, regardless of the value of Calculate Freight.

The system calculates site-specific and currency-specific freight charges based on:

- The shipping weight of each item for unit price lists
- The total shipping weight of the applicable items for bulk price lists

Freight List

Defaults from the freight list for the sold-to address. Freight list codes identify a set of shipping rates for different zones and shipping weights or units. The freight list on the header sets the default for each line item.

Freight Minimum Weight

Defaults from the freight minimum weight for the sold-to address. This field is the minimum weight on which to base the shipping charge if the freight list type is bulk. This field does not apply to freight lists of type unit. For bulk freight lists, shipments that weigh less than this amount are charged based on a minimum weight charge, not the shipment weight.

Freight Terms

Defaults from the freight terms for the sold-to address. The freight terms determine how the system applies freight charges. They can be added to the order totals summary, added to the unit cost for each ordered item, displayed as a freight allowance, or not calculated.

Bill of Lading

Enter the bill of lading (BOL) number for the depot order shipment. A BOL shows a detailed list of a shipper’s content.

BOL number is typically entered during depot order shipment but can also be specified in Depot Orders.

Terms of Trade Point

Specify an International Commercial Term for this depot order. It identifies where title passes to the buyer and is used to indicate who pays shipping charges.

Partial OK

Specify whether the lines on this depot order can be shipped before all quantities of all items are available.

Print Pack List

This field indicates whether a packing list for this depot order should be printed.

Other factors such as confirmation and partial shipment can also prevent a packing list from printing. In addition, only depot orders with a blank action status are considered. Any other action status indicates that the order is on hold.

To support multi-site shipment, the system does not automatically change this field after a packing list print or after a shipment is processed. However, you cannot print a second packing list when one exists at a specific site and the order has not shipped yet.

Logistics Accounting

The Logistics Accounting subpanel is displayed and editable only when the Logistics Accounting functionality is enabled in Logistics Accounting Control.

Logistics Charge Code

Select a logistics charge code. Usually, outbound logistics charges include the cost of freight only. The freight charges are paid to third-party carriers when items are shipped to a customer or another company location.

Logistics Supplier

Enter a logistics supplier for this logistics charge.

Charge

Enter the charge to be paid to the logistics supplier.

Amount

Displays the amount of the calculated freight charge.

Currency

Specify the currency.

Type

Specify the item type (unit or bulk).

Note Specify item type to determine how the logistics charge amount is calculated. If it is a fixed amount per delivery, choose “bulk.” For variable amounts by quantity, choose “unit.”

Unit of Measure

Specify the unit of measure.

Exchange Rate From/To

Displays the exchange rate between the depot order currency and the base currency.

Fixed Rate

Specify whether to use a fixed exchange rate.

Billing

Bill-To

Specify the address code assigned to the bill-to location for the customer associated with the end user. Bill-to defaults from the customer record. If a bill-to has not been specified, the sold-to address defaults.

Credit limit, terms, and currency default from the bill-to address. Invoices print to this bill-to and all accounts receivable activities reference this bill-to address.

Currency

Enter the currency code for prices and invoices on this depot order. Currency defaults from the customer associated with the end user and can be modified. You can only modify this currency when you create a depot order. Once you save the depot order, the currency cannot be changed.

Currency codes identify monetary units and form the basis of exchange rate relationships.

Each domain has a base currency. You can specify foreign currencies during sales, purchasing, service, and accounting transactions. Each currency must be predefined and a valid exchange rate must exist for the transaction effective date.

When a non-base currency order is entered, the system displays the exchange rate relationship effective on the order date. You can modify it and optionally mark it as fixed. This exchange rate relationship is used for reporting.

Daybook Set

Enter the daybook set that is used when this depot order is invoiced.

Discount%

Enter the discount percentage given to the customer, in addition to price list discounts and discounts for individual line items. The value must be between -99.99 and +99.99.

You can modify discount percent during order entry. If the customer qualifies for a larger volume discount, it is used instead.

This discount is a depot order discount, taken off the depot order total before tax. Salesperson commission and gross margin reports do not reflect the depot order discounts. Neither do sales analysis or other history reports.

Price List

Enter the price list that the system uses to determine prices for activity on this depot order. Price list defaults from the Call Price List on the service type or contract attached to the depot order.

Channel

Specify an optional code identifying the distribution channel through which this depot order originated. Channel can be used to determine GL sales and COGs accounts affected by inventory transactions. This field is validated against Generalized Codes.

EDI Invoice

Specify whether to allow the system to generate electronic data interchange (EDI) invoice data for this depot order.

When selected, you can select this depot order to have an invoice sent using Invoice Export. If you do not export invoices using EDI eCommerce, do not select this field.

If the customer is defined in Trading Partner Parameters, this field defaults from the corresponding Send EDI Invoice field. Otherwise, it defaults to No.

Exporting invoice history can be important if you are using EDI eCommerce in high-volume shipping environments. An invoice is typically created for each shipment. When a trading partner has sent invoices using Invoice Export, you can export many invoices in one batch. It means that you can ship repeatedly and export all the invoices later.

Ready to Invoice

Specify whether the invoice for this depot order should be posted.

Credit

Credit Terms

Defaults from the credit terms for the sold-to address. Credit term codes identify types of payment terms, defining the due date and discounts for early payment.

Action Status

When you enter a depot order, the system checks the credit status against the bill-to customer. When no credit issue is detected, you can manually enter the action status to put the depot order on hold. When a credit issue is detected, the system populates this field with the corresponding status code. In this case, you cannot update this field.

Prepaid

Enter the prepayment amount received with this depot order, if any.

This field is for reference only and can appear on selected reports and inquiries.

This amount does not update the general ledger or the customer account balance. You must make a separate unapplied cash receipt in Accounts Receivable to record the prepayment amount. Later, when the invoice is posted, the prepayment is applied to the invoice.

Reviewed

Displays the review status of this depot order.

CR Initials

Enter an optional code identifying the person who approved the credit and terms on this depot order.

This field is for reference only and can appear on selected reports and inquiries. Typically, not all employees are authorized to approve credit. Use generalized codes to restrict entry to approved values.

Credit Card

Enter an optional code identifying the credit card used for depot orders paid by credit card.

This field is for reference only and can appear on selected reports and inquiries.

Tax Settings

The Tax Settings subpanel is available only when the Taxable field is selected in the Main panel.

Tax Class

Enter a tax class previously defined in Tax Class . Tax class defaults from the end-user address.

Tax classes group end users taxed at specific rates or that are tax-exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class on the header is not actually used in any determination of tax amounts. Tax calculations are based on the tax class associated with the items and service categories recorded for a depot order line.

Tax Environment

Enter the tax environment that applies to this depot order. The system determines a default environment based on three factors:

The From tax zone, determined by the site on the depot order header. If a tax zone for the From site is not found, the system searches for an environment set up for a blank From tax zone,

and then for the tax environment in Global Tax Management Control.

The To tax zone, determined by the end user address on the depot order. If an end-user tax zone is not found, the system uses the tax zone specified in Global Tax Management Control.

The end-user tax class, if any. If the end user does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to depot order transactions. The header environment is only a default since the From tax zone can change depending on the site associated with each depot order line or with the detailed usage records for the depot order line.

Transactions are subject to the tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Included

This field determines whether the system calculates tax and adds it to the net price or assumes that the tax amount is already included in the price.

Yes: The prices include tax. During line-item entry, the system retrieves the item price, reverse-calculates the tax amount, and displays the item price exclusive of tax.

No: Tax is calculated and added to line-item prices.

The value of Tax Included defaults from the end-user address. The value on the order header defaults to each line item.

In the following example, an item priced at 100.00 includes a 10% tax. The system reverse-calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1 + Tax Rate) = Tax Amount

0.10 * (100.00/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note

For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Tax Usage

Enter the tax usage code that applies to this depot order. This field defaults from the end-user address. Tax usage codes identify the normal use of items on this depot order.

The tax usage specified on the depot order header defaults to each depot order line.

Tax Date

Enter the date the system should use when searching for tax rates. The default is the system date.

The system accesses the correct tax rates based on the tax effective date specified on the depot order.

Effective date control lets you record changes in tax rates in advance of the date they take effect. The system automatically applies the new rates based on this date.

Exchange Rate

When the entered currency is not the base currency, the Exchange Rate subpanel is displayed.

Exchange Rate From

This field displays the first component in an exchange rate relationship.

By default, the system displays both components of the relationship for the effective date of the transaction. One of the components is the base currency and the other is the transaction currency.

The exchange rate is used to convert the amount from the transaction currency to the base currency. Changes in exchange rates between transaction points can cause exchange rate gains and losses. These gains and loses are posted to accounts associated with the currency in Purchase Gain/Loss or the system Exchange Rate Gain or Loss account.

If one or both of the exchange rate components is an EMU member currency in transition to the euro, triangulation through the euro is used to determine the exchange rate. The fixed rate of the EMU currency to the euro cannot be updated.

Exchange Rate To

This field displays the second component in an exchange rate relationship.

Fixed Rate

Enter Yes to indicate that the exchange rate relationship is fixed on this transaction.

Yes: The system does not look for a more current exchange rate at the next step in the transaction business cycle. Instead, the system uses the fixed rate for all calculations.

No: The system looks for the current exchange rate at later points in the transaction life cycle. Amounts are updated based on the current exchange rate, which may result in exchange rate variances.

Resolution

The Resolution panel contains information related to the resolution of depot order.

Resolution

Enter a code indicating the solution applied to the problem associated with this line item.

This reference-only field can appear on selected reports and inquiries.

Time Spent

Record the time that the engineer spent on this depot order.

Salespersons

The Salespersons panel allows you to manage the sales personnel and their commission associated with this depot order. When the goods are returned, the commission should be deducted for the salespersons. Up to four salespersons can be added to a depot order. Salespersons default from the customer address.

Totals

The Totals panel comprises the Charges, Taxes, and Summary subpanels.

Charges

The Freight, Taxable Freight, and Taxable Special trailer codes default from the settings in Service Control. You can override them, if necessary.

Taxes

The Taxes subpanel lists the taxes of the depot order lines and the trailer. The taxes amounts are subject to the tax class and tax environment specified in the depot order lines and the trailer code selected for the taxable freight.

Summary

The Summary subpanel displays the calculated line price, discount amount, tax amount, charges amount, and the total order price. On this subpanel, you can only change the discount percentage. After you change the discount percentage, click Recalculate to update the prices and charges.

Discount %

Optionally enter the discount percentage for the depot order. The discount works on the total price of all the order lines. The change takes effect when you click Recalculate or Save.

Tax Date

Enter the date for determining which tax rates apply to the depot order.

Taxable

Displays the taxable amount of the depot order total.

Non-Taxable

Displays the non-taxable amount of the depot order total.

Recalculate

Recalculates the amount of non-taxable, discount, and order total against the discount percentage.

Lines Subtotal

Displays the subtotal amount of all the depot order lines.

Discount

Displays the calculated discount amount of the lines subtotal.

Trailer Charges

Displays the trailer charges for this depot order.

Total Tax

Displays the total tax amount that is applied to this depot order.

Order Total

Displays the total amount of the depot order.

Notes

On the Notes panel, you can add, edit, and delete notes attached to the depot order.

In the Notes Details window, you can add the predefined master references to the depot order. The Insert Timestamp button enables you to add date and time labels to the notes. In the Notes Details window, you can also specify whether to print the notes as follows:

- Print On Invoice
- Print On Customer Reports
- Print on Packing List
- Print On Problem Reports
- Print On Internal Reports

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Receive Order Action

Choose Actions > *Individual* Receive Order to receive a depot order for repair.

Main

Packing Slip

Enter the packing slip number included in receiving the shipment of a depot order.

Receive Full Quantity

Set this field to Yes to receive all lines associated with this depot order.

Effective Date

Enter the date the order is to be received. This field defaults to the present date.

Ship Date

Enter the date the depot order is to be shipped back to the customer.

Receipt Date

Enter the date to be indicated on the depot order receipt. This field defaults to the present date.

Exchange Rate

Exchange Rate From

This field displays the first component in an exchange rate relationship.

By default, the system displays both components of the relationship for the effective date of the transaction. One of the components is the base currency and the other is the transaction currency.

The exchange rate is used to convert the amount from the transaction currency to the base currency. Changes in exchange rates between transaction points can cause exchange rate gains and losses. These gains and loses are posted to accounts associated with the currency in Purchase Gain/Loss or the system Exchange Rate Gain or Loss account.

If one or both of the exchange rate components is an EMU member currency in transition to the euro, triangulation through the euro is used

to determine the exchange rate. The fixed rate of the EMU currency to the euro cannot be updated.

Exchange Rate To

This field displays the second component in an exchange rate relationship.

Ship Allocated Action

Choose Actions > *Individual* Ship Allocated to create shipments of allocated repaired items back to customers.

Main

Shipping Group

Indicates the shipping group associated with the depot order.

Inventory Movement Code

Enter an inventory movement code that can be used for shipments within this shipping group. Inventory movement codes determine the default NRM sequence, carriers, and document format used for the shipment.

Ship Via

Default carrier name, which identifies the preferred carrier for a customer’s orders. This value can be overridden.

Carrier

Enter a shipment reference associated with this carrier.

Carrier Account

Enter the carrier account number associated with this depot order.

Carrier Shipment Reference

Optionally enter a shipment reference associated with this carrier.

Payment Type

Enter the payment type associated with this depot order.

Incoterms

Specify an International Commercial Term for this sales order. It identifies where title passes to the buyer and is used to indicate who pays shipping charges.

Mode of Transport

Enter the mode of transport being used in shipping this depot order.

Vehicle ID

Enter the Vehicle ID number associated with the mode of transport.

Document Format

Enter the numerical code indicating the document format type.

Consolidate Shipments

Indicates the number of shipments to be consolidated.

Total Pallets

Enter the total number of pallets to be picked.

Ship Date

Enter the date these depot order lines will be shipped.

Restock Order Action

Choose Actions > *Individual* Restock Order to restock returned parts in inventory.

Main

Receive Full Quantity

Set this field to Yes to restock all lines associated with this depot order.

Effective Date

Enter the date the order is to be restocked. This field defaults to the present date.

Exchange Rate

Exchange Rate From

This field displays the first component in an exchange rate relationship.

By default, the system displays both components of the relationship for the effective date of the transaction. One of the components is the base currency and the other is the transaction currency.

The exchange rate is used to convert the amount from the transaction currency to the base currency. Changes in exchange rates between transaction points can cause exchange rate gains and losses. These gains and loses are posted to accounts associated with the currency in Purchase Gain/Loss or the system Exchange Rate Gain or Loss account.

If one or both of the exchange rate components is an EMU member currency in transition to the euro, triangulation through the euro is used to determine the exchange rate. The fixed rate of the EMU currency to the euro cannot be updated.

Exchange Rate To

This field displays the second component in an exchange rate relationship.

Workflow Move Action

Choose Actions > *Individual* Workflow Move to change an order's workflow status.

Main

Using the drop-down in the To field, select the next workflow code the order should be set to.

Create Quote Action

Choose Actions > *Individual* Create Quote to create a customer quote from an existing depot order.

Main

Quote

Indicates the quote number being created. The system generates a value for this field upon creation.

Revision

Indicates the revision number.

Quote Date

Indicate the day the quote was created.

Expire Date

Indicate the date the quote expires.

Load Parts

If set to Yes, parts information will carry over to the quote.

Load Routing

If set to Yes, routing information will carry over to the quote.

Include Existing Service Activities

If set to Yes, existing service activities will be carry over to the quote.

Include Notes

If set to Yes, any notes created will carry over to the quote.

Workflow Options

Print Quote

If set to Yes, the quote will print upon creation.

Add Service Labor Action

Choose Actions > *Individual* Add Service Labor to add service labor information to a depot order.

Main

Assigned

Indicates the engineer assigned to this order.

Lines

Lines displays the line items or services being assigned to this engineer.

Click +New to add a new line.

Workflow Options

Process Activities

If set to Yes, the system will process activities.

Depot Order Process Flow

Use the following process flow description to help you process depot orders in your organization.

The first step involves the service call being logged using Call (11.1.1.1). Optionally, at this point, if the depot order item now belongs to another end user, this can be recorded by using the Installed Base Move frame of Call . Next, the item is received from the customer and inspected to determine whether the item should be replaced or repaired, and associated repair/replacement costs are determined. The receipt is recorded using Depot Order (11.1.2.1) by setting the Receive field to Yes.

Selecting Views for a Depot Order

This topic focuses on selecting views for a depot order.

1. Click the Default View field to open a drop-down menu.
2. In the menu, select Default Order for the Depot Order hybrid browse to display the following panels:
   - Main, including the Order Options subpanel
   - Order Lines
   - Tracking
   - Shipping
   - Billing, including the Credit and Tax Setting subpanels
   - Resolution
   - Salespersons
   - Totals, including Summary, Charges and Taxes subpanels
   - Notes
3. Alternatively, you can also select Quick Order for a quick view of the Main, Order Lines, and Totals panels. The Totals panel only displays the Summary subpanel.

The depot order is displayed according to your needs.

Creating a Depot Order

This topic focuses on creating a depot order.

1. Navigate to Depot Orders from the Repair Activity menu.
2. Click New.

   The Depot Orders window opens.
3. Enter the information in each panel of the depot order.
   - In the Main panel, specify the End User.
   - In the Billing panel, specify a valid customer for the Bill-to field. If the customer is on credit hold or over credit limit, the system displays a warning.
   - In the Shipping panel, specify default values for order lines to be shipped back to the customer.
4. In the Order Lines panel, you can either add new lines in the grid quickly, or click the Details button to enter line item details.
5. Save the depot order.

A depot order is created.

Creating a Depot Order from ISB

This topic focuses on how to create a depot order from installed base.

1. Navigate to Depot Orders from the Repair Activity menu.
2. Click New.

   The Depot Orders window opens.
3. In the Main panel, click the Create from ISB button next to the End User field.

   The Create Depot Order window opens.
4. In the Item Selection Panel, choose the item for the depot order. The system recognizes the installed base item by the combination of item number, serial number, and ISB reference. To minimize the search scope of items, specify the end user before choosing the ISB item.
5. In the Service Information panel, enter the service information.
   a. Leave the depot order number blank for the system to generate one.
   b. Bill-To customer code is required.
   c. Before you enter a non-base currency, define its exchange rate with the base currency.
   d. Work Code, Model, and Service Group determine the default values for the depot order to be created.
6. Click Submit.

A depot order is created from ISB.

Adding a Depot Order Line in Quick Mode

This topic focuses on adding a depot order line in quick mode. Creating depot order lines in the grid view requires minimum inputs and is an efficient way.

1. Open a depot order and go to the Order Lines panel.
2. Click New in the Order Lines panel.
3. In the Order Lines grid, click the lookup icon to choose an item, its lot/serial number, and reference ID.
4. Click Done. If you want to add another line, click Next Line.
5. Click Save to commit the change.

A depot order line is added.

Adding a Depot Order Line in Details View

This topic focuses on adding a depot order line in the Details view. This view lets you create a depot order line with more details, such as fault codes and notes.

1. Open a depot order and go to the Order Lines panel.
2. Click Details in the Order Lines panel to open the Service Order Line window.
3. Click New to add a line.
4. Enter the detailed information about the depot order line.
5. Click Save.

A depot order line is created.

Adding Service Labor to Depot Order Lines

This topic focuses on adding service labor to depot order lines.

Note

To add service labor, make sure that:

The depot order has been received.

The depot order line is not item replacement line.

The status of the order line is not Closed, Hold, Cancel, or Complete.

The Assigned (engineer) for the order line is not blank.

1. Open a depot order and go to the Order Lines panel.
2. Click Details in the Order Lines panel.
3. In the Depot Order Line window, click Actions and then choose Add Service Labor.

   The Add Service Labor window is displayed.

4. In the Main panel, specify the assigned engineer. This field defaults from the depot order.
5. In the Line panel, check the lines auto-loaded from the service routing. Click New to add service labor, or click Delete to delete unwanted records.
6. In the Workflow Options panel, set Process Activities to yes if the line is ready for processing.
7. Click Submit to commit the change.

Service Labor is added to depot order lines.

Receiving a Depot Order

This topic focuses on how to receive a depot order.

1. Open the depot order.
2. Click Actions and then choose Receive Order.

   The Receive Order window opens.
3. In the Main panel, specify the mandatory fields of Effective Date and Receipt Date.
   - To receive the full quantity, set Receive Full Quantity to Yes.
   - Specify the Packing Slip number, if any.
4. In the Lines panel, you can:
   - Click New to add a new repair or replace line from the depot order.
   - Click Delete to remove an existing line.
   - Click Receive All to add all the valid depot order lines to the grid.
5. Click Submit to commit the change.

A depot order is received.

Auto-Closing Depot Order When Invoicing

This topic focuses on auto-closing a depot order when invoicing.

1. Navigate to SSM Accounting Control.
2. Set Close Depot Order on Invoicing to yes; after Invoice Post and Print, the status of the depot order is changed to Close.

A depot order is auto-closed when invoicing.

Deleting a Depot Order Line

This topic focuses on deleting a depot order line.

1. Navigate to Depot Orders from the menu bar.
2. Open the depot order that contains the line to be deleted.
3. In the Order Lines panel, select the order line and click Delete.
4. In the prompted message, click Delete.

5. Click Save to commit the change.

A depot order line is deleted.

Field Notifications

The field notification serves as a way of defining, grouping, and managing related services , as well as maintaining history. The services themselves are generated with the Generate Service/Depot Orders generator utility.

When you create a field notification, you can optionally specify a document associated with it. This may be an ECO, documenting the problem and product change required or some kind of internal reference document. You can also optionally specify that all services generated for one end user should be combined into one service.

The remainder of the maintenance fields allow you to specify attributes of the services to be created, and selection criteria for the items in the installed base. A service/depot or service/depot line will be generated for each item matching the selection criteria.

When services/depot orders for the field notification are generated with the Generate Service/Depot Orders, attributes for the service are derived from the field notification itself. This includes Work Code, Problem, Status, Description, Priority, Severity, Escalation, Service Type, Queue, Description. The system will only look for other defaults if values for all these fields are not specified, although most are required in Field Notifications. For example, an end user escalation is only applied if no escalation is specified for the field notification itself.

You can specify an alternate service/depot open date for all services/depot orders generated; the date defaults to the system date. Comments associated with the Field Notifications may be optionally copied into each service generated for it.

The line items on the service/depot order generated are specified in the item selection criteria. You can select items by range of end user, by model number, by range of item number, by range of serial number, and by range of ship date. All this information is read from the installed base records.

Many organizations track information about the installed base because of the possibility of product services. This is a common concern, for example, in medical equipment manufacturers. Knowing who has a product provides a foundation for a product recall. However, recalls may be associated with documentation requirements from regulatory agencies, additional history and control may be needed to manage the process.

SSM provides a number of related field notification utilities that can be used to manage the recall process.

- Field Notifications enables you to create and maintain a field notification. The field notification serves as a way of defining, grouping, and managing related services, as well as maintaining history.

- Generate Service/Depot Orders allows you to generate services associated with an existing field notification, or optionally create a new field notification and generate services for it.
- Field Notifications report display information associated with a field notification.

Services/Depot Orders generated as a result of a field notification represent a unique kind of business situation in terms of coverage. Your business organization will probably want to absorb all of the costs for this kind of service, rather than accessing existing contract or warranty coverage. For example, if the field notification is generated as a result of a product defect, you would not want to consume existing contract limits for end users with contract coverage.

When you generate service/depot orders for the field notification, you are offered a coverage override option. If you choose to override existing coverage, you can specify the service type to be used on all service/depot orders generated. You will want to give some thought to the service type used as an override in this situation.

The system provides some special handling for services that are generated as a result of a field notification.

- The field notification number used for generating a service/depot order is added to the service/depot order record. When a service/depot order generated as a result of a field notification is accessed in Service Activity Records, a message displays so that you are aware of the source of this service.
- The service/depot order values specified for the field notification take precedence over any other service/depot order defaults. Service/Depot orders defaults associated with the work code specified on the FN are not used. An end user escalation is only used if no escalation is specified in the field notification. The service's next status defaults from Service Order Status Codes. Service duration defaults from Service Control if one of the control program work codes is used (normally either update or corrective).

Field Notifications View

Summary Panel

The summary panel displays the key data of the field notifications you are creating, including the Field Notification, Work Code, Priority, Service Type, Problem, Severity, and Queue fields. This field is read-only and stays in view even when you scroll down the page.

Main Panel

Field Notification

Enter a code uniquely identifying this field notification. This field is mandatory.

This code is used to track the field notification throughout the system. The code identifying the field notification is associated with all services generated as a result of it.

Field notifications enable you to manage and control the recall process for installed base items. Field notifications are used in conjunction with the Generate Service/Depot Orders utility available on the Service Order or Depot Order menu. A field notification cannot be closed until all the services generated for it are closed. Full history is maintained for auditing purposes.

Reference Document

A reference document that contains more information about this field notification. This field is for reference only. It is maintained in the field notification history.

Specifying a reference document enables you to make an association with other related documents. For example, the notification may be related to an SR or an ECO that exists in your system. Or you may want to reference documents associated with a regulatory agency.

Description

Enter a brief description of the field notification.This description may appear on selected reports.

Entered By

Indicates the user who was responsible for creating this field notification. Defaults to the login ID of the user currently logged into this session, but may be modified.

This information is maintained for reference in the field notification history and may appear on selected reports.

Work Code

Validated against codes set up by the user in Work Codes. This field is mandatory.

Work codes are used to categorize the type of work performed during service activity. The work codes are generally broken down into broad areas of service that reflect how your service organization is structured.

You may want to reserve the corrective work code as defined in Service Control for field notifications.

Service/depot orders defaults can be based on work codes, and work codes can be used to define coverage limits and manage the financial

impact of service activities in Service Activity Records. Repair price lists and expense cost lists may be set up based on work code.

Work codes, service categories, and invoice sorts provide flexible alternatives for tracking and invoicing different kinds of labor and service activity. Work codes are used by both the field engineers and repair center personnel when reporting their activity. In all cases, the work code is user-defined and validated.

Work codes should be defined as part of setup activities before attempting to use Service/Support Management. Five work codes can be defined in Service Control: PM, Install, Technical, Update, and Corrective. Three of these work codes have special significance to the system as follows:

- The PM work code is used by the system for services generated automatically for a preventive maintenance schedule.
- The install work code is used for services created automatically during invoice post for installation of an item.
- The technical work code is used by default for other services created by users with Service Order or Depot Orders.

Problem

Validated against predefined values entered in Generalized Codes for field skill if any.This field is mandatory.

Used to identify a particular skill or certification required to resolve this problem.The problem specified here will be used for all services generated as a result of this field notification.

Problems or skills are used by the engineer scheduling sequence in Service Order/Depot Order. Engineers whose skills (defined in Skills) match this field are awarded points according to the value of the Problem Points field in Service Control.

Severity

Validated against predefined values entered in Generalized Codes, if any. This field is mandatory.

Indicates the severity of the problem reported on this service, as perceived by the user.This severity is used for all services generated as a result of this field notification.

Severity codes can be very useful when determining the priority and what action to take. For example, services or requests may be classified as severity 1, 2, and 3. Severity 1 may mean that the product cannot be used and the situation is critical. Severity 2 may mean that the product is not working properly but can be used. Severity 3 may mean that there is a minor problem.

You can make sure that codes are entered consistently by entering the allowed codes into Generalized Codes. The system verifies entered

codes against these predefined values, preventing incorrect codes from being entered.

Service Type

Validates against codes set up with Service Types. This field is mandatory.

A code used to categorize services and requests according to a user-defined schema. This service type is used for all services/depot orders generated as a result of this field notification.

Service type is useful for determining what action to take or what service engineer to dispatch. For example, you can categorize services as type REPAIR or SUPPORT and have different groups of service engineers who handle each type. Service type is also important when reviewing historical activity and projecting service staff requirements.

Priority

Indicates the importance of the service. This priority will be used for all services generated as a result of this field notification.

A priority number can be assigned and maintained on services. Priorities can be used for dispatching service personnel, ensuring that the highest priority items get worked on first.

Lower numbers indicate a higher priority. Priority can be changed manually.

Priority may also be affected by escalation sequences. If an escalation is in effect, the original priority will be decreased by the number of points defined for the Bump Priority field in Escalations.

Open Date

Defaults to the system date. The date specified for this field will be used as the service open date for all services/depot orders generated as a result of this field notification.

The service open date may be significant in tracking services/depot orders generated with the Generate Service/Depot Orders. Specifying a service open date enables you to control this effect better.

Combine Services

Indicates whether a unique service should be created for each installed base item or items associated with the same end user should be combined on one service.

Select the checkbox to generate one service/depot order for each end user. Multiple lines will be created for each installed base item for this end user. Clear the checkbox to create one service/depot order for each installed base item.

The service/depot orders you create use base currency unless coverage for an installed base item is derived from a contract. In

this case, the contract currency is used. Any other items covered by contracts must be in the same currency or separate services/depot orders are created for them.

Services Generated

This checkbox is disabled and it is just to indicate if Service/Depot orders have already been generated for that specific field notification record. When you run the action of Generate Service/Depot Order and have the field of Update as Yes and everything is processed correctly creating depot and service orders, this checkbox becomes checked

Tracking Panel

Queue

This queue will be used for all services generated as a result of this field notification. This field is mandatory.

As service and requests are taken, they are each assigned to a specific queue. The Queue Manager function can be used to review the status of all of the activity in a given queue and take the appropriate action.

Queues normally relate to how your company handles service and requests. For example, you may set up queues for different groups of service engineers, different departments, or different product lines.

At least one queue must be defined. If you have more than one person managing and dispatching , then a separate queue should be set up for each one.

Escalation

Must be a valid escalation set up with Escalations. This escalation will be used for all services generated as a result of this field notification.

The escalation specified determines the value for Next Status Date and Next Status Time. If no service defaults are being used, it may also determine the value of the Next Status. Without an escalation the next date/time fields must be manually updated. The steps defined in the escalation may affect the service's priority, status, and queue.

Service Open Date

Defaults to the system date. The date specified for this field will be used as the service open date for all services/depot orders generated as a result of this field notification.

The service open date may be significant in tracking services/depot orders generated with the Generate Service/Depot Orders. Specifying a service open date enables you to control this effect better.

Description

Enter a brief description of the field notification. This description will be used for each service generated for this field notification.

Description prints on most reports, as space permits. Additional descriptive information may be stored using comments. This allows you to store up to 99 pages of information specific to a service request. Each page of information may be designated as printable or non-printable on customer reports, problem reports, and internal documents. The first line of the comments screen is always updated to store the date and time when the comment was entered.

Model

Enter the model number to use as a selection criteria when services are generated for this field notification.If specified, services/depot orders are generated only for installed base items with this model number.

Status

Enter a code set up in Service Order Status Codes that identifies the status of this service in relation to the life cycle. You can apply field security to this field to restrict access.

The value defaults from the Open Status as specified in Service Control.

This status will be used for all services generated as a result of this field notification.

Six service statuses have special meaning in the service tracking functions and especially in Service Activity Report. These six statuses are set up in Service Control:

- The Open Status is the general status for an open service/depot order and the initial status for a new service/depot order, if no other default is available. An open service/depot order is dynamic; its item line and other data can change at any time.
- The Scheduled Status is the default status for scheduled services/depot orders. When a service/depot order is scheduled in FSS, its status is set to this value. If you do not define a scheduled status, scheduled services/depot orders retain their previously assigned status.
- The Close Status is the final status of a service/depot order and indicates all service activity for this service/depot order is finished. A closed service/depot order cannot be modified. No service items can be ordered for it (MOs) and no new activity can be recorded against it. However, the status can be changed, if needed so more activity can be recorded. A closed service/depot order can be invoiced, moved to history, and archived and deleted.

- The Close Status is the final status of a service/depot order and indicates all service activity for this service/depot order is finished. A closed service/depot order cannot be modified. No service items can be ordered for it (MOs) and no new activity can be recorded against it. However, the status can be changed, if needed so more activity can be recorded. A closed service/depot order can be invoiced, moved to history, and archived and deleted.
- The Complete Status means the service/depot order or line item is ready for invoicing. However, related data can still be modified, service items can be ordered for it (with an MO), and new activity can be recorded against it.
- The Complete Status means the service/depot order or line item is ready for invoicing. However, related data can still be modified, service items can be ordered for it (with an MO), and new activity can be recorded against it.
- The Hold Status means the service/depot order or line item cannot be changed, but it is not processed for invoicing. No service items can be ordered for it (MOs), and no new activity can be recorded against it until its status is changed.
- The Cancel Status means the service/depot order or line item is inactive. It cannot be changed and is not processed for invoicing. No service items can be ordered for it (MOs) and no new activity can be recorded against it. Canceled services/depot orders can be moved to history and archived and deleted.

The system assumes that after recording service activity, an invoice should be generated and always attempts to set the line status to closed or complete. If you need to accumulate more charges against an item before an invoice is generated, you can change the item status to any valid status other than the complete or closed status. You can also control invoicing on a report basis by making sure the report status is set to P (pending) not I (invoiceable).

Copy Comments to Service

Indicates if comments associated with this field notification should be copied into each service/depot order generated for it.

If you select the checkbox the field notification comments are copied into each service/depot order generated when the Generate Service/ Depot Orders is executed.

Copying comments is useful if you have some special instructions or notes that you want printed on the service/depot order or service pending invoice. Copying extensive comments to each service may slow down the process of generating services somewhat.

End User

Enter the first end user for this function to consider. Leave blank to begin with the first.

To End User

Enter the last end user for this function to consider. Leave blank to include all the end users through the last.

Item

Enter the first item to consider by this function or to appear on this report. Leave blank to begin with the first sequential in the file.

To Item

Enter the last item for this function to consider. Leave blank to include all items through the last.

Serial

Enter the first serial to consider by this function or to appear on this report. Leave blank to begin with the first sequential in the file.

To Serial

Enter the last serial for this function to consider. Leave blank to include all serials through the last.

Date

Enter the first date to consider by this function or to appear on this report. Leave blank to begin with the first date on which transactions exist.

To Date

Enter the last date for this function to consider. Leave blank to include all dates after the date specified in the first field.

Notes Panel

On the **Notes Details** view, you can add and edit notes attached to the field notification.

Page

The system generates a page number value, which is displayed in this field. You have the option to modify the page numbers according to your preference.

Notes

Enter the body of the note attached to the field notifications.

Reference

Select a reference for the note.

Language

Select a language for the note.

Type

Select the document type for the note.

Creating Field Notifications

1. Go to **Field Notifications**.
2. Click **New**.
3. Complete the fields described in the Field Notifications View on page 1660 section of the online help.
4. Click **Save** to create the new record.

Modifying Field Notifications

1. Go to **Field Notifications**.
2. Select the row of interest, and click **Edit**.
3. Edit the applicable information.
4. Click **Save** to continue.

Deleting Field Notifications

1. Go to **Field Notifications**.
2. Select the row of interest, and double-click the row.
3. Click the **Delete** button above the grid.
4. The system prompts a delete confirmation message. Click **Delete**.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Generate Service/Depot Orders

A field notification is a special function used to manage recall of products based on installed base information. The field notification serves as a way of defining, grouping, and managing related orders, as well as maintaining history an audit history to meet regulatory requirements. The field notification is closed once all its associated service or depot orders are closed.

Service and depot orders generated as a result of executing the **Generate Service/Depot Orders** action are treated like any other orders in the system, with the exception of some special aspects of Field Notifications.

Executing this action may take some time to complete since a large number of service/depot order records may be created, depending on the type of input source and the selection criteria.

Executing this program can add a large number of service/depot orders to the system. To prevent unwanted orders from being generated accidentally, you should define menu security for this program.

Filter

Field Notification

Defaults from the selected record in **Field Notifications**. This field is read-only.

This code is used to track the field notification throughout the system. The code identifying the field notification is associated with all calls generated as a result of it.

Field notifications enable you to manage and control the recall process for installed base items. A field notification cannot be closed until all the service/depot orders generated for it are closed. Full history is maintained for auditing purposes.

Note If you select a field notification that has service/depot orders already generated, the system will display an error message.

Service/Depot Order Date

Defaults from the selected record in **Field Notifications**. This field is read-only.

Copy Comments

Defaults from the selected record in **Field Notifications**. This field is read-only.

Specifies whether there are comments associated with this field notification.

When Comments is Yes, the transaction comment screen displays for you to enter comments regarding this field notification. The date and time displays at the end of any existing comments

Combine Service/Depot Orders

Defaults from the selected record in **Field Notifications**. This field is read-only.

Indicates whether a unique service/depot order should be created for each installed base item or items associated with the same end user should be combined on one service/depot order.

End User

Defaults from the selected record in **Field Notifications**. This field is read-only.

When an end user is included in selection criteria on reports, only records associated with the specified end user display.

Item

Defaults from the selected record in **Field Notifications**. This field is read-only.

Serial

Defaults from the selected record in **Field Notifications**. This field is read-only.

Date

Defaults from the range of the selected record in **Field Notifications**. This field is read-only.

Model

Defaults from the selected record in **Field Notifications**. This field is read-only.

Model number is used as a selection criteria when service/depot orders are generated for this field notification.

Top Level Only

Defaults from the selected record in Field Notifications. This field is read-only.

Override Service Type

Indicates whether you want to use a different coverage than what is attached to the item in the installed base for the service/depot orders generated for this field notification.

A Yes in this field indicates that you want to override the coverage associated with the installed base item. No indicates that the normal contract or warranty coverage should be used.

If No is specified, you can select between contract and warranty coverage for those items in the installed base that may be covered by both.

If Yes is specified, you must enter a valid service type in the Default Service Type field to be used for coverage terms. If No is specified, you may still enter a value for Default Service Type. The value specified will be used instead of the Default Service Type in **Service Control** for installed base items without any coverage.

Service/Depot Orders generated as a result of a field notification are frequently the result of a product recall. An organization may want to absorb all the costs associated with the service provided on such a

service/depot order, rather than using customer warranty or contract coverage. Overriding the installed base service type allows you to specify a service type that provides 100% coverage for all activity.

Preferred Coverage

Indicates which coverage should be used if an installed base item has duplicate coverage.

Select between Contract or Warranty. The default is Warranty.

When a contract is specified, if an item is covered by both contract and warranty, contract coverage is used to determine the terms and conditions for the call. If Warranty is specified, warranty coverage is used instead.

It is necessary to set up a type code with end user blank, before you can set up this type code for specific end user types. If end user types are not specified, these terms and conditions apply to all users.

Default Service Type

Must be a valid service type defined in Contract Types or Warranty Types.

Defaults from the Default Service Type specified in **Service Control**.

Indicates the service type to use either for all items generated for this field notification (Override Service Type is Yes), or for those without a current warranty or contract (Override Service Type is No).

The effect of this field varies depending on the setting of **Override Service Type**. If Override is Yes, this field is required. The service type specified will be used to determine the terms and conditions of coverage for all service/depot orders generated by this field notification. If Override is No, this field is optional. The service type specified will be used to determine the terms and conditions only for service/depot orders items that do not have current warranty or contract coverage.

Service/depot orders generated as a result of a field notification represent a unique kind of business situation in terms of coverage. Your business organization will probably want to absorb all of the costs for this kind of service, rather than accessing existing contract or warranty coverage.

To ensure that processing occurs correctly in **Service Activity Reports**, the default under-limit charge code on the service type should be a covered charge code, rather than a contract or warranty charge code.

Use Credit Hold Option

Use this field to override the Credit Hold Option setting in **Service Control** when you generate service/depot orders for field notifications.

Yes (the default). The system checks the credit hold status and uses the **Service Control** setting to determine processing for customers on credit hold:

No. The system disregards the control setting and creates service/depot orders without checking the credit hold status of the customer.

For example, setting the field to No lets a medical equipment manufacturer generate field notification service/depot orders related to vital equipment repairs for all customers regardless of credit status.

Update

Select Yes to run this action in update mode and update records in the database.

Select No to run this action in simulation mode without updating the database. A report prints for review with SIMULATION displayed at the top of each page.

Service Orders

A service order refers to a unique record of communication between the end user and the service organization. Each service order identifies the end user, the nature of the problem or request, the urgency associated with that request, and the products involved.

The actual communication related to the service order can take any form: telephone call, physical visit or service call, email. The service order, in terms of processing, is a record used to track activity between the service organization and the end user and to generate statistics about this activity.

Service order management handles all kinds of end-user input, covering a range of needs. Usually the primary concern of a service and support organization is to support the installed base. This may include installing new equipment, fixing broken equipment, correcting faulty design, or performing preventive .

A service order is created with the goal of closing it. Closing a service order means the problem, question, or service situation has been resolved to your standards.

Creating a Service Order

This topic focuses on creating a service order.

1. Navigate to Service Orders from the menu bar.
2. Click New.

   The Service Orders window opens.
3. Enter the information in each panel of the service order header.
   - In the Main panel, specify the End User.
   - If you want to create a service order from an installed base item, use the Create from ISB button. See Creating a Service Order from ISB on page 1673 for more information.
   - In the Tracking panel, the default values are from the settings in Call Default . You can overwrite them as needed.
4. To enter line items, you can add new lines in the Order Lines panel quickly or click Details in the Order Lines panel to enter line item details.
5. Save the service order.

A service order is created.

Creating a Service Order from ISB

This topic focuses on creating a service order from installed base.

1. Navigate to Service Orders from the menu bar.
2. Click New.

The Service Orders window opens.

3. Click the Create from ISB button next to the End User field in the Main panel.

   The Create Service Order window opens.

4. In the Item Selection Panel, choose the item that requires service.

   The system recognizes the installed base item by the combination of item number, serial number, and ISB reference.

   To minimize the search scope of items, specify the end user before choosing the ISB item.

5. In the Service Information panel, enter the service information.

   Note

   The fields in this panel get default values based on the ISB item you specified in the Item Selection panel.

   a. Leave the service order number blank for the system to generate one.
   b. Bill-To customer code is required.
   c. When a non-base currency is entered, the exchange subpanel is opened for you to enter the exchange rate.
   d. Work Code, Model, and Service Group determine the default values for the service order to be created.

6. Click Submit.

   - If multiple coverage sources for the specified item are found, the Coverage Selection dialog pops up for you to choose a coverage to use. Click Continue.
   - If there are no multiple coverage sources, the service order is created when you click Submit.

A service order is created from ISB.

Adding Service Order Line in Quick Mode

This topic focuses on adding a service order line in quick mode. Creating service order lines in the grid view requires minimum inputs and is an efficient way.

1. Open a service order and go to the Order Lines panel.
2. Click New in the Order Lines panel.
3. Choose the ISB item, serial number, and reference ID.
4. Click Done. If you want to add another line, click Next Line.
5. Click Save to save the service order.

A service order line is added.

Adding a Service Order Line in Details View

This topic focuses on adding a service order line in the Details view. In the Details view, you can create a service order line with more details, such as fault codes and notes.

1. Open a service order and go to the Order Lines panel.
2. Click Details in the Order Lines panel to open the Service Order Line window.
3. Click New to add a line.
4. Enter the detailed information about the service order line.
5. Click Save.

A service order line is created.

Deleting Service Order Line

This topic focuses on deleting a sales order line.

1. Navigate to Service Orders from the menu bar.
2. Open the service order to be deleted.
3. In the Order Lines panel, select the order line and click Delete.
4. When prompted, click Yes.
5. Click Save.

A sales order line is deleted.

Working with a PM Service Order

When you set a preventive (PM) schedule in a contract, a PM service order is created automatically. When you finish the task and close the service order, the system creates another service order for the next scheduled PM service.

The system uses the following information to determine the default values for automatically generated PM service orders:

- Service order default information for the PM work code, defined in Service Order Defaults
- End user record
- Service contract type

You can control the way this call is defined by setting up special service order defaults for the PM work code. For example, a separate queue is often set up for preventive with its own status codes and escalation sequences, if you are using service order escalation.

Use the following steps to close a PM service order. This action triggers the auto-creation of a PM service order for the end user and the item that the contract covers.

1. Navigate to Service Orders on the menu bar.

2. Use the search filters to find the auto-generated PM service order.
3. Go to the Order Lines panel and the Tracking panel; set the Status to close by specifying the proper code.
4. Click Save to save the service order.

The PM service order is closed and another service order is automatically created for the next scheduled preventive service.

You can check the schedule in the contract in Service Contracts.

Creating an RMA from a Service Order

If the item in the service order needs to be returned to the seller for repair or for a replacement, you can use the Actions button to create an RMA directly from the service order.

1. Navigate to Service Orders from the menu bar.
2. Use the filters in the search function to find the service order.
3. Select the service order and click Actions > Create RMA from the tool bar.

   The Create RMA modal dialog displays.
4. Edit the fields in the Main panel as needed. The default values are from the service order.
5. In the Return Lines panel, select the line items to return. You can only change the quantity for the line items.
6. In the Processing Options panel, select the checkbox to generate the RMA using background processing.

   When enabled, the results will be sent directly to your inbox and you can continue working in the system while the process runs. To access the results, click on the link in the inbox, and the RMA record will appear.

   Note If you enable background processing for the client in Service Control > RMAs, the checkbox will be automatically selected and the panel will be read-only.
7. Click Submit.

   The RMAs hybrid view opens.
8. Check the details of the RMA and modify the details as needed.
9. Click Save and then close the hybrid view.

The RMA is created.

Service Orders

This section contains descriptions of the fields in each panel of the service order header.

Summary

Service order header summary displays the end user, service order number, order status, and assignee.

Main

End User

Enter the end user initiating this service order. If specified, the end user must have been previously defined in End Users. If a report related to the service order exists in the system, you cannot change this field.

Various data elements associated with the service order can default from the end-user record, including Service Area, Caller, Phone, Priority, and Assigned. The end user also determines the customer and default bill-to address, tax environment, and tax usage.

Create from ISB

This button is available only when you create a service order. Clicking this button allows you to create a service order from installed base.

Service Order

Enter a service order number or leave the field blank for the system to generate one based on the numbering rule defined in Service Control.

Work Code

The work code indicates the type of work you performed for each labor operation, expense, and item you consumed. This field defaults from the value of Technical Work Code specified in Call Management Control. You can specify the work code as needed.

Severity

Severity indicates the end user’s perception of how serious the problem is. The severity defaults from Call Default .

The severity code entered must be a valid code defined in Generalized Codes for field ca_severity.

Type

Enter a call type defined in Call Types (11.1.21.4). The default value of this field depends on the settings in Call Default .

Priority

Enter priority for the service order. Priorities can be used for dispatching service personnel, ensuring that the highest priority items get worked on first. Lower numbers indicate a higher priority.

The default priority for a service order is determined by the factors in the following sequence:

The Call Priority set for the end user.

The priority in Warranty Type or Contract Type .

The priority of the Default Service Type in Call Management Control.

The priority of the user in Service/Support User Preference.

If an escalation is in effect, the system deducts the number of points in the Bump Priority field of Escalation from the initial default value.

Purchase Order

Whether a purchase order number is required for the service order depends on the PO Required field in End Users. If the end user is set to require PO, the system shows a warning message when you leave this field blank.

Service Order Date

Defaults to the current system date and time. If you are recording a service request taken earlier, you can change the date during entry. The system uses the service order date in the search for valid coverage sources (warranty or contract), price lists, and service BOMs and routings.

When Multiple Time Zones is active, the service order date is displayed using the end user’s time zone.

Caller

Defaults from the first primary contact associated with the end-user record.

Phone

Defaults from the primary contact phone number in End Users.

Service Area

Displays the default service area of the end user.

Description

Enter a description of the service order. Up to 60 characters are allowed. The default description can be defined against a work code in Service Order Defaults.

Service Type

Specify a valid service type for this service order. The service type can be Warranty Type or Contract Type defined in the Warranty Type or Contract Type .

Service type takes effect only for a new service order without call escalation. You cannot change service type when a service activity report for this service order exists.

Taxable

Enter Yes if the items on this service order are subject to tax; otherwise, enter No. The default tax status is from the end-user address.

The taxable status of the service order defaults to each line item and can be changed as needed.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

A tax status of Yes does not necessarily mean that a tax amount is calculated. You can use tax types and zero-percent tax rates to report tax exemptions.

Entered By

Defaults to the current user and can be changed.

Order Options

Language

Enter a valid, active language code. Language defaults from the end user and identifies the native language used at this address.

Language is particularly useful when printing formal documents such as call quotes, which you can print by range of language codes. It lets you use different preprinted forms in different languages.

The system also stores and accesses comment information by language code. This method lets you quickly access text, such as customs documentation or item descriptions, in the correct language.

From Quote

Displays the quote number from which this service order is generated.

Service Order Printed

Indicates if this service order was printed before.

Order Lines

The Order Lines panel enables you to:

View service order lines in grid view.

Create, modify, and delete service order lines in a quick mode.

Access order line detail

Note

For the reference information about the fields in service order lines, see FieldsofServiceOrder Line on page 1688.

Tracking

Assigned

Optionally assign an engineer for the service order. If Assign Primary Engineer is Yes in Service Control, the default engineer is the primary engineer associated with the end user.

Site

Indicate the inventory site where repair parts for the item being serviced reside.

The system follows a sequence to derive a default site:

The key site and location the system uses is the one associated with the assigned engineer in Engineer (11.13.1).

If the engineer does not have a site or location, the system uses the ones associated with the engineer's area in Area (11.15.1).

If these values are all blank, the system uses the default spares site/location set up in Default Site (11.21.13).

If a site has still not been found, the system uses the site and location defined when the call item was set up in Item Master (1.4.1).

If a site has still not been found, the system uses the site associated with the end user's customer in Customer Data (2.1.1).

Queue

Optionally assign the service order to a queue. The system uses the following sequence to derive a default queue:

The escalation sequence in effect, if any

The Call Queue field for applicable call defaults in Call Default

The call queue associated with the current user in Service/Support User Preferences

The Default Call Queue field in Call Management Control

Response

Displays the response time for the service order. The response time defaults from the contract or warranty associated with the specified item/serial/reference combination or the standard coverage defined in Call Management Control.

The system uses the response time to calculate Next Status Date.

Escalation

If you are using escalations, enter the code of the escalation sequence to be used by the Escalation Monitor to update this service order.

The escalation determines the value for Next Status Date and Next Status Time. If no service order defaults are being used, it can also determine the value of the Next Status. Without an escalation, you must update the next date/time fields manually. The steps defined in the escalation can affect the priority, status, and queue of the service order.

The system searches for a default escalation in the following sequence:

1. The escalation associated with the end user in End User Data
2. The escalation specified for applicable service order defaults in Call Default
3. The escalation associated with the current user in Service/Support User Preferences
4. The Default Call Escalation field in Escalation Control

Sequence

Specify the next sequence of the associated escalation code to be run against this service order.

Sequence is normally set by the Escalation Monitor according to the escalation used by this service order, but can be overridden if needed.

A sequence is a particular step in a service order escalation and can update certain user-defined characteristics of a service order including priority, status, and queue. It also sets the next status date and time for the service order.

You can manually change the sequence if, for example, you wanted to boost the status of a service order beyond what the Escalation Monitor would next move it to.

Travel Time

Designates the number of hours required to travel the distance between the end-user installation and the service office. Defaults from Travel Time in End User Data . This field is for reference only and does not affect the estimated visit duration.

Travel Distance

Designates the distance from the support office to the end user; defaults from the value specified in End User Data . If you include travel time as part of the service order duration, you can adjust the estimate based on the travel distance.

Status

Specify the current status of the service order. It defaults from the Call Status field in Call Default . If the Call Status field is not specified, it defaults from the Open Status field in Call Management Control.

If the customer of the end user is on credit hold, the status defaults from the Hold Status field in Call Management Control.

Next Status

Specify the next status that normally follows this status in the call life cycle. It defaults from the following sequence:

Call Next Status in Call Default .

The escalation sequence in effect, if any. If the first sequence changes the call status, it displays. Any default set by Call Default is changed.

The Next Status field specified when the status was created in Call Status Code .

Next Status Date

Specify the date when the status of this service order is due to be updated. When Multiple Time Zones is active, this date is calculated relative to the end user’s time zone.

The calculation of the next status date and time varies depending on whether you are using escalations.

- Without service order escalation, the system calculates the next date and time based on the response time and coverage days of the service type in effect (warranty, service contract, or the Default Call Service Type in Call Management Control). For example, if the service type specifies a two-day response time, then the next status date and time are set to two days from now, unless this day is not covered by the service type. In this case the system moves the date forward until a covered day is found. After the system calculates an initial value, you must update the Next Status Date and Time fields manually as the service order is moved through its life cycle.
- If you are using service order escalation, the date and time are set (and updated) automatically according to the value specified for days and time allowed in status for the escalation sequence assigned to the service order. The default value calculation

is impacted by the Use Calendar Days in Escalation field in Escalation Control.

With or without escalations, you can override the default values of Next Status Date and Next Status Time of the service order.

The system clears Next Date and Time automatically when the call is closed or canceled, since no further activity will occur.

Event Date

This field displays the date when the service order was last updated. Initially, the event date is set to the date of service order creation. When Multiple Time Zones is active, this date is calculated relative to the end user's time zone.

The system updates this field every time the service order is updated. This can occur when an engineer records an activity for the service order by an engineer, or automatically when the Escalation Monitor changes some aspect of the service order.

Current Date

Displays the current system date and time. This field is displayed only when MTZ is enabled.

Estimated Visit Duration

Enter the time you estimate will be required to resolve the problem.

The value specified here is used by the engineer scheduling function to determine engineer availability when availability is being calculated by hours, not service orders.

Estimated time defaults from the duration specified in Call Default if call defaults are used. Otherwise, depending on the work code, it defaults from the various default call lengths defined in Call Management Control.

Skills

Use the Skills subpanel to add the skills required to fulfill the service order. The first problem/skill defaults from the Call Problem field in Call Default .

Line

The system automatically fills the line number in incrementally as you add new lines.

Problem/Skill

Specify a problem/skill code from the lookup browse. You can define the codes against the field fsskill in Generalized Codes.

Description

Displays the description of the problem code or the skill code.

Billing

Bill-To

Specify the address code assigned to the bill-to location for the customer associated with the end user. Bill-to defaults from the customer record. If a bill-to has not been specified, the sold-to address defaults.

Credit limit, terms, and currency default from the bill-to address. Invoices print to this bill-to and all accounts receivable activities reference this bill-to address.

Currency

Enter the currency code for prices and invoices on this service order. Currency defaults from the customer associated with the end user and can be modified. You can only modify this currency when you create a service order. Once you save the service order, the currency cannot be changed.

Currency codes identify monetary units and form the basis of exchange rate relationships.

Each domain has a base currency. You can specify foreign currencies during sales, purchasing, service, and accounting transactions. Each currency must be predefined and a valid exchange rate must exist for the transaction effective date.

When a non-base currency order is entered, the system displays the exchange rate relationship effective on the order date. You can modify it and optionally mark it as fixed. This exchange rate relationship is used for reporting.

Price List

Enter the price list that the system uses to determine prices for activity on this service order. Price list defaults from the Call Price List on the service type or contract attached to the call.

Price Date

Enter the effective date to be used by the system to find price lists that apply to this service order. It defaults to the current system date.

Channel

Optionally, enter a code identifying the distribution channel through which this service order originated.

The channel can affect which accounts are updated by the invoice generated from the service order. Alternate sales, sales discount, and COGS accounts can be set up in Sales Accounts based on channel.

The system looks for these accounts during invoice post based on the revenue product line, site, customer type, and channel.

Since revenue product lines can already be defined based on several search fields, using the alternate sales accounts for service order billing may not be needed.

Credit Terms

Identify the normal credit terms extended to this customer. Credit terms identify the due date and any discount for early payment.

This field defaults from the customer bill-to address of the end user associated with this service order. You can change credit terms manually, if needed.

Daybook Set

Enter the daybook set that is used when this service order is invoiced. This value defaults from Customer Data .

Exchange Rate

When the entered currency is not the base currency, the Exchange Rate subpanel is displayed.

Tax Settings

Tax Class

Enter a tax class previously defined in Tax Class . Tax class defaults from the end-user address.

Tax classes group end users taxed at specific rates or that are tax-exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class on the header is not actually used in any determination of tax amounts. Tax calculations are based on the tax class associated with the items and service categories recorded for a service order line.

Tax Environment

Enter the tax environment that applies to this service order. The system determines a default environment based on three factors:

The From tax zone, determined by the site on the service order header. If a tax zone for the From site is not found, the system searches for an environment set up for a blank From tax zone, and then for the tax environment in Global Tax Management Control.

The To tax zone, determined by the end user address on the service order. If an end-user tax zone is not found, the system uses the tax zone specified in Global Tax Management Control.

The end-user tax class, if any. If the end user does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to service order transactions. The header environment is only a default since the From tax zone can change depending on the site associated with each service order line or with the detailed usage records for the service order line.

Transactions are subject to the tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Included

This field determines whether the system calculates tax and adds it to the net price or assumes that the tax amount is already included in the price.

Yes: The prices include tax. During line-item entry, the system retrieves the item price, reverse-calculates the tax amount, and displays the item price exclusive of tax.

No: Tax is calculated and added to line-item prices.

The value of Tax Included defaults from the end-user address. The value on the order header defaults to each line item.

Note

The tax rate that applies to the item must have Allow Tax Included set to Yes in Tax Rate for the system to reverse-calculate tax amounts.

In the following example, an item priced at 100.00 includes a 10% tax. The system reverse-calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1 + Tax Rate) = Tax Amount

0.10 * (100.00/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note

For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Tax Usage

Enter the tax usage code that applies to this service order. This field defaults from the end-user address. Tax usage codes identify the normal use of items on this service order.

The tax usage specified on the service order header defaults to each service order line.

Tax Date

Enter the date the system should use when searching for tax rates. The default is the system date.

The system accesses the correct tax rates based on the tax effective date specified on the service order.

Effective date control lets you record changes in tax rates in advance of the date they take effect. The system automatically applies the new rates based on this date.

Exchange Rate

When the entered currency is not the base currency, the Exchange Rate subpanel is displayed.

Exchange Rate From

This field displays the first component in an exchange rate relationship.

By default, the system displays both components of the relationship for the effective date of the transaction. One of the components is the base currency and the other is the transaction currency.

The exchange rate is used to convert the amount from the transaction currency to the base currency. Changes in exchange rates between transaction points can cause exchange rate gains and losses. These gains and loses are posted to accounts associated with the currency in Purchase Gain/Loss or the system Exchange Rate Gain or Loss account.

If one or both of the exchange rate components is an EMU member currency in transition to the euro, triangulation through the euro is used to determine the exchange rate. The fixed rate of the EMU currency to the euro cannot be updated.

Exchange Rate To

This field displays the second component in an exchange rate relationship.

Fixed Rate

Enter Yes to indicate that the exchange rate relationship is fixed on this transaction.

Yes: The system does not look for a more current exchange rate at the next step in the transaction business cycle. Instead, the system uses the fixed rate for all calculations.

No: The system looks for the current exchange rate at later points in the transaction life cycle. Amounts are updated based on the current exchange rate, which may result in exchange rate variances.

Resolution

Resolution

Enter a code indicating the solution applied to the problem associated with this call line item. Set up resolution codes in Generalized Codes for field ca_resolve.

This reference-only field can appear on selected reports and inquiries.

Time Spent

Record the time that the engineer spent on this service order.

Notes

On the Notes panel, you can add, edit, and delete notes attached to the service order. Up to 99 pages of notes can be added to a service order.

In the Notes Details window, you can add the predefined master references to the service order. The Insert Timestamp button enables you to add date and time labels to the notes. In the Notes Details window, you can also specify whether to print the notes as follows:

- Print On Invoice
- Print On Customer Reports
- Print On Problem Reports
- Print On Internal Reports

Service Order Lines

The service order line window contains the following panels:

Line Summary

Main Panel

Fault Codes Panel

Billing Panel

Notes Panel

Line Summary

The line summary displays the end user, service order number, line number, status, and assigned engineer.

Main

Line

The system increments the line number when you add a line to the service order.

Item

Enter the identifier of an item requiring service activity. Two control program settings affect the validation of this field:

If Items Must Exist in Service Management Control is Yes, the system checks this field against items in the item master.

If Items in Installed Base is Yes, the item must exist in the installed base before you can take a service order for it.

Serial

Specify the item's lot or serial number, used to identify installed base records. You cannot update this field after you open a report for the item. If you leave this field blank and the item is defined as lot- or serial-number controlled in Items, a warning displays. You cannot update the installed base without a lot or serial number.

Reference

Reference numbers uniquely identify items in the installed base with the same serial/lot number or items without numbers. You cannot update this field after you open a report for the item.

Work Code

For a new line, work code defaults from the service order header. The work code indicates the type of work you performed for each labor operation, expense, and item you consumed. If you set up contract limits using work code/service category combinations, this work code determines the applicable limit.

Service Type

For a new line, the service type defaults first from a warranty or a contract covering this particular item. If the item has no warranty or contract, this field defaults from Default Call Service Type in Call Management Control.

Service types identify terms and conditions of coverage, including response time, price lists, and days of coverage. They define coverage levels and charge codes for covered or over-limit amounts.

You cannot update this field after you open a report for the item.

Revision

Displays the item's revision level in the item master and can be updated.

Assigned

For a new line, it defaults from the engineer assigned to the service order. When you create the first report for a service order line, the engineer information helps determine the line-item site. This site can also affect the BOM and routing that the system suggests.

Engineer provides the default for each line of detail, but you can edit it any time. If a service order involves multiple engineers, create a service order line for each engineer. Alternately, you can open a separate report for each engineer.

Service Area

The service area defaults from the assigned engineer record.

Site

The site code identifies the facility that issues items you use to service the order line. This site code is the default for item usage records. Site defaults from the engineer record if the engineer has a designated site. Otherwise, the system searches for the site of the engineer's assigned area, then the default spares site in Default Site , then the item's site in the item master, and finally the customer site.

The system determines costs by site. After you create a report, you cannot change the site for the line.

Quantity

Indicates the quantity of items you are servicing. For installed base items, Quantity defaults from the quantity in the installed base record. If you are working with serialized items and managing the installed base, create separate lines for each item. You cannot update this field after you open a report for the item.

Status

Enter the status of the service order line. For a new line, it defaults from the service order header.

Model

The item's model number, which defaults from the value in Service Item .

Update Installed Base

If this field is selected and the line item is not in the installed base, a pop-up displays so you can specify ISB parameters and add the item to the installed base. If the line item is in the installed base, no additional frames display.

If you do not enter an item number, Update ISB defaults to No. If you enter the item number of a lot/serial-controlled item and do not specify a lot/serial number, the system sets Update ISB to No and does not

let you change it. A lot/serial controlled item can only be added to the installed base with a lot or serial number.

If Update ISB is Yes and Load Available Structure is Yes in Service Management Control, the system adds component items that you used to the installed base. You must mark these items as belonging in the installed base in Service Item . The system removes returned items that exist in the installed base regardless of the setting of Load Available Structure.

Taxable

Defaults from the header Taxable field. You can determine the tax status for each line item.

Item Service Structure

BOM Code

Use only service BOMs set up with Service Structure .When you add items, the system searches first for BOM codes you have defined in Service Item by Site . If no BOM exists for the service order line site, the system searches for a BOM you defined in Service Item . For the PM work code, the system uses the PM BOM code. For the install work code, the system uses the install BOM code. In all other cases, the system uses the repair BOM code.

Routing

Use only service routings from Service Routing .

When you add items in service order, the system uses the routing for the item’s work code in Service Item by Site . If no routing exists for the site, the system searches for a routing in Service Item . For the PM work code, the system uses the PM routing. For the install work code, the system uses the install routing. In all other cases, the system uses the repair routing.

Parts List Panel

Click +New to add a new line item to the data grid.

MO Assigned

Enter the assigned engineer. Defaults from the Assign field in the Main panel.

MO Ship-To

Enter the assigned engineer the material order is being shipped to. Defaults from the Assign field in the Main panel.

Required Date

Enter the date this line item is due to be shipped.

Due Date

Enter the required due date for this shipment.

Fault Codes

When you complete the task on the service order, you can record the problem, its cause and resolution, and hours spent.

Before you add fault code records, ensure that the codes for problem, cause, and resolution are defined in Generalized Codes.

The resolution codes specified for fault codes are more specific than the codes specified for the service order resolution. Fault codes are typically entered after specific data related to the service order line is known in detail. Enter multiple lines of fault codes if necessary.

Billing

On the Billing panel of the service order line, most of the fields are for display only.

Fixed Price

Displays the fixed price if the applicable fixed price exists.If you define the work code with Fixed Price set to Yes in Work Code , Fixed Price in service order is for display only. The system calculates the service price at the fixed rate regardless of the actual service cost. The system searches the price list for a price with the fixed price unit of measure in Call Management Control.

Note

When you use fixed prices, the system requires a charge code with Fixed Billable set to Yes.

Price Date

The price date defaults from the service order header; you can specify a different price date for each line.

Accounts

The Accounts subpanel displays the sales account and sales discount account and allows you to enter the associated project.

The sales project is associated with the Sales account for tracking service order revenue. This project is validated with the other Sales account components that display on the screen.

The sales discount project is associated with the Sales Discount account. This project is typically the same as the Sales account project. This project is validated with the other Sales Discount account components that display on the screen.

Tax Settings Subpanel

The fields on the Tax Settings subpanel default from the service order header. You can change them as needed.

Coverage Subpanel

The Coverage subpanel displays the warranty coverage and contract coverage information associated with the line item.

Notes

On the Notes panel, you can add, edit, and delete notes attached to the service order line. Up to 99 pages of notes can be added to a service order.

In the Notes Details window, you can add the predefined master references to the service order. The Insert Timestamp button enables you to add date and time labels to the notes. You can also specify whether to print the notes on invoices, customer reports, problem reports, and internal reports.

Service Activity Reports

Service Activity Reports (SAR) provide a flexible, comprehensive way to record labor, expenses, and items consumed for a service order. Service Activity Reports are designed to support a wide variety of service contexts. With Service Activity Reports, you can set work codes, charge codes, service categories, service types, and invoice sorts in a combination specific to your business.

Primary functions of Service Activity Reports are:

- Recording parts, labor, and expenses used for a service order
- Recording items returned for a service order
- Producing invoices from the service order data for customer billing

Main

Service/Depot Order

Choose a service or depot order from the lookup browse. The system uses the service order number and the service order line number to retrieve the service order and the relevant data.

Line

Enter the service order line number or choose a line from the lookup browse. The system uses the service order number and the service order line number to retrieve the service order, item, service type, and so on.

Report

Enter a service activity report number or leave it for the system to generate a number for this report.

Report Status

By default, a new service activity report is assigned with the status Invoiceable. You can change it as needed. The available status includes:

- C (Closed)

  The system sets a report to C when you post the invoice. You cannot modify closed reports. You can enter a status of C only if the report has no detail. You cannot reopen a closed report. Only fault codes and comments can be updated.

- H (Hold)

  Indicates that the report should not be invoiced. The status of H prevents the system from invoicing the report.

- I (Invoiceable)

  Indicates that the report is ready for invoice. Invoiceable is the default status when you create a report.

- Q (Quote)

  A report opened in Call Quotes to record the activity needed for a line item has a status of Q.

Project

The report project is used for tracking service costs. It defaults from the specified service order line and defaults to the labor line, expense line, and item usage line of the report.

WIP Product Line

The default for the WIP product line is either the service type's product line or the item's product line, depending on User Item Prod Line in Service Control. You can change this field only when you first access a report.

BOM Code

Displays the BOM code of the related service order line.

Routing

Displays the routing of the related service order line.

Update ISB

Displays the Update ISB status from the service order line.

Item

Displays the item number of the service order line.

Description

Displays the description of the service item.

Serial

Displays the serial number of the service item.

Reference

Displays the reference information of the item.

Quantity

Displays the quantity of items from the service order line.

Assigned

Enter the employee code for the engineer who is assigned to be working on this report. The default engineer is from the specified service order line.

When you change the assigned engineer, the location is updated accordingly.

Site

Displays the site from which the service parts are issued. The site is retrieved from the service order line.

Location

The site code and the location identify the facility from which items used to service this service order line will be issued.

The location defaults from the location associated with the engineer assigned to this report. If no location is specified for the engineer, the value defaults the location associated with the engineer's area. If no data is found, Location defaults from the spares location set up in Default Sites. It is used as the default site and location for all item usage records.

Work Code

Displays the work code of the specified service order line. The work code defaults to each labor, expense, and item usage line, indicating the type of work performed for each labor operation, expense, and item consumed.

If contract limits have been set up using work code/service category combinations, this work code is used to determine the applicable limit.

Service Type

Displays the service type of the service order line. The service type determines a group of warranty or service contract terms and conditions, such as response time, price lists, days of coverage, and coverage limits and levels.

Notes

The Notes panel contains the Order Notes and Line Notes subpanels.

The Order Notes subpanel allows you to maintain service or depot order notes directly in Service Activity Reports, while the Line Notes subpanel allows you to maintain service or deport order line notes.

In the Notes Details window, you can add the predefined master references to the report and specify whether to print the notes on invoice, customer reports, problem reports, and internal reports.

Click details to select the master note and set the print options for the notes.

Coverage

The Coverage panel displays the service coverage and the coverage limits retrieved from the specified service order line.

Labor

The Labor panel enables you to record the labor hours spent on the service order.

Click details to open Service Labor Detail, where you can view and edit more details for the labor lines.

Service Labor Detail Main Panel

Operation

The system auto-fills the operation number in ascending sequence as you add an operation. You can manually enter an operation number as needed.

Description

Optionally enter the description for the operation. If you choose a standard operation, the field displays its description.

Standard Operation

Optionally choose a standard operation from the lookup browse. The standard operation determines the default service category and the default time duration required to finish the operation.

Work Code

The work code defaults from the service order line item. You can change it as needed. The work code in a report line can be different from another line.

If contract limits have been set up using work code and service category combinations, this work code is used to determine the applicable limit. The work code is also used to determine the default charge code and the effective price.

Service Category

If you specified an operation from a service routing or a standard operation, the service category defaults from the settings in Service Routings or Service Standard Operations.

The service category is used along with invoice sorts and work codes to define contract and warranty coverage limits and manage the financial impact of service activity in service orders and Service Pending Invoices.

The service category also determines the prices for labor and expense, and costs for expenses.

Assigned

The assigned engineer defaults from the report header. You can reassign it to another engineer as needed.

Start

The start date defaults to the current system date and time. You can change it to record the actual start time of the operation. When you change it, the system recalculates the duration of the operation.

End

If you use a standard operation, the end date and time are calculated based on the start date and the standard duration. If no standard operation is specified, it defaults to the current date and time. You can change it to record the actual end time of the operation. When you change it, the duration is automatically updated. Also, when you change the time duration for the operation, the system recalculates the end time.

Duration

When you use a standard operation, the duration defaults from the standard operation. If no standard operation is specified, it defaults to zero.

When you change the duration, the End field is updated accordingly. When you update the Start or the End field, the system recalculates the duration.

Service Labor Detail Billing

Charge Product Line

Displays the charge product line for the labor costs.

Charge Code

The charge code default is based on several factors. For a fixed price work code, the Fixed Billable charge code from Default Charge Codes displays.

If this is not a fixed repair, the system uses the under- or over-limit charge code for the coverage limits of the contract or service type. The default depends on the item’s extended price and, for contracts only, the amount applied to the limit.

If the limits have no associated charge codes, a charge code defined in Default Charge Codes displays. The system selects a charge code depending on the source of coverage (contract, warranty, or default service type of service order line) and whether the operation is over or under limit.

With some restrictions, you can change the displayed value, but you cannot change between a non-fixed and fixed repair charge code. The system uses the charge code to determine the charge product line and the GL accounts that this service activity affects.

Project

Enter an optional code identifying the GL project for the labor detail. The system associates the project code with the GL transactions it creates. You can track the service order line's cost by project.

Whether the field can be updated depends on the setting of Project Code Handling in Service Control. If you use a charge code with Project Mandatory set to Yes, you must enter a project code.

Service Type Used

Displays the service type that determines this operation's coverage. The service type that the system uses is not necessarily the one that you specified for the line item. The system can change the service type if you change the charge code.

Price

The price for one unit of the operation's service category. Defaults from the price list on the service activity report header unless this is a fixed price repair. For fixed price repairs, the system sets detail prices to zero, which you cannot change. If no price is found on the price list, the default is zero. To prevent changes, apply field security to Price.

Covered Amount

Amount of the total price for which you are not billing the customer. The system determines this amount from the coverage limits for the contract or service type. The covered amount defaults to zero when:

- No coverage exists on the contract or service type.
- The item has exceeded the contract's service limits.
- The item has exceeded a list price limit.
- The service is for a fixed price. In this case, covered amount cannot be changed.

Covered amount cannot exceed the price times the quantity.

To prevent changes, apply field security to Covered Amount.

Extended Price

The total price minus the covered amount. For fixed price repairs, this field is zero. The system calculates the extended price as follows:

(Quantity * Price) – Covered Amount

Cost

If this operation has a labor service category, the standard labor cost for the engineer for one hour displays, and cannot be modified. The system calculates the cost from the operation's work center, either from the service routing or a standard operation. The work center determines the labor rate, labor burden rate, and the labor burden

percentage. For labor operations without a work center, the system calculates the cost from the Service Work Center in Service Control.

Expense

The Expense panel enables you to manage the expense lines of the service activity report.

Click Details to open Service Expense Detail, where you can view and edit more details for the expense lines.

Service Expenses Detail Main

Operation

Indicate the operation number unique within the routing.

Description

Enter a description for this operation.

Standard Operation

Indicate the standard operation code.

A standard operation is common to several products or applicable to different routings in different operation sequences.

Work Code

Indicates the associated work code.

Service Category

Indicate the appropriate service category.

Assigned

Indicate the engineer assigned to this report.

Start Date

Use the calendar icon to select a start date.

Quantity

Enter a quantity for the specified service.

Value defaults from the Standard Operation field.

Service Labor Expense Billing

Charge Product Line

Displays the charge product line for the expense.

Charge Code

The charge code default is based on several factors. For a fixed price work code, the Fixed Billable charge code from Default Charge Codes displays.

If this is not a fixed repair, the system uses the under- or over-limit charge code for the coverage limits of the contract or service type. The

default depends on the item's extended price and, for contracts only, the amount applied to the limit.

If the limits have no associated charge codes, a charge code defined in Default Charge Codes displays. The system selects a charge code depending on the source of coverage (contract, warranty, or default service type of service order line) and whether the operation is over or under limit.

With some restrictions, you can change the displayed value, but you cannot change between a non-fixed and fixed repair charge code. The system uses the charge code to determine the charge product line and the GL accounts that this service activity affects.

Project

Enter an optional code identifying the GL project for the labor detail. The system associates the project code with the GL transactions it creates. You can track the service order line's cost by project.

Whether the field can be updated depends on the setting of Project Code Handling in Service Control. If you use a charge code with Project Mandatory set to Yes, you must enter a project code.

Service Type Used

Displays the service type that determines this operation's coverage. The service type that the system uses is not necessarily the one that you specified for the line item. The system can change the service type if you change the charge code.

Price

The price for one unit of the operation's service category. Defaults from the price list on the service activity report header unless this is a fixed price repair. For fixed price repairs, the system sets detail prices to zero, which you cannot change. If no price is found on the price list, the default is zero. To prevent changes, apply field security to Price.

Covered Amount

Amount of the total price for which you are not billing the customer. The system determines this amount from the coverage limits for the contract or service type. The covered amount defaults to zero when:

- No coverage exists on the contract or service type.
- The item has exceeded the contract service limits.
- The item has exceeded a list price limit.
- The service is for a fixed price. In this case, covered amount cannot be changed.

Covered amount cannot exceed the price times the quantity.

To prevent changes, apply field security to Covered Amount.

Extended Price

The total price minus the covered amount. For fixed price repairs, this field is zero. The system calculates the extended price as follows:

(Quantity * Price) – Covered Amount

Cost

If this operation has an expense service category, the system calculates the cost from the expense cost price list (type E) for the service order. The cost of one unit of the service category displays. If no expense cost list exists, expense cost defaults to zero.

Item Usage

The Item Usage panel enables you to manage the items consumed while dealing with the service order.

Click Details to open Service Item Usage Detail on page 1704, where you can view and edit more details for the item usage lines.

Item Return

The Item Return panel enables you to record the items returned against the service order.

Click Details to open Service Returned Item Detail on page 1714, where you can view and edit more details for the item return lines.

Fault Codes

The Fault Codes panel is used to record the problems, causes, resolutions, and hours spent on this service order.

New

Creates a fault codes line.

Delete

Deletes a selected fault codes line.

Line

The system auto numbers the record lines as you add them.

Problem

Choose a problem code from the lookup browse. The problem codes have to be predefined in Generalized Codes.

Cause

Choose a cause code from the lookup browse. The cause codes have to be predefined in Generalized Codes.

Resolution

Choose a resolution code from the lookup browse. The resolution codes have to be predefined in Generalized Codes.

Hours

Enter the time spent on resolving the specific problem.

Completion

The Completion panel is used to record the report status and the service order status, as well as the start and complete dates, when you complete the service.

Line Status

The line status defaults from the status of the service order line. The status reflects the position of a service order line in its life cycle.

Display Time Zone

This field is available only when Multiple Time Zones (MTZ) is enabled in Service Management Control.

By default, it displays the current domain time zone. You can change the time zone as needed to display the time zone of the end user, the current user, or the assigned engineer. After you change the display time zone, all the other date-relative fields in the Completion panel display date and time in the specified time zone.

Start Down

Enter the date and time when the service order was created.

When MTZ is enabled, the date and time are displayed in the selected Display Time Zone.

End Down

Defaults to the current system date. You can change it as needed.

When MTZ is enabled, the date and time are displayed in the selected Display Time Zone.

Job Start

Optionally enter the date when the work for the service order line started.

When MTZ is enabled, the date is displayed in the selected Display Time Zone.

Complete Date

Optionally enter the date when the work for the service order line is finished. If the service order line status is Complete, this date defaults to the current system date.

When MTZ is enabled, the date and time are displayed in the selected Display Time Zone.

Service Order Status

This status is retrieved from the header of the service order.

Complete Date

Optionally enter the date when the work for the service order is finished. If the service order status is Complete, this date defaults to the current system date.

When MTZ is enabled, the date and time are displayed in the selected Display Time Zone.

Close Date

Displays the close date of the service order.

When MTZ is enabled, the date and time are displayed in the selected Display Time Zone.

Next Status Date

Displays the next status date that is retrieved from the service order.

When MTZ is enabled, the date and time are displayed in the selected Display Time Zone.

Service Item Usage Detail

Main Panel

Operation

The system auto-fills the operation number in ascending sequence as you add an operation. You can manually enter an operation number as needed.

You can record items for each operation. If you are not using operation steps, record all items on the first operation.

Source

Specify the source where the item used should be issued from. For issuing from the available items in item master, choose Item. For issuing from engineer stocking locations, choose Inventory.

Item

Enter the item number of an item defined in Items that you consumed during the repair. If the service order line item has an associated

service BOM or its routing operations had associated BOMs, records for these items are already created.

Note

Record a non-inventory item as an expense on the Labor panel.

If the item you specify in this field is the same as the item on the service order line, a warning displays. If you choose to continue, you are prompted to indicate if this component issue is a swap. Your response affects how the installed base is updated.

If the item you specify in this field is a repairable item, you are prompted to indicate whether you have the returned item. If you respond with Yes and Continue, an item return line is created in the Item Return panel.

Lot/Serial

If the item is lot/serial controlled, enter the lot or serial number. When lot/serial controlled items are loaded from MOs, this field defaults from the MO line and cannot be changed.

If Load Available Structure is Yes in Service Management Control and the item has Installed Base set to Yes in Service Items, you must specify a lot/serial number to add the item to the installed base. The lot/serial number is part of the installed base record. If you are exchanging an installed base item, the system replaces the previous lot/serial number with this one.

Reference

Enter the item's lot reference number. Lot reference, site, location, and lot/serial number specifically identify inventory quantities. For lot reference, you can use the production lot of the item or a location reference such as a skid, roll, or pallet number.

Work Code

The work code defaults from the report header and indicates the type of work performed for the item consumed.

Quantity Available

Displays the available quantity of the specified item in the site and location.

Assigned

The assigned engineer defaults from the report header. You can reassign it to another engineer as needed.

Site

Enter the site from which you are issuing the item. This field defaults from the service order line item site.

Location

Enter the inventory location at the site from which you are issuing the item.

Quantity

Enter the number of item units you consumed. If this record came from a service BOM, Quantity Used displays the value of Quantity Per on the BOM. The system uses this field to calculate the extended price according to this formula:

(Quantity * Price) – Covered Amount

After inventory has been issued, you can increase the quantity used for an operation, but you cannot decrease it. To correct an overissue made by mistake, open a new operation and enter a negative quantity. Processing this line creates reversing GL transactions and increases inventory at the specified site and location.

Note

You cannot enter a negative quantity when you are executing a swap.

Quantity Allocated

Specify the quantity of items on this line to allocate. This defaults to zero. Normally, you do not allocate items in Service Activity Reports because you are recording items that you have used. The system issues the inventory immediately in Service Activity Reports. However, if you are not going to issue the inventory at this time, enter a quantity to allocate. Service Activity Reports does general allocations only. It does not create detail allocations even if you enter inventory detail.

Service Category

If you specified an operation from a service routing or a standard operation, the service category defaults from the settings in Service Routings or Service Standard Operations.

The service category is used along with invoice sorts and work codes to define contract and warranty coverage limits and manage the financial impact of service activity in service orders and Service Pending Invoices.

The service category also determines the prices for labor and expense, and costs for expenses.

Quantity Processed

Displays the processed quantity of the line items.

Inventory Details Subpanel

The Inventory Details subpanel is active only when the item usage line has a quantity of more than one.

New

Add a line with the detailed information to identify the item used.

Delete

Delete a selected record.

Site

Enter the site the item used is issued from. The default site is from the Main panel of Service Item Usage Detail. You can change it as needed.

Location

Enter the location the item used is issued from. Location defaults from the Main panel of Service Item Usage Detail. You can change it as needed.

Lot/Serial

Enter the lot or serial number of the item used.

Reference

Enter the reference number of the item used.

Quantity

Enter the quantity of the item used. For a lot or serial-controlled item, enter 1.

Billing Panel

Charge Product Line

Displays the charge product line for the item consumed.

Charge Code

The charge code default is based on several factors. For a fixed price work code, the system displays the Fixed Billable charge code from Default Charge Codes.

If this is not a fixed repair, the system uses the under- or over-limit charge code for the coverage limits of the contract or service type. The default depends on the item's extended price and, for contracts only, the amount applied to the limit.

If the limits have no associated charge codes, a charge code defined in Default Charge Codes displays. The system selects a charge code depending on the source of coverage (contract, warranty, or default service type of service order line) and whether the operation is over or under limit.

With some restrictions, you can change the displayed value, but you cannot change between a non-fixed and fixed repair charge code. The system uses the charge code to determine the charge product line and the GL accounts that this service activity affects.

Project

Displays the project code retrieved from the service activity report header.

Service Type Used

Displays the service type retrieved from the service activity report header.

Net Price

Enter the net price for the item consumed. The system looks for the best matched price list with “R” type. If no price list is found, the list price of the item is used.

Covered Amount

Amount of the total price for which you are not billing the customer. The system determines this amount from the coverage limits for the contract or service type. The covered amount defaults to zero when:

- No coverage exists on the contract or service type.
- The item has exceeded the contract’s service limits.
- The item has exceeded a list price limit.
- The service is for a fixed price. In this case, covered amount cannot be changed.

Covered amount cannot exceed the price times the quantity.

To prevent changes, apply field security to Covered Amount.

Extended Price

The total price minus the covered amount. For fixed price repairs, this field is zero. The system calculates the extended price as follows:

(Quantity * Price) – Covered Amount

Unit Cost

Displays the unit cost of the item consumed. The system derives the cost from the site of the item you are repairing—not the site from which you issued the component.

For the system to find a cost, either:

- The site associated with the item in Item Masters is the same as the service order line-item site, or
- Costs for the issued item at the service order line-item site are set up using Item Site Costs.

Otherwise, cost defaults to zero. The cost displays in the Item Cost column in Service Pending Invoices. The system uses the cost to calculate the margin for this service activity.

Service Expense Detail

This section contains the field descriptions for the Service Expense Detail.

Main Panel

Operation

The system auto-fills the operation number in ascending sequence as you add a operation. You can manually enter an operation number as needed.

Description

Optionally enter the description for the operation. If you choose a standard operation, this field displays the description of the standard operation.

Standard Operation

Optionally choose a standard operation from the lookup browse. The standard operation determines the default service category.

Work Code

Displays the work code retrieved from the service order line item.

If contract limits have been set up using work code and service category combinations, this work code is used to determine the applicable limit. The work code is also used to determine the default charge code and the effective price.

Service Category

If you specified an operation from a service routing or a standard operation, the service category defaults from the settings in Service Routings or Service Standard Operations.

The service category is used along with invoice sorts and work codes to define contract and warranty coverage limits and manage the financial impact of service activity in service orders and Service Pending Invoices.

The service category also determines the prices for labor, expense, and costs for expenses.

Assigned

The assigned engineer defaults from the report header. You can reassign it to another engineer as needed.

Start Date

The start date defaults to the current system date and time. You can change it to record the actual start date of the operation.

Quantity

Displays the operation’s expense quantity.

Billing Panel

Charge Product Line

Displays the charge product line for the expense.

Charge Code

The charge code default is based on several factors. For a fixed price work code, the Fixed Billable charge code from Default Charge Codes displays.

If this is not a fixed repair, the system uses the under- or over-limit charge code for the coverage limits of the contract or service type. The default depends on the item's extended price and, for contracts only, the amount applied to the limit.

If the limits have no associated charge codes, a charge code defined in Default Charge Codes displays. The system selects a charge code depending on the source of coverage (contract, warranty, or default service type of service order line) and whether the operation is over or under limit.

With some restrictions, you can change the displayed value, but you cannot change between a non-fixed and fixed repair charge code. The system uses the charge code to determine the charge product line and the GL accounts that this service activity affects.

Project

Enter an optional code identifying the GL project for the labor detail. The system associates the project code with the GL transactions it creates. You can track the service order line's cost by project.

Whether the field can be updated depends on the setting of Project Code Handling in Service Control. If you use a charge code with Project Mandatory set to Yes, you must enter a project code.

Service Type Used

Displays the service type that determines this operation's coverage. The service type that the system uses is not necessarily the one that you specified for the line item. The system can change the service type if you change the charge code.

Price

The price for one unit of the operation's service category. Defaults from the price list on the service activity report header unless this is a fixed price repair. For fixed price repairs, the system sets detail prices to zero, which you cannot change. If no price is found on the price list, the default is zero. To prevent changes, apply field security to Price.

Covered Amount

Amount of the total price for which you are not billing the customer. The system determines this amount from the coverage limits for the contract or service type. The covered amount defaults to zero when:

- No coverage exists on the contract or service type.
- The item has exceeded the contract service limits.
- The item has exceeded a list price limit.
- The service is for a fixed price. In this case, covered amount cannot be changed.

Covered amount cannot exceed the price times the quantity.

To prevent changes, apply field security to Covered Amount.

Extended Price

The total price minus the covered amount. For fixed price repairs, this field is zero. The system calculate the extended price as follows:

(Quantity * Price) – Covered Amount

Cost

If this operation has an expense service category, the system calculates the cost from the expense cost price list (type E) for the service order. The cost of one unit of the service category displays. If no expense cost list exists, expense cost defaults to zero.

Service Labor Detail

This section contains the field descriptions for the Service Labor detail.

Main Panel

Operation

The system auto-fills the operation number in ascending sequence as you add a operation. You can manually enter an operation number as needed.

Description

Optionally enter the description for the operation. If you choose a standard operation, this field displays the description of the standard operation.

Standard Operation

Optionally choose a standard operation from the lookup browse. The standard operation determines the default service category and the default time duration required to finish the operation.

Work Code

The work code defaults from the service order line item. You can change it as needed. The work code in a report line can be different from another line.

If contract limits have been set up using work code and service category combinations, this work code is used to determine the applicable limit. The work code is also used to determine the default charge code and the effective price.

Service Category

If you specified an operation from a service routing or a standard operation, the service category defaults from the settings in Service Routings or Service Standard Operations.

The service category is used along with invoice sorts and work codes to define contract and warranty coverage limits and manage the financial impact of service activity in service orders and Service Pending Invoices.

The service category also determines the prices for labor, expense, and costs for expenses.

Assigned

The assigned engineer defaults from the report header. You can reassign it to another engineer as needed.

Start

The start date defaults to the current system date and time. You can change it to record the actual start time of the operation. When you change it, the system recalculates the duration of the operation.

End

If you use a standard operation, the end date and time are calculated based on the start date and the standard duration. If no standard operation is specified, it defaults to the current date and time. You can change it to record the actual end time of the operation. When you change it, the duration is automatically updated. Also, when you change the time duration for the operation, the system recalculates the end time.

Duration

When you use a standard operation, the duration defaults from the standard operation. If no standard operation is specified, it defaults to zero.

When you change the duration, the End field is updated accordingly. When you update the Start or the End field, the system recalculates the duration.

Billing Panel

Charge Product Line

Displays the charge product line for the labor costs.

Charge Code

The charge code default is based on several factors. For a fixed price work code, the Fixed Billable charge code from Default Charge Codes displays.

If this is not a fixed repair, the system uses the under- or over-limit charge code for the coverage limits of the contract or service type. The default depends on the item's extended price and, for contracts only, the amount applied to the limit.

If the limits have no associated charge codes, a charge code defined in Default Charge Codes displays. The system selects a charge code depending on the source of coverage (contract, warranty, or default service type of service order line) and whether the operation is over or under limit.

With some restrictions, you can change the displayed value, but you cannot change between a non-fixed and fixed repair charge code. The system uses the charge code to determine the charge product line and the GL accounts that this service activity affects.

Project

Enter an optional code identifying the GL project for the labor detail. The system associates the project code with the GL transactions it creates. You can track the service order line's cost by project.

Whether the field can be updated depends on the setting of Project Code Handling in Service Control. If you use a charge code with Project Mandatory set to Yes, you must enter a project code.

Service Type Used

Displays the service type that determines this operation's coverage. The service type that the system uses is not necessarily the one that you specified for the line item. The system can change the service type if you change the charge code.

Price

The price for one unit of the operation's service category. Defaults from the price list on the service activity report header unless this is a fixed price repair. For fixed price repairs, the system sets detail prices to zero, which you cannot change. If no price is found on the price list, the default is zero. To prevent changes, apply field security to Price.

Covered Amount

Amount of the total price for which you are not billing the customer. The system determines this amount from the coverage limits for the contract or service type. The covered amount defaults to zero when:

- No coverage exists on the contract or service type.
- The item has exceeded the contract's service limits.
- The item has exceeded a list price limit.
- The service is for a fixed price. In this case, covered amount cannot be changed.

Covered amount cannot exceed the price times the quantity.

To prevent changes, apply field security to Covered Amount.

Extended Price

The total price minus the covered amount. For fixed price repairs, this field is zero. The system calculate the extended price as follows:

(Quantity * Price) – Covered Amount

Cost

If this operation has a labor service category, the standard labor cost for the engineer for one hour displays, and cannot be modified. The system calculates the cost from the operation's work center, either from the service routing or a standard operation. The work center determines the labor rate, labor burden rate, and the labor burden percentage. For labor operations without a work center, the system calculates the cost from the Service Work Center in Service Control.

Service Returned Item Detail

Main

Operation

The system auto-fills the operation number in ascending sequence as you add an operation. You can manually enter an operation number as needed.

You can record items for each operation. If you are not using operation steps, record all items on the first operation.

Source

Specify the source where the item is returned from. The available options are Installed Base, Inventory, and Item.

Item

Enter the item number for the returned item.

Lot/Serial

If the item you are returning is lot/serial controlled, enter the serial number. When you return an unused lot/serial-controlled item originally loaded from an MO line, this field defaults from the MO line.

If the serial number is in the installed base and Update ISB is Yes for this service order line, the system removes the item with this serial number from the installed base. If you are returning multiple serial-controlled items, you can access the Inventory Details subpanel.

If Load Available Structure is Yes in Service Management Control and the item has Installed Base set to Yes in Service Items, you must specify a lot/serial number to add the item to the installed base. The lot/serial number is part of the installed base record. If you are exchanging an installed base item, the system replaces the previous lot/serial number with this one.

Reference

Enter the item's lot reference number. Lot reference, site, location, and lot/serial number specifically identify inventory quantities. For lot reference, you can use the production lot of the item or a location reference such as a skid, roll, or pallet number.

Note You cannot update Reference when an item is loaded from an MO.

ISB Reference

All items that do not have serial numbers in the installed base need ISB reference numbers. Specify the ISB reference on a return so the system can exactly identify the item to remove from the installed base.

Assigned

The assigned engineer defaults from the report header. You can reassign it to another engineer as needed.

Status

The return status defaults from either:

- The default return status in Service Control if the item is repairable
- The default scrap status in Service Control if the item is not repairable

Note

Repairable items have Repairable set to Yes in Service Items.

You can change the return status to any status defined with Return Statuses. However, you can use a Pending status only for items you ordered on an MO and an Exchange status only for items returned from the customer.

Site and Location

Depending on the return status and whether or not the item is repairable, the return site and location default as follows:

- To the return site and location, if the item is repairable and Good is Yes for the return status, or if the item is not repairable and Scrap is No.
- To the scrap site and location, if the item is not repairable and Scrap is Yes for the return status.
- To the repair site and location, if the item is repairable and Good is No for the return status.

Note

Set up default sites and locations with Default Sites.

The system searches for default sites and locations based on the returned item's product line, service group, work code, and item number and the area you specified on the service order. Enter a site if no default site exists.

Qty Returned

Enter the number of item units that are returned.

Work Code

The work code defaults from the report header and indicates the type of work performed for the item consumed.

Inventory Details

The Inventory Details subpanel is active only when the returned item line has a quantity of more than 1.

New

Add a line with the detailed information to identify the item returned.

Delete

Delete a selected record.

Status

The status defaults from the Main panel of this returned item line. You can change it as needed.

Site

Enter the site that the item is returned to. The default site is from the Main panel of Service Returned Item Detail. You can change it as needed.

Location

Enter the location that the item is returned to. The default location is from the Main panel of Service Returned Item Detail. You can change it as needed.

Lot/Serial

Enter the lot or serial number of the returned item.

Reference

Enter the lot reference number of the item returned.

ISB Reference

Enter the ISB reference for the item, if any.

Quantity

Enter the quantity of the item returned.

Billing

Exchange Price

If you are exchanging an item that has no coverage, the system searches the header's repair price list for an exchange price with the exchange unit of measure in Service Control. If the exchanged item has coverage, the exchange price defaults to zero.

Creating a Service Activity Report

1. Go to Repair Activity > Service Activity Reports.
2. Click New on the Tool Bar.

   The Service Activity Reports window is opened.
3. In the Main panel, choose a service order from the Service Orders lookup browse and choose a service order line from the lookup browse.

   If the item in the entered service order line does not exist in installed base and the Update ISB field is selected in SAR, the Installed Base hybrid view pops up. You can update the installed base with the line item in the service order.

   The system generates a report number for the SAR. The other fields in the Main panel are also auto-filled with the data retrieved from the specified service order line.
4. Locate the Assigned field and assign an engineer to work on this report from the Engineers lookup browse.

   The assigned engineer defaults to the lines of expense, item used, and item returned. You can change the assigned engineer when you record the expenses, consumed items, or returned items.
5. Specify a status for this report.

By default, a new report is assigned a status of Invoiceable. If you want to prevent the report from being invoiced for now, you can set the status to Hold. You can modify the report status at a later time.

6. Click Save to save the SAR.
7. As needed, you can add lines of expense, item usage, item return, notes, and fault codes on the respective panel. If you want to save it now without these lines, click Save and come back later to supply more details.

   The Item Usage panel and the Item Return panel may have been loaded with the predefined service components. You can modify the lines as needed: deleting the components that are not needed, adding new lines, or changing the quantity.

The service activity report for a service order is created.

You can come to this report later to add report lines for expenses, items consumed, and items returned. See the corresponding topics for instructions.

Processing Service Activities

Before processing service activities, ensure that the following settings are done:

- If you want the ISB to be updated during service activity processing, select the Update ISB for the service activity report.
- Add structures as needed.

1. Go to Repair Activity > Service Activity Reports.
2. Locate the report to process using the search filters. Then, select it or open it.
3. On the Tool Bar, click Actions > Process Activities.
4. Specify a status for this report.

   By default, a new report is assigned a status of Invoiceable. If you want to prevent the report from being invoiced for now, you can set the status to Hold. You can modify the report status at a later time.

5. Click Save to save the SAR.
6. As needed, you can add lines of expense, item usage, item return, notes, and fault codes on the respective panel. If you want to save it now without these lines, click on the Save button and come back later to supply more details.

   The Item Usage panel and the Item Return panel may have been loaded with the predefined service components. You can modify the lines as needed: deleting the components that are not needed, adding new lines, or changing the quantity.

The service activity report for a service order is created.

You can come to this report later to add report lines for expenses, items consumed, and items returned. See the corresponding topics for instructions.

Reporting Expense for a Service Activity

1. Go to Repair Activity > Service Activity Reports.
2. Locate the report using the search filters and open it by double-clicking it or clicking Edit on the Tool Bar.

   The Service Activity Report is open for editing.
3. In the Expense panel, click New to quickly add an expense line in the grid, or click Details to add an expense line in the Service Expense Detail window.
4. Enter the required information in the grid or in the Service Expense Detail window.
   - Choose a standard operation from the Standard Operations lookup browse.
   - The other fields are auto-filled with the default values. You can change them as needed.
5. Click Save to save the report.

Managing Item Usage for a Service Activity

1. Go to Repair Activity > Service Activity Reports.
2. Locate the report using the search filters and open it by double-clicking on it or clicking Edit on the Tool Bar.

   The Service Activity Report is open for editing.
3. Click Item Usage on the Navigation Bar.
4. In the Item Usage panel, you can do the following:
   - Click New to quickly add an item line for the item consumed in the grid.
   - Click Edit to edit the selected item line.
   - Click Delete to delete the unneeded lines.
   - Click Details to manage the item usage lines with more details.

   Note

   If the line item in the service order contains service components in its service structure, the components are automatically loaded into the Item Usage panel. If any of the service components are repairable, the system loads the corresponding components into the Item Return panel. You can modify them as needed.
5. Save the changes.

If the item consumed that you just added is a repairable item, you are prompted for the corresponding returned item for this repairable item. A returned item line is created when you respond Yes and click Continue.

Note

If the entered quantity for an item usage line is more than 1, go to the Service Item Usage Detail window and enter information for each specific item in the Inventory Details subpanel.

6. Click Save to save the report.

Reporting Labor for a Service Activity

1. Go to Repair Activity > Service Activity Reports.
2. Locate the report using the search filters and open it by double-clicking it or clicking Edit on the Tool Bar.

   The Service Activity Report is open for editing.
3. Go to the Labor panel, click New to quickly add a labor line in the grid, or click Details to add a labor line in the Service Labor Detail window.
4. Enter the required information in the grid or in the Service Labor Detail window.
   - Choose a standard operation from the Standard Operations lookup browse.
   - The other fields are auto-filled with the default values. You can change them as needed.
5. Click Save to save the report.

Material Orders

Main

The Main panel contains the basic information for a material order.

Service Order

Enter a service order number or leave it for the system to generate one based on the numbering rule defined in Service Control.

Engineer

Enter the engineer assigned to this material order.

Ship-To

Enter the shipping address for the material order.

End User

Indicates the end user. This field defaults from the service order.

Material Order

Indicates the material order number uniquely identifying a sales order. You can either manually enter a number or leave it blank for the system to generate an order number.

Order Type

Indicates the type of material order being placed.

Order Date

The default is the system date. It can be the date the order was entered into the system or the date the order was placed.

Required Date

Enter the date of required delivery. The default is blank. If you specify a different date than the due date, the system uses the value you enter as the default for new line items. If the header required date is the same as the due date, the line-item default is blank.

Charge Code

Indicates the charge code associated with this material order.

Remarks

Enter brief remarks pertaining to this order. Remarks default from the ship-to address, if defined for the customer record.

Confirmed

Enter Yes to indicate a firm order. Firm orders can be allocated. Enter No to keep the order unconfirmed. Unconfirmed orders cannot be allocated and are not considered by MRP.

Order Options

The Order Options sub-panel includes additional, optional settings.

Detail Allocations

Set this field to Yes if the system should make detail allocations for this order. If No, the system makes general allocations. This becomes the default value for line items.

Consume Forecast

Specifies whether the quantity ordered should consume available forecast. If Yes, the order consumes the forecast. If No, the order quantity is considered abnormal and is planned in addition to the forecast. The setting on the Main panel defaults to the line items and can be changed.

Import/Export

The Import/Export field controls whether the Intrastat Data sub-panel is editable in Shipping panel.

Enter Yes if the order is subject to Intrastat reporting; otherwise, enter No.

This value defaults from the setting in Intrastat Control. You can manually change the value on the Main panel. The value on the Main Panel defaults to the line item.

Note For the defaulting logic to work correctly, you must associate address records with each site. This is also required for Global Tax Management.

Language

Enter the language used by the customer on this order. Language defaults from the ship-to address defined in Customer Ship-To Create.

You can select orders for printing by range of language codes. This lets you use different preprinted forms in different languages.

Master comments are also stored by language. When you update comments during order entry, the system searches for comments stored in the document’s language. This lets you quickly access text, such as customs documentation or item descriptions, in the correct language.

Order Lines

On the Order Lines panel, you can view, create, edit, and delete order line records. The order lines are displayed as a summary grid. Clicking Details on the upper-right corner of the panel brings you to the details of the lines, where you can view and edit the line details.

Creating or editing an order line in the Summary mode works only on the displayed fields.

The order line details form is in a structure that is similar to the Material Orders panel. It contains the following panels:

- Main Panel
- Shipping Panel
- EMT Panel
- Ship Details Panel
- Notes Panel

All the line items in a material order are listed in the grid on the left side. The right side displays the detailed information against the selected order line. When you add an order line, some of the values for the order line default from the corresponding top-level panels. You can override them as needed.

Shipping

The Shipping panel contains not only the basic shipping information, but also some optional shipping options like consignment options and Intrastat options.

Ship-To

This value defaults from and is always identical with the Ship-To field on the Main panel. As you change the ship-to information on a panel, the value on the other panel changes.

Site

Select the site where the items are shipped from. The available sites in the look-up depend on the settings on the Site panel in the Item form.

Due Date

The system calculates the default due date by adding the Shipping Lead Time from Sales Orders to the Order Date. You can change this date.

Note Based on control program settings, the system may use Due Date, Required Date, and Promise Date to determine default dates on order lines.

Allocate Days

Enter the number of calendar days until cutoff date for allocating this material order. Use this field to manually control allocations.

Ship Via

Default carrier name, which identifies the preferred carrier for a customer’s orders. This value can be overridden.

Print Pack List

This field indicates whether a packing list for this order should be printed.

Other factors such as confirmation, partial shipment, and allocation quantity can also prevent a packing list from printing. In addition, only material orders with a blank action status are considered. Any other action status indicates that the order is on hold.

To support multi-site shipment, the system does not automatically change this field after a packing list print or after a shipment is processed. However, you cannot print a second packing list when one already exists at a specific site and the order has not shipped yet.

Billing

The Billing panel includes the following:

Currency

Currency defaults from the bill-to address. Currency codes identify monetary units and form the basis of exchange rate relationships.

Charge Code

Indicates the charge code associated with this material order.

Action Status

Select an action status to associate with this material order’s bill.

Notes

On the Notes panel, you can add, edit, and delete notes attached to the material order.

In the Notes Details window, you can add the predefined master references to the order. In the Options panel, you can specify whether to print the notes as follows:

- Print On Material Order
- Print on EMT PO
- Print On Packing List

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Ship Allocated Action

Choose Actions > *Individual* Ship Allocated to allocate completed material orders for shipment.

Options

Shipping Group

Indicates the shipping group associated with this material order.

Inventory Movement Code

Enter an inventory movement code that can be used for shipments within this shipping group. Inventory movement codes determine the default NRM sequence, carriers, and document format used for the shipment.

Ship Via

Enter the default carrier name that is set up in Customers, which identifies the preferred carrier for a customer’s orders. This value can be overridden.

Carrier

Enter the carrier associated with this material order.

Carrier Account

Enter the carrier account number associated with this material order.

Carrier Shipment Reference

Enter a shipment reference associated with this carrier.

Payment Type

Enter the payment type associated with this material order.

Shipper

Enter a number to assign the external shipper. This field is only visible when a Shipper sequence is defined as external in Number Ranges and is entered in the Container/Shipper panel in Logistics Control. This field is mandatory.

Terms of Trade Point

Enter a code identifying the terms of trade for this order.

Terms of trade define whether you or the item supplier is responsible for payments to a third-party supplier for logistics charges associated with purchased items. Each terms-of-trade record can include all of the logistics charges associated with a purchase, with the responsible party assigned to each logistics charge.

Mode of Transport

Enter the mode of transport.

Vehicle ID

Enter the Vehicle ID number associated with the mode of transport.

Document Format

Enter the numerical code indicating the document format type.

Consolidate Shipments

Indicates the number of shipments to be consolidated.

Total Pallets

Enter the total number of pallets to be shipped.

Ship Date

Enter the intended date to ship the allocated material order.

Note When Shipper Validation Rules are in use and a shipper does not comply, the system will prompt a message stating that Shipment Confirmation Failed and then display the Validate window upon submission. In the Validate view, you can correct invalid shipper fields.

1. In the Validation Fields grid, locate the rules marked with an Error in the Level column.
2. Enter the correct value in the Value column or use the lookup to select an allowed value.
3. After making corrections, click Submit to validate the shipper rules and the system will display the Confirm window.

Ship Items

The Ship Items panel displays the material order lines to be shipped.

Workflow Options

Consume Shipped Lines

Set this field to Yes to consume material order lines upon allocation.

Print Shipper

Set this field to Yes to print the shipper upon allocation.

Restock Order Action

Choose Material Orders > *Individual* > Restock Order.

A Material Order provide a flexible mechanism for managing the inventories in the service environment. These are used for the field services or depot repair. For example, an engineer can order some materials/parts which are used to perform his field service tasks. The engineer can create material orders. Afterward, when the material order ships, the parts are transferred from the standard inventory to the engineer's own inventory, so that later the engineer can use those same parts at the customer's site to perform the repair work. When the engineer

uses these parts, a Service Activity Report (SAR) Item Usage is created, logging the item usage. However, if some parts were not used, they are returned/restocked to the standard inventory.

Use the Restock Order action when you have the following types of material orders:

1. Service Parts. These are material orders that are linked to either a service order or a depot order. However, you have two options for restocking/returning materials:
   a. Direct Return. Restock/return parts to standard inventory using the Restock Order action in **Material Orders**.
   b. Pending Return (Optional). A Pending Return can be done before a Direct Return: a SAR is registered before the actual direct return when the item is physically returned to the inventory. Once the goods are returned to the standard inventory, the Restock Order action takes care of those pending return SAR materials.
2. Replenishment. Restock/return parts to standard inventory using a Material Order (Direct Return Only).
3. Expensed Parts. These are not tracked for individual item usage. The return/restock is not allowed to standard inventory.

Main Panel

Return Status

Determines whether you are executing a direct return or completing a pending return.

- Status defaults from the Return Status field in the system; hence, it always defaults to a valid Return Status code: Exchange, Pending, Repair, Return, Scrap, and on. However, the Exchange status code cannot be used in this case.
- This field also determines the default status (defaulting return site and location) on the lines below.

Effective Date

General ledger (GL) effective date for this transaction. The default is the current date. The system verifies that the entered date is in an open fiscal period.

Lines Panel

This panel includes a line grid. It displays only MO lines with Open Qty other than 0.

Status

- Defaults from Return Status on the Main panel.
- You can change to a different available status by using the look-up browse.

- The system validates the following:
  - Cannot leave blank.
  - Must be a valid status defined in Return Status Maint. ("Return status does not exist").
  - Status code cannot be defined with Exchange = Yes; otherwise, the system displays the error "Return status cannot include exchange."
- It determines the default (return "To") Site and Location for the current line.

Qty to Return

For a pending return, return quantity defaults from the quantity pending for return of that line. For a direct return, the return quantity defaults from the open quantity. The open quantity on this line is determined by the formula:

Qty Shipped - Qty Consumed - Qty Returned = Open Quantity

System validations (Multi-Entry Only):

- Number Quantity exceeds available remaining.
- Number Qty to Return cannot be 0.
- Number Quantity exceeds available return quantity for the line.

Multi/Multi Entry

A Multi Entry button is available at the top of the grid. This button becomes available when one or more lines are entered in the line grid.

Automatic loading Multi Entries:

- When the item is serial controlled, the system auto-loads inventory with the specified quantity into different lines, starting from the Lot/Serial specified in the previous screen if there is one. For example, when Qty to Return = 5, and Lot/Serial = 001 for serial-controlled item 60051, when you select Multi Entry, the system auto-loads five lines, with Lot/Serial numbers from 001 to 005. It does not matter whether the inventory exists.
- When the item is not serial controlled ("L" or blank), the system auto-loads a single record in the grid, with quantity = Qty to Return, with Lot/Serial if specified in the previous screen.
- Automatic loading only happens when no record exists.

Lot/Serial

The system automatically populates both the Lot/Serial and Reference fields. If no data is available, it defaults to blank.

During validation, the system might display these messages:

- Lot/Serial does not exist at this site location.# (can be error or warning depending on item L/S)
- Lot/Serial required for "S" controlled item.
- WARNING: "QUANTITY AVAILABLE IN SITE LOCATION FOR LOT/SERIAL"
- WARNING: Lot/Serial was not shipped to this MO line.

  Note The system tries to make sure the inventory restocked is the same inventory that was shipped to the engineer's location. However, the message is just a warning; the system still allows the inventory to be transferred even if it was not shipped to the engineer's site/location previously.

Reference

The system automatically populates the Lot/Serial and Reference fields. If no data is available, it defaults to blank.

Site

This is the return-to Site.

The system uses the following criteria to determine the site to return:

- Item Repairable: Y/N
- Return Status: Scrap = Y/N; Good=Y/N
  - If the item is repairable, and Good is Yes for the specified return status, or if the item is not repairable, and Scrap is No: the system uses the default return site and location.
  - If the item is not repairable, and the specified return status has Scrap set to Yes, the system uses the default scrap site and location.
  - If the item is repairable, and Good is No, the system uses the default repair site and location.
  - When all the above are not found, it uses the original ship-from site and location.

Location

This is the return-to Location. The system uses the same logic as it does for Site to determine the return location.

From Site

Ship-From Site for the return/restock.

- Default: first from the engineer's site, then from the site associated with the engineer's area.
- Look-up browse and validations are the same as To Site above.

From Location

Ship-From location for the return/restock. The system uses the same logic as it does for Site to determine the from location.

Display Only

The following fields are display-only and non-editable:

- Line
- Order Line
- Item
- Description
- Lot Control
- Qty Open
- UM
- Qty Allocated
- Qty Shipped
- Qty Consumed
- Qty Returned
- Qty Pending

Allocate Action (Bulk)

Choose Actions > *Bulk* allocate to allocate inventory for material orders.

Options

Full Orders Only

If selected, the system will only allocate lines on an order if all lines on that order can be fully allocated. Otherwise, it will remain unallocated.

Full Lines Only

If selected, the system will only allocate lines if the full ordered quantity can be allocated.

This value defaults when Full Orders Only is selected.

Detail Allocations

Indicate whether you want to generate detail allocations.

No: Make general allocations, allocating only the required quantity of an item at a site.

Yes: Make detail allocations, specifying the site, locations, lot or serial numbers, and lot references for the allocated quantity.

If this field is selected, it will apply to all lines processed here. Otherwise, the sysyem will determine if each individual line previously used detail allocations.

Single Lot Only

Indicate whether to treat all allocations as single lots, ignoring cross-multiple lots.

This overrides the Single Lot flag on individual records.

This option is only available when Detail Allocations is selected.

Criteria

Indicates the criteria used to filter records in the Lines to Allocate panel.

Additional Criteria

Allocate Days into Future

Enter the number of calendar days the system should use to determine the cutoff date for allocating items. The system only attempts to allocate order lines with a due date within the range defined by this field. For lines due outside the range, quantity allocated defaults to 0 (zero) regardless of available quantity.

This field defaults from the number of days specified in the Allocate Line Due in Days field in the Material Orders panel of Service Control.

Allocations reserve inventory for this order, so reserved items are not available for other orders in the system. Allocations also control shipment quantities when there are not enough items to fill all orders. You can choose to ship the quantity allocated or the quantity picked.

If you enter zero, the system does not allocate inventory.

Site From/To

Optionally enter a range of sites for selecting material orders to allocate.

Item From/To

Optionally enter a range of item codes for selecting material orders to allocate.

Lines to Allocate

The Lines to Allocate panel displays all lines fulfilled by the specified search criteria available for allocation.

Use the check box column to select lines for allocation.

Click Search to simulate results. After simulating results, the Qty to Allocate field can be edited.

Use the Clear Unselected Lines button to remove all lines from this panel that are not currently selected in the check box column.

Confirm Action (Bulk)

Choose Actions > *Bulk* confirm to select and process material orders that need to be confirmed.

Options

Allocate

If selected, and Check Allocate Days is enabled on the material order, the line's available quantity will be generally allocated.

If selected and detail allocate is enabled on the material order, the line will be detail auto-allocated.

Otherwise, no inventory allocation will occur.

Change Due Dates for ATP Enforcement Warnings

Specify whether the system automatically changes the due dates on order lines for items with an ATP enforcement level of Warning when insufficient ATP is found for the original due date.

Yes: The system adjusts the order-line due date to the best possible later due date during order confirmation. The output report of the confirmation program indicates that the date was changed.

No: The system leaves the original due date and confirms the order lines for items with a Warning level. A warning message displays in the output report.

Change Due Dates for ATP Enforcement Errors

Specify whether the system automatically changes the due dates on order lines for items with an ATP enforcement level of Error when insufficient ATP is found for the original due date.

Yes: The system adjusts the order-line due date to the best possible later due date during order confirmation. The output report of the confirmation program indicates that the date was changed.

No: The system does not confirm lines for items with an Error level when sufficient ATP is not found. An error message displays in the output report.

Criteria

Indicates the criteria used to filter records in the Lines to Confirm panel.

Additional Criteria

Item From/To

Optionally enter a range of item codes to filter records for selecting material orders to confirm.

Site From/To

Optionally enter a range of sites for selecting material orders to confirm.

Lines to Confirm

The Lines to Confirm panel displays all lines fulfilled by the specified search criteria available for confirmation.

Use the checkbox column to select lines for confirmation.

Use the Clear Unselected Lines button to remove all lines from this panel that are not currently selected in the checkbox column.

Creating a Restock Order

A Service Order must exist with its respective Material Order linked to it, and also shipped to the engineer's location. Additionally, a Service Activity Report with Item Usage recorded has already been previously created by the engineer.

1. Go to **Material Orders**.
2. Search for and/or select the order record of interest.
3. Choose Actions > Individual > Restock Order. Note: If no order lines are available to return, the quantity exceeds the available remaining, or the record has "Expensed Parts" in Order Type , the system displays an error message.
4. In the Main panel, review and/or edit the following applicable options:
    - Return Status:
        1. Direct Return. Select Return if this is for a restock or direct return of the items.
        2. Pending Return. Select Pending to return pending items from the SARs. The system prompts you to override the line return status. Select Yes and click Continue.
    - Effective Date
5. In the Lines grid, review and select the item lines that you want to return. You can also edit any of the following options:
    - Status

- Qty to Return. Enter or update the specific quantity of items that you want to return.
- Multi. This check box is enabled when you are returning multiple serialized items.
- Lot/Serial. Enter or select the Lot/Serial number from the specified location. If you are returning multiple serial-controlled items, the system requires the serial numbers for these items. You must do the following:
  1. Click Multi Entry at the top of the Lines grid.
  2. In the Multi Entry screen, enter or select the Lot/Serial number that you want to return to stock; you can also select them twice.
  3. The system can automatically create the serial numbers. After entering or selecting the first Lot/Serial number, click +New, and the system prompts you to create a list of serial numbers. Select Yes and click Continue. The system adjusts both the quantity and the serial numbers.
  4. Click OK to exit and return to the Lines grid in the Restock Orders action screen.
- Reference
- Site
- Location
- From Site
- From Location

6. Click Submit to restock/return the items.
7. The system displays a restock successful message. Click OK to close the message prompt.

The system also updates the information in **Inventory Transactions** where you will see the RCT-TR and ISS-TR transactions from one location to another for the restocked/returned items. This is also reflected in **Material Orders**, specifically in the Quantity Returned field under the Shipping panel of the Material Order Detail screen.

Auto-Creating Material Order Lines

This section focuses on auto-creating material order lines.

Note

For material orders lines to be auto-created, link the material order to a service order. You can use the Auto-Create Lines function when creating the material order. If the MO is in an update mode, the function is disabled.

1. Navigate to Material Orders in the Repair Activity menu.

2. Create a material order associated with a service order. For detailed steps, please refer to Creating MOs with Service Order.
3. In the Order Lines panel, click the Auto-Create Lines button.

   The Auto-Create Lines window is displayed.
4. In the Line field of the Main panel, specify the line of the service order that contains items to be added to the material order.
   - The BOM Code field displays the BOM code of the service order line.
   - The Summary panel shows basic information about the line, including its item, quantity, and end user.
   - The grid in the Lines panel displays items in the service order line, with the same quantity value as specified in the BOM.
5. In the Lines panel, you can:
   - Click New to add new items to this line.
   - Click Delete to remove unwanted items.
   - Click the line item to edit the Quantity Ordered column.
6. Click Submit.
7. Click Save to commit the changes.

The material order lines are auto-created based on the associated service order.

Generating Pending Invoice from SAR

This section focuses on generating pending invoice from SAR.

Note

To generate pending invoice from SAR, ensure that:

- the SAR has activities newly processed, or previously processed activities have not been in the pending invoice;
- the service order lines to be invoiced are complete or closed.

1. Open the service activity report to be processed.
2. Click Actions and choose Generate Pending Invoice.
3. Click Submit.

The pending invoice is generated.

Loading MO to Service Activity Report

This section focuses on loading MO information to the service activity report.

Note

To load a material order item to service activity report, ensure that:

- the material order is associated with a service order; and
- the item line is open, which means the quantity of the item shipped exceeds the combined quantity of the item consumed, returned, and loaded but not processed;

1. Open the service order.
2. Click Details in the Order Lines panel.

   The Service Order Details window opens.
3. Click the Drill-Down Links panel on the right, and choose Service Activity Reports.
4. Choose the material order line to be loaded to service activity report.

   The Service Activity Report window shows up, with information in such panels as Main, Labor and Expense auto-loaded from the service order.
5. In the Item Usage panel, click Select Items and choose MO items to be included in the service activity report, then specify the quantity of items to be used.
6. Click Submit.

   If the items you add to the Item Usage grid are repairable, additional lines are auto-created in the Item Return grid, but these lines are not linked to the material order.
7. In the Item Return panel, click Select Items and choose the returned MO items to be included in the service activity report.
8. Click Save to commit the changes.

The material order item usage and return information is loaded to the service activity report.

Processing Service Activity Report

This section focuses on processing service activity reports.

1. Open the service activity report to be processed.
2. Click Actions and choose Process Activities.

   The Process Activities window opens.
3. In the Workflow Options, choose whether to update service order status and to generate pending invoice. If the status of the service order is hold or cancel, the Generate Pending Invoice field cannot be set to yes.
4. Click Submit.

The service activity report is processed. If the Update Service Order Status is set to yes, in the Completion panel, the service order status is changed to completed. If the Generate Pending Invoice field is set to yes, the pending invoice is generated.

Return Material Authorization

RMA Return

RMA enables you to process the receipt of items returned from your customers. These items might be damaged or broken, or perhaps are being returned for a different or upgraded model.

RMA Replacement

RMA enables you to issue items as replacements for items returned by your customer.

The replacement line can link to the associated return line. When you record the returned item, there is an option for you to let the system generate a replacement line automatically.

RMA Coverage

When handling returns, you address many coverage issues. Is repair covered? Is repair feasible in terms of the amount of coverage? Is this item critical to the account, and should the RMA costs be shifted to goodwill? How can coverage be adjusted for one item or for a special case?

Pricing is another coverage issue for RMA items. A returned item is usually not new and may not be in good condition. How much credit do you give for the return if you issue a new item and credit the customer for the return?

Coverage issues for RMAs are handled through service types, charge types, and RMA credit price lists:

- Service types determine credit pricing and coverage levels for the RMA as a whole.
- Charge types enable you to change the service type for a particular item on an RMA.
- RMA credit price lists manage the cost of returns.

Only the percent of coverage defined for the service type or contract is used in RMA.

RMA Service Type

The service type associated with an RMA determines credit pricing and coverage levels, as well as other coverage details. By default, an RMA uses the service type from one of three sources:

- The service type of the service order associated with the RMA
- The service type of a contract selected to cover the RMA
- The default service type in RMAs and RTS, if no service order or contract is associated with the RMA

Service types determine the financial impact of RMA processing. They provide default credit price lists for RMA receipts, default restocking charges, and also determine the percentage of coverage. In addition, the service type determines whether you can ship a replacement item before you receive the defective item, and can determine the default product line.

Credit Price List

During returns, an RMA credit price list must exist before the system can calculate the credit price. If no credit price list exists, the system sets the line item price of a receipt to zero. Define RMA credit price lists in the Customer Schedule Price Lists.

Product Line

RMA supports an expanded use of product lines to determine accounting impacts. Support organizations use product lines to distinguish the financial impacts of service provided under different kinds of coverage: warranty, contract, giveaway, billable.

The default product line for RMAs depends on the setting of Use Item Prod Line in SSM Accounting Control. If this is Yes, the item's product line is the default. If No, the product line of the service type is the default. The product line determines which GL accounts are affected by an RMA.

The system uses the product line for the RMA line to determine sales-related accounts in the same way as sales orders. In RMAs, the system determines COGS accounts in the same manner. The system first looks for accounts set up with Sales Account , using the product line associated with the RMA line item, the RMA header's site and channel, and the customer type of the sold-to address. If no matching records exist, the system uses the accounts in Product Line .

Note

Inventory accounts for RMA transactions are based on the product line associated with the item being issued or returned in Item Master . This is essential to inventory control implementation, since the same source for GL account numbers must be used for issuing and receiving items to reconcile inventory value with GL account balances.

Replacement Line Percentage of Coverage

For RMA replacement lines, line item discount reflects the level of coverage of the service type in effect for the RMA. The system supplies a default for this field in the following manner:

1. First, the system determines the service category associated with the line item. You can specify service category with Service Item . Otherwise, the system uses the item service category from Call Management Control.
2. If a contract is associated with the RMA, the system searches the contract header limits for a coverage percentage in the following order.

- Search for a coverage percent defined for the invoice sort related to the item's service category.
- Search for a coverage percent defined for the contract total limit.

3. If contract or contract header limits are not found, search the service type specified on the RMA header: first by invoice sort, then total.
4. Add the service coverage percent to any discount calculated by the best pricing algorithms and display the results in the line item Discount field.

Note

The system uses the replacement-line due date when it searches for effective coverage level records.

The system displays the amount of discount that results from service coverage and the amount that results from a price list discount.

RMA Charge Types

The RMA charge type addresses an issue arising daily for many service organizations: How can coverage be adjusted for one call or special case?

When this need occurs, you want the ongoing contractual or warranted relationship with the customer to remain unchanged. You need only a one-time adjustment. For example, the service engineer can make a special charge for an unusual repair. Or, for various reasons, you waive normal charges for this RMA. Using a charge type, you can adjust coverage for this special case without changing the coverage relationship with the customer.

Example: You issue replacement items normally covered 100% by a warranty. However, one item is broken due to misuse by the customer and therefore is not covered under the warranty terms. You need to charge full price for this part. Change the charge type for this item issue to reference a service type that has 0% coverage.

Creating an RMA

This section focuses on creating an RMA from scratch.

Excel Import/Export for RMAs

Like many browses, **RMAs** offers the ability to export or import data from Excel in addition to a variety of other formats. For more information, see Exporting and Importing Data on page 266.

For more options about creating an RMA, see

- Creating an RMA from a Service Order
- Creating an RMA from an Action Request

1. Navigate to RMAs from the Menu Bar.
2. Click New.

The RMAs window is open.

3. In the Main panel, enter the following information:

   Note

   To simplify the data entry process in the Main panel, you can just enter the relevant service order number. Then the system automatically fills the fields in the RMA Main panel with the data retrieved from the service order.

   If there is no any relevant service order to use, go the following instructions to manually fill the fields in the Main panel.

   - Enter the sold-to customer code.

     The End User field and the Ship-To field are auto-filled with the specified sold-to address.

   - If the end user is not the customer who ordered the item, click on the Lookup icon in the End User field and choose an end user from the End Users lookup browse.

     The Ship-To field is updated as you change the end user.

   - Leave the RMA field for the system to assign an RMA number based on the rules set in RMAs and RTS.

   - If there is an applicable service contract for this RMA, enter it in the Contract field. The contract determines the service type.

4. Click Save to save the RMA.
5. In the Return Lines panel, add item lines to this RMA.
   a. Click New in the Return Lines panel.

      An empty item line appears in the grid.

   b. Enter the item and the receipt quantity. If the item is lot/serial-controlled, enter the lot/serial number and the reference information to identify the item.
   c. If you want a replacement line to be generated for this return, set the Replace field to Yes. You are prompted to confirm adding the replaced item when you save the line.

      A replacement line is added as a linked line after you complete the return line. You can view and maintain the replacement line in the Replacement Lines panel.

   d. If you want the installed base data to be updated as you maintain the RMA line, set the Update ISB field to Yes.

      Note

      The installed base is updated when the invoice for the RMA is posted.

e. Click Next Line to save the current line and create another line; or click Done to complete the current line and save it.

6. In the Replacement Lines panel, add replacement items. Click New to add a record of replacement item that the customer requires.
   a. Click New in the Replacement Line panel.

      An empty item line appears in the grid.

   b. If this replacement item has an associated return, enter the return line number in the Linked Line field.
   c. Enter the item and the quantity ordered. If the item is lot/serial-controlled, enter the lot/serial number and the reference information to identify the item.
   d. Click Next Line to save the current line and create another line; or click Done to complete the current line and save it.
7. Go to the other panels to check whether you need to update any other data.
   - Go to the Logistics panel to change the receiving site, location, and the freight information.
   - Go to the Billing panel to update the billing and taxing information.
   - Go to the Salespersons panel to manage the associated salespersons and their commissions.
   - Go to the Totals panel to update the charges and discount.
   - Go to the Notes panel to add additional notes for the RMA.
8. Click Save to save the RMA.

The RMA is created.

Managing RMA Lines

You can manage RMA lines using either the grid on Return Lines panel and Replacement Lines panel or the corresponding line detail forms.

Managing RMA Lines in RMA Lines Panel

1. Open an existing RMA and click Return Lines or Replacement Lines on the Navigation Bar.
2. Do any of the following, as you need:
   - Click New to add an RMA line.
   - Click Edit to edit the selected line.
   - Click Delete to delete the selected line.
   - Click Details to open the RMA Return/Replacement Detail form where you can manage more details of the RMA lines.
3. Click Save to save the changes.

Managing RMA Lines in RMA Detail Form

1. Open an existing RMA and click Return Lines or Replacement Lines on the Navigation Bar.
2. Click Details to open the RMA Return/Replacement Detail form.

   You can see the Browse Grid of the lines on the left. The RMA Detail form on the right displays the details of a selected line, where you can edit the details.
3. Do any of the following:
   - Add an RMA line by clicking New on the Tool Bar.
   - Delete an RMA line by clicking Delete on the Tool Bar.
   - Update the line details in the right-hand form.
4. Click the Save button to save the changes.

Allocating RMA Replacement Lines

For RMA replacement lines, you can perform detail allocations to reserve inventory for the ordered items. In the Detail Allocation subpanel, you can either manually allocate the inventory or use the auto-allocation function.

The Detail Allocations field on the RMA Line Options subpanel controls whether general allocation or detail allocation is applied. When this field is selected, detail allocation is applied. Otherwise, general allocation is applied.

Performing Auto-Allocation

1. Open the RMA replacement line in the detail form.
2. Go to the RMA Line Options and select the Detail Allocations option.

   The Detail Allocations subpanel is displayed in the Shipping panel.
3. Click Auto-Allocate in the Detail Allocations panel.

   The Location Allocation Detail Selection frame pops up.

   The frame shows all the items available.
4. Select the check box on the appropriate line and enter the quantity in the Quantity Allocated field.
5. Click Continue to confirm your selection.
6. Click Save to save the line.

The inventory is allocated for the replacement line.

Performing Manual Allocation

Perform manual allocation when you need to allocate the inventory with a specific lot/serial.

1. Open the RMA replacement line in the detail form.
2. Go to the RMA Line Options and select the Detail Allocations option.

The Detail Allocations subpanel is displayed in the Shipping panel.

3. Click New in the Detail Allocations panel.

   A new line is added to the Detail Allocations grid.

4. Click any magnifying glass icon within the line to bring out the Item Lot/Serials pop-up.
5. Select your preferred line from the pop-up and click OK.
6. Enter the quantity to allocate.

   If you do not enter the Quantity Allocated, the system enters the quantity based on the available quantity and the ordered quantity.

   Note

   Do not allocate inventory from a location with status set to N-N-N.

7. Click Save to save the line.

The inventory is allocated for the replacement line.

Auto-Allocating Configured Items

The Auto-Allocate function should be initially disabled until the order line is saved in a Confirmed status.

In order to use Auto-Allocate in the component grids of RMAs, you must select the checkbox in the Configured Items panel.

If this checkbox is selected, the system performs the KIT allocation logic using the quantity selected values in the components grid.

The system ensures the following:

- Allocations for the configured items in the RMA Replacement lines can work properly.
- General allocations can be made at the parent item level for KIT items, and upon saving, the system detail allocates to its components behind the scenes.

1. Go to the **RMAs**.
2. Click New+ to create a new RMA. If you already have an existing RMA, select the RMA record of interest, and click Edit.
3. In the Replacement Lines panel, click Details to open the RMA Replacement Detail window. If no previous record exists, the system prompts you to enter a configured item.
4. Click the Main tab, and enter a multi-level configured item on the Item field.
5. In the Configured Items panel, the system displays the details of the multi-level configured item of interest in a tree-list, such as the components under the Item column. If a new component level is needed, click New or the Child button to add a new component to any of the previously existing components in the grid.

6. Under the Qty to Allocate column, you can review the quantities available in the inventory—the total quantities you can allocate.
7. Click Auto-Allocate to allocate the components. This is the same functionality as in **Sales Orders**.
8. Click Save to save the allocated-configured items or replacement line into a production order and make the item available for sales and shipments.
9. The system updates and displays the quantities under the Qty Allocated in the Configured Items grid of the RMA Replacement Detail screen. In the Main panel, the Quantity Allocated field is now disabled by the system.
10. Click Close to return to the Edit screen. Then, click Save to record the updated RMA.
11. Choose Actions > Individual > Ship Allocated.
12. In the Ship Allocated screen, go to the Ship Items grid. The system displays how many components you can ship under the Qty to Ship column.
13. Click Submit to ship the allocated quantities. The system displays a confirmation message, along with the shipper ID number. Click OK to close.

The system updates the information in the Inventory Transactions browse, where you will see the ISS-FAS transactions for allocated components, billed to the parent item and shipped to the customer.

RMAs

Main

Sold-To

Enter a valid active customer code, indicating the address code of the original customer who purchased the items being returned and/or replaced with this RMA.

If a service order is associated with this RMA, Sold-To defaults to the customer that is associated with the end user of the service order. Otherwise, it is blank.

The original customer who bought an item quite often is different than the ship-to and the end user address. For example, a corporate office may purchase items and have them shipped to their various regional offices. These regional offices in turn may distribute the product to end users at their branch offices.

End User

Enter the address code of the actual end user for this item. The end user must have been predefined using End Users.

If you have specified a customer in the Sold-To field, the end user defaults from the sold-to customer. If this RMA references a service

order, this field defaults from the service order's end user. If you leave this field blank, enter a non-existent end user, or enter an end user unmatched to the specified sold-to customer, you cannot save the RMA.

The original customer who bought the item quite often will be different than the ship-to and the end-user address. For example, a corporate office may purchase items and have them shipped to their various regional offices. These regional offices in turn may distribute the product to end users at their branch offices.

RMA

Enter an RMA number or leave the field blank to have the system generate one using the rules defined in RMAs and RTS.

Revision

Enter a value identifying the revision level of this RMA. When an RMA is initially created, revision defaults to zero. Use revision numbers to identify the most current copy of a document.

Each time the RMA changes, you can manually increase the revision number by 1. A new copy of the document can be printed listing the current information along with the revision number.

Service Order

Optionally select a service order from the lookup browse when you want to associate the RMA with a service order.

When a service order is specified here, some fields default from the corresponding data of the service order. The fields include Sold-To, Ship-To, End User, Contract, Purchase Order, and Service Type.

Note

If you enter a service order that is linked to another RMA, you get the message "This service order has already been assigned to an RMA." You can still proceed with this RMA.

Contract

Optionally enter a service contract, if any. If this RMA is associated with a service order, the contract is retrieved from the service order.

The contract specified determines the default service type used for the RMA and may determine the coverage percentage. Other terms and conditions are derived from the service type. These include the default RMA credit price list; restocking charges for receipts; and whether items can be shipped before a receipt has been completed.

When the system looks for a coverage percent, it searches the RMA contract header limits first. It looks for limits defined for the invoice sort associated with the item's service category, then for total limits. If no

applicable limits are found, it searches for coverage based on limits defined for the service type specified in the RMA header.

The contract specified in the RMA header prints on the RMA invoice for both issues and receipts, as long as a contract service type is used for coverage.

Purchase Order

Enter the purchase order number. This field is mandatory when the PO Required field is selected for the end user in Customers.

If the RMA is associated with a service order, this field defaults from the servicer order; otherwise, it defaults to blank.

Order Date

Enter the date on which you create the RMA. The default is the current system date. You can change it as needed.

Expected Date

Optionally specify the date you expect to receive items being returned from the customer on this RMA. The default is the current system date. The date entered here defaults to the lines of this RMA.

Promise Date

Enter the date that items are promised to arrive at the customer location. The date entered in the RMA header, if any, defaults as the promise date for the line items.

When Calculate Promise Date is Yes in Sales Order Control, the system may calculate the line-item promise date or due date based on values in the RMA header.

When Calculate Promise Date is No, you can enter a promise date manually or leave the field blank. The header value defaults to each line item. You can manually update the line-item date.

In some cases, the customer is promised delivery on a different date than they require it. For example, they may say that they need the items tomorrow, but you can only promise delivery next week. Both of these dates can differ from the due date, since required and promise dates include delivery time, while due date is the date the items must be ready for shipment.

Pricing Date

Enter the effective date to be used by the system to find price lists that apply to replacement lines on this RMA. If you leave the field blank, the system uses the order date specified on the RMA header to set the default pricing date. The default value displays after you save the RMA header.

This header date sets the default for each line item on the RMA. You can change the line-item pricing date only when Vary Pricing Date by

SO Line is Yes in Sales Order Accounting Control. When that field is No, the system automatically updates all line items when the header value is modified.

Price lists can include effective dates, letting you phase in price changes based on the pricing date specified on the RMA. When you modify the original pricing date on an RMA line, repricing functions use the new date in determining effective price lists.

Remarks

The remarks are defaulted from the ship-to customer data when a valid ship-to customer is specified. You can change the remarks as needed.

Confirmed

Select this field to indicate that this RMA is considered firm; otherwise, clear it. For a new RMA, this field is selected, by default. You can modify this default only when an RMA is first created. The confirmation date is displayed next to this field after the RMA is confirmed.

The header value defaults to each line item on the RMA and can be changed. Line items can have a different confirmation status from the RMA header. For example, an item line can be unconfirmed when the header is confirmed. After you create a confirmed line, you cannot change its status.

Confirmed RMAs can be allocated, consume forecast, and create demand for Material Requirements Planning (MRP). You cannot process an unconfirmed line item using the Ship Allocated or Receive order actions. Ensure that the RMA lines are confirmed before the receipts/shipments.

Service Type

Specify the service type for the RMA. For a new RMA, it defaults from the RTS and RMAs when no contract or service order is specified. If a contract is specified, it defaults from the contract. If a service order is specified, it defaults from the service type providing coverage on the service order.

The service type defines coverage percentages, default credit price list, and restocking charges for items returned and issued on this RMA.

The RMA header service type determines the default credit price list for returns, any restocking charge to be added for returned items, and whether items can be shipped before a return is complete. If a contract is not specified in the Contract field or no applicable limits are found on

the contract, the service type determines the coverage percent applied to replacement items.

The service type on the header determines the default charge type for each RMA Replacement line: S is for the service contract type and W is for the warranty type.

When the system looks for a coverage percent, it searches the RMA contract header limits first. It looks for limits defined for the invoice sort associated with the item's service category, then for total limits. If no applicable limits are found, it searches for coverage based on limits defined for the service type specified on the RMA header.

If you change the service type on the RMA header once lines exist, its terms and conditions will apply to any new lines you add. They will be applied to existing lines only if you reprice them.

On RMA Replacement Lines, a charge type can be specified, allowing you some flexibility in overriding the coverage currently in force.

Taxable

Specify whether the RMA is subject to tax. The default setting is from the ship-to address. The setting of this field defaults to the RMA item lines. When this field is selected, the Tax Settings subpanel is available in the Billing panel.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

A status of taxable does not necessarily mean that a tax amount is calculated. You can use tax types and zero-percent tax rates to report tax exemptions.

Entered By

Displays the ID of the current log-in user who created this RMA.

RMA Options

Detail Allocations

Defaults from RMA/RTS Control. Specifies whether you usually make detail allocations during line item entry. Detail allocations assign specific inventory lot/serial numbers and locations to be shipped on an RMA. The setting on the header determines each replacement line's default.

Consume Forecast

Defaults from RMA/RTS Control. This field specifies whether the quantity ordered on the RMA consumes available forecast. If selected, the RMA consumes the forecast. If cleared, the system considers the order quantity abnormal and plans for it in addition to the forecast.

Import/Export

The Import/Export field controls whether the Intrastat subpanel is available in the Receiving panel. Select this field if the RMA is subject to Intrastat reporting; otherwise, do not select it.

This field value defaults from the setting in Intrastat Transactions . You can manually change the value in the Main panel.

EDI PO Acknowledgement

If you use EDI eCommerce to import purchase orders from your customers in electronic data interchange (EDI) format to be converted to RMA, this field controls whether the system creates a PO acknowledgment for export to the customer using the Manual Acknowledgement Resolution action in Purchase Orders. If the customer has a record defined in Trading Partner Parameters, the value defaults from the Send EDI PO Ack parameter. Otherwise, the default is No.

Language

Enter the language used by the customer on this RMA. Language defaults from the ship-to address as specified in Customer Ship-To's.

You can select RMAs for printing by range of language codes. This lets you use different preprinted forms in different languages.

Master comments are also stored by language. When you update comments during RMA entry, the system searches for comments stored in the document's language. This lets you quickly access text, such as customs documentation or item descriptions, in the correct language.

Print RMA

Indicates whether to print the RMA. When selected, you can use RMA Print to print the RMA; otherwise, the RMA is not printed when you run RMA Print.

Return Lines and Replacement Lines Panels

New

Creates an item line in the grid.

Edit

Makes the selected item line editable.

Delete

Deletes the selected item line.

Details

Opens the selected item line in the RMA detail frame.

Logistics

Ship-To

The ship-to address code identifies where the items on the RMA should be delivered. Select a ship-to address from the lookup browse, which lists all the available ship-to address for the specified sold-to customer. You can associate multiple ship-to addresses with a customer in Customer Ship-To's. If the customer does not have an associated ship-to address, this field is populated with the sold-to address.

If a service order is attached to the RMA, Ship-To defaults from the service order's end user. Otherwise, it defaults from the Sold-To.

Note You cannot modify the ship-to address after the RMA lines have been included on a pre-shipper or shipper.

The ship-to address helps determine applicable tax types. The tax zones for the ship-to address and the ship-from site, along with the customer tax class, determine the tax environment for the transaction. If you change the ship-to address on an existing order, the system prompts you to update related tax data.

Site

The site specified in this field determines the tax information for this RMA.

Entity

This field is read only and is automatically populated with the entity that the site is associated with.

Receive Site

Identifies the site where items returned from customers are received. It defaults from the Customer Return Site in RMA/RTS Control.

Site codes identify areas where inventory is manufactured or stored: an off-site storage area, a distribution center, a warehouse, a manufacturing facility, or any combination of these.

This site displays as the default for RMA return lines, but can be changed manually. When the items are received back from the customer, the inventory balance at this site is increased.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site (or by groups of sites).

Receive Location

Identifies the inventory location where items returned from customers are received. It defaults from the Customer Return Location in RMA/RTS Control.

This location displays as the default for RMA receipt lines, but can be changed manually. When the items are received back from the customer the inventory balance at this location is increased.

At least one returns location should be defined. This location is non-nettable and not available.

Issue Site

Identifies the site that replacement items sent to customers are shipped from. It defaults from Customer Spares Site in RMA/RTS Control.

Site codes identify areas where inventory is manufactured or stored: an off-site storage area, a distribution center, a warehouse, a manufacturing facility, or any combination of these.

This site displays as the default in the Replacement lines of an RMA, but can be changed manually. When the items are shipped to the customer, the inventory balance at this site is decreased.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site (or by groups of sites).

Issue Location

Identifies the inventory location that replacement items sent to customers are shipped from. It defaults from Customer Spares Location in RMA/RTS Control.

This location displays as the default in the Replacement lines of an RMA, but can be changed manually. When the items are shipped to the customer the inventory balance at this location is decreased.

Ship Via

Enter a code identifying the carrier for RMA shipments. This field defaults from the customer record.

Calculate Freight

Specify whether you want the system to calculate freight charges for this transaction. By default, this field is selected for new RMAs

and cleared for existing orders. When RMAs are shipped, this field is selected if the order has a valid freight list.

If you change the freight terms on an existing RMA, select this field to recalculate freight based on the new value.

Note

The system only calculates freight when the Freight List field has a value, regardless of the value of Calculate Freight.

The system calculates site-specific and currency-specific freight charges based on:

- The shipping weight of each item for unit price lists
- The total shipping weight of the applicable items for bulk price lists

Note

The site used in freight calculations is determined by the value of Calculate Freight by Site in Sales Orders. If it is selected, the line-item site is used. If it is cleared, the site entered on the Main panel is used.

Calculated freight charges display on the trailer or are added to the unit price, based on the type of freight terms that apply.

By default, freight calculations use item master shipping weights. These weights can be overridden, if needed. To do this, select Display Weights. You can also change weight values during shipment, if needed. The system then recalculates freight based on the new weight.

Freight List

Enter the freight list code that applies to this RMA. Freight list codes identify a set of shipping rates for different freight zones and shipping measures (weight or unit). Freight list defaults from the freight data set up for the ship-to customer. The header value sets the default for each line on the RMA.

The list you specify must be set up for the RMA header site and currency.

Note

Note: You can also assign freight lists by defining applicable price lists in Price List with an amount type of freight. These price lists are applied to the RMA line only when you leave the RMA Freight List field blank. If multiple pricing freight lists apply, the last freight list is used.

Before applying a freight list, the system verifies that freight charges have been defined for the freight class of the item being priced. If not, the freight list is not used.

Freight Minimum Weight

For bulk freight lists, enter the minimum weight for calculating freight charges for the shipment. This field does not apply to unit freight lists. It defaults from the freight data defined for the ship-to customer.

Freight charges for shipments that weigh less than the minimum amount are based on this field, not the actual shipment weight.

Freight Terms

Enter the freight term code that applies to this RMA. This field defaults from the freight data defined for the ship-to customer.

You can also assign freight terms by defining applicable price lists in Price List with an amount type of freight. Freight terms from these price lists are applied at the RMA-line level only when you leave the RMA Freight Terms field blank or the default freight terms are not manually updated. If you modify the default freight terms, they override the freight terms from the price list. If multiple freight terms apply, the last freight terms are used.

If you leave the header Freight Terms field blank and the system does not find an applicable freight terms price list, an error displays. If you modify the terms on an existing order, you must select Calculate Freight.

The freight terms type determines how or if freight charges are displayed and calculated.

- ADD: Freight is calculated and displayed on the trailer.
- PREPAID: Freight is calculated and tracked through the Sales Freight Accrued and Sales Freight Applied accounts, but not included on the RMA or customer invoice because it has been prepaid or is already a part of the normal selling price.
- COLLECT: Freight is calculated and placed on the trailer. However, the freight charges are not tracked through the Freight Accrued and the Freight Applied accounts. The customer will pay freight charges directly to the freight carrier when the shipment is delivered.
- INCLUDE: Freight is calculated, then added to the item's unit price. The price is recalculated after you exit the RMA line-item screen.

Before it applies a freight terms price list, the system verifies that freight charges have been defined for the freight class of the item being priced. If not, the freight list is not used.

Bill of Lading

BOL number is typically entered during RMA shipment but can also be specified here during RMA creation.

Incoterms

Specify an International Commercial Term for this RMA. It identifies where title passes to the buyer and is used to indicate who pays shipping charges.

Allocate Days

Optionally, enter the number of calendar days until cutoff date for allocating RMA items. Use this field to manually control allocations. The system allocates inventory only to RMA replacement lines due within this number of days.

The default value is from Allocate Days in RMA/RTS Control. If you enter zero, the system does not allocate inventory.

Due Date

Enter the date RMA issue lines are due to be shipped. For a new RMA, the default due date is the system date plus the shipping lead time specified in Sales Order Control. The initial value for new RMAs defaults to the current system date. The due date specified here sets the default due date for each replacement line.

When Calculate Promise Date is Yes in Sales Order Control, you can have the system calculate a line-item due date based on the promise date and delivery transit time data.

Planning functions use the due date to ensure that the right quantity of each item is available for shipment when needed. Due date helps determine which forecast period is to be consumed by this RMA and how freight is calculated.

The system uses the replacement line due date when selecting service coverage levels, if they were defined using effective dates.

Some functions can use due date ranges as selection criteria, such as Sales Order Packing List.

Performance Date

Optionally enter the date by which items are to be available to ship. It is the date originally planned to be the due date.

The date entered in the header defaults as the performance date for the line items only when the header Due Date and Performance Date fields are different. If the header dates are the same, the line-item Performance Date field is blank.

This date does not include transit time and can be used to evaluate the accuracy of shipment due dates.

Partial OK

Specify whether replacement lines on this RMA can be shipped before all quantities of all items are available. This option defaults the settings from Customer Data .

Print Pack List

This field indicates whether a packing list for this RMA should be printed.

Other factors such as confirmation, partial shipment, and allocation quantity can also prevent a packing list from printing. In addition, only RMAs with a blank action status are considered. Any other action status indicates that the RMA is on hold.

To support multi-site shipment, the system does not automatically change this field after a packing list print or after a shipment is processed. However, you cannot print a second packing list when one exists at a specific site and the RMA has not shipped yet.

Logistics Accounting

The Logistics Accounting subpanel is displayed and editable only when the Logistics Accounting functionality is enabled in Logistics Accounting Control.

Logistics Charge Code

Select a logistics charge code defined in Logistics Charge Code . Usually, outbound logistics charges include the cost of freight only. The freight charges are paid to third-party carriers when items are shipped to a customer or another company location.

Logistics Supplier

Optionally enter a logistics supplier for this logistics charge.

Charge

Enter the charge that is to be paid to the logistics supplier.

Amount

Displays the amount of the calculated freight charge.

Currency

Specify the currency.

Type

Specify the item type (unit or bulk).

Note Specify item type to determine how the logistics charge amount is calculated. If it is a fixed amount per delivery, choose “bulk.” For variable amounts by quantity, choose “unit.”

Unit of Measure

Specify the unit of measure.

Exchange Rate From/To

Displays the exchange rate between the RMA currency and the base currency.

Fixed Rate

Specify whether to use a fixed exchange rate.

Intrastat

Terms of Delivery

Enter a valid code for terms of delivery.

Nature of Transaction

Enter a valid code for the nature of transaction. The codes for mature of transaction are defined in Nature of Transaction.

Country of Dest/Disp

Enter a valid code for the destination or the dispatch country. The destination is the country that receives shipments. The dispatch country is where shipments originate. The country codes are defined in Countries.

Mode of Transport

Enter a valid code for the mode of transport. This field defaults from Intrastat Transactions. The codes for transport mode are defined in Transportation Modes.

Statistical Procedure

Enter a valid code for the statistical procedure. This field defaults from Intrastat Transactions. The codes for statistical procedure are defined in Statistical Procedures.

Port of Transshipment

Enter a valid code for the transshipment port. This field defaults from Intrastat Transactions. The codes for the transshipment port are defined in Ports.

Port of Arrival/Dispatch

Enter a valid code for the arrival port or the dispatch port. This field defaults from Intrastat Transactions.

Include Memo Items

Specify whether to collect Intrastat data for memo items. This field defaults from Intrastat Transactions.

Billing

Bill-To

The customer paying the invoice. A single bill-to is assigned when the customer is set up. If no bill-to is assigned, the sold-to customer code is used as the bill-to.

Currency

Currency defaults from the bill-to address. Currency codes identify monetary units and form the basis of exchange rate relationships.

Daybook Set

Enter the daybook set that will be used when this RMA is invoiced. This value defaults from customer data defined in Customers.

Channel

Enter an optional code identifying the distribution channel through which this RMA originated.

The channel can be used in determining the default accounts affected by this RMA. Alternate sales and sales discount accounts can be set up in Sales Account based on product line, site, channel, and customer type.

Project

Enter an optional code identifying the default general ledger (GL) project associated with the RMA. If you specify a value, it defaults to each line item and can be changed as needed.

Project codes are one component of an account number defined in GL setup functions. Other components of account numbers are account, sub-account, and cost center code. Project codes are not available for all GL transactions. Each component you enter must be valid on its own and in combination with the other account number components.

Although project details are not printed on standard financial statements, project summary and detail transaction reports are available to review project activity. Inventory value, but not physical inventory, can be tracked by project codes.

Discount %

Enter the RMA discount percentage given to this customer, in addition to price list discounts and discounts for individual line items. The value must be between -99.99 and +99.99.

The discount percentage defaults from Customer Credit Data in Customers. You can modify discount percent during RMA entry. If the customer qualifies for a larger volume discount, it is used instead.

This discount is an RMA discount, taken off the RMA total before tax. Salesperson commission and gross margin reports do not reflect the RMA discounts. Neither do sales analysis or other history reports.

Manual Price List

Enter a price list to be considered for pricing items of the RMA in addition to the ones that the system automatically selects. A manual price list specified in the header defaults to each replacement line. You can modify it as needed.

Specifying a manual price list only marks it to be considered. The system still determines the best price based on the rules and codes previously set up.

When a price list is defined in Price List , you can optionally mark it as manual. In this case, the system never considers it for pricing unless it is specified in a line-item Manual Price List field.

Credit Price List

Enter the price list code that applies to items returned on an RMA.

This price list is accessed when processing an RMA return to determine the amount of credit to give to the customer for the returned items.

The credit price list is ONLY used for RMA returns. RMA return lines access price lists defined with Customer Schedule Price Lists. You cannot enter a supplier price list in an RMA return line.

The credit price is used along with any restocking charge defined for the service type in effect in RMAs. The credit is automatically reduced by the amount of the restocking charge. If no credit price list is available in RMAs or if a price for the item being received is not found, its price defaults to zero and must be specified manually.

Reprice/Edit

This field determines whether replacement item prices are refreshed during based on current pricing data. It also determines whether you can modify price-related fields. Repricing applies to existing

replacement lines only. The system always executes pricing logic for a new line.

When selected, the system always reprices changed line items during RMA and the price-related fields can be modified. The system also reprices line items belonging to the same break category as a changed item.

When not selected, the system does not recalculate prices and you cannot modify price-related fields for existing lines. A Reprice/Edit button is available in the RMA line to process the repricing as needed.

Note

When Reprice/Edit is selected, you can manually adjust list price, discount, and net price for a line. The system marks these changes as manual overrides. Once a price has been manually overridden, the system never changes it, regardless of the setting of the Reprice/Edit field.

Selecting Reprice/Edit also controls:

- Whether you can modify the bill of material for an existing configured line item. If you change the bill, the cost and price are automatically recalculated.
- Whether you can update the discount account, sub-account, cost center, and project for an existing line item.

Fixed Price

This field indicates whether item prices are normally fixed or subject to batch update. The header value sets the default for each new line added to this RMA.

If this field is selected, this RMA is not updated when you run Sales Order Repricing. If you want to reprice the RMA using Sales Order Repricing, clear this field and select Include RMA Issues when you run repricing.

Fixed Price defaults from the customer ship-to Fixed Price setting, if it exists; otherwise, from the sold-to address. The header value of Fixed Price defaults to line items and can be changed on each line.

Line Pricing

This value determines whether the system recalculates line prices to include volume price breaks during line-item entry or when transaction entry is complete.

When not selected, the system prices each line separately without considering other lines on the transaction. It recalculates line prices only once, when transaction entry is complete.

When selected, the system considers previous line items when calculating prices during line entry. It recalculates prices for previous lines when they change due to volume price breaks.

For new RMAs, this value defaults from Price SO by Line in Pricing Control. On existing transactions, it defaults to No and cannot be updated.

Example: Items 20-005 and 30-005 belong to price break category A100. Price list PR-047 gives a 15 discount to customers who order 500 items from this category. On an RMA, you specify item 20-005 on line 1 for a quantity of 200 and item 30-005 on line 2 for a quantity of 300.

- When Line Pricing is No, the system prices lines 1 and 2 independently and does not factor in price list PR-047 until transaction entry is complete.
- When Line Pricing is Yes, the system considers price list PR-047 after you enter line 2 and reprices line 1 accordingly.

Setting Line Pricing to No on RMAs may reduce processing time during line-item entry since the system does not recalculate prices for previous lines. However, if you need to know the exact price of each transaction line as you enter it, set Line Pricing to Yes.

If Price Table Required is Yes in Sales Order Accounting Control, Line Pricing must be Yes on new orders.

EDI Invoice

Specify whether to allow the system to generate electronic data interchange (EDI) invoice data for this RMA.

When selected, you can select this RMA to have an invoice sent using Invoice Export. If you do not export invoices using EDI eCommerce, do not select this field.

If the customer is defined in Trading Partner Parameter , this field defaults from the corresponding Send EDI Invoice field. Otherwise, it defaults to No.

Exporting invoice history can be important if you are using EDI eCommerce in high-volume shipping environments. An invoice is typically created for each shipment. When a trading partner has sent invoices using Invoice Export, you can export many invoices in one

batch. It means that you can ship repeatedly and export all the invoices later.

Ready to Invoice

Specify whether the invoice for this RMA should be posted.

If you want the invoice to be posted when you run Invoice Post, select this field; otherwise, do not select it.

Credit

Credit Terms

Enter the credit terms code that applies to this RMA. Credit terms default from the bill-to customer.

Credit terms codes identify specific types of payment terms. They print on formal documents and determine the payment due date and any discount allowed for early payment.

Credit Terms Interest %

Enter the credit terms interest percent for this RMA. This field defaults from the credit terms specified. This header percent sets the default for each replacement line item on the RMA. You can change line-item interest percent only when Vary Pricing Date by SO Line is Yes in Sales Order Accounting Control. When that field is No, the system automatically updates all line items when the header value is modified.

Terms interest is used to calculate an amount to be added to the item list price based on the number of days to pay defined for the credit terms.

Terms interest percent is typically used in hyperinflationary environments. It represents an advance estimate of the gain or loss in the hyperinflationary currency.

When you use terms interest, you can track the interest component of item prices through separate general ledger (GL) postings.

GL terms interest entries are created at invoice post. They post to the SO Interest Accrued and SO Interest Applied accounts defined in Sales Order Accounting Control. The amounts in these accounts are then used to adjust inventory and sales accounts per requirements of Financial Accounting Standards Board (FASB).

Action Status

When you enter an RMA, the system checks the credit status against the bill-to customer. When no credit issue is detected, you can manually enter the action status to put the RMA on hold. When a credit issue is detected, the system populates this field with the corresponding status code. In this case, you cannot update this field.

The system-assigned action status depends on the settings in Service Control.

- When the Use Action Status in SO Accounting Control field is selected, the customer credit settings in Sales Order Accounting Control are used.

  The action status can be blank (No credit issue), CH (Credit Hold), FL (Fixed Credit Limit), HD (Hold), MD (Maximum Days Exceeded), or TL (Turnover Credit Limit).

- When the Use Action Status in SO Accounting Control field is not selected, the action status can be blank (No credit issue) or HD (Credit Hold).

The Credit Hold Option field in SSM Accounting Control determines whether you can process an RMA that is on hold.

- 0: The RMA is accepted regardless of the customer credit status.
- 1: The RMA can be created, but cannot be further processed when the customer has a credit issue.
- 2: The RMA cannot be created when the customer has a credit issue.

Prepaid

Enter the prepayment amount received with this RMA, if any.

This field is for reference only and can appear on selected reports and inquiries.

This amount does not update the general ledger or the customer account balance. You must make a separate unapplied cash receipt in Accounts Receivable to record the prepayment amount. Later, when the invoice is posted, the prepayment is applied to the invoice.

Reviewed

Displays the review status of this RMA.

CR Initials

Enter an optional code identifying the person who approved the credit and terms on this RMA.

This field is for reference only and can appear on selected reports and inquiries. It is validated against predefined values entered in Generalized Codes for field so_cr_init, if any. Typically, not all employees are authorized to approve credit. Use generalized codes to restrict entry to approved values.

Credit Card

Enter an optional code identifying the credit card used for RMAs paid by credit card.

This field is for reference only and can appear on selected reports and inquiries. It is validated against predefined values entered in Generalized Codes for field so_cr_card, if any.

Tax Settings

The Tax Settings subpanel is available only when the Taxable field is selected in the Main panel.

Tax Class

Enter a tax class previously defined in Tax Classes. Tax class defaults from the ship-to address if it is defined for the customer record. Tax classes group customers taxed at specific rates or that are tax-exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The header tax class is used as the default for memo items on the RMA. The tax class for inventory items defaults from Items .

Tax Environment

Enter the tax environment that applies to this RMA. The system determines a default environment based on:

- The To tax zone, determined by the customer ship-to address. If a customer tax zone is not found, the system uses the tax zone specified in Global Tax Management Control.
- The From tax zone, determined by the ship-from site. If a tax zone for the ship-from site is not found, the system searches for the zone associated with an environment set up for a blank From tax zone and then the tax environment in Global Tax Management Control. If no environment is defined in the control program, taxes cannot be calculated and errors display.
- The customer tax class, if any. If the customer does not have a tax class, the environment is based on tax zones only.

Tax Included

This field determines whether the system calculates tax and adds it to the net price or assumes that the tax amount is already included in the price.

The value of Tax Included defaults from the customer address and can be changed. The value on the RMA header defaults to each line item.

When this field is not selected, tax is calculated and added to line-item prices. When selected, the prices include tax. During line-item entry, the system retrieves the item price, reverse-calculates the tax amount, and displays the item price exclusive of tax. You can view the taxes on the Totals panel.

Tax Usage

Enter the tax usage code that applies to this RMA. This field defaults from the customer ship-to address. Tax usage codes identify the normal use of items on this RMA.

Tax usage codes, along with tax class and tax date, determine which tax rates apply to the RMA. Tax rates may vary depending on the nature of operation of the buyer or seller or on the intended usage of the item. Common tax usage codes are retail, manufacturing, and industrialization.

The tax usage code specified on the header defaults to each RMA line. You can change it for item lines, but not for trailer charges.

Tax Date

The transaction tax date is used to select tax rates.

Exchange Rate

The Exchange Rate subpanel is available only when the specified currency is different from the base currency.

Exchange Rate From/To

Displays the exchange rate between the RMA currency and the base currency.

Fixed Rate

Specify whether to use a fixed exchange rate.

Salespersons

The Salespersons panel allows you to manage the sales personnel and their commission associated with this RMA. When the goods are returned, the commission should be deducted for the salespersons. Up to four salespersons can be added to an RMA. Salespersons default from the customer address.

The header values default to each RMA line. If you change the header salesperson with unshipped lines, you are prompted to change the lines to match. If you do not change existing lines, only new lines are associated with the new salesperson.

Salesperson

Select a salesperson from the look-up browse to add it to the RMA. For an existing record, clear the salesperson field to delete the record.

Name

Displays the name of the salesperson.

Commission

Enter the commission rate that applied to the salesperson. The system searches for a commission rate in this sequence:

1. Salesperson and customer
2. Salesperson’s normal commission rate as defined in Salespersons

Totals

The Totals panel comprises the Charges, Taxes, and Summary subpanels.

Charges

The Freight, Taxable Freight, and Taxable Special trailer codes default from the settings in Service Control. You can override them, if necessary.

Taxes

The Taxes subpanel lists the taxes of the RMA lines and the trailer. The taxes amounts are subject to the tax class and tax environment specified in the RMA lines and the trailer code selected for the taxable freight.

Summary

The Summary subpanel displays the calculated line price, discount amount, tax amount, charges amount, and the total price. On this subpanel, you can only change the discount percentage. After you change the discount percentage, click Recalculate to update the prices and charges.

Discount %

Optionally enter the discount percentage for the RMA. The discount works on the total price of all the RMA lines. The change takes effect when you click Recalculate or Save.

Tax Date

Enter the date for determining which tax rates apply to the RMA.

Taxable

Displays the taxable amount of the RMA total.

Non-Taxable

Displays the non-taxable amount of the RMA total.

Recalculate

Recalculates the amount of non-taxable, discount, and RMA total against the discount percentage.

Lines Subtotal

Displays the subtotal amount of all the RMA lines.

Discount

Displays the calculated discount amount of the lines subtotal.

Trailer Charges

Displays the trailer charges for this RMA.

Total Tax

Displays the total tax amount that is applied to this RMA.

RMA Total

Displays the total amount of the RMA.

Notes

In the Notes panel, you can add, edit, and delete notes attached to the RMA. Up to 99 pages of notes can be added to an RMA. In the Notes Details form, you can add the predefined master references to RMA and specify whether to print the notes on RMA and invoice.

New

Adds a note record to the Notes panel.

Edit

Opens the selected note record for editing.

Delete

Deletes the selected note record.

Details

Leads to the Notes details where you can select the master note to use and set the print options for the notes.

RMA Return Lines View

Main

Line

The system assigns a line number when you create an RMA. You can also manually enter a number.

Item

Enter an item to be received. The item usually is an inventory item defined in Items. You can also enter a customer item number defined in Customer Items. When you enter a customer item number, it is replaced with the associated internal item number.

If you leave it blank and enter a customer item code in the Customer Item field, the Item field is populated with the associated inventory item.

When an item is specified, the system checks if a restocking charge is applied to this item. When an applicable restocking charge is found, you cannot change the discount and restock charge.

Description

Displays the description of the specified item.

Customer Item

The customer item is the code that the customer uses to identify the item. The customer item must be set for the specified customer in Customer Items.

If the specified item has a customer item linked to it, this field is populated with the customer item code automatically. When you change the customer item, the item code in the Item field is updated accordingly.

Receipt Quantity

Enter the quantity of the item that the customer is returning.

UM Conversion

Specify a unit of measure conversion when the line UM is different from the inventory UM.

Lot/Serial

Enter the lot/serial number that applies to this line item. If the specified line item is not lot/serial-controlled, leave this field blank.

Reference

Reference numbers uniquely identify items in the installed base with the same serial/lot number or items without numbers.

Linked Line

For RMA return lines, a non-zero value indicates the number of the replacement line linked to this return line.

The system updates this field automatically when a return line is created for a replacement line by setting the Replace field to Yes. If you add replacement lines later, you can manually update the Linked Line field in the replacement lines to link them to the correct return lines.

Linking replacement and return lines tells the system that the two lines are related. When lines are linked, the system checks the value of Ship Before Return on the service type providing coverage for the RMA. If this is No, the return line must be processed before the shipment. If you do not process the entire quantity expected on the return, you can only ship the number received. If Yes, replacement items can be sent out regardless of whether the receipt has been processed.

List Price

The list price defaults from the Credit Price List specified in the Billing panel on the RMA header. If no credit price list is specified, this list price defaults to zero. You can change the list price as needed. When you change the list price, the net price is updated automatically based on the displayed discount rate.

Discount

Discount displays the restocking charge from the service type in effect and is not editable. If no restocking charge applies, discount defaults to zero and can be modified.

The discount is applied to the list price in calculating the net price. Any difference between list and net price is posted to Sales Discount during invoice post.

Net Price

For an RMA receipt line, this is the amount of credit the customer receives for the item being returned.

You can change the net price. A change in the net price changes the list price. If a restocking charge does not apply, a change in the net price adjusts Discount percent.

Once a line has been created, net price can only be changed when you click Reprice/Edit. If Fixed Price is No in the RMA header, line item prices are subject to repricing using the Sales Order Repricing.

Restock

Displays the restock charge calculated based on the list price and the discount rate.

Cost

Displays the cost of the line item.

Site

The site where the returned item is stored. It defaults from the Receive Site in the Receiving panel of the RMA header. If the line item does not exist in the receive site, the item’s site specified in Items is used.

Entity

Displays the entity in which the site resides.

Ship Type

Determines whether shipment or receipt of RMA line items affects inventory balances.

If blank: RMA line items affect inventory. When RMA shipments are processed, inventory is decreased and general ledger credits the

inventory account. For RMA receipts, inventory is increased, and the inventory account is debited.

If any value other than blank (such as Drop Shipment or Memo): RMA line items do not affect inventory and do not create a general ledger transaction.

This only applies to inventory items: If an item is not in the Item Master, the system always sets Ship Type to M, even if generalized codes are set up for sod_type.

You can only override the ship type if it is blank and no quantity on the line has already been shipped or received. You can override a non-blank default on a linked receipt line, but only when it is created. Use this when RMA shipments do not affect inventory but receipts do.

Reprice/Edit

Used to change the price for a saved RMA line.

RMA Line Options

Taxable

Specify whether the RMA line is subject to tax. The default setting is from the RMA header. When this field is selected, the Tax Settings subpanel is available in the Billing panel.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

A taxable line does not necessarily mean that a tax amount is calculated. You can use tax types and zero-percent tax rates to report tax exemptions.

Confirmed

Select this field to indicate that this RMA line is considered firm; otherwise, clear this field. For a new RMA line, this field defaults from the RMA header. You can modify this default only when a line is first created.

Confirmed RMA lines can be allocated, consume forecast, and create demand for Material Requirements Planning (MRP). You cannot ship an unconfirmed line item using Ship Allocated action in RMAs. You must confirm the RMA lines before shipment.

Replace

Specifies whether a Replacement line should be generated and linked to this Return line.

If this option is selected, a pop-up window prompts you to decide whether to add the replaced item. Choose Yes and click Continue to allow the system to create a replacement line. A replacement line is

generated automatically and linked to this return line. The number of the generated replacement line is displayed in the Linked Line field.

If this option is not selected, the replacement line can be entered later and manually linked as needed.

The linked return and replacement lines do not need to reference the same item number or quantity—a new component can be used to replace an old one.

Note If you:

- Select the Enable ATP Enforcement checkbox in Sales Control.
- Set the ATP Enforcement Level to Error will be issued in Items.
- Enter an ATP Horizon of 7 for the item in Items.

The system will launch a pop-up screen when you click on **Save** for a line. On this screen, you can choose to accept the maximum quantity available for the date, accept the earliest due date for the full order or select an alternate due date and quantity.

Fixed Price

This field indicates whether the price for this line item is fixed or subject to batch update. It defaults from the RMA header.

The RMA lines with Fixed Price selected are skipped when Sales Order Repricing is executed, even if they meet the selection criteria. Sales Order Repricing works on the RMA lines with this field deselected.

Note Fixed Price does not affect the update of prices in the RMAs form. This is determined by the value of Reprice/Edit at the RMA header or at the RMA line details.

Update ISB

Specify whether to update the installed base information. This field is selected by default when any of the following conditions are met; otherwise, it is not selected by default. You can manually change it.

- Ship to Installed Base is selected in Service Control.
- Installed Base is selected in SItems for the line item.
- Create ISB is selected in End Users.
- At least one installed base record exists for the line item, lot, and reference.

Clear this field when the line item is not an installed base item.

Receiving

Site

The site where the returned item is stored. It defaults from site specified in the Main panel of the RMA line.

Entity

Displays the entity that the specified site belongs to.

Location

Identifies the location where the returned items from customer are stored. The location defaults from the RMA header.

Receipt Quantity

Enter the quantity to receive.

Expected Date

Specify the date when the returned items are expected to be received.

The default is blank. If you leave the field blank, the system sets it to the due date after you complete the line.

Received Date

Displays the date when the receipt process of the returned item is completed.

Fault Code

Optionally enter a code that identifies the problem or reason for the return. Set up fault codes for field rmd_fault_cd in Generalized Codes.

Category

Optionally specify a category associated with the RMA line. The category must be a valid code defined for the field name line_category in Generalized Codes. Categories can group order lines based on shipping characteristics; for example, rush order, special order, or replacement.

Freight List

Enter the freight list code that applies to this line item. Freight list codes identify a set of shipping rates for different freight zones and shipping measures (weight or unit). Freight list defaults from the RMA header.

The list you specify must be set up for the RMA line site and currency.

Note

You can also assign freight lists by defining applicable price lists in Price Lists with an amount type of freight. These price lists are applied to the RMA line only when you leave the RMA Freight List field blank or the default freight list is not manually updated. If you modify the default freight list, it overrides the freight lists from the price list. If multiple pricing freight lists apply, the last freight list is used.

Before a freight list is applied, the system verifies that freight charges have been defined for the freight class of the item being priced. If not, the freight list is not used.

Freight Class

Enter the freight class to be used in calculating freight charges for this item. Class defaults from the item master if freight data is defined. This field can be updated only when a line is first added or when Calculate Freight is selected on the RMA header.

Freight classes are associated with items and freight lists. The system uses the freight class to determine which charges, defined in Freight Charges, to apply.

Freight classes group items with special freight considerations, such as items that must be shipped overnight or frozen.

Item Ship Weight

Displays the ship weight per unit of the line item from the item master data. The item ship weight is used to calculate the freight costs.

Freight Ship Weight

Enter the ship weight per unit of this item. If you specify a weight, it is used instead of the item master default value for calculating freight costs.

Freight charge calculations use the item's shipping weight to determine freight costs.

The system calculates site-specific and currency-specific freight charges based on:

- The shipping weight of the line item for unit price lists
- The total shipping weight of the order for bulk price list

If item weight is expressed in a different unit of measure than the freight list, be sure to set up the unit of measure conversions in Units of Measure.

Calculated freight charges display on the trailer or are added to the unit price, based on the type of freight terms that apply.

By default, freight calculations use item master shipping weights. These weights can be overridden, if needed. You can also change weight values during shipment. The system then recalculates freight based on the new weight.

Freight Minimum Weight

Displays the minimum weight for calculating freight charges for the shipment. It is retrieved from the freight data defined for the ship-to customer. Freight charges for shipments that weigh less than the minimum amount are based on this field, not the actual shipment weight.

Item Ship Weight Ext

Displays the extended ship weight for the line items.

Freight Ship Weight Ext

Displays the extended freight ship weight.

Unit Freight Charge

Displays the extended freight ship weight.

Follow Up

Processing

Specify the processing status for the RMA line. The available statuses are P (Pending), R (Return to Supplier), and W (Rework Work Order). The default status for a new line is P (Pending).

Repair Work Order

A system maintained field recording the work order number for the final assembly of the returned item for repair. This field is for configured products.

ID

A system maintained field recording the work order lot for the final assembly of the returned item for repair. This field is for configured products.

Linked Line

Specify the replacement line that is associated with this return line. This field is the same as the Linked Line field in the Main panel of the item line.

RTS

If an RTS is generated referencing the RMA return line, this system maintained field shows the RTS number.

RTS Line

If an RTS is generated referencing the RMA return line, this system-maintained field shows the RTS line number.

Intrastat

Intrastat Item

If you want to record Intrastat data for the item, select this option. Otherwise, clear this field. This field defaults from the settings against the item and the country code in Item Intrastat Data .

Country Code

Displays the country code that is associated with the declarant address specified in Instrastat Control.

The values for commodity code, country of origin, and Intrastat item apply to the specified item for orders placed in this country. The system

uses the country associated with the order line site to look up defaults during order entry.

Commodity Code

Enter a the commodity code for collecting Intrastat data for the line item and country. The code must have been previously defined in Commodity Code and associated with the country specified in Item Intrastat Data .

The default commodity code is retrieved from Item Intrastat Data . If a default is not specified in Intrastat Data , the commodity code from Intrastat Control is used.

During order entry, you can override this value.

Terms of Delivery

Enter a valid code for terms of delivery.

Nature of Transaction

Enter a valid code for the nature of transaction.

Mode of Transport

Enter a valid code for the mode of transport. The codes for transport mode are defined in Transportation Modes.

Ship Via

Displays the shipment carrier specified in Customer Data .

Country of Destination/Dispatch

Enter a valid code for the destination or the dispatch country. The destination is the country that receives shipments. The dispatch country is where shipments originate. The country codes are defined in Countries.

Country of Origin

Enter the country code that indicates the country where the item is usually manufactured. The default value is from Item Intrastat Data . You can overwrite it.

Statistical Procedure

Enter a valid code for the statistical procedure. The codes for statistical procedure are defined in Statistical Procedures.

Port of Arrival/Dispatch

Enter a valid code for the arrival port or the dispatch port.

Region of Origin/Destination

Optionally enter the declarant region of the origin or destination. It defaults from the declaration region specified in Declarants .

Port of Transshipment

Enter a valid code for the transshipment port.

Net Weight

Displays the net weight of the line items.

Billing

Quantity to Invoice

Displays the quantity to invoice for this RMA line.

Quantity Invoiced

Displays the quantity that has been invoiced for this RMA line.

Product Line

The default product line depends on the settings of the Use Item Prod Line field in SSM Accounting Control.

When the Item Prod Line field in selected, the product line of the line item is used as the default product line. When the Item Prod Line field in cleared, the product line associated with the service type in effect is used as the default product line.

The product line affects the default sales account and discount account to use.

Accounts

Sales

Enter the sales account and sub-account for this RMA line to use. The default sales account depends on the specified product line. You can optionally enter the cost center and project when applicable.

Discount

Enter the discount account and sub-account for this RMA line to use. The default discount account depends on the specified product line. You can optionally enter the cost center and project when applicable.

Invoice Detail

The Invoice Detail subpanel displays all the invoices associated with this RMA line.

Tax Settings

The Tax Settings subpanel is available only when the Taxable field is selected in the RMA line’s Main panel.

Tax Class

Enter the tax class that applies to this RMA line.

The tax class is defaulted from the item setting. If there is no tax class set for the item, it defaults from the RMA header. You can change it as needed.

Tax Environment

Enter the tax environment that applies to this RMA line. The system determines a default environment based on:

- The To tax zone, determined by the customer ship-to address. If a customer tax zone is not found, the system uses the tax zone specified in Global Tax Management Control.
- The From tax zone, determined by the line item site. If a tax zone for the site is not found, the system searches for the zone associated with an environment set up for a blank From tax zone and then the tax environment in Global Tax Management Control. If no environment is defined in the control program, taxes cannot be calculated and errors display.
- The customer tax class, if any. If the customer does not have a tax class, the environment is based on tax zones only.

Tax Included

This field determines whether the system calculates tax and adds it to the net price or assumes the tax amount is already included in the price.

The value of Tax Included defaults from the RMA header.

Tax Usage

Enter the tax usage code that applies to this RMA line. This field defaults from the RMA header.

Salespersons

The Salespersons panel allows you to manage the sales personnel and their commission associated with this RMA Line. When the goods are returned, the commission should be deducted for the salespersons. Up to four salespersons can be added to an RMA. The default salesperson is from the RMA header.

Salesperson

Displays the salespersons from the RMA header. You cannot add salespersons to or remove salespersons in the Salespersons panel of RMA return lines.

Name

Displays the name of the salesperson.

Commission

Enter the commission rate that applied to the salesperson. The system searches for a commission rate in this sequence:

1. Salesperson, order customer, and item product line
2. Salesperson and order customer
3. Salesperson and item product line
4. Salesperson's normal commission rate as defined in Salespersons

Notes

In the Notes panel, you can add, edit, and delete notes attached to the RMA line. Up to 99 pages of notes can be added to an RMA line. In the Notes Details form, you can add the predefined master references to service order and specify whether to print the notes on RMA and invoice.

New

Adds a note record to the Notes panel.

Edit

Opens the selected note record for editing.

Delete

Deletes the selected note record.

Details

Leads to the Notes details where you can select the master note to use and set the print options for the notes.

RMA Replacement Line Fields

Main

Line

The system assigns a line number when you create an RMA replacement line. You can also manually enter a number.

Item

Enter an item to replace the returned one. The item usually is an inventory item defined in Items. You can also enter a customer item number defined in Customer Items. When you enter a customer item number, it is replaced with the associated internal item number. The customer item number is displayed in the Customer Item field.

If you leave it blank and enter a customer item code in the Customer Item field, the Item field is populated with the associated inventory item.

Description

Displays the description of the specified item.

Customer Item

The customer item is the code that the customer uses to identify the item. The customer item must be set for the specified customer in Customer Items.

If the specified item has a customer item linked to it, this field is populated with the customer item code automatically. When you change the customer item, the item code in the Item field is updated accordingly.

Quantity Ordered

Enter the quantity of the item that is required for the replacement. The quantity cannot be negative. Enter the unit of measure in the field next to the Quantity Ordered field.

UM Conversion

Specify a unit of measure conversion when the line UM is different from the inventory UM.

Site

Line-item site defaults from the issue site specified on the header. On the issue portion of an RMA, items are issued from this site. Default RMA issue site is defined in RMAs and RTS.

When you ship a replacement, inventory and cost of sales are posted to the shipment site. When you post the invoice, sales are posted to the shipping site and accounts receivable (AR) is posted to the header site. If the header site is blank, AR posts to the default general ledger (GL) entity.

To calculate taxes, a corresponding address code must exist for this site in Companies. On taxable transactions, the system uses the site address to select the correct line-item tax environment.

Entity

Displays the entity that the site resides.

Charge Type

The default charge type depends on the Service Type specified in the RMA header. If the Service Type is Warranty, the default charge type is W. If the Service Type is Contract, the default charge type is S.

You can change the default charge type when you create the line. If the Reprice/Edit option is selected in the RMA header and no quantity of this line is shipped, you can modify the charge type of a saved line. The valid charge type codes are W, S, or the billable/giveaway charge type specified in RMAs and RTS.

Changing the charge type of a line may change the product line in the Billing panel of the replacement line.

Ship Type

Determines whether shipments of RMA line items affect inventory balances.

If blank, RMA line items affect inventory. When RMA shipments are processed, inventory is decreased and general ledger credits the inventory account.

If any value other than blank (such as Drop Shipment or Memo) is entered, RMA line items do not affect inventory and do not create a general ledger transaction.

This only applies to inventory items: If an item is not in the Items, the system always sets Ship Type to M, even if generalized codes are set up for sod_type.

You can only override the ship type if it is blank and no quantity on the line has already been shipped.

Item Revision

Enter the code that identifies the engineering version of the line item. The code must be predefined in Generalized Codes. This field defaults from Item-Site Planning or Items.

Linked Line

For RMA replacement lines, a non-zero value indicates the return line linked to this replacement line. Zero indicates that this line item is not linked to any line.

The system updates this field automatically when a return line is created for a replacement line by setting the Replace field to Yes. If you add replacement lines later, you can manually update the Linked Line field in the replacement lines to link them to the correct return lines.

Linking replacement and return lines tells the system that the two lines are related. When lines are linked, the system checks the value of Ship Before Return on the service type providing coverage for the RMA. If Ship Before Return is not selected, the return line must be processed before the shipment. If you do not process the entire quantity expected on the return, you can only ship the number received. If Yes, replacement items can be sent out regardless of whether the receipt has been processed.

List Price

The system determines the best list price based on the analysis codes and price lists defined in Pricing. If no applicable price list is found, it defaults to the list price defined in item master data. You can change the list price as needed. When you change the list price, the net price is updated automatically based on the displayed discount rate.

Discount

Enter the discount to be applied to this specific item. Discount can be displayed (and entered) as a percent or as a factor, depending on the setting of Display SO Discounts As in Pricing Control. The number of decimals included in the display is also determined by the SO Factor Rounding field in Pricing Control.

For an RMA replacement line, Discount is determined using the same algorithm and price lists used for sales orders. The service coverage discount is then applied in addition to any other price list discount and displayed in this field.

The discount is applied to the list price in calculating the net price. Any difference between list and net price is posted to Sales Discount during invoice post.

During processing of an RMA replacement line, the system first determines the best list price for an item by searching for applicable price lists set up in sales order Price List with a list type of Price List. If more than one price list is found, the lowest price is used.

Then the system accesses each applicable price list with an amount type of Discount %, Discount Amt, Markup, and Net Price. It then determines what combinations of these yield the lowest price. The rules for combining price lists are based on the value of Comb Type field specified when the price list was defined. Once the pricing discount is determined, the service coverage discount is applied and net price is calculated. The system displays a message indicating the service coverage percentage being applied to the current line item.

If you have access to these fields, you can change the calculated list price, discount, and net price. If you do, the system records a manual discount, which reflects the difference between the system-generated price and the price entered.

When you enter an RMA replacement line for a configured product, the discount is not initially displayed. The way discounts are applied to configured items depends on the Config Disc field in Price List . If Yes, the price applies to everything in a configured product. If No, the price list is applied only against the component that qualifies.

The setting of Line Pricing for a new RMA can affect the final discount and prices calculated by the system. If Line Pricing is not selected, the system waits to the end of order entry to recalculate prices based on any quantity breaks that may have been reached on this order.

Net Price

The net price is calculated as the List Price multiplied by the Discount. You can change the net price. A change of the net price updates the Discount against the List Price.

For an RMA replacement line item, the customer pays this amount.

This price prints on all formal documents and is used to calculate taxes, sales margins, and commission amounts. Any difference between the list and net price is posted to Sales Discount during invoice post.

Once a line has been created, net price can only be changed when you click Reprice/Edit. If Fixed Price is No in the RMA header, line item prices are subject to repricing using the Sales Order Repricing.

Covered Amount

Displays the amount that the service type covers for the replacement item.

Cost

Displays the cost of the line item. You can edit the cost only for non-inventory items.

Pricing Date

Specify the pricing date. It defaults from the Pricing Date specified in the RMA header. The system uses the pricing date to look for the effective price list for the line item.

Manual Price List

Enter a price list to be considered for pricing this line item in addition to the ones that the system automatically selects. The manual price list for the replacement line defaults from the header. You can modify it as needed.

Specifying a manual price list only marks it to be considered. The system still determines the best price based on the rules and codes previously set up.

When a price list is defined in Price List , you can optionally mark it as manual. In this case, the system never considers it for pricing unless it is specified in a line-item Manual Price List field.

Required Date

Enter the date the customer requires delivery of this line item.

The default is blank. If you leave the field blank, the system sets it to the due date after you complete the line.

This field is for reference only and can appear on selected reports and inquiries.

Promise Date

Enter the date that items are promised to arrive at the customer location. The date defaults from the specified promise date on the RMA header.

Quantity on Hand

Displays the available quantity of the line item at the specified site.

Quantity on Order

Displays the item quantity that is on order.

Qty Available to Allocate

Displays the quantity available for allocating to the RMA line.

Reprice/Edit

Used to change the price-related fields in a saved RMA line.

RMA Line Options

Detail Allocations

Specify whether to apply detail allocation or general allocation to the line item at line entry. This field defaults from the RMA header setting. You can change it as needed.

To apply detail allocation to the replacement line, select this field. Otherwise, clear this field.

Taxable

Specify whether the RMA line is subject to tax. The default setting is from the RMA header. When this field is selected, the Tax Settings subpanel is available in the Billing panel.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

A taxable line does not necessarily mean that a tax amount is calculated. You can use tax types and zero-percent tax rates to report tax exemptions.

Confirmed

Select this field to indicate that this RMA line is considered firm; otherwise, clear this field. For a new RMA line, this field defaults from the RMA header. You can modify this default only when a line is first created.

The confirmed RMA lines can be allocated, consume forecast, and create demand for Material Requirements Planning (MRP). You cannot ship an unconfirmed line item using the Ship Allocated action in RMAs. You must confirm the RMA lines before shipment.

Consume Forecast

Specify whether the RMA replacement lines consume the forecast as sales orders do.

When the Consume Forecast option is selected for the line, the system deducts the quantity from the planned forecast. Note that only the confirmed replacement lines and the lines containing inventory items with a blank Ship Type consume forecast.

How the replacement lines consume forecast depends on the settings in Sales Order Control. The replacement lines consume forecast in the week they are due. However, if no unconsumed forecast remains in the due week, the system looks for unconsumed forecast within a range of weeks before and after the due week. The range is set in the Consume Forward and Consume Back fields in Sales Orders.

When the Consume Forecast option is cleared for the line, the system does not deduct the quantity from the planned forecast.

Fixed Price

This field indicates whether the price for this line item is fixed or subject to batch update. It defaults from the RMA header.

The RMA lines with Fixed Price selected are skipped when Sales Order Repricing is executed, even if they meet the selection criteria. Sales Order Repricing works on the RMA lines with this field deselected.

Note Fixed Price does not affect the update of prices in the RMAs form. This is determined by the value of Reprice/Edit at the RMA line details.

Update ISB

Specify whether to update the installed base information. This field is selected by default when any of the following conditions are met; otherwise, it is not selected by default. You can manually change it.

- Ship to Installed Base is selected in Service Control.
- Installed Base is selected in Items.
- Create ISB is selected in End Users.
- At least one installed base record exists for the line item, lot, and reference.

Clear this field when the line item is not an installed base item.

Installation Call

Specify whether a service order for installation is generated upon invoice posting and printing of the RMA replacement line.

When the Auto Install Calls field in Service Control and the Installation Service field for the current item in Service Item are selected, this field is selected, by default. You can either select it or not as needed.

Configured Item

Configuration

For configured items (items with a Pur/Mfg code of C), the configuration type defaults from the item master data defined in Items, but can be changed. Valid types are assemble-to-order (ATO) and kit (KIT).

- ATO: The configured item is a discrete end item in itself, produced from a combination of optional and mandatory components. In this case, the configuration defines components or ingredients of a finished product.
- KIT: The configured item consists of a set of items that are picked and shipped together; no real assembly takes place. The configured item is not a finished product; it exists only as a logical superset of its components. In this case, the configuration defines the content of a kit and a shipment contains the end items in the kit.

When you ship a kit, the component items are automatically issued. You cannot choose individual components to ship. The complete kit configuration always appears on inquiry screens and printed forms. The system records a shipment transaction for each item in transaction history.

When you ship an ATO item, you cannot backflush components. Instead, create a final assembly work order and issue the components using Work Order Component Issue.

You cannot modify the configuration type after an order line is confirmed.

Effective Date

Enter the effective date used to select the standard bill for a configured item. The default is the RMA replacement line due date.

More than one version of a product configuration can be defined, each effective for a specified range of dates. This lets you phase in engineering or model changes over time.

The system chooses configuration options based on the effective date you enter. Only options effective as of this date are included in the configuration.

Auto-Allocate

To use the Auto-Allocate function in the component grids of RMAs, you must activate it by selecting this checkbox. The system then performs the KIT allocation logic using the quantity selected values in the components grid.

The system ensures the following:

- Allocations for the configured items in the RMA Replacement lines can work properly.
- General allocations can be made at the parent item level for KIT items, and upon saving, the system detail allocates to its components behind the scenes.

Note The Auto-Allocate button should be initially disabled until the order line is saved in a Confirmed status.

Final Assembly

A system-maintained field recording the work order number for the final assembly.

This field is only for ordering configured products. The product configuration options are specified on the RMA and a work order is released from that RMA to build that specific assembly. To tie them together, the work order number and lot are recorded on the RMA.

ID

A system-maintained field recording the work order lot for the final assembly.

This field is only for ordering configured products. The product configuration options are specified on the RMA and a work order is released from that sales order to build that specific assembly. To tie them together, the work order number and lot are recorded on the RMA.

Configured Price

Displays the price of the configured item.

Configured Item Grid (Multi-Level Configured Structure)

The RMA Replacement Line Detail formcan display the structure of a multi-level configured item. Multiple levels of components can be shown for a configured item in RMA Replacement Line. A tree-list internal grid allows for grouping components by their features using a hierarchy view. The details are populated when a row is selected.

Installed Base

The Installed Base subpanel is displayed only when the Edit Installed Base field and the Ship to Installed Base field are selected in Service Control.

End User

The end user defaults from the RMA header.

Warranty Code

The warranty code defaults from the settings of line item in Items. You can change the warranty code as needed. The warranty code must be a valid code defined in Service Types.

Warranty Start Date

Specifies the start date for the warranty. When left blank, the system uses the ship date as the warranty start date when it creates the ISB record upon invoice post.

Ownership

Optionally specify a code as the ownership of the line item. The specified code must be a valid code defined in Generalized Codes.

Parent Item

If you want to add the replacement item as a component of an installed base item, enter the parent item code.

Parent Serial

Optionally enter the serial number of the parent item.

ISB Location

Optionally enter the installed base location.

Shipping

Site

This field is consistent with the Site field in the Main panel of the replacement line. When you change the site here, the site in the Main panel is changed.

Location

Identifies the location where the replacement item is stored. The location defaults from Issue Location specified in the RMA header.

Lot/Serial

Enter the lot/serial number of the item to be shipped as the replacement.

Quantity Ordered

This field is consistent with the Quantity Ordered field in the Main panel of the replacement line. When you change the quantity here, the ordered quantity in the Main panel is changed.

Quantity Allocated

Enter the number of items to allocate for this replacement line. Allocations reserve inventory for this line so it is not available for other orders in the system. Allocations also control shipment quantities when there are not enough items to fill all orders. You can choose to ship the quantity allocated or the quantity picked.

The total of quantity allocated, plus quantity shipped, plus quantity picked cannot be greater than the quantity open on the line item.

A quantity allocated can be specified for a confirmed RMA line only.

Quantity Picked

Displays the quantity picked, or printed on a packing list, for this line item. The sum of the quantity allocated, shipped, and picked cannot be greater than the quantity ordered.

When you print a packing list in Sales Order Packing List, the system updates the quantity picked so items cannot be picked more than once.

Quantity picked can display as the default quantity to ship during shipment processing, simplifying shipments.

Quantity Shipped

Displays the total quantity shipped for this RMA line. The sum of the quantity allocated, shipped, and picked cannot be greater than the quantity ordered.

This field is for reference only and may appear on selected reports and inquiries.

Performance Date

Optionally enter the date by which items are to be available to ship. This is the date originally planned to be the due date.

The date entered in the header defaults as the performance date for the line items only when the header Due Date and Performance Date fields are different. If the header dates are the same, the line-item Performance Date field is blank.

This date does not include transit time and can be used to evaluate the accuracy of shipment due dates.

Due date

Enter the date this line item is due to be shipped. The initial value for new lines defaults from the header.

When Calculate Promise Date is Yes in Sales Order Control, you can have the system calculate a line-item due date based on the promise date and delivery transit time data.

Planning functions use the due date to ensure that the right quantity of each item is available for shipment when needed. Due date helps determine which forecast period is to be consumed by this RMA and how freight is calculated.

The system uses Due Date when selecting service coverage levels, if they were defined using effective dates.

Some functions can use due date ranges as selection criteria, such as Sales Order Packing List.

Calculate ATP

Use the Calculate ATP button to verify whether the RMA replacement line can be filled within the specified due date.

The Calculate ATP button is enabled only when ATP Enforcement is selected, ATP Horizon is set in Sales Order Control, and the line item is an ATP-enforced item.

If there is no ATP issue for the line, clicking the Calculate ATP button shows that the ordered quantity is available for the due date. If there are ATP issues, you are prompted to choose an option from the list.

Ship-To

Displays the ship-to address code of the end user.

Category

Optionally specify a category associated with the RMA line. The category must be a valid code defined for the field name line_category in Generalized Codes. Categories can group order lines based on shipping characteristics; for example, rush order, special order, or replacement.

Freight List

Enter the freight list code that applies to this line item. Freight list codes identify a set of shipping rates for different freight zones and shipping measures (weight or unit). Freight list defaults from the RMA header.

The list you specify must be set up for the RMA line site and currency.

Note

You can also assign freight lists by defining applicable price lists in Price Lists with an amount type of freight. These price lists are applied to the RMA line only when you leave the RMA Freight List field blank or the default freight list is not manually updated. If you modify the default freight list, it overrides the freight lists from the price list. If multiple pricing freight lists apply, the last freight list is used.

Before a freight list is applied, the system verifies that freight charges have been defined for the freight class of the item being priced. If not, the freight list is not used.

Freight Class

Enter the freight class to be used in calculating freight charges for this item. Class defaults from the item master if freight data is defined. This

field can be updated only when a line is first added or when Calculate Freight is selected on the RMA header.

Freight classes are associated with items and freight lists. The system uses the freight class to determine which charges, defined in Freight Charges, to apply.

Freight classes group items with special freight considerations, such as items that must be shipped overnight or frozen.

Item Ship Weight

Displays the ship weight per unit of the line item from the item master data. The item ship weight is used to calculate the freight costs.

Freight Ship Weight

Displays the ship weight per unit of this item. If you specify a weight, it is used instead of the item master default value for calculating freight costs.

Freight charge calculations use the item's shipping weight to determine freight costs.

The system calculates site-specific and currency-specific freight charges based on:

- The shipping weight of the line item for unit price lists
- The total shipping weight of the order for bulk price lists

If item weight is expressed in a different unit of measure than the freight list, be sure to set up the unit of measure conversions in Units of Measure.

Calculated freight charges display on the trailer or are added to the unit price, based on the type of freight terms that apply.

By default, freight calculations use item master shipping weights. These weights can be overridden, if needed. You can also change weight values during shipment. The system then recalculates freight based on the new weight.

Freight Minimum Weight

Displays the minimum weight for calculating freight charges for the shipment. It is retrieved from the freight data defined for the ship-to customer. Freight charges for shipments that weigh less than the minimum amount are based on this field, not the actual shipment weight.

Item Ship Weight Ext

Displays the extended ship weight for the line items.

Freight Ship Weight Ext

Displays the extended freight ship weight.

Unit Freight Charge

Displays the freight charge per unit.

Detail Allocations

New

Click New to manually allocate the available items to the replacement line. Your can add multiple lines, if necessary. Location and Quantity Allocated are required. For lot or serial-controlled items, the lot/serial number and reference number are also required.

Delete

Deletes the selected allocation line. Deleting an allocation line deallocates the quantity that has been allocated to the replacement line.

Auto-Allocate

Clicking Auto-Allocate brings out the Location Allocation Detail Selection list. In the list, the available items are automatically selected. You can also select the items as you need and deselect the system-allocated items.

EMT

EMT Supplier

Specify the code identifying the supplier for this line item. An EMT purchase order will be created and queued for transmission to the supplier site for the items on this line unless the EMT Type is Non-EMT.

This field defaults in order of precedence from Item-Site Planning Data , Items , or Site .

EMT PO Number

Displays the purchase order number that the system generated for the RMA replacement line.

EMT PO Line

Displays the associated line number in the purchase order that the system generated for the RMA replacement line.

EMT Type

Specify the default code that determines how EMT items are processed. Available options are:

- NON-EMT: You ship the items directly to the customer.
- TRANSHIP: A secondary business unit satisfies the demand by shipping items to you, which you then ship to the customer.

- DIR-SHIP. A secondary business unit satisfies the demand by shipping items directly to the customer.

A default EMT shipment type can be defined for customers, items, items/sites, and in Sales Orders. The EMT Sequence field in Sales Orders determines the order the system uses to search these records for a default.

Due Date

Displays the due date of the generated purchase order line. This field defaults from the due date specified for the replacement line. If the due date of the replacement line is blank, this field defaults from the due date specified on the RMA header.

Need Date

Displays the need date of the generated purchase order line. The need date defaults from the line-item due date.

Ship Details

The Ship Details subpanel displays the shipment information of the RMA line, such as shipper number, ship quantity, ship date, and the shipment status.

Intrastat

Intrastat Item

If you want to record Intrastat data for the item, select this option. Otherwise, clear this field. This field defaults from the settings for the item and the country code in Item Intrastat Data .

Country Code

Displays the country code that is associated with the declarant address specified in Intrastat Transactions.

The values for commodity code, country of origin, and Intrastat item apply to the specified item for orders placed in this country. The system uses the country associated with the order line site to look up defaults during order entry.

Commodity Code

Enter the commodity code for collecting Intrastat data for the line item and country. The code must have been previously defined in Commodity Code and associated with the country specified in Item Intrastat Data .

The default commodity code is retrieved from Item Intrastat Data . If a default is not specified in Intrastat Data , the commodity code from Intrastat Transactions is used.

During order entry, you can override this value.

Terms of Delivery

Enter a valid code for terms of delivery. This field defaults from Intrastat Transations.

Nature of Transaction

Enter a valid code for the nature of transaction. This field defaults from Intrastat Transactions. The codes for mature of transaction are defined in Nature of Transaction.

Mode of Transport

Enter a valid code for the mode of transport. This field defaults from Intrastat Transactions. The codes for transport mode are defined in Transportation Modes.

Ship Via

Displays the shipment carrier specified in Customers.

Country of Destination/Dispatch

Enter a valid code for the destination or the dispatch country. The destination is the country that receives shipments. The dispatch country is where shipments originate. The country codes are defined in Countries.

Country of Origin

Enter the country code that indicates the country where the item is manufactured.

Statistical Procedure

Enter a valid code for the statistical procedure. The codes for statistical procedure are defined in Statistical Procedures.

Port of Arrival/Dispatch

Enter a valid code for the arrival port or the dispatch port.

Region of Origin/Destination

Optionally enter the declarant region of the origin or destination. It defaults from the declaration region specified in Declarants.

Port of Transshipment

Enter a valid code for the transshipment port.

Net Weight

Displays the net weight of the line items.

Billing

Quantity to Invoice

Displays the quantity to invoice for this RMA line.

Quantity Invoiced

Displays the quantity that has been invoiced for this RMA line.

Credit Terms Interest %

Enter the credit terms interest percent for this line item. This field defaults from the RMA header. You can change line-item interest percent only when Vary Pricing Date by SO Line is Yes in Sales Order Accounting Control. When that field is No, the system automatically updates all line items when the header value is modified.

Terms interest is used to calculate an amount to be added to the item list price based on the number of days to pay defined for the credit terms.

Terms interest percent is typically used in hyperinflationary environments. It represents an advance estimate of the gain or loss in the hyperinflationary currency.

When you use terms interest, you can track the interest component of the item price with separate general ledger (GL) postings.

GL terms interest entries are created at invoice post. They post to the SO Interest Accrued and SO Interest Applied accounts defined in Sales Order Accounting Control. The amounts in these accounts are then used to adjust Inventory and Sales accounts per the requirements of Financial Accounting Standards Board (FASB).

Product Line

The default product line depends on the settings of the Use Item Prod Line field in Service Control.

When the Item Prod Line field in selected, the product line of the line item is used as the default product line. The Item Prod Line field in cleared, the product line associated with the service type in effect is used as the default product line.

The product line affects the default sales account and discount account to use.

Accounts

Sales

Enter the sales account and sub-account for this RMA line to use. The default sales account depends on the specified product line. You can optionally enter the cost center and project when applicable.

Discount

Enter the discount account and sub-account for this RMA line to use. The default discount account depends on the specified product line. You can optionally enter the cost center and project when applicable.

Tax Settings

The Tax Settings subpanel is available only when the Taxable field is selected in the RMA line's Main panel.

Tax Class

Enter the tax class that applies to this RMA line.

The tax class is defaulted from the item setting. If there is no tax class set for the item, it defaults from the RMA header. You can change it as needed.

Tax Environment

Enter the tax environment that applies to this RMA line. The system determines a default environment based on:

- The To tax zone, determined by the customer ship-to address. If a customer tax zone is not found, the system uses the tax zone specified in Global Tax Management Control.
- The From tax zone, determined by the line item site. If a tax zone for the site is not found, the system searches for the zone associated with an environment set up for a blank From tax zone and then the tax environment in Global Tax Management Control. If no environment is defined in the control program, taxes cannot be calculated and errors display.
- The customer tax class, if any. If the customer does not have a tax class, the environment is based on tax zones only.

Tax Included

This field determines whether the system calculates tax and adds it to the net price or assumes that the tax amount is already included in the price.

The value of Tax Included defaults from the RMA header.

Tax Usage

Enter the tax usage code that applies to this RMA line. This field defaults from the RMA header.

Price Details

The Price Details subpanel displays the price lists that determine the price of the line item.

Invoice Details

The Invoice Detail subpanel displays all the invoices associated with this RMA line.

Salespersons

The Salespersons panel allows you to manage the sales personnel and their commission associated with this replacement line. Up to four salespersons can be added to an RMA. The default salesperson is from the RMA header.

Salesperson

Displays the salespersons from the RMA header. You cannot add salespersons to or remove salespersons in the Salespersons panel of RMA replacement lines.

Name

Displays the name of the salesperson.

Commission

Enter the commission rate that applied to the salesperson. The system searches for a commission rate in this sequence:

1. Salesperson, order customer, and item product line
2. Salesperson and order customer
3. Salesperson and item product line
4. Salesperson's normal commission rate as defined in Salespersons.

Notes

In the Notes panel, you can add, edit, and delete notes attached to the RMA line. Up to 99 pages of notes can be added to an RMA line. In the Notes Details form, you can add the predefined master references to service order and specify whether to print the notes on RMA and invoice.

New

Adds a note record to the Notes panel.

Edit

Opens the selected note record for editing.

Delete

Deletes the selected note record.

Details

Leads to the Notes details where you can select the master note to use and set the print options for the notes.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and

automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Allocate Action

Choose Actions > *Bulk* > Allocate to allocate inventory for RMAs.

Options

Full Orders Only

If selected, the system will only allocate lines on an order if all lines on that order can be fully allocated. Otherwise, it will remain unallocated.

Full Lines Only

If selected, the system will only allocate lines if the full ordered quantity can be allocated.

This value defaults when Full Orders Only is selected.

Detail Allocations

Indicate whether you want to generate detail allocations.

No: Make general allocations, allocating only the required quantity of an item at a site.

Yes: Make detail allocations, specifying the site, locations, lot or serial numbers, and lot references for the allocated quantity.

If this field is selected, it will apply to all lines processed here. Otherwise, the system will determine if each individual line previously used detail allocations.

Single Lot Only

Indicate whether to treat all allocations as single lots, ignoring cross-multiple lots.

This overrides the Single Lot flag on individual records.

This option is only available when Detail Allocations is selected.

Newer Lots Only

Indicate whether to allocate only lots with expiration dates newer than the last lot shipped to each specific customer.

This option is only available when Detail Allocations is selected.

Criteria

Indicates the search criteria for data displayed in the Lines to Allocate panel.

Additional Criteria

Allocate Days into Future

Enter the number of calendar days the system should use to determine the cutoff date for allocating items. The system only attempts to allocate order lines with a due date within the range defined by this field. For lines due outside the range, quantity allocated defaults to 0 (zero) regardless of available quantity.

This field defaults from the number of days specified in the Allocate Days field in the RMAs panel of Service Control.

Allocations reserve inventory for this order, so reserved items are not available for other orders in the system. Allocations also control shipment quantities when there are not enough items to fill all orders. You can choose to ship the quantity allocated or the quantity picked.

If you enter zero, the system does not allocate inventory.

Site From/To

Optionally enter a range of sites for selecting RMAs to allocate.

Item From/To

Optionally enter a range of item codes for selecting RMAs to allocate.

Lines to Allocate

The Lines to Allocate panel displays all lines fulfilled by the specified search criteria available for allocation.

Use the checkbox column to select lines for allocation.

Click Search to simulate results. After simulating results, the Qty to Allocate field can be edited.

Use the Clear Unselected Lines button to remove all lines from this panel that are not currently selected in the checkbox column.

Confirm Action

Choose Actions > *Bulk* > Confirm to select and process return material authorizations (RMAs) with line items that need to be confirmed.

Options

Allocate

If selected, and Check Allocate Days is enabled on the RMA, the line's available quantity will be generally allocated.

If selected and detail allocate is enabled on the RMA, the line will be detail auto-allocated.

Otherwise, no inventory allocation will occur.

Change Promise Date

Enter Yes to change the promise date for the range of orders you have selected to confirm based on system-generated due date changes. Otherwise, enter No.

Change Due Dates for ATP Enforcement Warnings

Specify whether the system automatically changes the due dates on order lines for items with an ATP enforcement level of Warning when insufficient ATP is found for the original due date.

Yes: The system adjusts the order-line due date to the best possible later due date during order confirmation. The output report of the confirmation program indicates that the date was changed.

No: The system leaves the original due date and confirms the order lines for items with a Warning level. A warning message displays in the output report.

Change Due Dates for ATP Enforcement Errors

Specify whether the system automatically changes the due dates on order lines for items with an ATP enforcement level of Error when insufficient ATP is found for the original due date.

Yes: The system adjusts the order-line due date to the best possible later due date during order confirmation. The output report of the confirmation program indicates that the date was changed.

No: The system does not confirm lines for items with an Error level when sufficient ATP is not found. An error message displays in the output report.

Criteria

Indicates the search criteria for data displayed in the Lines to Confirm panel.

Additional Criteria

Site From

Optionally enter a range of site codes for selecting RMAs to confirm.

Lines to Confirm

The Lines to Confirm panel displays all lines fulfilled by the specified search criteria available for confirmation.

Use the checkbox column to select lines for confirmation.

Use the Clear Unselected Lines button to remove all lines from this panel that are not currently selected in the checkbox column.

Release to Rework Action

Choose Actions > *Bulk* > Release to Rework to create rework production orders for RMA receipt line items in order to have them refurbished.

RMAs track the return of defective products, which may be scrapped, repaired, or returned to the original supplier. The disposition of an item received on an RMA is specified by setting the Processing field in RMAs to one of three values:

- P (pending). Enter P if you are not sure of the disposition of the item.
- W (production order). Enter W if you want the RMAs Release to Rework action to consider this line item when rework production orders are created.
- R (RTS). Enter R if you plan to ship this item back to the original supplier for repair using an RTS.

At least one production order is generated for each item to be repaired. All RMAs for a single item and site (unless the item is serial-number controlled) can be summarized on one repair production order by selecting the Combine Production Orders option, or one production order can be created for each RMA.

The production order number is created by taking the RMA number and appending the receipt line number, using a period as a separator. For example, releasing line 5 on RMA243 creates production order number RMA243.5. The system stores this number and the production order ID on the RMA. You can view these details in the associated RMA Return Detail in the Follow Up subpanel.

Note When Combine Production Orders is selected, multiple RMA lines for the same item at the same site are combined into one production order. In this case the RMA number used for the production order number is the first RMA with a line released.

If the item being repaired has an associated repair routing defined in the associated Items record (in the Service Substructure subpanel of the Service panel), it is used to determine the operations on the production order. The production order type is set to R, indicating a rework order.

If the item returned is serial controlled (Lot Control is set to Serial in **Items**), production orders are always created with a quantity of 1, so that the components used in the repair can be uniquely identified. Multiple production orders are generated, each with a quantity of 1, and all having the same production order number (wo_nbr) but with a unique production order ID (wo_lot).

An RMA with a non-blank action status, indicating that the RMA is on credit hold, cannot be released to a production order.

Options Panel

Effective Date

Enter the general ledger (GL) effective date for this transaction. The default is the system date.

The effective date determines when this transaction affects GL balances.

The system checks that the transaction effective date is within an open fiscal period.

Combine Production Orders

Indicate whether to combine RMA lines for the same item and site into one production order.

- Cleared: A separate production order is created for each RMA line item.
- Selected: RMAs are sorted by item and site and only one repair production order is created for each item/site combination. The production order quantity is the total number needing repair for all RMAs.

Serial-controlled items (Lot Control is set to Serial in **Items**) are not affected by this field. For these items, repair production orders are always created with a quantity of 1.

Criteria Panel

The Criteria panel displays all the search criteria used to filter records available for selection in the Order Lines panel.

Order Lines Panel

The Order Lines panel displays all RMA line items available for release to production based on your search parameters.

Use the checkbox column to indicate which lines you want released to rework.

When you select Submit, rework production or production orders are created with BOM, routing information, and operation dates all defined for each component for each line that was indicated in this panel.

Release to Production Action

Choose Actions > *Bulk* > Release to Production to release the ordered configured items to production orders.

This function allows you to automatically release the sales order as a final assembly work order.

Final assembly (FAS) orders are used to manufacture configured products of type assemble to order (ATO). Kit-configured items do not require a work order. FAS orders are generated when a sales order for a configured product is released to manufacturing in bulk using the Release to Production action

An FAS order uses the standard item routing, but its BOM contains only the items specified in the sales order configuration. Release and process FAS orders in the same way as regular work orders.

Criteria Panel

Search Criteria

The system displays non-editable values that are used as the search criteria to identify the order lines to be released to production.

Required Criteria

The system displays the specific required criteria used to identify the order lines to be released to production. These values are not editable.

Order Lines Panel

Order Lines Grid

Select the required orders that need to be released to production.

RMA - Ship Allocated Action

The **RMAs** Ship Allocated action is really helpful in the situation where a replacement line is linked to the returning line, and a sample, or an item that is not in inventory, is part of the replacement lines to be shipped to the customer.

Another situation where you can use the Ship Allocated action in **RMAs** is to order some spare parts without the need of a return; hence, the replacement lines can be created without the link to the return lines.

1. Go to the **RMAs** browse view.
2. Select the RMA order record of interest, and click Edit to display the edit screen.
3. In the Return Lines and Replacement Lines panels, you can review the information regarding each line that the customer is returning, and you are shipping as a replacement, respectively.
   a. If required, click Details to display the RMA Replacement Detail window where you can also review the Detail Allocations of the replacement line.
4. After reviewing any necessary information, return to the RMA browse toolbar, and choose Actions > Individual > Ship Allocated.
5. In the Ship Allocated window, go to the Ship Items panel to review the confirmed replacement lines and their respective allocated numbers in the Qty To Ship column.

6. After reviewing the necessary information in both the Shipper and Ship Items panels, go to the Workflow Options panel to choose when to generate an invoice, and print a shipper.
7. Click Submit to successfully confirm the shipment and the Shipper ID number. When a Shipper sequence is defined as external in Number Ranges and is entered in the Container/Shipper panel in Logistics Control, the Shipper field is visible. You must assign the external shipper number.
8. If a shipper validation rule is used, the system displays a Validate window to correct any issues that have a "Warning" value in the Level column:
    a. In the Issues to Correct panel, the system displays the rules to be corrected.
    b. Enter the correct value or use the look-up to select the allowed field values in the Value column.
    c. Click Submit to validate the shipper rule.
9. Depending on your Workflow Options specified earlier, the Pre-Shipper/Shipper Print and Invoice pop-up windows may appear:
    a. In the Pre-Shipper/Shipper Print pop-up, use any additional filter or settings, and click Run to generate the shipper. Then, click Close to close window. The Shipper document appears in a separate browser tab/window.
    b. In the Invoice pop-up, you can review the Order Lines to Invoice and Invoice panels and verify that everything is correct:
        1. In the Workflow Options panel, select the Print Invoice checkbox.
        2. Click Submit to print the invoice, and click OK when the invoice post successful message appears.
        3. In the Invoice Print or Reprint screen, use any necessary settings or filters.
        4. Click Run to generate the Invoice Post report.
        5. On the Invoice Post report, the system displays the allocated lines items, calculated freight, and the rest of the shipment invoice information.
10. This system also reflects these updates in the RMA Replacement Detail view.

RMA - Receive Order Action (Multi Entry)

An existing RMA with return lines already added is needed to use the Receive Order action.

When the Multi Entry functionality is used:

- All the multi entry lines are saved into the same shipper. The RMA line site determines the value of the shipper header ship-from.

- Each combination of site, location, lot, and reference in the Multi Entry creates a different shipper line, which is the same as the Multi Entry feature in **Pre-Shippers/Shippers**.
- The system generates additional ISS-TR and RCT-TR inventory transactions for any site value entered in Multi Entry that is different from the RMA line site.

1. In the **RMAs** browse view, select the order record of interest, and click Edit.
2. Go to the Return Lines panel, where you can review the details of each return line record by clicking Details in the grid toolbar.
3. In the RMA Return Detail window, you can review or edit some of the following fields in the Receiving panel:
    - Site
    - Receipt Quantity
    - Received Quantity
4. After reviewing the RMA Return Details, click Close to go back to the Return Lines grid in **RMAs**.
5. In the RMAs browse toolbar, choose Actions > Individual > Receive Order.
6. In the Receive Order pop-window, you can review or change the default values that are in the Main panel.
7. In the Items to Receive panel, you can review or update the values for the following fields:
    - Quantity to Receive
    - Lot/Serial
    - Reference
8. After reviewing or updating the values for each record, click Multi Entry in the grid toolbar to create the multi entry record for the first return line.
9. In the Receipt Detail panel of the Multi Entry window, the system displays the values for Site, Location, and Lot/Serial, which are defaulted from the first record line. However, you can edit the values in the grid.
10. Click +New if you want to create a new record line.

    Note If the values of the fields in the existing record lines are the same, the system displays an error message indicating that both are duplicated.
11. Click OK to finish adding receipt detail record lines.
12. Repeat steps 8-11 for every record line that exists in the Items to Receive grid.

13. After creating the multi entries for each record, the system enables the Multi Entry checkbox and selects it for each record in the grid. If the checkbox is cleared, the system clears the multi entry lines for that record.
14. In the Workflow Options panel, you can configure if and when you want to print the invoice.
15. Click Submit to confirm shipment.
16. Click OK to close the Shipper ID and shipment confirmed successfully message prompt.
17. You can review these updates in the Shipper Lines panel of**Shippers**, the **Inventory Detail** records for the items that you received, and the **Transaction Detail Report**.

RMA - Receive Order Action

An existing RMA with return lines already added is needed to use the Receive Order action.

1. In the **RMAs** browse view, select the order record of interest, and click Edit.
2. Go to the Return Lines panel where you can review the details of each return line record by clicking Details in the grid toolbar.
3. In the RMA Return Detail window, you can review or edit some of the following fields in the Receiving panel:
   - Site
   - Receipt Quantity
   - Received Quantity
4. After reviewing the RMA Return Details, click Close to go back to the Return Lines grid in **RMAs**.
5. In the RMAs browse toolbar, choose Actions > Individual > Receive Order.
6. In the Receive Order pop-up window, you can review or change the default values that are in the Main panel.
7. In the Items to Receive panel, you can review or update the values for the following fields:
   - Quantity to Receive
   - Lot/Serial
   - Reference
8. In the Workflow Options panel, choose Now in the Invoice drop-down menu.
9. Click Submit to confirm shipment.
10. Click OK to close the Shipper ID and shipment confirmed successfully message prompt.

11. In the Invoice window, you can review the values in the Qty to Invoice column of the Order Lines to Invoice grid.
12. After reviewing the Order Lines to Invoice grid, select the Print Invoice checkbox in the Workflow Options panel, and click Submit.
13. Click OK to close the invoice and invoice number message prompt.
14. Configure any required settings or filters in the Invoice Print or Reprint window, and click Run to print the invoice.
15. The invoice displays updated quantities to invoice.
16. You can also review these updates in **Shippers**, **Inventory Transactions**, and **Unposted GL Transactions**.

Release To Production Action (Bulk)

1. Go to the **RMAs** browse view.
2. Select the RMA order record of interest and Click Edit.
3. In the Return Lines and Replacement Lines panels, you can review the information regarding each of the lines that the customer is returning, and you are shipping as replacements, respectively. You can also review the Detail Allocations of the replacement line by clicking on Details to display the RMA Replacement Detail window.
4. After reviewing the necessary information, return to the RMA browse toolbar and choose Actions > Bulk > Release to Production.
5. In the Release to Production screen, the system displays the Criteria and Order Lines panels.
6. In the Criteria panel, the system displays all the RMA replacement lines that meet the search criteria and required criteria from the RMA browse view, and the Required Criteria, such as Configuration Type = ATO, Line Confirmed = Yes, Order Confirmed = Yes, among other non-editable values.
7. In the Order Lines grid, select the required orders to be released and click Submit.
8. The system displays a confirmation message. Click OK to close confirmation prompt.
9. Go to the **Production Orders** browse view
10. Enter the RMA number of interest and click Search.
11. The system displays that a production order has been created from the previous Release to Production bulk action in RMAs. Select the production order and click Edit.
12. In the Main panel, the system displays the Production Order number, which is a combination of the RMA and Line numbers.
13. In the Bill of Materials panel, the system displays the last level of components that were submitted in the RMA replacement line of the generated B.O.M. for the production order.

14. This system also reflects these updates in the RMA Replacement Detail screen under the Configured Items panel with the respective Final Assembly and ID numbers.

RTS Picklist Print

RTS Picklist Print enables you to display items due for return to suppliers before picking the items. It lets shipping keep a hard-copy list of what items need to be picked and shipped back to a supplier. The report is intended for an organization's internal use and does not contain financial fields, such as prices and tax information.

Settings

The Settings panel, which is closed by default, includes subpanels for Format, Date Display, and Decimal Display settings. For more information, see Reports.

Filter Section

The Filter panel, which is open by default, contains the criteria used to filter the data in the report. The criteria are explained below:

RTS

Specify the first and last RTS numbers in the range for which to print the report.

Supplier

Specify the first and last supplier codes in the range for which you want to print the report.

Item Number

Specify the first and last items in the range for which you want to print the report.

Order Date

Specify the first and last order dates in the range for which you want to print the report.

Language ID

Specify the first and last language ID in the range for which you want to print the report.

Open RTS Documents Only

Set to Yes to print open RTS documents only.

Unprinted RTS Documents Only

Set to Yes to only print RTS documents that have yet to be printed.

Update

Select Yes to run this program in update mode and update records in the database.

Select No to run this program in simulation mode without updating the database. A report prints for review with SIMULATION displayed at the top of each page.

Click **Run** to generate the report.

Service Contracts

Main

Sold-To

Indicates the customer receiving the service contract.

Contract

Indicates the service contract number.

If left blank, the system will generate a new number automatically.

Service Type

Indicate the service type for this contract.

Start Date

Use the calendar icon to select a start date for this contract.

End Date

Use the calendar icon to select an end date for this contract.

Purchase Order

Indicate the associated purchase order number associated with this contract.

Order Date

Indicates the order date for this contract.

Cancel Date

Indicates the date this contract was canceled, when applicable.

Currency

Indicates the base currency associated with the customer domain.

Site

Indicates the inventory site where repair parts for the item being serviced reside.

Entity

Indicates the entity that the site is associated with.

Master Contract

Indicate an associated master contract, when necessary.

Type

Indicate the type of this service contract.

Contract Visits

Enter the total number of contract visits that have occurred to date.

Contract Options

Bill End Users

If selected, customer invoice will be sent to all associated end users upon service completion.

Blanket

If selected, indicates order provides blanket coverage.

Taxable

If selected, indicates this contract is subject to tax.

Hold Contract

If selected, the contract will be placed on hold and billing will be unable to process until taken off hold.

Print Contract

If selected, contract will print upon completion.

Language

Indicates the primary language used in communications with this customer in regard to this contract.

End Users

The End Users panel displays end users associated with this service contract.

Click Details to open the End Users Detail window.

Click +New to add a new line.

End User Detail Main Panel

End User

Indicates the current end user associated with this service contract.

Start Date

Use the calendar icon to select a start date for this end user's contract.

End Date

Use the calendar icon to select an end date for this end user's contract.

Currency

Indicates the default currency for this end user.

Purchase Order

Enter an associated purchase order.

Auto Renew

If selected, contract will be included in Contract Renew Process Report functionality.

Blanket

If selected, indicates end user order provides blanket coverage.

Taxable

If selected, indicates end user orders are subject to tax.

End User Detail Billing Panel

Bill-To

Indicates the address code assigned to the bill-to location for the customer associated with the end user.

Billing Cycle

Indicate a billing cycle code.

Project

Indicate a project code, when applicable.

End User Detail Tax Settings Sub Panel

Tax Class

Optionally indicate a tax class for use in the lookup of tax rates.

Tax Environment

Indicate the tax environment that applies to this contract.

Tax Included

If selected, the system assumes tax is included in net price.

Tax Usage

Indicate the tax usage code, when applicable.

End User Detail Coverage Limits Panel

The Coverage Limits panel displays limits placed on this end user's coverage.

Click +New to add a new line.

You can sort by Invoice Sort, Total, or Work Code fields under the Type column.

End User Detail Additional Charges Panel

The Additional Charges panel displays any additional or miscellaneous service charges associated with this end user.

Click +New to add a new line.

Click Details to open the Additional Charges Detail window.

End User Detail Preventative Panel

The Preventative panel displays all dates preventive is scheduled to occur.

Click +New to add a new line.

Use the Create Service Order column to create a service order for that date's scheduled preventive .

End User Detail Totals Panel

The Totals panel displays all associated service contract charges associated with this end user.

Contract Lines

The Contract Lines panel displays all line items associated with this service contract.

Click +New to add a new line.

If you add a new line and it includes an end user not previously attached this contract, that end user will then appear in the End Users panel.

Click Details to open the Contract Lines window.

In Contract Line Detail, use the Copy Line action to copy existing line information to a new line.

Main Panel

End User

Indicates the end user associated with this contract line.

Line

Indicates the current contract line.

Item

Indicates the current line item.

Description

Describes the current line item.

Lot/Serial

Indicates the lot or serial number assigned to the current line item.

Reference

Indicates any reference information for the line item.

Quantity

Enter the quantity of the line item.

Service Type

Indicates the service type associated with this contract line.

Start Date

Use the calendar icon to enter a start date for this contract line.

End Date

Use the calendar icon to enter an end date for this contract line.

List Price

Indicates the list price as calculated by the system.

Discount

Indicates the discount percentage to be applied to this line item.

Net Price

Enter the net price for this item.

Extended Price

Indicates the extended price based on line item quantity.

Cost

Indicates the total cost of this contract line.

Contract Line Options

PM Item

If selected, indicates that this is a preventive item.

Selecting this will add the Preventative panel to this screen.

Taxable

If selected, indicates that this contract line is subject to tax.

Auto Renew

If selected, contract will be included in Contract Renew Process Report functionality.

Blanket

If selected, indicates that end user order provides blanket coverage.

Billing

Billing Cycle

Indicate a billing cycle code.

Billed Count

System-maintained field that records the total number of months billed against this contract.

Product Line

Indicate the product line associated with this contract line.

If billing dates need to be corrected, select the Correct Billing Dates button to enable the following fields:

Last Bill

The system displays the last date when an invoice was created for this contract.

Next Bill

Indicate the next date when an invoice should be generated for this contract.

Last Bill Period Start

Displays the date on which the last billing period started.

Next Bill Period Start

Indicate the date from which the next billing period should start.

Pending Invoice

Enter a number identifying a pending invoice.

Pending Invoice

Enter the individual line number of the pending invoice, when applicable.

Accounts

The Accounts subpanel displays GL account information associated with this contract line.

Coverage Limits

The Coverage Limits panel displays limits placed on this contract line.

Click +New to add a new line.

You can sort by Invoice Sort, Total, or Work Code fields under the Type column.

Preventative

The Preventative panel displays all dates preventive is scheduled to occur.

Click +New to add a new line.

Use the Create Service Order column to create a service order for that date's scheduled preventive .

Salespersons

The Salespersons panel displays all salespeople associated with this contract line along with their commission details.

Notes

Optionally, enter any notes here.

Renewal

Renew Limits From

Use the dropdown menu to select coverage renewal limits from either Contract or Service Type.

Original Start

Enter the original start date for this contract or service renewal.

Renewed From

Displays the contract or service renewal start date.

Renewed To

Displays the contract or service renewal end date.

Billing

Bill-To

Indicates the address code assigned to the bill-to location for the customer associated with the end user.

Currency

Indicates the default currency for this end user.

Price List

Indicate the price list that the system uses to determine prices for activity on this service contract.

Call Price List

Indicate the call price list code to use for items covered by this contract.

Daybook Set

Enter the daybook set that is used when this service order is invoiced.

Channel

Optionally, enter a code identifying the distribution channel through which this service contract originated.

Discount

Enter the discount percentage to be applied to this contract.

Revenue Type

Use the drop-down menu to select a revenue type of Accrued Revenue, Cash, or Deferred Revenue.

Bill Arrears

If selected, contracts are billed on the first day following the end of the billing period.

Bill Summary

If selected, contract will be invoiced in summary format.

Period Based Billing

If selected, indicates contract billing is synchronized with calendar months.

Prorate Partial Periods

If selected, system will generate invoices for partial periods based on the percentage of a month the partial period represents.

Next Bill

Displays the date of next billing.

Coverage

Displays the date until which coverage is given.

Project

Indicate an associated project code, when applicable.

If billing dates need to be corrected, select the Correct Billing Dates button to enable the following fields:

Last Bill

The system displays the last date when an invoice was created for this contract.

Next Bill

Indicate the next date when an invoice should be generated for this contract.

Next Bill Period Start

Indicate the date from which the next billing period should start.

Pending Invoice

Indicate the number of the pending invoice created when the contract was last billed.

Credit

Hold Contract

If selected, indicates that a contract should not be released to billing.

Note that if a contract is placed on hold, the CR initials field cannot be left blank.

Credit Terms

Identify the normal credit terms extended to this customer. Credit terms identify the due date and any discount for early payment.

Action Status

Indicate the appropriate action status.

Reviewed

If selected, indicates that a credit controller has reviewed the contract.

Only users with set permissions can interact with this field.

CR Initials

Indicate the optional code identifying the person who approved the credit and terms on this contract.

Credit Card

Indicate an optional code identifying the credit card used for payment on this contract.

Tax Settings

Tax Class

Indicate a tax class.

Tax Environment

Indicate the tax environment that applies to this service contract.

Tax Included

If selected, the system assumes tax is included in net price.

Tax Usage

Indicate the tax usage code that applies to this service contract.

Tax Date

Use the calendar icon to select the date the system should use when searching for tax rates. The default is the system date.

Coverage Limits

The Coverage Limits panel displays limits placed on this contract line.

Click +New to add a new line.

You can sort by Invoice Sort, Total, or Work Code fields under the Type column.

Additional Charges

The Additional Charges panel displays all additional charges associated with this service order.

Click +New to add a new line.

Click Details to open the Additional Charge Detail window.

Main

Line

Indicates the current line.

Service Type

Indicate the service type for this contract.

Service Charge

Indicate the appropriate service charge for this line.

Description

Enter a brief description of this charge.

Amount Type

Displays the amount type.

Value defaults from the Service Charge field.

Taxable

If selected, charge is subject to tax.

Start Date

Use the calendar icon to select a start date for this charge.

End Date

Use the calendar icon to select an end date for this charge.

List Price

Indicates the list price as calculated by the system.

Discount

Indicates the discount percentage to be applied to this charge.

Net Price

Enter the net price for this charge.

Billing

Billing Cycle

Indicate a billing cycle code.

Billed Count

System-maintained field that records the total number of months billed against this charge.

Product Line

Indicate the product line associated with this charge.

Price List

Displays the associated price list.

If billing dates need to be corrected, select the Correct Billing Dates button to enable the following fields:

Last Bill

The system displays the last date when an invoice was created for this contract.

Next Bill

Displays the next date when an invoice should be generated for this contract.

Last Bill Period Start

Displays the date on which the last billing period started.

Next Bill Period Start

Indicate the date from which the next billing period should start.

Pending Invoice

Indicate the number of the pending invoice created when the contract was last billed.

Pending Invoice Line

Indicate the number of the pending invoice line created when the contract was last billed.

Accounts

The Accounts subpanel displays GL account information associated with this contract line.

Tax Settings

Tax Class

Indicate a tax class.

Tax Environment

Indicate the tax environment that applies to this charge.

Tax Included

If selected, the system assumes tax is included in net price.

Tax Usage

Indicate the tax usage code that applies to this charge.

Tax Date

Use the calendar icon to select the date the system should use when searching for tax rates.

The default is the system date.

Salespersons

The Salespersons panel displays all salespeople associated with this service contract along with their commission details.

Notes

Optionally, enter any notes here.

Salespersons

The Salespersons panel displays all salespeople associated with this service contract along with their commission details.

Totals

The Totals panel displays the Charges, Taxes, and Summary subpanels.

Charges

The Charges panel displays fields for freight, service, special, and additional charges.

Taxes

The Taxes panel displays associated tax charges.

Click Details to view the Tax Detail window.

Summary

The Summary panel displays a summary of all charges associated with this contract.

Use the dropdown menu to filter the summary by the entire contract or a specific end user.

Notes

Optionally, enter any notes here.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Contract Quote Copy

Note This function copies the entire contract to a new quote; you cannot select data to copy by range of end users.

You can use any of the following programs to create new contract quotes:

- Use Customer Quotes to create a new quote manually.
- Use Contract Quote Copy from Quote to create a new quote based on an existing one.
- Use Contract Quote Copy from Service Contracts to create a new quote based on an existing contract. This is usually done when the contract is about to expire.
- Use Renewal Process/Report to create quotes based on a range of contracts about to expire.

Regardless of how a quote is created, you can modify it in Service Contract Quotes before printing and releasing it.

Correction

If you copy a contract by mistake, delete or change the resulting quote using Customer Quotes.

Main Panel

Number

Enter the number identifying a specific contract and its covered items.

Contract numbers are used to select information to appear on reports and inquiries and to select contracts for printing, copying, or renewal.

Start Date

Enter the first date that contract terms and conditions should be considered effective by the system. The start date always defaults to the first day of the month following the system date.

Start dates can be defined at various levels of a contract: the header, default end users or items, detail lines, and additional charges. Start dates defined at one level default to the level below and determine the valid range for lower-level dates, including limit effective dates. All dates must be within the start and end range defined by the header.

The billing periods for a contract are determined by the contract header start and end dates. Service Contract Billing Release to Invoice determines when to bill a contract based on:

- The contract header and line start dates.
- The contract line billing cycle.

- The contract setting for Bill Arrears, Period Based Billing, and Prorate Partial Periods.

Contract lines that fall within the header billing period are then billed for their billing periods.

Note Start effective dates on contract limits are not changed. You must verify that the effective dates are still accurate.

Because of its relationship with billing periods, the start date on a contract cannot be changed after the contract has been invoiced.

One item cannot be covered for the same period on two contracts. However, an item can be covered for the same period more than once on a given contract if the service types are different for the contract lines.

Contract coverage normally begins after the warranty expires and continues through a specified end date. To ensure that line-item start dates default correctly for installed base items with warranties, select the Start from Warranty checkbox in Service Control.

End Date

Enter the last date that contract terms and conditions should be considered effective by the system. The end date of the contract defaults to the start date plus the duration defined for the contract type. If the start date is changed, the end date is not recalculated.

End dates can be defined at various levels of a contract: the header, default end users or items, detail lines, and additional charges. End dates defined at one level default to the level below and determine the valid range for lower-level dates, including limit effective dates. All dates must be within the start and end range defined by the header.

The billing periods for a contract are determined by the contract header start and end dates. Service Contract Billing Release to Invoice determines when to bill a contract based on:

- The contract header and line start dates.
- The contract line billing cycle.

Contract lines that fall within the header billing period are then billed for their billing periods.

If you change the header end date and line items already exist on the contract, you are prompted to reset the line-item end dates. This is normally used to extend the contract duration, since you cannot move the header end date before a line-item end date.

Note: End effective dates on contract limits are not changed. You must verify that the effective dates are still accurate.

One item cannot be covered for the same period on two contracts. However, an item can be covered for the same period more than once

on a given contract if the service types are different for the contract lines.

Service Type

Enter the contract type that applies to this quote or contract, identifying coverage terms and conditions.

Contract types are templates for setting up contracts. You can associate many different contracts with one contract type. Some of the elements associated with the contract type, such as response time and days of coverage, are used as defined. Others provide defaults that can be modified on individual contracts, including the contract and call price lists.

When Contract Limits is Yes in Service Control at the Service Contracts section, coverage limits can be associated with contract types. These can be referenced from the type or copied and modified at various levels of the contract.

Contract and warranty types are similar and referenced together as service types. Warranties normally become effective when an item is installed. When the warranty period expires, a contract is negotiated and then the contract terms apply.

The service type is an important element in managing services in Service Orders, Service Activity Report, and Service Pending Invoices and is also used with RMAs.

Purchase Order

Indicates the customer purchase order (PO) number. Customer purchase order numbers can be used to select information on some reports. It is also passed along to AR when an invoice is posted. This is helpful when responding to customer inquiries, since often all they know is their purchase order number.

Whether or not this field is required depends on the setting of the PO Required field in the customer record, or for service purchases like contracts, RMAs, and calls, the PO Required field in End Users. If this checkbox is selected, a quote can be created for the customer (sales quote, call quote, or service quote), although a warning message displays. An actual order cannot be created, however, until a purchase order number is specified.

A warning displays if the same purchase order number is entered more than once for the same customer.

Update Prices

Specifies whether to recalculate prices for lines on the new quote or contract created by this function.

- Selected: Prices are recalculated for each line on the new quote or contract using the contract start date as the effective date.

- Cleared: Prices are copied directly from the source quote or contract.

The price list used to determine line item pricing depends on the setting of the Contract Price List. If the checkbox is selected, the price list of the line on the source contract is copied to the new contract and used. If the checkbox is not selected, the price list of the service type for each line on the new contract is used.

When the Update Prices checkbox is selected and a price list is not found, prices on the new quote or contract will be set to zero.

Customer

Enter the address code of the customer with overall responsibility for this contract quote or contract. The contract bill-to address defaults from the customer record.

- When the Bill End Users checkbox is cleared, invoices for all end users on the contract are generated to the header bill-to address.
- When the Bill End Users checkbox is selected, each end user you specify must have been previously defined as a customer. The end-user bill-to address defaults from the end-user customer record, not from the header, and can be changed as necessary. Invoices for each end user are generated for the end-user bill-to address. The header bill-to is used only for invoicing contract-wide additional charges.

Salespersons, language, and tax information default from the customer address.

Credit terms, credit limit, and AR account default from the bill-to address. The contract header currency defaults from the header bill-to address. Currency may be different for individual end users.

Bill-To

Enter the address code assigned to the bill-to location for this customer. This field defaults from the customer record, if specified.

How contract addresses are used in the contract life cycle depends on the value of Bill End Users:

- When the Bill End Users checkbox is cleared, invoices for all end users on the contract are generated to the header bill-to address.
- When the Bill End Users checkbox is selected, each end user you specify must have been previously defined as a customer. The end-user bill-to address defaults from the end-user customer record, not from the header, and can be changed as necessary. Invoices for each end user are generated for the end-user bill-to

address. The header bill-to is used only for invoicing contract-wide additional charges.

Credit terms, credit limit, and AR account default from the bill-to address. The contract header currency defaults from the header bill-to address. Currency may be different for individual end users.

Salespersons, language, and tax information default from the customer address.

Currency

If necessary, enter the currency to be used on the contract quote or contract created by this function. Leave blank to copy the currency from the source document.

When you specify a new currency, the system replaces the currency for the header and every line that matches the old currency. Any lines with a valid currency that do not match the header are not changed. However, if the line currency is no longer valid, it is always changed to the new header currency. The system displays a message indicating the change.

When you specify a new currency, select the Update Prices checkbox to recalculate line prices and limits using the new currency. Make sure you have appropriate price lists set up in this currency or prices default to zero. When the exchange rate changes, the system automatically recalculates contract limits and prices.

Currency codes identify monetary units and form the basis of exchange rate relationships.

Each domain has a base currency. You can specify foreign currencies during sales, purchasing, service, and accounting transactions. Each currency must be predefined and a valid exchange rate must exist for the transaction effective date.

When you enter a non-base currency, the system displays the exchange rate relationship effective on the order date. You can modify it and optionally mark it as fixed. Fixed rates are not updated later in the document life cycle.

Contract Price List

Specifies which price list to use for each line on the new contract or contract quote created by this function. If you select the checkbox, each line is copied to the new contract with the same price list it had on the source contract. If you clear the checkbox, the price list of the service type on each of the new contract's lines is used.

For prices to be recalculated, select the Update Prices checkbox. In this case, prices are recalculated for each line on the new quote or contract. The contract start date is used in the search for effective prices.

Renew Limits From

This field can only be edited if the Contract Limits checkbox is selected in Service Control. Valid values are C for contract or S for service type.

When contracts are renewed or copied, the value of this field determines how limits are copied:

- C: The system copies limits as defined on the existing contract, extending the effective dates to accommodate the new contract start and stop dates.
- S: The system looks back at the service type associated with the contract and brings in the limits defined there. If limits have been set up on the type with effective dates, the limits effective on the new contract's start date are copied from the system type.

The value specified for Renew Limits From in Service Control determines the default for the same field in Contract Quote Header and Service Contracts. The value specified for a contract in turn supplies the default for the Renew and Contract Copy to Contract actions. In the Service Contract Renewal Process Report, the system checks the value of this field for each contract being renewed.

If you have heavily customized limits on a particular contract, you will probably want to set this field to C; otherwise, you will have to make the same changes again when the contract is renewed. If you set up effective dates on the contract type to phase in changes to coverage limits, you will want to set this field to S to look back at the contract type and get the limits effective during contract renewal.

Copy Serial Detail

A contract or contract quote can have multiple serial numbers associated with one line. This field determines if the serial numbers are included on the new contract when a contract or quote is copied or a service contract renewed.

- Selected (default): When a new contract or quote line is created, serial detail is copied. This setting is typically used for contract renewal.
- Cleared: A new contract or quote line is created without any associated serial numbers. Clear the checkbox when creating a new contract based on an existing one for the same item but a different set of serial numbers.

Note If you do not select the checkbox, remember to manually update the new contract. The system cannot locate serial-number controlled items without this detail.

When copying serial detail to a contract, the system makes the same checks for overlapping coverage as it does when it creates other

contract lines. An item (identified by item number and serial number) cannot be covered by two active contracts at the same time.

Contract Lines Panel

Line

Indicates the current contract line.

Item

Indicates the current contract line item.

Description

Describes the current line item.

Quantity Ordered

Displays the quantity ordered of the line item.

Line UM

Displays the unit of measure for the item.

Site

Displays the site of the line item.

Using the Contract Quote Copy Action

Use the Contract Quote Copy action in **Service Contracts** to create a new contract quote by copying data from an existing contract.

1. Go to **Service Contracts**.
2. In Actions select **Contract Quote Copy**. The Contract Quote Copy action view appears.
3. Enter the applicable information.
4. Click **Submit**, to complete the action.

Contract Copy to Contract

Note This action copies the entire contract to a new contract; you cannot select data to copy by range of end users.

You can use any of the following functions to create new contracts:

- Use Contract Quote Release to Service Contracts to release a quote to a contract.
- Use Service Contracts to create a new contract manually.
- Use Contract Copy to Contract to create a new contract based on an existing one.
- Use Renew Single Contract to quickly renew a fully billed single contract, at the same or new prices.
- Use Renewal Process/Report to generate a range of new contracts based on various selection criteria.

Regardless of how a contract is created, you can modify it in Service Contracts before printing it.

Copying a contract is very similar to renewing a single contract with a few exceptions: the contract does not have to be fully billed and the Renewed From field is not set for the new contract.

If you copy a contract by mistake, delete or change it using Service Contracts.

You should define menu security for this program.

Main Panel

Number

Enter the number identifying a specific contract and its covered items.

Contract numbers are used to select information to appear on reports and to select contracts for printing, copying, or renewal.

Start Date

Enter the first date that contract terms and conditions should be considered effective by the system. The start date always defaults to the first day of the month following the system date. This field is mandatory.

Start dates can be defined at various levels of a contract: the header, default end users or items, detail lines, and additional charges. Start dates defined at one level default to the level below and determine the valid range for lower-level dates, including limit effective dates. All dates must be within the start and end range defined by the header.

The billing periods for a contract are determined by the contract header start and end dates. Service Contract Billing Release to Invoice determines when to bill a contract based on:

- The contract header and line start dates.
- The contract line billing cycle.

Contract lines that fall within the header billing period are then billed for their billing periods.

Note Start effective dates on contract limits are not changed. You must verify that the effective dates are still accurate.

Because of its relationship with billing periods, the start date on a contract cannot be changed after the contract has been invoiced.

One item cannot be covered for the same period on two contracts. However, an item can be covered for the same period more than once on a given contract if the service types are different for the contract lines.

Contract coverage normally begins after the warranty expires and continues through a specified end date. To ensure that line-item start

dates default correctly for installed base items with warranties, select the Start from Warranty checkbox in Service Control.

End Date

Enter the last date that contract terms and conditions should be considered effective by the system. The end date of the contract defaults to the start date plus the duration defined for the contract type. If the start date is changed, the end date is not recalculated. This field is mandatory.

End dates can be defined at various levels of a contract: the header, default end users or items, detail lines, and additional charges. End dates defined at one level default to the level below and determine the valid range for lower-level dates, including limit effective dates. All dates must be within the start and end range defined by the header.

The billing periods for a contract are determined by the contract header start and end dates. Service Contract Billing Release to Invoice determines when to bill a contract based on:

- The contract header and line start dates.
- The contract line billing cycle.

Contract lines that fall within the header billing period are then billed for their billing periods.

If you change the header end date and line items already exist on the contract, you are prompted to reset the line-item end dates. This is normally used to extend the contract duration, since you cannot move the header end date before a line-item end date.

One item cannot be covered for the same period on two contracts. However, an item can be covered for the same period more than once on a given contract if the service types are different for the contract lines.

Service Type

Enter the contract type that applies to this quote or contract, identifying coverage terms and conditions.

Contract types are templates for setting up contracts. You can associate many different contracts with one contract type. Some of the elements associated with the contract type, such as response time and days of coverage, are used as defined. Others provide defaults that can be modified on individual contracts, including the contract and service price lists.

When the Contract Limits checkbox is selected in Service Control, coverage limits can be associated with contract types. These can be

referenced from the type or copied and modified at various levels of the contract.

Contract and warranty types are similar and referenced together as service types. Warranties normally become effective when an item is installed. When the warranty period expires, a contract is negotiated and then the contract terms apply.

The service type is an important element in managing services in Service Orders , Service Activity Report, and Service Pending Invoices and is also used with RMAs.

Purchase Order

Indicates the customer purchase order (PO) number. Customer purchase order numbers can be used to select information on some reports. It is also passed along to Accounts Receivable (AR) when an invoice is posted. This is helpful when responding to customer reports, since often all they know is their purchase order number.

A prompt message displays if the same purchase order number is entered more than once for the same customer.

Update Prices

Specifies whether to recalculate prices for lines on the new quote or contract created by this function.

- Selected: Prices are recalculated for each line on the new quote or contract using the contract start date as the effective date.
- Cleared: Prices are copied directly from the source quote or contract.

The price list used to determine line item pricing depends on the setting of the Contract Price List. If the checkbox is selected, the price list of the line on the source contract is copied to the new contract and used. If the checkbox is not selected, the price list of the service type for each line on the new contract is used.

When the Update Prices checkbox is selected and a price list is not found, prices on the new quote or contract will be set to zero.

Customer

Enter the address of the customer with overall responsibility for this contract quote or contract. The contract bill-to address defaults from the customer record. This field is mandatory.

- When the Bill End Users checkbox is cleared, invoices for all end users on the contract are generated to the header bill-to address.
- When the Bill End Users checkbox is selected, each end user you specify must have been previously defined as a customer. The end-user bill-to address defaults from the end-user customer record, not from the header, and can be changed as necessary. Invoices for each end user are generated for the end-user bill-to

address. The header bill-to is used only for invoicing contract-wide additional charges.

Salespersons, language, and tax information default from the customer address.

Credit terms, credit limit, and AR account default from the bill-to address. The contract header currency defaults from the header bill-to address. Currency may be different for individual end users.

Bill-to

Enter the address assigned to the bill-to location for this customer. This field defaults from the customer record, if specified.

How contract addresses are used in the contract life cycle depends on the value of Bill End Users:

- When the Bill End Users checkbox is cleared, invoices for all end users on the contract are generated to the header bill-to address.
- When the Bill End Users checkbox is selected, each end user you specify must have been previously defined as a customer. The end-user bill-to address defaults from the end-user customer record, not from the header, and can be changed as necessary. Invoices for each end user are generated for the end-user bill-to address may be different for individual end users.
- Salespersons, language, and tax information. The header bill-to is used only for invoicing contract-wide additional charges.

Credit terms, credit limit, and AR account default from the bill-to address. The contract header currency defaults from the header bill-to address. Current default from the customer address.

Currency

If necessary, enter the currency to be used on the contract quote or contract created by this function. Leave blank to copy the currency from the source document.

When you specify a new currency, the system replaces the currency for the header and every line that matches the old currency. Any lines with a valid currency that do not match the header are not changed. However, if the line currency is no longer valid, it is always changed to the new header currency. The system displays a message indicating the change.

When you specify a new currency, select the Update Prices checkbox to recalculate line prices and limits using the new currency. Make sure you have appropriate price lists set up in this currency or prices default

to zero. When the exchange rate changes, the system automatically recalculates contract limits and prices.

Currency identifies monetary units and forms the basis of exchange rate relationships.

Each domain has a base currency. You can specify foreign currencies during sales, purchasing, service, and accounting transactions. Each currency must be predefined and a valid exchange rate must exist for the transaction effective date.

When you enter a non-base currency, the system displays the exchange rate relationship effective on the order date. You can modify it and optionally mark it as fixed. Fixed rates are not updated later in the document life cycle.

Contract Price List

Specifies which price list to use for each line on the new contract or contract quote created by this function. If you select the checkbox, each line is copied to the new contract with the same price list it had on the source contract. If you clear the checkbox, the price list of the service type on each of the new contract's lines is used.

For prices to be recalculated, select the Update Prices checkbox. In this case, prices are recalculated for each line on the new quote or contract. The contract start date is used in the search for effective prices.

Renew Limits From

This field can only be edited if the Contract Limits checkbox is selected in Service Control. Valid values are C for contract or S for service type.

When contracts are renewed or copied, the value of this field determines how limits are copied:

- C: The system copies limits as defined on the existing contract, extending the effective dates to accommodate the new contract start and stop dates.
- S: The system looks back at the service type associated with the contract and brings in the limits defined there. If limits have been set up on the type with effective dates, the limits effective on the new contract's start date are copied from the system type.

The value specified for Renew Limits From in Service Control determines the default for the same field in Contract Quote Header and Service Contracts. The value specified for a contract in turn supplies the default for the Renew and Contract Copy to Contract actions. In the Service Contract Renewal Process Report, the system checks the value of this field for each contract being renewed.

If you have heavily customized limits on a particular contract, you will probably want to set this field to C; otherwise, you will have to make the same changes again when the contract is renewed. If you set up

effective dates on the contract type to phase in changes to coverage limits, you will want to set this field to S to look back at the contract type and get the limits effective during contract renewal.

Copy Serial Detail

A contract or contract quote can have multiple serial numbers associated with one line. This field determines if the serial numbers are included on the new contract when a contract or quote is copied or a service contract renewed.

- Selected (default): When a new contract or quote line is created, serial detail is copied. This setting is typically used for contract renewal.
- Cleared: A new contract or quote line is created without any associated serial numbers. Clear the checkbox when creating a new contract based on an existing one for the same item but a different set of serial numbers.

Note If you do not select the checkbox, remember to manually update the new contract. The system cannot locate serial-number controlled items without this detail.

When copying serial detail to a contract, the system makes the same checks for overlapping coverage as it does when it creates other contract lines. An item (identified by item number and serial number) cannot be covered by two active contracts at the same time.

Contract Lines Panel

Line

Indicates the current contract line.

Item

Indicates the current contract line item.

Description

Describes the current line item.

Quantity Ordered

Displays the quantity ordered of the line item.

Line UM

Displays the unit of measure for the item.

Site

Displays the site of the line item.

Using the Contract Copy to Contract Action

Use the Contract Quote Copy action in **Service Contracts** to create a new contract quote by copying data from an existing contract.

1. Go to **Service Contracts**.
2. In Actions select **Contract Copy to Contract**. The Contract Copy to Contract action view appears.
3. Enter the applicable information.
4. Click **Submit**, to complete the action.

Process Revenues action

Using the Process Revenues action prevents the system from incorrectly recognizing revenue on the other line items.

Important This action is not intended to be used for everyday business, but for cleaning up revenue records after the current process of canceling a contract line (described below) is performed.

CANCELLATION/CORRECTION PROCESS

Use the following process to cancel or correct a service contract line item where revenue has been recognized:

1. In **Pending Invoices**, create a (credit) pending invoice to credit the customer for the amount that was billed (cancel), or billed incorrectly (correction).
2. Run **Invoice Post and Print** (or Invoice Print and Invoice Post in Standard Edition) for the new pending credit or correction invoice.
3. In **Billing Date Correction**, set several dates to their values prior to the billing. For example, you would set the dates as follows for a service contract start date of 04/01/12: Last Bill = BLANK Header Next Bill = 04/01/12 Header Coverage = 04/01/12 Line Last Bill = BLANK Line Coverage = 04/01/12 Line Next Bill = BLANK
4. In **Service Contracts**, for the line being canceled, adjust the end date to cancel the line. For example, on a contract with a start date of 04/01/12 and one period of revenue recognized for line 2, set the end date to 4/30/12.
5. In the Revenue Recognition action, recognize the remaining revenue for the service contract.

   Note This revenue is offset by the manual credit invoice created in step 1. Without this step, the deferred revenue account is not cleared and sales would be understated. This step clears the deferred and sales accounts against each other and updates the detailed deferred revenue records as fully recognized so that Revenue Recognition ignores the detail records for line 2.

6. If the contact is being corrected, not canceled, go back to **Service Contracts**, reset the end date for the line and make the necessary changes and re-bill.

Settings

The Settings panel, which is closed by default, includes sub-panels for Format, Date Display, and Decimal Display settings. For more information, see Reports.

Filter Section

The Filter panel, which is open by default, contains the criteria used to filter the data in the report. The criteria are explained below:

Service Contract

Displays the number identifying a valid service contract created with Service Contracts.

Contract numbers are used for selecting information to appear on reports, for selecting contracts for printing, copying, or renewal, or for selecting contracts to provide coverage for calls and RMAs.

Each service contract covers a specified group of items for a specified price. The service contract number is recorded automatically on the installed base items it covers.

End User

Displays the end user for selecting records to view.

Line

Displays the line for selecting records to view.

Item

Displays the item to appear on this report.

Revenue Effective Date

Enter the revenue effective date for this transaction. The default is the system date.

GL Effective Date

Enter the general ledger (GL) effective date for this transaction. The default is the system date.

The effective date determines when this transaction affects GL balances.

The system checks that the transaction effective date is within an open fiscal period.

Update

Select Yes to run this program in update mode and update records in the database.

Select No to run this program in simulation mode without updating the database. A report prints for review with SIMULATION displayed at the top of each page.

Using the Process Revenues action

To complete this action, follow these steps:

1. Go to **Service Contracts**.
2. Select the row of your interest and click Edit, or double-click.
3. Go to the Contracts Lines panel and click Details.
4. In Actions, select Process Revenues.
5. Enter the applicable filter information.
6. Click Run.

Generate Service Orders

You can use this action for the next scheduled service order on contract preventive maintenance schedules. If you unselect Create PM Orders in Service Control, preventive maintenance schedules are created, but no service orders are actually generated. To avoid having to go through the Service Contracts sequence again, the service orders can be generated using the Generate Service Orders action in Service Contracts. When PM orders are generated, one service order is created for each scheduled date within the date selection range.

There are a number of reasons why it may be preferable to create PM orders with the Generate Service Orders action rather than through Service Contracts. This action offers more control over the calls, since you can specify a service order date. This is important because the system searches for valid coverage limits based on this date.

You can select service orders to be generated based on a range of dates, a range of contract numbers, and a range of assigned engineers.

Note Normally, only the first service order on a PM schedule is created. If you make your date range too inclusive, a service order for each scheduled date will be created, which may not be what you want.

Service orders generated as a result of executing the Generate Service Orders action are treated like any other service orders in the system

Executing this function may take some time to complete since a large number of records may be created, depending on the type of input source and the selection criteria.

Executing this program can add a large number of service orders to the system. To prevent unwanted orders from being generated accidentally, you should define menu security for this action.

Filter

Date

Enter the range of dates to consider by this function or to appear on this report. Leave blank to begin with the first sequential code in the file.

Contract Number

Enter the range of contract numbers to consider by this function or to appear on this report. Leave blank to begin with the first sequential code in the file.

Assigned

Enter the range of engineer codes to generate the service orders.

Service Order Date

Defaults to the system date.

The date specified for this field will be used as the service order date for all service orders generated during this execution of the Generate Service Orders actions.

The service order date has an important significance in relation to service limits and coverage. In Service Activity Reports, the system looks for limits to apply based on the service order date.

Specifying a service order date other than the current date gives you more control over the service orders created. PM service orders, for example, are often scheduled for some time in the future. If the current date is used as the service order date, when activity is actually recorded some time in the future, the limits effective when the service order was created are used. This may not be what you want. If not, specify an service order date closer to the date activity is scheduled to be performed.

Update

Select Yes to run this action in update mode and update records in the database.

Select No to run this action in simulation mode without updating the database. A report prints for review with SIMULATION displayed at the top of each page.

Service Types

This section contains descriptions of the fields in each panel of Service Types.

Excel Import/Export for Service Types

Like many browses, **Service Types** offers the ability to export or import data from Excel in addition to a variety of other formats. For more information, see Exporting and Importing Data on page 266.

Main

Agreement Type

Indicates the type of the service agreement, such as Warranty or Contract.

Service Type

A code that identifies the current service type.

Description

Describes the service type.

Product Line

Identifies the product line covered by this service type.

Duration

Enter a duration for the service type, in days.

Response

Enter an expected response time for this service type.

Responses can be in days, minutes, or hours.

Priority

Enter a number indicating the priority of this service type.

End User Type

Indicates the type of end user associated with this service type.

Contact Price List

Indicates the price list associated with this service type contract.

Call Price List

Use the lookup icon to indicate the associated call price list.

Credit Price List

Use the lookup icon to indicate the associated credit price list.

Restocking Charge

Enter the percentage of the cost to be charged as a restocking fee.

Ship Before Return

If selected for RMA service agreements, then orders can be shipped before RMA returns are processed.

RMA Only

If selected, this service type will only apply to RMAs.

Coverage

The Coverage panel displays the coverage schedule associated with this service type.

Use the checkbox column to determine on which days you want to assign coverage.

Click into a line to edit start and end times.

Coverage Limits

The Coverage Limits panel displays limits placed on this service type.

Click +New to add a new line.

You can sort by Invoice Sort, Total, or Work Code fields under the Type column.

Notes

Optionally, enter any notes.

Customer Quotes

Customer Quotes can be used by service organizations to get customer approval of a quote for services such as repairs, installation, and preventive . The quote provides details about labor, expenses, and items to be consumed in the service process. Once released to a linked order, the order is updated with approved price and service activities.

It is possible to create a customer quote directly from an active service or depot order.

The New and Delete buttons in the line grid are disabled when the quote is created from an existing order.

Main

Sold-To

Indicates the customer placing the order.

Quote

Indicates a code identifying the customer quote.

If left blank, a new code will be generated automatically.

Status

Select a status for the quote from the drop-down menu.

The options available here are determined in Sales Workflows.

Quote Date

Indicates the day the quote was created.

Expire Date

Indicates the date the quote expires.

Site

Indicates the site where the items are shipped from.

Entity

Indicates the entity associated with the site field.

Purchase Order

Indicates the purchase order number associated with this quote.

Contact

Indicates the primary customer contact associated with this quote.

E-mail

Indicate the email address associated with this contact.

Phone

Indicates the phone number associated with this contact.

Currency

Defaults to the base currency associated with the customer's domain.

Required Date

Indicates the date by which the customer requires service to be completed.

Promise Date

Indicates the date the customer was promised service to be completed.

Follow-Up Date

Indicates the date on which follow-up with the customer is intended.

Accepted Date

Indicates the date on which the customer accepted the quote terms.

Remarks

Optionally, enter any remarks.

Quote Options

Ready to Release

If selected, a depot order will be created upon acceptance of this quote. Orders are only created for quotes with the field selected, matching other selection criteria. Typically, this field is selected when the customer accepts the quote.

Print Quote

If selected, quote will print upon release.

Taxable

Indicates whether the quote is subject to taxation.

Reminders Sent

Indicates the number of system-generated reminders sent to the customer.

Last Release Date

Indicates the date the quote was last released to an order.

Reason Lost

In the case of unaccepted quotes, enter a reason the customer chose not to accept.

Language

Indicates the primary language used in communicating with the customer.

Quote Lines

On the Quote Lines panel, you can view and edit quote line items.

Click Details to open the Quote Lines window.

Click +New to add a new line.

When you add a quote line, some of the values for the quote line default from the corresponding panels in the Customer Quote form. You can override them, as needed.

Customer Quote Lines Main Panel

Quote Line

Indicates the current quote line number.

Quote Type

Select the quote type from the drop-down menu. Your options are Contract, Contract Charge, Depot, or Service.

End User

Indicates the end user.

Order Reference

Indicates the original or future released order number associated with this quote.

Line

Indicates the current line for which information is displayed.

Item

Indicates the current line item.

Description

Displays a short description of the line item.

Lot/Serial

The lot/serial number of the inventory item.

This may be blank, if the item is not Lot/Serial number controlled.

Reference

Indicates the reference number of the line item.

Quantity Quoted

Indicates the quantity of the item being quoted in this line.

Work Code

Work codes designate what type of work is performed during service activity.

The work codes are generally broken down into broad areas of service that reflect how your service organization is structured.

Work codes, in combination with other features, are used to manage call defaults and to control the flow of call activity into General Ledger accounts.

Service Type

Indicates the nature of the service type.

Assigned

Indicates the internal user to which this quote is assigned.

Site

Indicates the site from where the items are shipped.

Location

Indicates the site location from where the items are shipped.

Pricing Date

Indicates the date this item was last priced.

Price List

Select a price list for this line item.

Net Price

Indicates the net price.

Cost

Indicates the line cost.

Customer Quote Detail Quote Line Options

Taxable

If selected, the quoted line is subject to taxation.

Reason Lost

In the case of unaccepted quotes, enter a reason the customer chose not to accept.

Customer Quote Detail Item Service Structure

BOM Code

Indicate the code identifying the product structure or formula normally used to manufacture this item.

Routing

Indicate the code identifying the routing or process normally used to manufacture this item.

Customer Quote Detail Billing Panel

Fixed Price

If selected, the line item price is considered fixed.

Customer Quote Detail Accounts

The Accounts subpanel displays sales and discount account information associated with this quote line.

Use the Project lookup to associate a project code to the sales or discount fields.

Customer Quote Detail Accounts

Contract

Indicates a contract code associated with this quote, when applicable.

Contract Line

Indicates the contract line number associated with the contract field, when applicable.

Warranty Service Type

Indicates the warranty service type, when applicable.

Currency

Indicates the currency associated with the base domain of the customer.

Customer Quote Detail Labor Panel

The Customer Quote Detail Labor panel displays labor associated with the current quote line.

Click +New to add a new line.

Customer Quote Detail Expenses Panel

The Customer Quote Detail Expenses panel displays expenses associated with the current quote line.

Click +New to add a new line.

Customer Quote Detail Required Items Panel

The Customer Quote Detail Labor Required Items panel displays required items associated with the current quote line.

Click +New to add a new line.

Customer Quote Detail Notes Panel

The Customer Quote Detail Notes panel displays any notes attached to the current quote line.

Click +New to add a new line.

Shipping

Ship-To

Indicates the shipping address for this quote.

This value defaults from the Sold-To field in the Main panel.

Due Date

Indicates the due date for service completion.

This value defaults from the Required Date field in the Main panel.

Ship Via

Default carrier name that is set up in Customers that identifies the preferred carrier for a customer’s orders.

This value can be overridden.

Calculate Freight

If selected, the system calculates freight charges for this transaction.

Freight List

Indicates the associated freight list for this shipment.

Freight Minimum Weight

Indicates the freight minimum weight.

Freight Terms

Indicates the freight term code that applies to this order.

This field defaults from the freight data defined in Customer Ship-To’s.

Terms of Trade Point

Enter a code identifying the terms of trade point for this order.

Billing

Bill-To

Indicates the customer paying the invoice. A single bill-to is assigned when the customer is set up. If no bill-to is assigned, the sold-to customer code is used as the bill-to.

Daybook Set

Indicates the code for the set of daybooks that the system will use during invoice post. This defaults from the sold-to customer address.

Discount%

Enter the order discount percentage given to this customer, in addition to price list discounts and discounts for individual line items. The value must be between -99.99 and +99.99.

Pricing Date

Indicates the pricing date of this quote. Defaults to the current date.

Channel

Indicates the distribution channel through which this quote originated.

Project

Indicates the project ID associated with this quote.

Credit

Credit Terms

Enter the credit terms code that applies to this quote. Credit terms default from the bill-to customer.

Credit Terms Interest%

Enter the credit terms interest percent for this order. This field defaults from the credit terms specified.

Action Status

Leave blank if this order can be processed immediately. Any non-blank entry indicates that the order is on hold and no action should be taken until it has been approved. During order entry, the system uses customer-specific parameters, as well as control settings, to perform a credit check.

Prepaid

Indicates the amount of prepayment applied to this quote.

Credit Invoice

Enter a code identifying the person who approved the credit and terms on this order.

Credit Card

Specify the credit card that the customer uses to pay for this order.

Tax Settings

Tax Class

Enter a tax class. Tax class defaults from the ship-to address, if it is defined for the customer record.

Tax Environment

Specify the tax environment that applies to this order.

Tax Included

If selected, the system assumes the tax amount is already included in the price.

Tax Usage

Enter the tax usage code that applies to this order. This field defaults from the customer ship-to address.

Tax Date

The transaction tax date is used to select tax rates. At order entry, the default tax date is the order due date.

Exchange Rate

Exchange Rate From

Displays the exchange rate of the order currency from another unit of base currency.

Exchange Rate To

Displays the exchange rate of the order currency to another unit of base currency.

Fixed Rate

Select this option to indicate that the exchange rate relationship is fixed on this transaction.

Totals

Summary

Discount%

Enter the order discount percentage given to this customer, in addition to price list discounts and discounts for individual line items. The value must be between -99.99 and +99.99.

Tax Date

The transaction tax date is used to select tax rates. At order entry, the default tax date is the order due date.

Taxable

Displays the total amount of taxable charges included in the quote.

Non-Taxable

Displays the total amount of non-taxable charges included in the quote.

Lines Subtotal

Displays the total amount of line charges included in the quote.

Discount

Displays the total discount amount applied to the quote.

Trailer Charges

Displays the total trailer charges associated with the quote.

Total Tax

Displays the total tax charges associated with the quote.

Quote Total

Displays the total quote amount.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Release Action

Choose Actions > *Individual* Release to release the quote to a depot order.

Main

Order

Indicates the order number associated with this quote.

Order Date

Indicates the order date for this quote. This value defaults to the current date.

Confirmed

If selected, this quote will be released as a confirmed depot order.

Include Notes

If selected, notes entered in the quote will be included in the order.

Recalculate Freight

If selected, the system recalculates freight costs.

Service Information

Engineer

Indicates the engineer responsible for this service.

Copy to Item Usage

If selected, the system copies all manually added required items to the order. Note that all items on the original order will remain on the order.

Note When Copy to Parts List and Copy to Item Usage are both selected, generated Service Activity Reports will not display a parts list within Item Usage > Select Items.

Copy to Parts List

If the field is selected, the system copies all required items of that line to the parts list.

If not selected, the parts list is created from the service BOM.

Note When Copy to Parts List and Copy to Item Usage are both selected, generated Service Activity Reports does not display a parts list within Item Usage > Select Items. The system requires to check whether the released order's line parts list has been created. If the parts list already exists, the system does not copy it.

Recalculate Coverage

If selected, the system recalculates coverage costs.

Override Coverage Limits

If selected, the system determines whether the system should cover any amounts not covered when contract limits are applied during the release process.

This field is only available for edit when the Recalculate Coverage field is selected.

Lines to Release

This grid displays the customer quote lines to be released to a depot order.

Workflow Options

Print Order

If selected, the order invoice will print upon completion.

Service Quote Copy action

Use the Service Quote Copy action to quickly create a new quote by copying data from an existing one. This is useful when the new quote is for the same items but with a different expiration date.

Note The Service Quote Copy action will be available only when the quote line has a quote type of Depot or Service.

Service quotes can be entered manually in Service Quotes or copied from an existing service quote. Resulting quotes can be modified using Service Quotes before being printed or released to recording. Expired quotes may be deleted or archived.

The new quote is added to the Customer Quotes browse.

Summary Panel

The Summary panel is located between the menu bar and the navigation bar. It displays key data about the service quote you are working on, including source bill-to, source quote, source end user and source quote price. These fields are read-only and stay in view even when you scroll down the page.

Main Panel

Quote

The quote number uniquely identifies a specific service quote. If you enter an existing quote number then an error message will prompt.

If you leave the field blank, the system will identify the last number used and keep the sequence.

Time Zone

This field displays the time zone defined associated with the Bill-To location.

Quote Date

A field used to record the date when this service quote was entered into the system. The default is the system date.

When a service quote is initially created, the creation date is used by the system to calculate the expiration date based on the setting for Days Until Expire in Service Control.

This date can also be used as a selection criteria on various reports.

Bill-To

Specify the address assigned to the bill-to location for the customer associated with the service end user. Bill-to defaults from the customer record. If a bill-to has not been specified, the sold-to address defaults.

Credit limit, terms, and currency default from the bill-to address. Invoices print to this bill-to and all accounts receivable activities reference this bill-to address.

End User

This field displays the end user initiating this service.

Using Service Quote Copy

Use the following to use the Service Quote Copy Action:

1. Go to Customer Quotes.
2. Go to the Quotes Line Panel and click Details.
3. In the pop up window, select Service Quote Copy in the Actions menu.
4. Enter the applicable information.
5. Click Submit.

   Note The Service Quote Copy action will be available only when the quote line has a quote type of Depot or Service.

Installed Base

An installed base record links three essential elements:

- An item
- A customer
- An end user

The customer is the organization that purchased the item, and represents the parent record to which end users and installed items relate. Each end user must be linked to a customer and, in turn, each installed item must be linked to an end user. The customer can also be an end user.

End users are the people who most often use an item, request for it, and report problems. For the installed base that is updated from sales orders, the end user is from the ship-to address of sales orders. The end user is not necessarily the customer.

Each customer can have multiple end users, but a given end user is linked to only one customer. Typically, the end user possesses the item, even though the item might have been purchased by the main office.

Example: A parent company buys a forklift and ships it to a warehouse. The parent company is the customer. The warehouse is the end user. The warehouse did not buy the forklift, but uses it at that location. Someone at the warehouse usually reports service problems.

A customer can also be the end user, but an end user cannot exist by itself—it must be linked to a valid customer record. The end user is always connected to the customer who purchased the item that the end user possesses.

Creating an ISB Record

This section focuses on creating an installed base record from scratch.

1. Navigate to Installed Base in the Menu Bar.
2. Click New.

   The Installed Base form is displayed.
3. In the Main panel, specify the end user of the ISB item.

   The customer that the specified end user is associated with is displayed in the Customer field. The time zone of the customer is also displayed when Multiple Time Zones is enabled in Service Management Control.
4. In the Main panel, specify the item code and the lot/serial number, if the item is lot/serial-controlled.

   The following information is retrieved from the item data defined in Service Item .

   - Item Revision

- Item Type
- Warranty Code
- PM Days

5. Enter the quantity of the item that is installed at the end user location.

   The default quantity is the shipment quantity. For serial-controlled items, the quantity can only be one.

6. If the ISB item is a component of an existing ISB record, specify the parent item by entering the Parent Item number, Parent Serial number, and the ISB reference.
7. In the Service Coverage panel, optionally enter the Install Date.

   By default, the Install Date is the current system date. You can change it to reflect the actual installation date of the item. When you change the Install Date, the system updates the Warranty Expiration date by adding the warranty period to the installation date.

8. Click Save to save the record.

The installed base record is created.

If you added this ISB item as a component to an existing ISB record, you can see the component in the Component panel of the parent ISB item.

Deleting an ISB Record

This section focuses on how to delete an installed base record.

You cannot delete an ISB record in any of the following cases:

- There is an open service order that references this ISB record.
- There is an active contract for this ISB record.

1. Navigate to Installed Base in the Menu Bar.
2. Use the Search bar to find the record to delete.
3. Select the record and click Edit on the tool bar, or double-click the record.

   The ISB record is open for editing.

4. Click Delete on the tool bar.

   The confirmation message is displayed.

5. Click Delete to confirm the action.

The record is deleted from the system.

Moving an ISB Record

For some reasons, you may need to move an ISB item from a customer to the actual end user. You can change the end user of an ISB record when you:

- Create a service order from installed base using the Service Orders window, or
- In a service order line, enter an item that belongs to another end user

1. Navigate to Service Orders in the Menu Bar.
2. Click New.

   The Service Orders window is displayed.

3. In the Main panel, click the Create from ISB button next to the End User field.

   The Create Service Order popup shows up.

4. Specify the ISB item to move by entering the serial number, item number, end user, and the ISB reference information.

   Note

   If there is a service order for the ISB item, you cannot move it to another end user.

5. Click the Move ISB button.

   The Installed Base Move modal dialog is displayed.

6. Specify the end user that the ISB item will be moved to.
7. If needed, you can also change the coverage information by selecting the Recalculate Coverage field.
8. Click Submit and then click Continue on the confirmation message.

The installed base record is moved to the specified end user.

Creating an ISB Record from a Sales Order

Invoice Post and Print creates installed base records for items from sales orders when these settings are in place:

- Ship to Installed Base is Yes in Service Management Control.
- Installed Base must be Yes in Service Item for the item.

You can let the system add items to the installed base as you sell them. Creating records this way minimizes the data entry required to update the installed base.

The system creates the actual ISB record when you post the invoice for the sales order, minimizing the cleanup required if you find mistakes on the pending invoice. If a sales order shipment created the ISB record and you change the invoice later, the ISB record may be wrong.

When the system creates an ISB record during invoice post, it includes the sales order number, line item number, and invoice number. You can use these fields later as search criteria. Invoices created for both standard sales orders and RMAs create or update installed base records.

1. Navigate to Sales Orders and create a sales order for the item.

2. Go to the Main panel of the sales order line details.
3. Enter the item number and the order quantity.

   Note

   You cannot add memo items to the installed base from Sales Orders, since the system creates the ISB record only if the item is predefined in Service Item .

4. In the Order Line Options subpanel, select the Update ISB option.

   The Installed Base subpanel is displayed.

5. Optionally enter more information in the Installed Base subpanel.

   Note

   If you do not specify the End User in the Installed Base panel of the sales order line, the end user of the generated ISB record is the ship-to address of the sales order.

6. Save the sales order line and close it.

   Now you are back to the Sales Orders form.

7. On the top of the Sales Orders form, click Actions > Ship Inventory to ship the sales order.
8. In the Ship Inventory popup, select the item to ship and select Now in the Invoice field.
9. Click Submit.

   An information message is shown with the shipment status and the shipper number.

10. Click OK on the message.
11. In the Invoice popup, click Submit.

    An information message is shown with the invoice status and the invoice number.

The sales order is shipped and invoiced successfully. The line item is recorded in the Installed Base. Go to the Installed Base to view and manage the record.

Updating an ISB Record from an RMA

Invoice Post and Print for RMAs creates installed base records when these settings are in place:

- Ship to Installed Base is Yes in Service Management Control.
- Installed Base must be Yes in Service Item for the item.

Like sales orders, invoices for RMAs also update the installed base. Items on an RMA can also generate installation calls.

You can change default installed base information in an RMA—just like on a sales order by—setting Edit Installed Base to Yes in RMA/RTS Control. For instance, if you need to define an end user on a line item that is different from the end user specified on the header, you can change the end user line-by-line.

RMAs add records to the installed base and remove them. If you issue an item in place of a returned item in an RMA, the old record is removed and replaced by the new record.

Updating ISB Records from Service Activities

Processing service activity reports (SAR) updates installed base records when these settings are in place:

- Ship to Installed Base is Yes in Service Management Control.
- Installed Base must be Yes in Service Item for the item.

Processing a service activity report can:

- Add a new item to ISB records

  When the service activity report references a service order line that contains an item that is not an existing ISB item, select the Update ISB field in the Main panel of the SAR.
  The Installed Base hybrid view is displayed. The item and the end user information are brought in from the referenced service order.

  Note

  If you want to add this item as a component to an existing ISB item, specify the ISB item with the Parent Item, Parent Serial, and Parent Reference fields.

  After you process the SAR, the item is added into the ISB records. You can check it in Installed Base History.

- Replace an existing ISB component with a new one

  Changing some parts of a product is a common instance during service activities. If the replaced part is repairable, it should be returned to the seller’s site. In this case, you can record the item used in the Item Usage panel and record the item returned using the Item Return panel.
  After you process the service activity, the new item is added to the end user’s installed base. At the same time, the item returned is removed from the installed base. View the transactions in Installed Base History.

Adding a New ISB Item to ISB Structure

Use the Open Component button on the Component panel to add a new ISB item as a component to ISB structure.

For instructions about adding existing ISB items into ISB structure, see Addingan Existing ISB Item to ISB Structure on page 1857.

1. Navigate to Installed Base in the Menu Bar.
2. Use the Search bar to find the desired ISB record and double-click it to open it.
3. Go to the Component panel.
4. Click Open Component.

   The Installed Base form is displayed.
5. On the Main panel, enter the item number and the lot/serial number.

   On the Main panel, you can also optionally change the Model, Item Revision, and Item Type. The other fields are automatically filled with data retrieved from the parent ISB item and the product structure.
6. Click Save and then close the form.

   Now you are back to the parent ISB record. The new ISB record you just created is added to the Component grid.
7. Click Save to save the record.

Adding an Existing ISB Item to ISB Structure

The Component grid in the Installed Base form enables you to track the key components of ISB items. You can add an existing ISB item as a component to an ISB structure. The hierarchical structure of the Component grid shows the parent-child relationship of the ISB items.

With the Open Component button on top of the grid, you can create another ISB record and add it to the current ISB item as a component. For details, see Adding a New ISB Item to ISB Structure on page 1856.

1. Navigate to Installed Base from the Menu Bar.
2. Use the Search bar to find the desired ISB record and double-click it to open it.
3. Go to the Component panel.
4. Click New on the top of the Component grid.

   A blank line is added to the grid.
5. In the Item field, select an ISB item from the lookup browse.

   By default, the Installed Base hybrid browse displays all the installed base items for the end user specified in the Main panel. You can apply more filters to minimize the search results.

   Note

   - The ISB item must be a valid item in the end user's ISB records.
   - Cyclic structures are not allowed. The component item must be different from the item specified in the Main panel.

- You cannot add an ISB item that has already been configured in another ISB structure.

The Serial Number, Reference Number, and the Item Revision information are brought into the grid line.

6. Click Done to complete the line and click Save to save the ISB record.
7. If you want to add a child item to the component, select the component and click Add Child.

   A blank child item line shows up in the grid.
8. Repeat steps 5 and 6 to complete the child item line.

Deleting an ISB Structure

You can use the Component panel to edit and delete ISB structures.

Only the Item Revision can be modified for a component item.

Deleting a component only removes the component item from the ISB structure. The component item still exists in the end user's installed base.

To delete a component from an ISB structure, follow these steps:

1. Navigate to Installed Base in the Menu Bar.
2. Use the Search bar to find the record.
3. Double-click the ISB record to open it and go to the Component panel.
4. Select the component in the Component grid and click Delete.
5. Click Delete to confirm the action when prompted.

The component item is deleted from the ISB structure.

Installed Base

Main

End User

Specify a valid end user code. End user codes are defined in End Users. Once you have saved the ISB record, you can no longer change the end user.

When the installed base is updated while posting an invoice for a sales order, the end user address code is set to the ship-to address from the sales order by default. If the installed base record is updated due to an RMA or a material order, the end user in the RMA or work order is displayed here.

All reports and inquiries can be sorted and selected by end user address code.

The original customer who bought the item often is different than the ship-to and the end user address. For example, a corporate office may purchase items and have them shipped to their various regional offices.

These regional offices in turn may distribute the product to end users at their branch offices.

Item

This number identifies an item installed at this end user location. The installed base item can be a finished product or a component. Once the record is saved, you can no longer modify the Item field.

Installed base information can be used in most service activities. Installed base items may be under warranty and others under specific service contracts, which determine levels of coverage. Service orders and other service activities may reference an installed base item number along with its serial number and reference.

Generally any item that is under warranty, covered by a service contract, or likely to be subject to repair or exchange should be set up in the installed base. Consumable items (such as printer ribbons) would not normally be entered into the installed base.

If you want to limit service to items in the installed base, you should set Items In Installed Base in Service Management Control to Yes. This field controls whether items must be in the installed base before service requests can be recorded.

Inventory items to be added to the installed base are normally set up with Items. The service information provides defaults for the installed base records created during invoice post of sales orders for the item.

Description

A short description of this installed base item. When you enter an item that exists in the item master data, the description is from the item’s master data. You can override it as needed.

The item description is helpful when the end user only knows what the item is and cannot tell you the item number. For this reason, you should make your descriptions as informative as possible.

Lot/Serial

Enter the lot or serial number uniquely identifying the installed item. If the item has been set up in Items with Lot/Serial Control set to Yes, this field is required.

You can modify this field directly when you need to change the serial number of an item that exists in the installed base.

Installed base information can be used in most service activities. Installed base items can be under warranty and others under specific service contracts, which determine levels of coverage. Service orders

and other service activities can reference an installed base item number along with its serial number and reference.

When the installed base is updated from Invoice Post, the lot/serial number of the item shipped is recorded.

An installed base item can be assigned a serial number for service tracking purposes even if it is not normally a lot/serial controlled item. If no serial number is entered, the system generates a unique reference number so that non-serialized items can be tracked separately.

Reference

Enter a reference number that uniquely identifies an item without a serial number in the installed base (ISB).

Installed base reference numbers are not used with serial numbers. When a serial number is entered, a reference number defaults to 0. ISB reference numbers are used generally in two situations:

- To uniquely identify items without lot or serial numbers
- To uniquely identify individual items that are part of a lot

Quantity

The quantity of the item that is installed at this end user location. The default is the shipment quantity. For serial-controlled items, the quantity can only be one.

Customer

Displays the customer that the specified end user is associated with.

Time Zone

Displays the time zone of the end user when Multiple Time Zones is enabled in Service Management Control.

Parent Item

When the specified item is a component of a current product structure, this field displays its parent item code. You cannot change it.

When the specified item is a component of a current product structure and no parent item is found, you can select the parent item from the lookup browse. The serial number and reference number of the selected parent item are respectively auto-filled in the Parent Serial field and the Parent Reference below.

When the specified item is not a component, leave this field empty.

Parent Lot/Serial

This field displays the lot/serial number of the parent item. For a component in the current product structure, you cannot change the lot/serial number.

If you manually specified a parent item in the Parent Item field, you can change the lot/serial number. Once you save the record, you can no longer change it.

Parent Reference

This field displays the ISB reference number of the parent item. For a component in the current product structure, you cannot change the reference number.

If you manually specified a parent item in the Parent Item field, you can change the reference number. Once you save the record, you can no longer change it.

Model

The product model with which this item is associated. It defaults from the model associated with the item in Service Item .

Many organizations service products by model. Associating a model number with a set of items allows you to create call defaults based on the model. This is useful if service orders associated with various product models follow different paths in the service organization.

Item Revision

An optional code identifying the engineering revision of this item.

Revision codes are associated with a particular engineering drawing or process. When a change is made, the revision code usually changes. The current revision for an item can be entered manually using Items.

It is important to enter the correct revision number for the installed item. The service process may change from one revision to the next. For example, component items may have changed or upgraded to field replaceable units.

Item Type

A code grouping service items according to a user-defined type schema. Defaults from the Item Type specified in Service Items. Validated against predefined values entered in Generalized Codes, if any.

The system type code is for reference only, unless you designate one code as indicating a system-level item. This is done by specifying its value in the System Level field in Service Control.

System level is usually used to indicate the top-level item in an installed configuration, although it can be used for whatever meaning suits your

business needs. The Installed Base Report can be used to generate reports displaying only system-level items.

Three codes are predefined: S for system, SW for software, and O for other.

You can set up as many others as you need.

Service Coverage

Warranty Code

Identifies the normal warranty terms applying to this item. The warranty code defaults from service item information. You can change it to a valid warranty code set up with Warranty Type .

When an item is added to the installed base (Installed Base is Yes) during invoice post, this warranty is used by default.

Each service item may be assigned a warranty type, identifying the normal warranty terms applying to it. This may be changed manually on individual installed items as needed. When a service request is processed for an installed item, the warranty information is used to determine its coverage. Once the warranty period has expired, a service contract is usually negotiated and then the contract terms apply.

Install Date

For a new item, Install Date defaults from the system date, but you can change it. When the Invoice Post and Print program creates an installed base record, the install date defaults from the sales order shipping date. If the item has Install Call set to Yes, the system sets the install date to the ship date plus the installation days ahead in Call Management Control. When you close the installation call, however, the system updates Install Date to reflect the call closure date and recalculates the warranty end date. The system applies these rules for defaulting an install date only if you do not specify an install date while maintaining sales orders or installed base records. The system never overwrites an install date you specify.

Warranty Expiration

The system calculates the expiration date by adding the warranty duration to the install date. You can manually change it, but if you specify a warranty, you must also specify an expiration date.

PM Days

Defaults from the value in Days Between PM in Service Item and indicates the preventive cycle for this item in calendar days. The system adds this value to the install date initially to determine the Next PM Date field value in Installed Base. When you close subsequent PM service orders or lines with the PM work code, the system adds PM Days to Last PM Date to determine the Next PM Date value.

Last PM Date

The system updates this field when you close a service order line with the PM work code for this item. The Last PM Date is the close date of the service order.

Next PM Date

This field is for display only. When a service order line with the PM work code is closed, the system adds the Days Between PM value in Service Item to Last PM Date or, if blank, to Install Date.

If the value in the PM Days field or the Last PM Date field is modified, the system updates the Next PM Date field accordingly. The Next PM date may also be updated when a service order is created for this item using the PM work code. In this case, the date of the service order will be used as the next PM date.

Item Information

Ownership

A reference-only field indicating who actually possesses the item. This field defaults to blank. The specified owner code must be set up for field isb_owner in Generalized Codes. For a large company, you might enter the department or individual that uses the item.

Status

A user-defined code indicating the status of this installed base item; for example, BETATEST or OBSOLETE. Set up status codes in Generalized Codes for the field isb_status.

ISB Location

A short description (up to 24 characters) of the current location of this installed base item at the end user facility.

This field is for reference only and may appear on some selected reports and inquiries.

Since the end user code may identify a large company, this field can be used to pinpoint the exact location of an item. For example, you might specify a building number, suite number, or floor.

Source Order

Order

This field is for display only. When the installed base item is added from invoicing a sales order or an RMA, this field displays the sales order number or the RMA number. When the installed base item is added from a service order report, this field displays the service order number.

Line

This field displays the line number of a sales order, an RMA, or a service order that this installed item record is derived from.

Ship Date

Displays the shipment date of the installed item.

Invoice

Displays the invoice number of the installed item.

Components

New

Adds an existing ISB item to the ISB structure as a component. The item to add must be an existing ISB item for the end user, and the ISB item cannot be included in any other ISB structure. Otherwise, an error message is shown.

Add Child

Adds an existing ISB item as a child item of the existing ISB item component. The item to add must be an existing ISB item for the end user, and the ISB item cannot be configured to any other ISB record. Otherwise, an error message is shown.

Edit

Modifies the existing product structure of the ISB item. Only the Item Revision information can be changed.

Delete

Deletes an ISB item from the ISB structure, not from the ISB record. If you delete a parent component, then its child item is also deleted from the structure.

Open Component

Clicking Open Component opens the selected component in the Installed Base hybrid view, where you can view and modify the ISB information of the component. You can also add a new record into the Installed Base data.

End User Domain Settings

Summary Panel

The Summary panel is located between the menu bar and the navigation bar. It displays key data about the end user domain settings you are working on, including end user, domain, end user type and primary engineer. These fields are read-only and stay in view even when you scroll down the page.

Main Panel

End User Type

Specify the type of end user. Select either blank, Indiv or Comp.

Primary Engineer

Specify the primary engineer associated with servicing this end user.

Specify the code for the default service engineer for this end user—perhaps the one closest to this end user site, or the one preferred by the customer.

The system validates the code against engineers defined with Engineers.

If Assign Primary Engineer is enabled in Service Control, this engineer is assigned by default to a call from this end user. If Schedule New Calls is Yes in the Service Control, the engineer scheduling function in Service Orders awards points to this engineer. The number of points is defined in the Primary Engineer Points field in Service Control. The secondary engineer receives this point amount; for the primary engineer the amount is doubled.

When you associate a primary engineer with an end user, the system checks Service Control and displays a warning under these conditions:

- If Limit by Service Area is enabled and the engineer's service area does not match the end user's area.
- If Limit by Time Zone is enabled and the engineer's time zone either does not match the end user's or is outside the range specified by the Range of Hours to Consider setting.

Secondary Engineer

Specify the secondary engineer associated with servicing this end user.

The system validates the code against engineers defined with Engineers. The engineer scheduling function in Service Orders awards points to this engineer. The number of points is defined in the Primary Engineer Points field in Service Control. The secondary engineer

receives this number of points, while the primary engineer receives double this amount.

When you associate a secondary engineer with an end user, the system checks Service Control and displays a warning under these conditions:

- If Limit by Service Area is enabled and the engineer's service area does not match the end user's area.
- If Limit by Time Zone is enabled and the engineer's time zone either does not match the end user's or is outside the range specified by the Range of Hours to Consider setting.

Engineer Group

Optionally, specify a code used to group service engineers. For example, groups can be defined for the type of support offered -- telephone or on-site services -- or for regional service areas such as Northwest, South, and Central.

The system validates the code against predefined values entered for this field in Generalized Codes, if any. This field is for reference only; it appears in some reports.

Service Area

The system displays the area associated with the call’s end user. Service areas identify centers that provide service to a geographical region. For example, a service center could service North America, Canada, or just the province of Ontario.

Each end user installation is assigned to a service area that provides service to that location. Engineers are assigned to a service area and a call queue can be defined for each service area.

As calls are taken they are put into the call queue for this area and the Queue Manager is called on to dispatch the appropriate engineer—usually one from the same area.

Login

Optionally enter a login ID for the end user's system.

This field is for reference only; it appears in some reports.

This field is particularly useful for companies providing software or hardware support. Often you can dial in over the modem to perform remote diagnostics. This approach can save the time and expense of a service call.

Message End Date

Enter a valid date for the last day that this message is effective.

For example, if the message is "Contact John while Betty is on vacation," then the end date would be the date Betty returns.

When the system date matches or exceeds this date, the message no longer displays in any call activity for this end user.

Message

Optionally, enter a short message regarding this end user.

This message displays in various call activity screens for calls associated with this user. For example, when a call is created with Service Orders, the message displays at the bottom of the screen. It also appears on printed calls, often used by the engineer as a kind of work order.

This message can be used to provide extra information about the user that the engineer may need to know.

Time Zone

This field only displays if Multiple Time Zones has been enabled in Service Control. A valid time zone, defined with Multiple Time Zones, must be specified.

The default for a new end user is derived first from the customer record, then from the Time Zone field in the Domain record.

End user time zones determine how times are displayed and stored in Service Orders when a call for an end user is taken. The end user's time zone also affects engineer scheduling, service coverage, and service pricing.

Call Priority

Enter the normal call priority assigned to calls from this end user.

A priority number can be assigned and maintained on calls. Priorities can be used for dispatching service personnel, ensuring that the highest priority items get worked on first.

Service calls and requests can be listed by priority number.

If the value of end user priority is zero, it is ignored in Service Orders and the priority of the service type providing coverage is used.

Lower numbers indicate a higher priority. Priority can be changed manually.

Escalation

Specify an escalation sequence for Escalations to use when updating calls from this end user.

If you specify an escalation for this end user, it takes precedence over other escalation defaults defined with Service Order Defaults, associated with the user in Service/Support User Preferences, or defined in Escalations.

Escalation sequences automatically make changes to calls in the system. An escalation can alter call status, change the queue, elevate call priority, or alert key users that a call needs attention.

An end user escalation should only be defined if Use Escalation is enabled in Service Control. Use an end user escalation to tailor the sequence of events that a call goes through to meet individual requirements.

Travel Time

Enter the amount of time it takes for an engineer to travel from the service center to this end user location.

The time specified here will be displayed by default in the Travel and Estimated Time window of Service Orders when calls are taken for this end user.

This field is normally updated only when a service engineer is dispatched to the customer location to fix the problem. The travel is recorded along with the call resolution information. If the call is billable, travel time can be billed in addition to the actual service time.

Travel Distance

Specify the travel distance involved in resolving this service call, stated in terms of the travel unit of measure (UM). Usually this is the distance from the service engineer’s location to the customer’s location.

The value specified here displays in the Travel and Estimated Time in Service Orders for calls associated with this end user.

This field is for reference only; it appears on some reports and inquiries.

Normally, this value is entered only when a service engineer is dispatched to the customer location to fix the problem. The travel is recorded along with the call resolution information. If the call is billable, travel time may be billed extra.

Create ISB

Specify whether to create installed base records for items shipped to this end user. Select the checkbox to create records; otherwise, leave the checkbox unselected.

The field defaults from the value of Create ISB in Service Control.

If Create ISB is unchecked, by default installed base records will not be created for this user.

The normal rules for updating the installed base are followed. Ship to Installed Base must be selected in Service Control and the Installed Base field must be enabled for the item being shipped in Items.

The value of the Update ISB field for the end user is used in conjunction with the value of the Installed Base field for an item. Both of these fields must be enabled for the Update ISB field to default to selected in the various other functions where it is used.

Purchase Order Required

Specify whether a purchase order is required before service activity can be initiated for this end user. Select the checkbox to require purchase orders; otherwise, leave it unselected.

The field is defaulted from the value of the Purchase Order (PO) Required field for the customer.

This field affects the processing of a number of service functions:

- RMAs and Service Contracts. If a PO is required, it must be entered before the line items can be updated.
- Service Quotes. If not entered, a warning is displayed that a PO is required. The quote cannot be released to a contract without a PO number.
- Customer Quotes and Service Orders and Depot Orders. Calls and quotes can be created without a PO, but a warning message is displayed.
- Service Activity Report. If the end user requires a PO, you cannot get past the header without entering it.
- Customer Quote Release to Service Activity Report. If the end user requires a PO and none is specified, the quote cannot be released.

Auto Renew Contracts

Specify the default for whether a service contract for this end user can be automatically renewed. Select the checkbox to automatically renew contracts by default; otherwise, leave the checkbox unselected.

The value in this field determines the default displayed in Contracts for the Auto Renew field when a new contract is created for this end user.

Invoice Format Panel

Line

The sequence number is automatically incremented by the system for each invoice sort entered.

Selecting a particular line number allows you to update information associated with that invoice sort.

Invoice Sort

Validated against codes set up with Invoice Sorts.

This user-defined code represents a particular invoice sort for which end user defaults are being set.

Invoice Sort Description

The description of the invoice sort.

Detail

If selected, the value in the Detail column overrides the value for Invoice Detail specified when the invoice sort was defined with Invoice Sorts.

The Invoice Detail field defined in Invoice Sorts determines the default displayed in the Detail column of the Billing Summary of Service Pending Invoices. This, in turn, determines the level of detail on the printed invoice set to the customer.

The default level of detail can be overridden by the value specified for the end user in Service End User. This approach allows you to tailor the appearance of the invoice based on the requirements of individual end users.

If unselected, the invoice sort label displays on the invoice instead of the detailed item numbers or service categories specified in Service Activity Reports.

Notes Panel

In the Notes panel, you can add, edit, and delete notes attached to the End User Domain Settings record. Up to 99 pages of notes can be added to a record. In the Notes Details form, you can add the predefined master references.

New

Adds a note record to the Notes panel.

Edit

Opens the selected note record for editing.

Delete

Deletes the selected note record.

Details

Opens the Notes/Master Notes screen where you can select and insert the Master Note to use or edit.

Modifying End User Domain Settings

1. Go to End User Domain Settings.
2. Select the row of your interest and click Edit, or double-click.
3. Edit the applicable information.
4. Click Save to continue.

Engineers

Engineers

Set up engineers first in **Employees**; then add the additional information here. Some of the data entered about an engineer is static, for printing on reports.

As service orders come in, they are normally assigned to a service engineer, either when the order is entered or in the order queue. Assignment of engineers can be streamlined in two ways:

1. You can assign engineers to end users in **End Users** and select Assign Primary Engineer in **Service Control**. In this case, the end user's primary engineer defaults into an order created for the end user.
2. You can select Schedule New Orders in **Service Control**, and use the rules-based engineer scheduling function. The rules used in scheduling are set up in **Service Control**.

The critical engineer fields for scheduling are:

- Service Area. Service areas normally define a geographical area associated with a service center. The engineer scheduling function awards a point to an engineer if his area matches the area associated with the end user initiating an order as defined in **End Users**.
- Schedule. A schedule must be assigned to an engineer in order for that engineer to be considered by the scheduling function. Usually one master schedule is defined using **Engineers**. This defines the normal work hours—for example, 8 AM to 5 PM, Monday through Friday. On-order and holiday schedules can also be defined and detail schedules can be tailored for particular engineers in the Engineer Schedule Exceptions panel.
- Time Zone. If Multiple Time Zones has been activated, a time zone can be associated with an engineer. The engineer scheduling function awards point to an engineer if the engineer's time zone matches the time zone of the end user initiating an order as defined in **End Users**. The match can be within a range of time zones defined by the Range of Hours to Consider field in **Service Control**.
- Field Engineer. This field indicates where an engineer normally works: in house or at the end user site. When MTZ is active and this field is selected, schedule times are interpreted relative to the time zone of the end user initiating an order. When cleared, schedule times are interpreted relative to the time zone of the engineer.
- Status. Statuses are defined with **Engineers** and determine whether the engineer is available for scheduling. In order for an engineer to be scheduled, the status specified here must have the availability field selected.

- Orders per Day. This represents the average number of orders this engineer can complete in one day. This number is considered by the engineer scheduling function if Display by orders is selected in **Service Control**.

Main

The Main panel contains the basic information about the engineer.

Employee

Specify a code uniquely identifying an employee to be assigned service functions.

Employees defined as engineers can be used throughout the Service app. For example, they can be assigned to orders, schedules can be created for them, and they can create MOs for servicing orders and replenishing their own stock.

Engineers must first be created in **Employees** before engineering data can be defined for them.

Engineer

Defaults from the value specified for Employee.

The code by which an employee is referenced as an engineer for Service functions.

Engineers are the personnel responsible for performing service duties, such as technical support, repairs, and preventive of customer-purchased items (the installed base).

Each of your service engineers must be identified as an employee first in **Employees**. When the engineer record is defined, an address master record for the engineer is also created and given a list type of Engineer. This address information may be referenced by other service functions—for example, if you drop-ship items to the engineer with a material order (MO).

Engineer code can usually be the same as the Employee code. Some companies like to separate their employee code names from the engineer code names, so although an engineer's employee code might be GLB, service functions might refer to that engineer as Eng004.

Service Area

Specify a code to identify a service area.

The code usually relates to a service center that provides service to the specified area. For example, a service center may service North America, Canada, or just the province of Ontario.

Each end-user installation is assigned to a service area. This identifies the service center that provides service to this end user location.

Engineers are also assigned to a service area and normally an order queue is defined for each service area.

As orders are taken they are put into the order queue for this area and the Queue Manager is ordered on to dispatch the appropriate engineer, usually one from the same area.

Associating an area with an engineer is optional. The area can be used to supply a default site/location for many service functions. If an engineer does not have an associated site or location, the area site/location is used by default.

Status

Specify a code identifying the current status of this engineer. This field is required for engineer scheduling.

If the status assigned to the engineer is defined as Available, the system considers this engineer during automatic order schedule functions. Engineers with a non-available status are not considered.

Group

Optionally specify a code used to group service engineers. For example, groups can be defined for the type of support offered—telephone or on-site services—or for regional service areas such as Northwest, South, and Central.

The system validates the code against predefined values entered for this field in **Generalized Codes**, if any.

This field is for reference only; it appears on some reports and inquiries.

Site

Optionally specify the inventory site from which this engineer gets parts and supplies.

The specified site is used by default in **Service Orders** and **Material Orders** when inventory items are consumed or ordered.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts. Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site or by groups of sites.

Sites are frequently split into multiple locations where the inventory is actually stored, so you can think of a site as a group of physical locations—stockrooms, inspection stations, shop floors.

If you do not specify an inventory site for the engineer, the system uses the site and location associated with the engineer's area, if any.

Location

Optionally specify the inventory location from which this engineer gets parts and supplies.

The specified location is used by default in **Service Contracts** and **Material Orders** for items ordered by this engineer.

Every item in inventory is associated with one or more locations. The location code must be specified on every inventory transaction—issues, receipts, transfers, and counts.

Location code can be used to select specific information to appear on reports and inquiries.

If a site and location are not associated with the engineer, the system uses the site and location associated with the engineer's area, if any.

Schedule

Optionally specify the code for a service schedule representing the normal availability hours for this engineer. The system looks at this schedule as one step in determining this engineer's suitability to take an order.

If you are using Engineer Scheduling, you should have at least one service schedule defined as a basic schedule for all engineers—8:00am to 5:00pm, Monday through Friday. Each engineer must be attached to at least one type of schedule to be considered by the system when the scheduler runs.

Orders per Day

Enter the maximum number of orders that this engineer should be assigned per day.

This value is used by the engineer scheduling sequence in **Service Orders** when calculating engineer availability if the Display by orders field is selected in **Service Control**.

You can assign an order to an engineer even when the orders-per-day limit has been reached.

Engineer availability can be viewed by order load or hours if the Display by orders field is selected in **Service Control**.

Current Location

Optionally specify a code to identify the current location of this service engineer. For example, enter a value in this field if an engineer is working for an extended period of time at a customer site.

This field is for reference only; it appears on some reports and inquiries.

Field Engineer

Indicate where an engineer normally works.

Cleared: The engineer primarily works in-house, such as providing phone support.

Selected: The engineer normally provides service at end user locations.

Time Zone

Defaults from the Time Zone field in the Domain record. Indicates the time zone where this engineer is located.

- If Field Engineer is not enabled, the schedule times for this engineer are interpreted relative to this time zone.
- If Field Engineer is enabled, schedule times are interpreted relative to the end user's time zone.

The time zone associated with an engineer can be selected as an optional way to view order data on reports and inquiries.

The engineer time zone is one of the factors considered during order scheduling. An engineer is awarded points defined in **Service Control** for having a time zone that matches the time zone of an order's end user or is within the range defined by the Range of Hours to Consider field.

Skills

Use the Skills panel to specify the areas of technical expertise for your service engineers.

In servicing complex products, different engineers may have different specialties or skills. For example, one mechanic may specialize in electronic repairs and another in mechanical.

Skill codes are defined by the user. You can make sure that codes are entered consistently by entering the allowed codes into **Generalized Codes**. The system verifies entered codes against these predefined values, preventing incorrect codes from being entered.

Select Details to open Engineer Skill Detail.

Engineer Skill Detail

Main

Skill

Validated against predefined values entered in **Generalized Codes**, if any.

Code used to identify a particular skill or certification this service engineer has.

The skill associated with an engineer is used by the engineer scheduling function to match engineers with the problem reported on an order. When the skill and problem match, points are assigned to the engineer as defined in the Problem Points of **Service Control**.

You can make sure that codes are entered consistently by entering the allowed codes into **Generalized Codes**. The system verifies entered codes against these predefined values, preventing incorrect codes from being entered.

Level

An optional level associated with this skill or certification.

This field is for reference only and may appear on some selected reports and inquiries.

Certification Date

The date when this skill level was attained. Often this is the date that the certification examination was taken.

This field is for reference only and may appear on some selected reports and inquiries.

Some skills need to be recertified after a period of time. This date can be used to review all of the engineers who need to be recertified.

Absences

Use the Absences panel to schedule engineer absences.

Enter a date into the Date From field to filter results shown in the panel below. This field defaults to the first date of the current month.

Select Details to open Engineer Absence Detail.

Engineer Absence Detail

Main

Date

Enter the date for which you want to schedule an engineer absence. The default is the system date.

Start Time

Enter the time from which the engineer will be unavailable on this day.

End Time

Enter the time from which the engineer will become available on this day.

All Day

Indicate if this absence covers the entire work day.

Days

Enter the number of days that the engineer will be absent. This field is only available if you select the Full (Days) field.

Reason Code

Specify a reason for the engineer's absence from a list of predefined values.

Description

Optionally, enter a description.

Address

Optionally enter address information about the absent engineer here.

Schedule Exceptions

Use the Schedule Exceptions panel to create schedules for individual engineers.

Define schedule exceptions for each engineer whose normal work hours cannot be accommodated by the standard service schedule—including part-time or contract employees.

Select Details to open Engineer Schedule Exception Detail.

Engineer Schedule Exception Detail

Main

Engineer

This field specifies the engineer to whom this service schedule will apply. This field is display only.

Engineers whose work schedules differ from the standard work schedule can have their unique schedules defined here—part time workers or those who keep unusual hours.

Start Date

The date that this service schedule becomes available for use.

When a date is specified, the system ignores this schedule if the system date is prior to the Start Effective date.

End Date

The date when this service schedule becomes obsolete.

The system will ignore this schedule if the system date is later than the End Effective date.

Holidays

Indicate whether the schedule should include holidays.

Normal Work Schedule

Indicates the normal work schedule.

Defaults from the Schedule field assigned on the current engineer's record.

Schedule Type

Validated against predefined values entered in **Generalized Codes**, if any.

An optional user-defined code for classifying service schedules by type.

This field is for reference only and may appear on some selected reports and inquiries.

Basis for Schedule

A schedule to be used as a template for this detail schedule.

A Schedule Exception is for one-time use only.

The schedule specified for this field is used as a template for the detail schedule being created. The days worked and start time and end time for this detail schedule default from the schedule used as a basis.

This feature is intended to streamline data entry, since an individual engineer's schedule can only vary from a standard schedule in a few details. There is no permanent relationship established between the two schedules.

Coverage

Use the Coverage panel to set the schedule for this engineer by day.

Use the checkbox column to select a day and enter their schedules times.

Use Copy Time to All to copy the currently line to all other lines indicated with a checkbox.

Service Control

Service Control contains control fields used to setup functionalities in the Field Service Management app.

Main Panel

Items in Installed Base

Indicate if a record of an item must exist in an end user's installed base before service activity can be processed.

If selected: Service orders can reference only items that already exist in the end user's installed base. Use **Installed Base** to add an installed item for the end user, if necessary.

If cleared: You can reference an item on a service order even if it is not present in the end user's installed base. However, the system issues a warning that an installed base record does not exist.

A Contract Items in Installed Base field also exists in the **Service Control** Service Contracts panel, which determines how items added to contract and contract quotes are validated. The contract value defaults from this field.

Use Items In Installed Base and Items Must Exist together to define the degree of control you want to exercise over the item codes entered on contracts and service orders. (For contracts, Items in Installed Base in **Service Control** determines the control.) Four possible combinations exist:

- Items In Installed Base is cleared, Items Must Exist is cleared

  You can add any item to a service order or contract. The installed base does not have to contain the item and it does not have to exist in the item master. This pairing lets you take service orders and generate contracts for any item, including items your company does not sell.

- Items In Installed Base is cleared, Items Must Exist is selected

  You can take service orders and generate contracts only for items in the item master. However, the customer's installed base record does not have to contain the item. This combination works best for companies that do not need to maintain an accurate installed base, but that support only products they manufacture and sell.

- Items In Installed Base is selected, Items Must Exist is selected

  You can only take service orders or issue contracts only for items that are already in the installed base and that are in the item master.

- Items In Installed Base is selected, Items Must Exist is cleared

You can take service orders or issue contracts for any item in the end user's installed base; the item does not have to be something that you make or sell. This combination works best for companies that need to keep accurate installed base records and who also service items they do not sell.

Items Must Exist

This field determines whether service is provided only for items that have been defined in Items.

If selected: An item must be predefined using Items before it can be referenced on a service order or service contract.

If cleared: service orders and contracts can be created for any item number.

Item codes cannot be predefined when you service items you do not make, or when you issue service contracts by location or company rather than item.

Items In Installed Base and Items Must Exist are used together, defining the degree of control you want to exercise over the item codes entered on service contracts and service orders. There are four possible combinations:

- Items In Installed Base is cleared, Items Must Exist is cleared:

  You can add any item to a service order or service contract. The installed base does not have to contain the item and it does not have to exist in the part master. This pairing allows you to take service orders and generate service contracts for any item, even ones your company does not sell.

- Items In Installed Base is cleared, Items Must Exist is selected:

  You can take service orders and generate service contracts only for items in the part master. The customer's installed base record does not have to contain the item, however. This pairing would best suit companies that do not need to maintain an accurate installed base, but who support only products they manufacture and sell.

- Items In Installed Base is selected, Items Must Exist is selected:

  You can only create service orders or issue service contracts for items that are already in the installed base and that are in the part master.

- Items In Installed Base is selected, Items Must Exist is cleared:

  You can take service orders or issue service contracts for any item in the installed base; the item does not have to be something that you make or sell. This situation would work well for companies that need to keep accurate installed base records and who also service items they do not manufacture.

Load Available Structure

Specify whether to use the actual configuration from inventory transaction history to record an item's components in the installed base.

If this field is selected, the system attempts to add components of the parent item to the installed base as derived from the transaction history records for the item and its components.

In order for transaction history to be used, a number of conditions must be met:

- The item must be one you manufacture or configure.
- Ship to Installed Base must be selected in **Service Control**.
- The parent and each component to be added to the installed base must also be defined as a service item with Service Items and the Installed Base field selected.
- The item being added to the installed base must be added with a quantity of 1. The shipment quantity for configured items must be 1 and the work order quantity for serialized or lot controlled items must be 1 in order for the system to uniquely identify the as-built configuration. Since lots are seldom created with a quantity of 1, Load Available Structure usually has no effect on lot-controlled items.
- The parent item must be serial number controlled, unless it is a configured product. A configured product shipped on a final assembly work order can be uniquely identified without a serial number so long as it is shipped with a quantity of one.

If no transaction history is found or only incomplete or ambiguous information is available, no components are loaded; only the parent item is added to the installed base.

Load Available Structure also determines whether component items issued as part of a service activity in service order Activity Recording are added as components beneath the service order line item being serviced.

There are a number of different settings that affect the update of the installed base. Ship To Installed Base (in **Service Control**) must be selected for any updates to occur. Invoice Post and Print then checks Load Available Structure to determine if components should automatically be recorded in the installed base. In addition, individual parent and component items only update the installed base if Installed Base (in **Service Items**) is selected.

Ship to Installed Base

This field controls the interface between sales orders and Field Service Management functions. It specifies whether the installed base

should be updated automatically when shipments of service items are invoiced. It also determines the default for the Update Installed Base field when service orders are taken for items not yet in the installed base.

Cleared: The installed base is not updated automatically. If an item requires service, you can add it manually to the installed base using **Installed Base**.

Selected: The installed base can be updated when invoices are posted, recording shipment of any items for which service is provided. Invoice Post and Print records the item and serial number, the end user (the ship-to address on the order), the sales order, and the invoice number. If SO Edit ISB Defaults is selected in **Sales Order Control**, the user can override the selected setting to prevent automatic update of the installed base in **Sales Orders** or **Pending Invoices**. Installed base defaults can also be edited.

Normally when using both the Sales Orders/Invoices and Field Service Management modules, this field is selected, saving you time by recording installation information automatically. However, if you sell through distributors or retailers, this may not be appropriate since end users may need to send in a warranty registration card to activate their warranty. Only then would you enter them into the installed base. This is common for consumer products.

Individual parts are added to the installed base only when both:

- Installed Base is selected for the item in **Items**
- Ship To Installed Base is selected in **Service Control**

In this case, selecting SO Edit ISB Defaults displays a pop-up window in **Sales Orders** to let users override any default values.

Pend Inv Update ISB must be selected to allow any updating of the installed base from Pending Invoices. Selecting this displays a pop-up window in Pending Invoices for all installed base parts shipped using this function.

For components of shipped products, refer to the Load Available Structure and Load Standard BOM fields in **Service Control**.

Installed Base History

Specify whether the system creates transaction history records for manual updates to the installed base. History transactions can be reviewed with the ISB History Browse or Report—or the ISB Tracking

History Report—and provide an additional level of security in managing an installed base.

Cleared: Transaction history records are not created during manual ISB updates.

Selected: A history record is created whenever a user manually creates an ISB record, deletes a record, or changes the serial number on an existing record using Installed Items.

Note The setting of this field has no effect on automatic updates performed during Invoice Post and Print and **Service Activity Reports.**

History records contain information about the item (number, serial, and model), end user, date, user making the change, and the transaction type (add, move, delete, or serial change). When a serial number is changed, both the old and new numbers are recorded. When an item is moved, the old and new end user codes are recorded.

System Level

Determines which system type code should be considered as indicating a system-level item.

System level is usually used to indicate the top-level item in an installed configuration, although it can be used for whatever meaning suits your business needs. The Installed Base Report can be used to generate reports displaying only system-level items.

If System Level on service orders is also selected in **Service Control**, only items with this type code are displayed during next/previous processing in the Item Number field.

Three codes are predefined:

- S for system
- SW for software
- O for other

You can set up as many others as you need.

Travel UM

Values may be M or KM.

Indicates the method used to measure travel distances.

M: Indicates that travel distances are normally entered in terms of miles.

KM: Indicates they are entered in terms of kilometers.

The travel unit of measure (UM) established in **Service Control** displays as the default on all service order reporting functions and in End Users. It may be changed manually as needed.

Multiple Time Zones

This field indicates whether Multiple Time Zones (MTZ) is active in the current working domain. It can only be updated in the control program when it is selected. You must use the Multiple Time Zones Startup Utility to change the value from cleared to selected.

When MTZ is active, time zones can be associated with customers, end users, and engineers, and most service order-related dates and times are displayed relative to the end user time zone.

Warning: Turning MTZ on and off is possible, but not recommended. If you turn it off, you must continue to manually enter service order dates relative to the end user time zone. Otherwise, data will not be consistent if MTZ is activated again.

Suppress API Warnings

Specify whether you want the system to suppress some less important QAD Mobile API warning messages returned by the system to QXtend and displayed in the QXtend Queue Manager. Suppressing these warnings may help you to identify more important warning messages.

Selected: Suppress QAD Mobile API warning messages that are considered not important.

Cleared: Do not suppress any QAD Mobile API warning messages.

Service Accounting Panel

Credit Hold Option

This field indicates how the system should manage a request for service activity from a customer on credit hold or over their credit limit. Service activity includes:

- Service Orders
- Service Contracts
- RMAs. For RMAs, the value of Credit Hold Option is checked rather than the value of Hold Orders over Credit Limit in Sales Control.
- Material Orders, only when they are associated with a service order that does not have the hold status defined in **Service Control**; an MO can never be created for a service order on hold. This field also does not affect MOs associated with project activity orders (PAOs).

Enter one of the following values:

0: Service activity is accepted, regardless of the customer credit status.

1: Service orders, service order-related MOs, RMAs, and contracts are accepted, but a warning displays if the customer is on credit hold or the credit limit is exceeded. The action status of MOs, RMAs, and contracts

is set to HD (hold). The service order status is set to the Hold status defined in **Service Control**.

2: Service orders, RMAs, and contracts cannot be created for customers who are on credit hold or over their credit limits. An error message displays and you cannot record the service order or create an RMA or contract until the customer credit hold field is reset to cleared. In addition, contract quotes cannot be released to contract, and service quotes cannot be released to a service order. RMA shipments are not allowed if the customer balance plus the order value exceeds the customer credit limit.

MO processing is slightly different. If the service order customer is on credit hold, the MO cannot be created. However if the customer balance exceeds the credit limit, the MO can be created, a warning displays, and the action status is set to HD.

When Credit Hold Option is 2 and the RMA, contract, or MO line being entered puts the customer balance over the credit limit, the system does not prevent you from completing the request. This is because the credit limit is not actually exceeded until the order line is complete. Instead, the system accepts the service contract, RMA, or MO, displays a warning message, and places the resulting document on credit hold.

Use Item Product Line

Indicates which product line to use for line items on service contracts, customer quotes, or RMAs. Also used in the search for default charge and revenue product lines in **Service Activity Reports**.

Selected: The product line of the item is used by default.

Cleared: The product line associated with the service type is used for both memo and non-memo items.

Product lines can be modified manually as needed in various service functions. They are important because they determine the GL accounts affected by service activity. In service orders, contracts, quotes, and RMAs, the system looks for alternate sales and COGS accounts based on the product line (either item or service type), site, channel, and customer type.

Separate product lines for service activity recorded in Service Activity Recording can be created. This allows you to isolate the financial impact of service from standard manufacturing accounts. If default charge and revenue product lines are not set up, the value of Use Item Product Line is used to determine the product line accounts to be impacted: that associated with the item or that associated with the service type.

Use Action Status in Sales Accounting

Specify whether service activities are allowed to use the settings for credit violations in **Sales Control**.

Selected: The service activities use the credit violation codes and the sequencing rule set in **Sales Control**.

Cleared: The service activities do not use any settings from **Sales Control**.

End Users Panel

Create Installed Base

Sets the value of the Create ISB field when creating a new end user record.

If selected, items associated with new end users are added to the installed base (if the Installed Base field in Service Items is also selected).

If cleared (the field default), Create ISB defaults to cleared for new end users.

This setting affects all places where end users are created, whether directly in End Users, as part of Contract, Contract Quote, service order, and RMAs functions, or indirectly as part of invoice post.

The system adds items for an end user to the installed base when BOTH of the following settings are selected:

- Create ISB for the end user
- Installed Base for the item (in **Items**)

If you are tracking the installed base, Create ISB gives you more control over how items are added. If you normally add items to the installed base regardless of the end user, select Create ISB, and this value will flow down to the actual functions where ISB records are created. To more tightly control ISB updates so that ISB records are only created for a pre-defined set of end users, clear this field and manually change the field in End Users.

If the Ship To address on the sales order has not been previously defined as an end user, an end user record is created when the sales order invoice posts. If Ship To Installed Base is selected in **Service Control**, the value of Create ISB in **Service Control** determines if items are added to the installed base for these not yet created end users.

For an undefined end user, if the item normally goes to the installed base and Create ISB is selected in the control program, Update Installed Base defaults to selected in **Sales Orders**. This value can be updated in a pop-up window if SO Edit ISB Defaults is selected in **Sales Control**. Otherwise, the system does it during invoice post and

the item is added to the installed base when the end user record is created.

Operating Schedule

Specify the default master schedule to use for end users. You can select one of the schedules defined in End Users.

Note If the Operating Schedule field is blank and no schedules are defined in End Users, the system does not consider end user schedules when scheduling service orders.

Engineers Panel

Next Engineer

This is a system-maintained number used internally to create address records corresponding to engineer codes.

This field has no affect that is visible to the user. It is used internally by the system to create address records corresponding to engineer codes.

When an employee is defined as an engineer, an address master record for the engineer is also created. This allows the system to retrieve address information when the engineer is specified as a drop-ship address in **Material Orders**. The system creates the address record using the code specified for the engineer, unless that code has already been used. In this case, it uses the Next Engineer Number and updates the control program automatically.

Lunch Duration

The length of time, in hours and minutes, normally taken by engineers for lunch.

The duration entered here is deducted from the total daily available time as defined by applicable schedules. For example, if the engineer schedule specifies a workday from 8:00 AM to 5:00 PM and lunch duration is 1 hour, available hours is 9-1 or 8.

Display by Orders

Specifies whether the engineer availability window displays engineer availability by available hours or by the number of orders each engineer can still take.

If selected, the availability window prioritizes engineers according to their point totals, and displays the number of service orders per day remaining to be assigned to each. If cleared, it still prioritizes engineers according to point totals, but lists the number of hours per day that each has available.

Auto Create Visit

Select the field if you want the system to automatically create a visit or scheduling transaction when an engineer is assigned to a service

order. The visit will be created for the assigned engineer and scheduled on the next status date and time on the service order.

Clear the field if you want to manually create a visit or scheduling transaction.

Prioritize Order Header

Select the field if you want to display order values for Status, Engineer, and Work Code in the service order View Browse in Field Service Scheduler (FSS). Clear the field to display service order line values for Status, Engineer, and Work Code in the service order View Browse.

Override Scheduling Options

Indicates whether the four limiting options (and range of hours when Multiple Time Zones is active) can be modified when a service order is edited.

Scheduling Subpanel

Limit by Availability

This field only displays if Schedule is selected and Override Scheduling Options is selected in **Service Control**.

It defaults to the value in the control program and indicates whether only engineers with an available status and available hours or service orders on the date being examined should be considered for scheduling.

Limit by Service Area

Indicates whether engineer scheduling routines should consider only engineers with a service area that matches the area associated with the service order. Limiting engineers can be used to optimize performance of scheduling routines.

This field is also checked when an engineer is assigned to an end user in End Users. If it is selected, a warning displays if the area of the assigned engineer and the end user do not match.

If Override Scheduling Options is selected in **Service Control**, the value of this field can be modified before the Engineer Availability window displays. Otherwise, it is always applied.

Limit by Problem/Skill

Indicates whether engineer scheduling routines should consider only engineers with a skill that matches the service order problem. Limiting engineers can be used to optimize performance of scheduling routines.

If Override Scheduling Options is selected in **Service Control**, the value of this field can be modified before the Engineer Availability window displays. Otherwise, it is always applied.

Limit by Time Zone

This field only displays if Schedule is selected and Override Scheduling Options is selected in Service Control.

It defaults from the value in schedule control and indicates whether only engineers with a time zone matching the time zone of the service order end user should be considered for scheduling.

This field is used in conjunction with the value of Range of Hours to Consider.

Range of Hours to Consider

This field only displays if Schedule is selected and Override Scheduling Options is selected in **Service Control**.

It defaults from the value in schedule control and is only considered when Limit by Time Zone is selected.

Available Points

This value may range from 0 to 99 and specifies the number of points given during engineer scheduling to an engineer with status showing availability. The status may have any name, but its Available field must be selected.

The engineer scheduling sequence uses a point scoring system to calculate which engineers are most suitable to take new service orders. Engineers are listed in order of highest point total, making it easier for a service order dispatcher to choose the most eligible engineer for a new service order. The display of engineers can be filtered using the various Limit by settings in the control program.

Scheduling points are added from five possible areas: Area Points, Available Points, Primary Eng Points, Problem Points, and Time Zone Points according to the following formula:

Area Points + (Available Points * available hours) + Available Points + (2 * Primary Eng Points) + Problem Points + Time Zone Points

The following notes apply to the point calculation:

- The Secondary Eng specified in End Users receives only Primary Eng Points; they are not doubled.
- Time Zone Points are only applicable if Multiple Time Zones has been activated. The are granted if the engineer's time zone matches or is within the range defined by the Range of Hours to Consider.
- Available hours for a given day is defined by the start and end time on the schedule minus the Lunch Duration minus estimated hours for any service orders already scheduled that day.

- If Display by service orders is selected, availability is multiplied by the number of service orders the engineer can still take that day, rather than the number of hours.

Careful consideration should be given to defining various points. You must decide which factors are the most important to consider when calculating an engineer's score and define the number of points for each accordingly.

Problem/Skill Points

This value may range from 0 to 99 and specifies the number of points given during engineer scheduling to an engineer with a skill code that matches the service order's problem.

The engineer scheduling sequence uses a point scoring system to calculate which engineers are most suitable to take new service orders. Engineers are listed in order of highest point total, making it easier for a service order dispatcher to choose the most eligible engineer for a new service order. The display of engineers can be filtered using the various Limit by settings in the control program.

Scheduling points are added from five possible areas: Area Points, Available Points, Primary Eng Points, Problem Points, and Time Zone Points according to the following formula:

Area Points + (Available Points * available hours) + Available Points + (2 * Primary Eng Points) + Problem Points + Time Zone Points

The following notes apply to the point calculation:

- The Secondary Eng specified in End Users receives only Primary Eng Points; they are not doubled.
- Time Zone Points are only applicable if Multiple Time Zones has been activated. The are granted if the engineer's time zone matches or is within the range defined by the Range of Hours to Consider.
- Available hours for a given day is defined by the start and end time on the schedule minus the Lunch Duration minus estimated hours for any service orders already scheduled that day.
- If Display by order is selected, availability is multiplied by the number of service orders the engineer can still take that day, rather than the number of hours.

Careful consideration should be given to defining various points. You must decide which factors are the most important to consider when calculating an engineer's score and define the number of points for each accordingly.

Time Zone Points

This field can only be updated when MTZ is active and is used in conjunction with the Range of Hours to Consider field. The value can

range from 0 to 99 and specifies the number of points given during engineer scheduling to an engineer with a time zone (defined in Engineers) that matches or falls within the specified range relative to the time zone of a service order’s end user.

Engineer scheduling uses a point scoring system to calculate which engineers are most suitable to take new service orders. Engineers are listed in order of highest point total, making it easier for a service order dispatcher to choose the most eligible engineer for a new service order. The display of engineers can be filtered using the various Limit by settings in the control program.

Scheduling points are added from five possible areas: Area Points, Available Points, Primary Eng Points, Problem Points, and Time Zone Points according to the following formula:

Area Points + (Available Points * available hours) + Available Points + (2 * Primary Eng Points) + Problem Points + Time Zone Points

The following notes apply to the point calculation:

- The Secondary Eng specified in End Users receives only Primary Eng Points; they are not doubled.
- Time Zone Points are only applicable if Multiple Time Zones is active. They are granted if the engineer’s time zone matches or is within the range defined by the Range of Hours to Consider.
- Available hours for a given day is defined by the start and end time on the schedule minus the Lunch Duration minus estimated hours for any service orders already scheduled that day.
- If Display by service orders is selected, availability is multiplied by the number of orders the engineer can still take that day, rather than the number of hours.

Careful consideration should be given to defining various points. You must decide which factors are the most important to consider when calculating an engineer's score and define the number of points for each accordingly.

Primary Engineer Points

This value can range from 0 to 99 and specifies the number of points given during engineer scheduling to an engineer specified as the primary or secondary engineer for the end user on the service order (Engineer Code and Secondary Eng fields in the Service Office Detail frame of End Users). For the primary engineer, this number is doubled.

The engineer scheduling sequence uses a point scoring system to calculate which engineers are most suitable to take new service orders. Engineers are listed in order of highest point total, making it easier for a service order dispatcher to choose the most eligible engineer for a new

service order. The display of engineers can be filtered using the various Limit by settings in the control program.

Scheduling points are added from five possible areas: Area Points, Available Points, Primary Eng Points, Problem Points, and Time Zone Points according to the following formula:

Area Points + (Available Points * available hours) + Available Points + (2 * Primary Eng Points) + Problem Points + Time Zone Points

The following notes apply to the point calculation:

- The Secondary Eng specified in End Users receives only Primary Eng Points; they are not doubled.
- Time Zone Points are only applicable if Multiple Time Zones has been activated. The are granted if the engineer’s time zone matches or is within the range defined by the Range of Hours to Consider.
- Available hours for a given day is defined by the start and end time on the schedule minus the Lunch Duration minus estimated hours for any service orders already scheduled that day.
- If Display by service orders is selected, availability is multiplied by the number of service orders the engineer can still take that day, rather than the number of hours.

Careful consideration should be given to defining various points. You must decide which factors are the most important to consider when calculating an engineer's score and define the number of points for each accordingly.

Service Contracts Panel

Print Service Contracts

Indicates if service contracts are normally printed.

Selecting this field does not prevent service contracts from being printed. It is only the default that displays when a new service contract is entered, and can be changed as needed. Only service contracts with the print field selected are printed by the **Service Contract Print** function.

Contract Items in Installed Base

Indicate if a record of an item must exist in the end user's installed base before it can be added to a contract or contract quote. The initial value defaults from the same field in **Service Control.**

Selected: Contract quotes and contracts can only reference items that already exist in the end user's installed base. Use **Installed Base** to add an installed item for the end user, if necessary.

Cleared: You can reference an item on a contract quote or contract even when it is not present in the end user's installed base. However,

the system issues a warning that an installed base record does not exist.

This field supports a flexible approach to managing the installed base. For example, you can clear the field in **Service Control** so that you can take service orders for any item. Then select the field in **Service Control** so you provide coverage for items in the installed base only.

You can define any combination of selected and cleared values for the two Items in Installed Base fields. However, selected Items in Installed Base at the system level and clearing it at the contract level can create problems if you do not ensure that covered items are added to the installed base later. Otherwise, you will not be able to create a service order for an end user with valid contract coverage.

Use Items In Installed Base in and Items Must Exist in **Service Control** together to define the degree of control you want to exercise over the item codes entered on contracts. Four possible combinations exist:

- Items In Installed Base is cleared, Items Must Exist is cleared

  You can add any item to a contract. The installed base does not have to contain the item and it does not have to exist in the item master. This pairing lets you generate contracts for any item, including items your company does not sell.

- Items In Installed Base is cleared, Items Must Exist is selected

  You can generate contracts only for items in the item master. However, the customer's installed base record does not have to contain the item. This combination works best for companies that do not need to maintain an accurate installed base, but that support only products they manufacture and sell.

- Items In Installed Base is selected, Items Must Exist is selected

  You can issue contracts only for items that are already in the installed base and that are in the item master.

- Items In Installed Base is selected, Items Must Exist is cleared

  You can issue contracts for any item in the end user's installed base; the item does not have to be something that you make or sell. This combination works best for companies that need to keep accurate installed base records and who also service items they do not sell.

Contract Site

Must be a valid site defined in Sites.

Indicates the site generally responsible for service contracts, such as the site where repairs are done.

The site specified in the control program provides the default on new contracts and contract quotes. When a service contract is released for

billing, this is the site that gets revenue credit. The Cost field default is based on Site; if costs are not set up for this site, it defaults to zero.

Create PM Orders

Determines whether Preventive orders are created automatically as part of the Preventive scheduling sequence in **Service Contracts**.

If selected, a service order using the PM Work Code defined in **Service Control** is automatically created for the first date on the PM schedule when a new schedule is generated. In addition, when a PM service order is closed, the next PM service order on the schedule is automatically generated. If cleared, the schedule is created, but no service order is created for the first date and no orders are created when PM service orders are closed.

Orders can still be created from within the PM Schedule frame by manually selecting a schedule date. You will be prompted to create a service order for that date.

If you want to use the BOM Type, you should clear Create PM service orders. Otherwise, the first service order on the schedule gets created before you can specify a BOM Type. If your schedules change frequently, clearing Create PM service orders gives you more flexibility in modifying the schedule before the next order is created.

Intermediate Rounding

Use this field to control the way in which the system rounds off amounts when calculating contract extended prices.

Selected: The system rounds off the cost at an intermediate step, before factoring in the quantity to bill. It first multiplies Item Quantity by Net Price, then rounds the product. Finally, it multiplies by Qty to Bill to calculate Extended Price.

Cleared: The calculation is completed before rounding. The system multiplies Item Quantity by Net Price, then multiplies that result by Qty to Bill. It rounds the product to determine Extended Price.

Calculate Contract Price Using

Using the drop-down menu, indicate how contract price should be calculated.

Contract Quote Prefix

A required code used internally to distinguish contracts from contract quotes.

Unlike other prefix codes, the contract prefix is only used internally; it is not appended to the next contract number when a new contract is created.

If you change the prefix after contracts already exist, the contracts that were created with the old prefix will not be recognized by the system. The system warns you of this consequence when the prefix is modified.

A quote and contract prefix should be specified before you begin creating quotes/contracts in the system. Because the system uses these prefixes to distinguish between quotes and contracts, they cannot be the same.

Next Contract Quote

Specify the next service contract number for system-assigned numbers. If you leave contract number blank when you create a new contract, number is automatically set to the next sequential number.

Service contract numbers are used for selecting information to appear on reports and inquiries.

As with service quotes, service contract numbers are alphanumeric and sort that way on reports. Choose a large enough number so that contracts sort in the order they are entered.

To avoid confusion, a different number range should be chosen for service quotes, service contracts, sales quotes, sales orders, and invoices.

Service Contract Prefix

Specify the next service contract number for system-assigned numbers. If you leave contract number blank when you create a new contract, number is automatically set to the next sequential number.

Service contract numbers are used for selecting information to appear on reports and inquiries.

As with service quotes, service contract numbers are alphanumeric and sort that way on reports. Choose a large enough number so that contracts sort in the order they are entered.

To avoid confusion, a different number range should be chosen for service quotes, service contracts, sales quotes, sales orders, and invoices.

Next Service Contract

Specify the next service contract number for system-assigned numbers. If you leave contract number blank when you create a new contract, number is automatically set to the next sequential number.

Service contract numbers are used for selecting information to appear on reports and inquiries.

As with service quotes, service contract numbers are alphanumeric and sort that way on reports. Choose a large enough number so that contracts sort in the order they are entered.

To avoid confusion, a different number range should be chosen for service quotes, service contracts, sales quotes, sales orders, and invoices.

Pending Invoice Prefix

Optionally enter a two-character prefix for the system to use when generating pending invoices for projects.

Invoice Generation generates pending invoices for released invoice schedules. PRM pending invoices, like sales order invoices, are stored in the sales order master table. However, PRM pending invoices are not accessible in **Sales Orders** or **Pending Invoices**.

Each pending invoice is identified by a number. Invoice Generation automatically generates this number by appending the Next Pending Invoice number to the Pending Invoice Prefix specified.

Using a different prefix for project invoices helps differentiate them from the pending invoices generated by other functions. However, prefixes restrict the size of the numeric portion of the pending invoice code. The prefix and number cannot be more than eight characters combined.

Next Pending Invoice

This field displays the next sales order number for Invoice Generation to assign to a pending invoice.

Invoice Generation generates pending invoices for released invoice schedules. PRM pending invoices, like sales order invoices, are stored in the sales order master table. However, PRM pending invoices are not accessible in **Sales Orders** or **Pending Invoices**.

Each pending invoice is identified by a number. Invoice Generation automatically generates this number by appending the Next Pending Invoice number to the Pending Invoice Prefix specified. The Next Pending Invoice field in the control program is then incremented to display the next available number.

Use pending invoice numbers to select invoices for printing in **Invoice Print**. To avoid confusion and to simplify report selection, assign a PRM-specific pending invoice prefix or use a different number range for

the next sales order or pending invoice number in each of the control programs where it can be specified.

Contract Accounting Subpanel

Company Address

Company addresses are defined in Companies.

The normal company address appearing on printed documents.

The company address prints at the top of formal documents such as service quotes and service contracts. It can be changed to select another address prior to printing.

The forms are designed to print your company name and address in the top left corner so all formal documents can print on blank paper.

To print on paper pre-printed with your company name and address, suppress address printing by setting this field to blank.

Revenue Type

Enter the revenue type code to use as the default for billing contracts. Valid values are A (Accrued Revenue), C (Cash Basis), or D (Deferred Revenue). The default is C.

Important The default setting of Bill Arrears should correspond to the default revenue type.

Cash Basis: To post revenues upon receipt for contracts, set Revenue Type to C. In cash-basis accounting, revenue is recorded in the period it is actually received.

Accrued Revenue: To accrue revenue by default, set Revenue Type to A. You should also select Bill Arrears; otherwise, errors are generated in **Service Contracts**. In accrual-basis accounting, revenue is recorded in the period in which it is earned, regardless of whether cash is received in that period. Run Revenue Recognition to accrue amounts, usually monthly.

Deferred Revenue: To defer revenue by default, set Revenue Type to D. You should also clear Bill Arrears; otherwise, errors are generated in **Service Contracts**. Perform the normal invoicing procedure at the beginning of the contract coverage period. Collected revenue is held in a deferred account and is posted periodically over the contract duration when you run **Service Contract Revenue Recognition**.

Bill End Users

Indicate who normally receives invoices generated for contracts by Billing Release to Invoice:

Cleared: Only one billing address, specified in the contract header, is associated with the contract. Billing Release to Invoice generates all contract invoices to this address.

Selected: Multiple billing addresses can be associated with the contract, one for each contract end user. At least one invoice is generated in **Service Contract Billing Release to Invoice** for the bill-to address associated with each end user defined on the contract.

Note The invoice for contract-wide additional charges is always sent to the header billing address, regardless of the value of Bill End Users.

When Bill End Users is selected, you must ensure that your end users are also defined as customers.

This field sets the default for the same field in the header of new contract quotes and contracts.

Bill Summary

Select this option if you typically invoice contracts in summary format; otherwise, clear this field. This field sets the default for the same field in the header of new contract quotes and contracts.

When Bill Summary is selected for a contract, the details that are not printed on an invoice are stored in the database. You can view these details using **Service Contract Billing Detail**.

Note The system limits invoices to 999 lines. If the setting of Bill Summary would result in more than 999 lines on an invoice, **Service Contract Billing Release to Invoice** creates separate invoices as needed.

The setting of Bill Summary for a contract interacts with Bill End Users and Item End Users.

When Bill End Users Is Cleared

When you are billing the contract customer, **Service Contract Billing Release to Invoice** generates one invoice to the bill-to address on the contract header.

- When Item End Users is cleared and Bill Summary is cleared, the invoice displays detailed billing information for each end user/item combination, sequenced by end user.
- When Item End Users is selected and Bill Summary is cleared, the invoice displays detailed billing information for each item/end user combination sequenced by item number.

- When Item End Users is cleared and Bill Summary is selected, the invoice displays one line per end user. The amount includes all charges for all items linked to the end user.
- When Item End Users is selected and Bill Summary is selected, the invoice displays one line per item on the contract. The amount includes all charges for all end users linked to that item.

When Bill End Users Is Selected

When you are billing the contract end users, **Service Contract Billing Release to Invoice** generates one invoice for each end-user bill-to address. The setting of Item End Users has no affect on the invoice, but Bill Summary does:

- When Bill Summary is cleared, the invoice displays one line per item, sequenced by item line number.
- When Bill Summary is selected, the invoice displays one line per invoice, for total of all items for the end user.

Keep Contract History

This field determines whether booking history is maintained for contracts.

If selected, the system keeps an audit trail of all service contract billings and billing reversals. Records are kept in transaction history and identified as type ORD-SO. Each record includes the service type, order quantity, price, cost, date, and user ID, among other data elements.

Booking inquiries and reports can be used to review this information. Detailed transaction history can also be reviewed using **Transactions Detail**.

Contract booking history differs from sales order booking history in that contract additions and changes are not recorded, only the billing activity.

Many booking history records can be generated when this option is chosen. Examine the booking history reports available and decide whether you really plan to use them before you consume space with booking history.

End User Additional Charges

This field controls the display of the End User Additional Charges frame in **Service Contracts** and **Customer Quotes**.

Cleared: The frame is not included in the sequence of frames.

Selected: The frame is included.

Note If the contract being edited has end-user additional charge items, the frame displays regardless of this setting.

Contract Additional Charges

This field controls the display of the Contract Additional Charges frame in **Service Contracts** and **Customer Quotes**.

Cleared: The frame is not included in the sequence of frames.

Selected: The frame is included.

Note If the contract being edited has contract-wide additional charge items, the frame displays regardless of this setting.

Contract Limits

This field determines whether limit amounts can be defined in Contract Types and updated in **Service Contracts** and **Customer Quotes**.

Cleared: You can define coverage levels in Contract Types, but limit amounts cannot be specified. The coverage levels as defined for the service type are used without modification when a contract or contract quote is created.

Selected: You can define both coverage levels and limits in Contract Types. When you create a new contract or contract quote, you are prompted to copy coverage limit data from the contract type to the contract header. You can copy and update coverage limits at every level of the contract: header, default end user or item, and detail lines.

Important The enforcement of limits is only possible when coverage details are copied into the contract.

When used on a contract, limit amounts are checked in addition to coverage levels. As service is recorded for an item on a contract in **Service Activity Reports**, the amounts are accumulated against the limit. When the limit is reached, the system suggests an over-limit charge code, although this can still be overridden on a case-by-case basis.

If you do not plan to use the limit feature but provide a level of coverage without limits, clear this field to avoid unnecessary prompts during contract creation.

Renew Limits From

This field can only be edited if Contract Limits is selected in **Service Control**. Valid values are C for contract or S for service type.

When contracts are renewed or copied, the value of this field determines how limits are copied:

C: The system copies limits as defined on the existing contract, extending the effective dates to accommodate the new contract start and stop dates.

S: The system looks back at the service type associated for the contract and brings in the limits defined there. If limits have been set

up on the type with effective dates, the limits effective on the new contract's start date are copied from the system type.

The value specified for Renew Limits From in **Service Control** determines the default for the same field in **Service Contracts** and **Customer Quotes**. The value specified for a contract in turn supplies the default for the Renew Single Contract and Contract Copy to Contract functions. In Renewal Process/Report, the system checks the value of this field for each contract being renewed.

If you have heavily customized limits on a particular contract, you will probably want to set this field to C; otherwise, you will have to make the same changes again when the contract is renewed. If you set up effective dates on the contract type to phase in changes to coverage limits, you will want to set this field to S to look back at the contract type and get the limits effective during contract renewal.

Keep Limits History

Indicates whether history information about limit consumption should be maintained automatically by the system.

If selected, limit history records are created during invoice post when limits are consumed. Each record includes information about the service order and the activity that consumed the limits. If cleared, this history is not created.

Limit history can be important for auditing and reporting purposes.

Limit history can be archived and deleted periodically.

Taxable Trailer Codes

The taxable trailer code most frequently used on service quotes and contracts.

Identifies a miscellaneous non-sales charge such as freight, customs/ import duties, setup, service, or handling.

These codes display as the default on the trailer screen for taxable orders, prompting the user to enter any additional miscellaneous charges. They can be changed as needed.

Trailer codes indicate which trailer charges apply to sales quotes, sales orders, invoices, service quotes, and service contracts. If the trailer charge is taxable, the system automatically calculates the taxes.

The trailer code, description, and amount print on all formal documents. The system posts trailer charges to the GL account, sub-account, cost center, and project specified for the trailer code.

Nontaxable Trailer Codes

The non-taxable trailer codes most frequently used on service quotes and service contracts.

Identifies a miscellaneous non-sales charge such as freight, customs/ import duties, setup, service, or handling.

These codes display as the default on the trailer screen of non-taxable quotes and contracts, prompting the user to enter any additional miscellaneous charges. They can be changed as needed.

Trailer codes indicate which trailer charges apply to sales quotes, sales orders, invoices, service quotes, and service contracts. If the trailer charge is taxable, the system automatically calculates the taxes.

The trailer code, description, and amount print on all formal documents. The system posts trailer charges to the GL account, sub-account, cost center, and project specified for the trailer code.

Contract Billing Subpanel

Generate No Charge Lines

Specifies if invoice lines should be generated for contract line items that have no charge associated with them.

This field is examined by the **Service Contract Billing Release to Invoice** function when invoice lines are generated for a contract.

Cleared: Only a contract line with an amount to be billed generates a corresponding invoice line. If none of the lines on the contract creates a financial transaction, no invoice is generated at all.

Selected: An invoice line is created for each service contract line regardless of the invoice amount.

An invoice line with a zero amount may exist when a service contract line has either a zero quantity or price.

Some companies bill service for a group of items as one aggregate amount but list all of the covered items on the service contract. For example:

Line Item: 1 Computer Service $1000 per month

2 - Computer 0 (included)

3 - Memory Units 0 (included)

4 - Disk Drive 0 (included)

5 - Terminals 0 (included)

When the monthly service invoice is created, you may choose to see only line 1 (Generate No Charge Lines is cleared) or all lines (Generate No Charge Lines is selected).

This field is used in conjunction with the Print No Charge Lines field, which is examined by the Invoice Print function. If the Generate field is cleared, the setting of the Print field has no effect. If the Generate field is selected, you normally also select the Print field. The only case where you might want to clear the Print field is if you want to generate and print a no-charge invoice without displaying any line items on it.

Print No Charge Lines

Specifies if invoice lines with zero amounts should print on service contract invoices.

This field is examined by the Invoice Print and Invoice Reprint functions. If selected, an invoice line is printed even if there is no charge to the customer. If cleared, only nonzero invoice lines print.

This field is used in conjunction with the Generate No Charge Lines field, which is examined by the **Service Contract Billing Release to Invoice** function. If the Generate field is cleared, the setting of the Print field has no effect. If the Generate field is selected, you normally

also select the Print field. The only case where you might want to clear the Print field is if you want to generate and print a no-charge invoice without displaying any line items on it.

Some companies bill service for a group of items as one aggregate amount, but list all of the covered items on the service contract. For example:

Line Item: 1 Computer Service $1000 per month

2 - Computer 0 (included)

3 - Memory Units 0 (included)

4 - Disk Drive 0 (included)

5 - Terminals 0 (included)

If Generate No Charge Lines is selected, you may choose to print only line (Print No Charge Lines is cleared) or all lines (Print No Charge Lines is selected).

Bill Arrears

Enter the value that indicates when contracts are typically billed:

Selected: Contracts are billed on the first day following the end of the billing period. The Next Bill field is set to the day after the current billing period ends.

Cleared: Contracts are billed at the beginning of the billing period. The Next Bill field is set to the first day of the current billing period.

Note The next bill and coverage dates are different only when you bill in arrears.

The value you define in the control program sets the default for the same field when new contracts and quotes are created.

The setting of Bill Arrears affects which revenue type can be used with a contract:

- When Bill Arrears is selected, you can choose cash basis or accrued.
- When Bill Arrears is cleared, you can choose cash basis or deferred.

Important The default setting of Bill Arrears should correspond to the default revenue type. Otherwise, errors are generated in **Service Contracts**.

Typically, users pay in advance of receiving service. However, customer relationships may dictate another approach where the bill is issued at the completion of the billing cycle, rather than at the beginning.

Period Based Billing

Indicate whether contract billing is normally synchronized with calendar months:

Selected: Invoicing begins on the first day of the next calendar month, regardless of the start date of the contract. For example, a contract with a start date of January 23 is billed starting on February 1.

Cleared: Billing periods for contract invoices use the actual start date of the contract header and line, without synchronizing to the start and end days of the month. A contract on a monthly cycle starting on January 23 is billed on January 23, February 23, March 23, and so on, assuming Bill Arrears is cleared.

The value you define in the control program sets the default for the same field when new contracts and quotes are created.

Period Based Billing works in conjunction with Prorate Partial Periods. If Period Based Billing is selected, you can select Prorate Partial Periods to ensure that any partial periods are included in invoicing. If Period Based Billing is selected and Prorate Partial Periods is cleared, any days in the partial period prior to the beginning of the month or after the end are essentially given away free.

Billing periods are always determined by the contract header start and end dates, in conjunction with the billing cycle code. The system then fits the line billing into those periods, based on the line start and end dates and billing cycle. If contract line start and end dates differ from the header, partial periods can result for the line even if none exist for the header.

Prorate Partial Periods

Indicate how the system normally invoices for coverage periods that are less than a complete month:

Selected: Invoices are generated for partial periods based on the percentage of a month the partial period represents.

Cleared: If Period Based Billing is selected, partial periods are essentially given away free and no invoice is generated for them.

The value you define in the control program sets the default for the same field when new contracts and quotes are created.

If Period Based Billing is selected, partial periods are likely to occur. You can use Prorate Partial Periods to ensure that any partial periods are included in invoicing. If Period Based Billing is selected and Prorate Partial Periods is cleared, any days in the partial period prior to the beginning of the month are essentially given away free.

Partial periods can also occur even if you are not using period based billing. You might have a contract that begins on January 12 and ends on March 20. The system would bill for two months, leaving a partial

period from March 12 to March 20. The value of Prorate Partial Periods would determine whether billing is created for this period.

Billing periods are always determined by the contract header start and end dates, in conjunction with the billing cycle code. The system then fits the line billing into those periods, based on the line start and end dates and billing cycle. If contract line start and end dates differ from the header, partial periods can result for the line even if none exist for the header.

Modify Sales Accounts

This field determines whether Sales and Sales Discount accounts can be modified in service contracts.

Selected: You can modify the Sales and Discount account information.

Cleared: Account-related fields are display only and cannot be changed.

Clear this field only if you do not typically change the account information on your service contracts or quotes or you do not use the General Ledger module.

To change account information when this field is cleared, you must manually adjust the invoice before posting.

Default Billing Cycle Code

Enter a code indicating how often you typically bill service contracts. For example, contract lines can be billed monthly, quarterly, or annually. This field is required.

This code defaults to the header Billing Cycle field when new contract quotes or contracts are created. The header billing cycle defaults to the next contract level, either default items or end users, based on the value of Item End Users in the contract header.

You can accept the default or specify a different billing cycle code at various levels below the contract header. However, you cannot specify a lower-level cycle that indicates less frequent billing than the cycle specified on the header.

You can specify a billing cycle code to select contract lines for billing in **Service Contract Billing Release to Invoice**. The amount to invoice for a contract line is calculated as the unit price multiplied by the item quantity multiplied by the quantity to bill, measured in months, for that billing cycle. For example, if the coverage price is $100 per month for 1 unit and billing is done annually, the invoice amount is $1200.

Start From Warranty

If selected, indicates that service contracts normally start after the warranty expires. When cleared, both a warranty and contract may be active at the same time.

This field affects how the start date defaults for new lines on a contract or contract quote. If this field is selected and an item in the installed base with warranty coverage is referenced on a contract line, the system sets the start date for that line to the day following the warranty end date.

The Source field can be used on a contract to generate contract lines automatically from the installed base (by setting Source=I). If contract and warranty dates overlap, the setting of Start from Warranty affects how lines are built, as follows:

- When the field is selected and the warranty extends beyond the contract end date, the line is ignored.
- When the field is selected and the contract extends beyond the warranty, the systems sets the coverage start date for the line to the day following the warranty end date.
- When the field is cleared and the warranty extends beyond the contract end date, the user is asked whether a contract line should be created.
- When the field is cleared and the contract extends beyond the warranty, the user is asked whether the coverage start date for the line should be set to the day following the warranty end date.

If you create a situation where an item has both warranty and contract coverage, the system will not automatically use both. You will be prompted when the item is referenced on a service order to choose which type of coverage you want to use.

Copy Contract User Fields

Specifies whether to copy additional user fields to the pending invoice when a service contract is released for invoicing.

User fields are only used by your custom programs. If you have customized service/support and sales order/invoicing functions to use any of the user fields, this field should be selected. If not, there is no need to copy the data, so clear the field.

Maintain Reviewed Contracts

Select this option to allow users to update orders even after they have been reviewed by the credit controller. Otherwise, the credit controller can block changes to orders by selecting Reviewed in **Sales Order Credit**. This prevents subsequent updates using:

- **Sales Orders**

- **Pending Invoices**
- **RMAs**
- **Material Orders**
- **Service Activity Reports**

Last Due Date Billed

Displays the last due date billed.

Last Cycle Billed

Displays the last cycle billed code.

Service Orders Panel

Service Orders Prefix

Optionally enter a short (three-character) prefix for the system to use when automatically generating service order IDs. When you leave the ID field blank in service orders, the system automatically generates an ID code by appending this prefix to the Next service order ID number in the control program.

This field cannot have the same value as Quote Prefix.

Using a prefix helps users quickly recognize different kinds of records. However, prefixes restrict the size of the numeric portion of the service order ID. The prefix and number can not be more than eight characters combined.

Next Service Order

The next automatic service quote number for system assigned numbers.

Whenever you enter a service order, if you leave order number blank it is automatically set to the next sequential number.

Order numbers are used for selecting information to appear on reports and inquiries.

When setting up a number sequence, quote numbers are alphanumeric and will sort in alphanumeric sequence, even if you use numbers - quotes 1, 2, 3, ..., 10, 11, ..., 20, 21, ..., will sort in the sequence: 1, 10, 11, ..., 2, 20, 21, ..., 3, ...

Start with a larger number so that quotes will sort in order of their entry.

Default Queue

The queue used for new service orders created in **Service Contracts** if no other default is available. It may be changed manually as needed.

As service orders and requests are taken, they are each assigned to a specific queue. The Queue Manager function can be used to review

the status of all of the activity in a given queue and take the appropriate action.

Queues normally relate to how your company handles service orders and requests. For example, you may set up queues for different groups of service engineers, different departments, or different product lines.

Default Service Type

The service type code to be used to provide the terms and conditions of coverage for service order items that do not have a specific warranty or active contract associated with them.

Terms and conditions include such things as response time, price lists, and days of coverage. Type codes may be set up differently for each type of end user.

Each service item is assigned a warranty type, identifying the normal warranty terms that apply to this item. This may be changed manually on each installed item as needed. When a service request is processed for an installed item, the warranty information can be consulted to determine the coverage for this item. Once the warranty period has expired, a service contract is usually negotiated and then the contract terms apply. Service types are used on service quotes and contracts to define these terms.

Most reports and inquiries can be selected and sorted by type code.

When service orders are taken for items that are not covered by a contract or warranty, this service type is used by default and defines the coverage terms. For example, the response time of the service type and days of coverage may determine the service order's next event date and time.

The terms and conditions of the default service order service type also play an important role when service activity is recorded in **Service Activity Reports** and invoices are generated.

Normally, service organizations charge for service provided without contract or warranty. If this is your organization's policy, make sure that the service type used has no coverage levels specified.

If you do specify some level of coverage by default, it is very important that you do not associate a warranty or contract charge code with the limits. The under-limit charge code should always have the Covered field selected. This will ensure that processing in CAR can distinguish between coverage provided by default and a user override to an expired warranty or different service type.

If you do not provide coverage hours on the default service order service type, the engineer scheduling sequence in service orders will not work properly.

Assign Primary Engineer

Determines whether the primary engineer associated with an end user is automatically assigned to new service orders from this end user.

If selected, the Engineer Code specified in End Users automatically displays in the Assigned field in service orders.

The assigned engineer may be changed later in service orders. If the Schedule field in the same frame is set to selected, the engineer scheduling window displays, listing available engineers prioritized according to the points set up in **Service Control**. You may select a different engineer here, or assign multiple engineers to the service order.

Schedule New Orders

Specifies whether to execute the engineer scheduling sequence in service orders.

If selected, the Schedule field in service orders defaults to selected. When selected, the engineer scheduling sequence to be initiated upon completion of the service order Info frame.

Clear this option if you do not intend to use engineer scheduling.

Temporary Customer

Enter a customer address code with which temporary end user addresses can be initially associated in service orders. This displays as the default customer address code when you create a new end user..

When you create a service order, an end user associated with a particular customer must be specified. Some service organizations take service orders from users who are not yet defined in the system as end users. This is typical for repair depots that service items they do not sell.

To streamline the service order management process, the system allows you to create an end user in service orders by leaving the end user field blank. The Temporary Customer is suggested by the system in the End User Creation frame.

Whether or not any activity can be recorded for such a service order or the service order can be closed is determined by the value of the Service Activity with Temp field.

Service Activity With Temp

Indicates if any service activity can be recorded against a service order that references the temporary customer, or if such a service order can be closed.

This field is checked in Service Activity Reporting and Service Invoice Recording, and in the various places where service orders can be closed. If cleared, an error is generated.

This field is used in conjunction with the Temporary Customer setting.

When you create a service order, an end user associated with a particular customer must be specified. Some service organizations take service orders from users who are not yet defined in the system as end users. This is typical for repair depots that service items they do not sell.

To streamline the service order management process, the system allows you to create an end user in service orders by leaving the end user field blank. The Temporary Customer is suggested by the system in the End User Creation frame.

Whether or not any activity can be recorded for such a service order or the service order can be closed is determined by the value of service order Activity with Temp.

Auto Install Orders

Specify if installation service orders are to be generated automatically.

Cleared: The system does not create installation service orders.

Selected: When the installed base records are created by Invoice Post and Print, an installation service order is automatically generated by the system, using any service order defaults established for Install Work Code.

You can designate each item as customer installable. Those items not marked need to have an engineer scheduled to perform the installation.

Installation Days Ahead

The number of days following an item's ship date after which an installation should be scheduled.

When an item requiring an installation service order is loaded into the installed base, the service order's next activity date is calculated based on the ship date plus Installation Days Ahead.

Each item may be marked as customer installable. Those items not marked need to have an engineer scheduled to perform the installation.

Use Escalation

When selected, the Escalations subpanel will appear under the Service Orders panel in **Service Control**.

Order Defaults Subpanel

Standard Work Code

Validated against codes set up by the user in Work Codes.

The work code for general repair service orders.

This work code is used by default for service orders created with Service Orders. Service Order defaults can be based on work codes, and work codes can be used to define coverage limits and manage the financial impact of service activities in Service Activity Reports.

Work codes, service categories, and invoice sorts provide flexible alternatives for tracking and invoicing different kinds of labor and service activity. Work codes are used by both the field engineers and repair center personnel when reporting their activity. In all cases, the work code is user-defined and validated.

PM Work Code

Validated against codes set up by the user in Work Codes.

The work code identifying routine Preventive service.

This work code is used by the system for service orders created by the Preventive scheduling routine. service order defaults can be based on work codes, and work codes can be used to define coverage limits and set up service price lists to manage the financial impact of service activities in **Service Activity Reports**.

Work codes, service categories, and invoice sorts provide flexible alternatives for tracking and invoicing different kinds of labor and service activity. Work codes are used by both the field engineers and repair center personnel when reporting their activity. In all cases, the work code is user-defined and validated.

Install Work Code

Validated against codes set up by the user in Work Codes.

The work code for installation service orders.

This work code is used by the system for service orders automatically generated from posting invoicing for the sales of items that require engineer installation. service order defaults can be based on work codes, and work codes can be used to define coverage limits and manage the financial impact of service activities in **Service Activity Reports**.

Work codes, service categories, and invoice sorts provide flexible alternatives for tracking and invoicing different kinds of labor and service activity. Work codes are used by both the field engineers and

repair center personnel when reporting their activity. In all cases, the work code is user-defined and validated.

An item is identified as requiring an installation service order when Installation service order is selected in **Items**.

Update Work Code

Validated against codes set up by the user in Work Codes.

This work code currently has no automatic usage in the system.

While no automatic use is made of this work code, you can still set up service order defaults based on it and use it in **Service Activity Reports**.

Work codes, service categories, and invoice sorts provide flexible alternatives for tracking and invoicing different kinds of labor and service activity. Work codes are used by both the field engineers and repair center personnel when reporting their activity. In all cases, the work code is user-defined and validated.

Corrective Work Code

Validated against codes set up by the user in Work Codes.

Work code identifying service orders created in response to field notification.

The field notification process is not currently available. When released, it will allow mass generation of service orders based on items recorded in the installed base. This function might be used when a critical defect is found that must be corrected in all installed items.

Work codes, service categories, and invoice sorts provide flexible alternatives for tracking and invoicing different kinds of labor and service activity. Work codes are used by both the field engineers and repair center personnel when reporting their activity. In all cases, the work code is user-defined and validated.

Standard Visit Duration

The default estimated amount of time required for an engineer to complete the work required for a service order created with the Technical Work Code. It is also used for any other work codes that are not defined in Work Codes.

The value specified here displays by default in the service order Duration field when visit durations are created. If no visit durations are used when a service order is created, the value from the control program displays in the Estimated Length field. This value is used by the engineer scheduling function to determine engineer availability when availability is being calculated by hours, not service orders.

Setting up a default length for each of the various work codes in the control program allows you to base your estimates on the kind of work

being done. If there are no typical time lengths, you can leave these fields blank.

PM Visit Duration

The default estimated amount of time required for an engineer to complete the work required for a service order created with the PM Work Code.

The value specified here displays by default in the Service Order Duration field when service order defaults are created. If no service order defaults are used when a service order is created, the value from the control program displays in the Estimated Length field. This value is used by the engineer scheduling function to determine engineer availability when availability is being calculated by hours, not service orders.

Setting up a default length for each of the various work codes in the control program allows you to base your estimates on the kind of work being done. If there are no typical time lengths, you can leave these fields blank.

Install Visit Duration

The default estimated amount of time required for an engineer to complete the work required for a service order created with the Install Work Code.

Setting up a default length for each of the various work codes in the control program allows you to base your estimates on the kind of work being done. If there are no typical time lengths, you can leave these fields blank.

Update Visit Duration

The default estimated amount of time required for an engineer to complete the work required for a service order created with the Update Work Code.

The value specified here displays by default in the service order Duration field when service order defaults are created. If no service order defaults are used when a service order is created, the value from the control program displays in the Estimated Length field. This value is used by the engineer scheduling function to determine engineer availability when availability is being calculated by hours, not service orders.

Setting up a default length for each of the various work codes in the control program allows you to base your estimates on the kind of work being done. If there are no typical time lengths, you can leave these fields blank.

Corrective Visit Duration

The default estimated amount of time required for an engineer to complete the work required for a service order created with the Corrective Work Code.

The value specified here displays by default in the Service Order Duration field when service order defaults are created. If no service order defaults are used when a service order is created, the value from the control program displays in the Estimated Length field. This value is used by the engineer scheduling function to determine engineer availability when availability is being calculated by hours, not service orders.

Setting up a default length for each of the various work codes in the control program allows you to base your estimates on the kind of work being done. If there are no typical time lengths, you can leave these fields blank.

Order Statuses Subpanel

Open Status

Enter a code that represents the normal status assigned to open service orders and service quotes.

This status code supplies the default for new service orders and quotes when another default is not available or a service order escalation.

When a service order is recorded, it is assigned a status code such as New or Open. Service Orders can be reviewed by status and the appropriate action taken. You can change the service order status manually as various activities take place. If the Escalation Monitor is being used, service order statuses can also be changed automatically by the escalation sequences.

A service quote must have this status to be released to a Service Order with the Customer Quotes Release Action.

Scheduled Status

Specify the default status for scheduled service orders. When a service order is scheduled in FSS, its status is set to this value. If you do not define a scheduled status, scheduled service orders retain their previously assigned status.

Hold Status

Must be a valid service order status code.

The service order status code that indicates that the current service order is on hold and no activity can be recorded against it until the status is changed.

The hold status prevents recording new activity for a service order or line in **Service Activity Reports** or generating an invoice. A material

order cannot be created for a service order that is on hold. For anything further to happen to the service order, its status must be changed.

If a service order with invoiceable activity is put on hold, an invoice for existing activity can still be generated, if necessary. A warning displays when a service order with the hold status is selected.

Complete Status

The service order status code that indicates that the service activity for this service order is ready for invoicing.

The complete status means the service order or line item is ready for invoicing. However, related data can still be modified, service items can be ordered for it (with an MO), and new activity can be recorded against it.

In **Service Activity Reports**, the system assumes that you are done with a service order if all the line items are complete and do not have any open MOs associated with them. In this case, with one exception, the service order status is automatically set to the status code specified for the Complete Status. However, if the Close on Recording field is selected in **Service Control**, the status specified for Close Status is automatically assigned to the service order when the user completes **Service Activity Reports**. In either case, a pending invoice can be generated for the service order activity.

Close Status

The service order status code indicating that no more activity can be recorded against a service order.

The Close Status is the final status of a service order and indicates all service activity for this service order is finished. No service items can be ordered (MOs) for a service order with this status, and no new activity can be recorded against it in **Service Activity Reports**. However, the status can be changed, if needed, so more activity can be recorded. A closed service order can be moved to history and archived and deleted.

If the Close on Recording field is selected in **Service Control**, the status specified here is assigned to a service order when the user exits in **Service Activity Reports**, if all conditions are met.

Cancel Status

The service order status code that indicates that this service order is inactive.

A service order or line item with this status cannot be changed and is not processed for invoicing. No service items can be ordered for it

(MOs) and no new activity can be recorded against it. It can be moved to history and deleted and archived.

A service order can only be canceled if no activity has been recorded against it. If items have been used or labor recorded, it cannot be canceled.

The cancel status is intended for the kind of situation where a service order is created and then the user service orders back to say they were mistaken. Such a service order could be deleted. Other users may want to use the cancel status so they can keep more detailed metrics of service order activity.

Escalations Subpanel

The Escalations subpanel only appears when the Use Escalation field is selected in the service orders panel.

Escalations Prefix

The default is ESC.

An optional prefix code for beginning service order escalation numbers.

If you leave the Escalation field blank when you add a new escalation, it is automatically set to this prefix code followed by the next sequential number stored in the Number field in the control program.

Prefix codes are useful for distinguishing between different types of codes.

Using prefix codes restricts the size of the numeric portion of code because the maximum length for the Escalation is 8 characters.

Next Escalation

The next automatic escalation number for system assigned escalation numbers.

Escalation Default

Specify the default escalation to be used by Service Orders.

If no other escalation default is available, this escalation appears in the Escalation field. The system uses this escalation to process service orders with the Escalation Monitor.

The escalation specified determines the value for Next Status Date and Next Status Time. If no service orders defaults are being used, it may also determine the value of the Next Status. Without an escalation the next date/time fields must be manually updated. The steps defined in the escalation may affect the service order's priority, status, and queue.

The Service Orders Escalation field defaults in this order:

1. Escalation in End Users
2. Escalation in Service Contracts
3. Escalation Default in Service/Support User Preferences

4. Escalation Default field in Service Control.

Leave this field blank if you do not use service order escalation.

Escalation Printer

The printer that the Escalation Monitor sends service order reports to.

If Print is selected for an escalation step, a service order report will be printed when the Escalation Monitor executes the step.

Escalation Program Pause

The number of seconds the Escalation Monitor pauses before cycling through the list of service orders.

Every time it runs, the Escalation Monitor examines each service order's next status date and time. If the system time is greater, it executes changes specified for the next escalation step.

The pause interval should always be shorter than the briefest sequence in an escalation.

Use Calendar Days in Escalation

For service order escalations, determines whether to use calendar days or work days (as defined by the service type associated with a service order) to calculate Next Status Date. The formula is: today's date + Days Allowed In Status.

Selected: Use calendar days in the calculation. If Next Status Date resolves to a non-work workday, then it automatically advances to the next workday.

Cleared: Use only valid workdays in the calculation, excluding non-work days. The calculated date is always the same or a later date than if this field is selected

This field sets the default for the Use Calendar Days in Escalation field in Escalation Monitor.

When selected, this may slow down response time due to extra calculations.

Service Activity Reports Panel

Labor Service Category

Must be a valid service category set up with **Service Categories** with one of the labor or expense fields selected

Default service category for recording labor and expenses.

Provides the default service category when new service standard operations and routings are set up. Also used by default in the labor/expense panel of **Service Activity Reports** and **Customer Quotes** if

no other service category is specified or defaulted. Can be overridden by the user.

When a service category is defined, it must be associated with a valid invoice sort code. The invoice sort provides a high level of organization, reporting, and control; the service category is used to manage service charges in more detail. Charges for all service categories linked to an invoice sort are grouped and reported together.

Item Service Category

Default service category for recording item usage.

Provides the default service category when an item is set up in **Items**.

When a service category is defined, it must be associated with a valid invoice sort code. The invoice sort provides a high level of organization, reporting, and control; the service category is used to manage service charges in more detail. Charges for all service categories linked to an invoice sort are grouped together.

Unlike labor and expenses, the service category associated with an item cannot be changed in **Service Activity Reports**.

Travel Service Category

Specify the default for consuming labor for travel time on a visit in **Service Activity Reports** if no other value exists.

Return Status

Determines the default return status for repairable items in **Service Activity Reports** and the default return status for any item in MO Direct/Pending Returns.

When a return quantity is specified in **Service Activity Reports** for a repairable item (Repairable is selected in Service Items), this status displays by default in the Returned Items panel.

When items are returned in **Service Activity Reports** or MO Direct/Pending Returns, the system suggests a default site/location (set up with Default Sites) for the returned item based on the return status specified and whether or not the item is repairable.

- The default return site and location are suggested whenever the item is repairable and Good is selected or if the item is not repairable and Scrap is cleared.
- The default scrap site and location are suggested if the item is not repairable and Scrap is selected.
- The default repair site and location are suggested if the item is repairable and Good is cleared.

Scrap Status

When a return quantity is specified in **Service Activity Reports** for a non-repairable item (Repairable is cleared in Service Items), this status displays by default in the Returned Items Detail frame.

When items are returned in **Service Activity Reports** or MO Direct/ Pending Returns, the system suggests a default site/location (set up with Default Sites) for the returned item based on the return status specified and whether or not the item is repairable.

- The default return site and location are suggested whenever the item is repairable and Good is selected or if the item is not repairable and Scrap is cleared.
- The default scrap site and location are suggested if the item is not repairable and Scrap is selected.
- The default repair site and location are suggested if the item is repairable and Good is cleared.

Close on Recording

Determines whether the status of a service order with complete line items is set to the Complete Status or the Close Status upon exiting **Service Activity Reports**.

Selected: The system automatically closes the service order and sets its status to the Close Status (as defined in Service Control), if all other conditions are met and complete when you leave your **Service Activity Reports** session.

Cleared: The status is set to the Complete Status under the same conditions.

Exchange UM

The unit of measure for exchanges in **Service Activity Reports** when pricing is involved.

When items are exchanged in **Service Activity Reports**, if the return status specified has Exchange selected, the system looks for a price for this item with the Exchange UM on the service order price list (type 2). The customer returning the item is credited this amount when an invoice is generated for service activity.

This unit should not be the same as the unit of measure for items consumed during the repair.

Fixed Price UM

Sets the unit of measure to be used in the price list when you are doing a fixed price repair.

The setting allows the system to recognize this unit of measure and get the correct fixed price quantity. For example, you have an item that is always repaired for a fixed price of $150. This item is added to the price

list with a special fixed price unit of measure such as FX, which is also specified in the control program.

This unit of measure is connected to a price list for a service operation, while the exchange unit of measure is for a returned item.

Service Work Center

Must be a manufacturing work center set up with Work Centers a service work center set up with Service Work Centers.

A work center to be used when determining labor cost in **Service Activity Reports** if no other work center is found.

For labor recorded in **Service Activity Reports**, the standard labor cost for the engineer for one hour is derived by examining the labor rate, labor burden rate, and the labor burden percentage for the work center associated with the current operation. If a standard operation or service routing is not being used, the Service Work Center specified in **Service Control** determines labor cost.

Activity Accounting Subpanel

Invoice From Recording

Controls whether or not a Generate Invoice Yes/No prompt appears in the service order Status frame of **Service Activity Reports**.

Selected: Pending invoices can be created directly from **Service Activity Reports**. These invoices will include all lines on the service order that have a complete or closed status. If the status for the entire service order is set to the complete or closed status, then all activity on all lines can be invoiced.

Cleared: Invoices must be created separately in service order Invoice Recording.

You can correct an invoice as long as it has not been posted by modifying the service order status to an open status. Then you can change information on any line item, such as modifying an existing report number or adding a new one. This freedom is particularly helpful during a long installation when you may need to add information as it becomes available or do progressive invoicing.

This setting allows you to control whether or not clerks are allowed to generate invoices.

Close Depot Order on Invoicing

If selected, depot orders will be considered closed upon invoicing.

Project Code Handling

Use this field to indicate how you want the system to apply project codes to the costs and revenue recorded for service order service

activity. There are two choices: Single Project per Line (S) and Project per Labor/Expense (P).

These two settings support two different models for using projects. The first choice lets you track both costs and revenue with the same project. This might be used for a lengthy installation of a complex system. The second model is closer to the way projects apply to standard work orders in a manufacturing environment. In this model, costs are tracked separately from revenue.

Up to three projects can be specified in **Service Activity Reports**:

- Project associated with the Sales account for tracking service order revenue. This project is validated with the other Sales account components that display on the screen.
- Project associated with the Sales Discount account. This is typically the same as the Sales account project. This project is validated with the other Sales Discount account components that display on the screen.
- Project associated with service order line reports for tracking service order costs. The system validates this project with Cost of Goods Sold account components during GL transaction post.

Modify Sales Accounts

This field determines whether Sales and Sales Discount accounts can be modified in service order Invoice Recording.

Selected: You can modify the Sales and Discount account information.

Cleared: Account-related fields are display only and cannot be changed.

For additional security, you can apply field security to this field to restrict access.

Material Orders Panel

Material Order Prefix

Enter an optional prefix for material order (MO) numbers.

If you leave the MO number field blank in **Material Orders** when entering a new MO, the system supplies a number by appending this prefix to the Next Material Order value.

Prefix codes restrict the size of the numeric portion of the MO number, since the combined length cannot exceed 8 characters. The maximum prefix length is 3 characters. If, for example, you use a 3-character prefix, 5 characters remain for the numeric portion of the MO number.

You can generate many kinds of sales orders, but they are all maintained in the same table. Use prefixes to distinguish MOs from other kinds of sales orders.

Next Material Order

This field displays the next automatic MO number for system-assigned numbers.

Each material order (MO) is identified by an order number. You can enter one manually or the system will assign the next number if you leave the MO field blank in the Material Orders header. The system records this next order number in Service Control and increments it automatically.

If a prefix has been specified for Material Order Prefix, it is attached to the next number to create the next complete MO number. For example, if you have set the prefix to MO, and the next material order number that displays is 978, the next default material order is MO978.

Allocate Lines Due in Days

Enter the number of calendar days the system should use to determine the cutoff date for allocating items. The system only attempts to allocate order lines with a due date within the range defined by this field. For lines due outside the range, quantity allocated defaults to 0 (zero) regardless of available quantity.

This value defaults to the Allocate Days field in **Material Orders**, MO Manual Allocations, and MO Automatic Allocations.

Allocations reserve inventory for this order, so reserved items are not available for other orders in the system. Allocations also control shipment quantities when there are not enough items to fill all orders. You can choose to ship the quantity allocated or the quantity picked.

If you do not create allocations during order entry, use MO Automatic or Manual Allocations to create them. The system automatically generates detail allocations when you print a packing list.

If you enter zero, the system does not allocate inventory.

Detail Allocations

This field determines the default for the same field in the header of **Material Orders**.

Selected: Specific sites, locations, lot or serial numbers, and lot references are assigned for line-item entry.

Cleared: Only the line-item quantity is allocated (general allocation).

If you do not create detail allocations during line-item entry, the system automatically generates them when you print a packing list.

Allocations reserve inventory for this order, so it is not available for other sales orders, RMA issue lines, intersite requests, or work orders. Allocations also control shipment quantities when there are not enough

items to fill all orders. You can choose to ship the quantity allocated or the quantity picked.

If you are using Enterprise Material Transfer (EMT) and the EMT ship type is TRANSHIP for a line, you cannot update the field in **Material Orders**. The system automatically allocates the items to the MO when they are received from the supplier.

Keep Booking History

Select this option to maintain booking history for material orders. Otherwise, clear this field.

If selected, the system keeps an audit trail of all changes made to both new and existing material orders. This is recorded in transaction history as an ORD-SEO transaction with item, order quantity, price, cost, date, user ID, and other information.

You can review this information using booking inquiries and reports. Detailed transaction history can be reviewed using **Transactions Detail**.

With booking history, a transaction history record is kept for all additions and changes. For example, if you enter a line item with a quantity of 100 but you meant to enter a quantity of 10, the system tracks the booking for the initial quantity of 100. When you correct the mistake, the system creates two more booking history entries, one for -100 and another for the correct quantity of 10.

Shipping Lead Time

Enter the number of days between the date a material order is entered and the date it is typically scheduled to ship to the customer location. If you ship immediately, set this value to 0 (zero).

When you create an order, the system determines the default due date by adding the shipping lead time to the current date, indicating the normal quoted shipping date. You can manually change the order due date as needed.

Entering a shipping lead-time helps ensure that promised delivery dates are reasonable. The time between taking the order and shipping can vary from one hour to several days. Check your company's normal elapsed time before setting the shipping lead-time.

Note This setting has no effect for MOs associated with project activity orders (PAOs). In this case, the MO due date defaults from the start date in the PAO header or, if blank, the current date.

Internal Customer

Enter a valid, active customer number. Values associated with the internal customer serve as the default when an MO is created without an associated service order or project activity order (PAO).

When an MO is associated with a service order, customer number and currency default from the customer associated with the service order's end user. For a PAO-linked MO, they default from the PAO's associated project.

For an MO without a service order, the system uses the number and currency associated with the customer specified in this field. This customer should use the base currency.

Next Back Order Advice

This field displays the next number that the system assigns automatically when a back order advice is generated.

The system increments this number automatically each time a back order advice is created.

During MO shipment, two documents can be generated:

- A material delivery note that lists items shipped
- A backorder advice that lists items not currently available

Next Delivery Note

This field displays the next number that the system automatically assigns when a material delivery note is generated.

The system increments this number automatically each time a material delivery note is created.

During MO shipment, two documents can be generated:

- A material delivery note that lists items shipped
- A backorder advice that lists items not currently available

Confirmed Orders

Select this option if you typically confirm MOs for shipment in **Material Orders**. Otherwise, clear this field.

You cannot ship unconfirmed MO line items. If unconfirmed, you must execute confirmation before shipment using Material Order Confirm. For EMT transshipment items, the system generates an EMT purchase order only after the line is confirmed.

This value defaults to **Material Orders**. You can change it manually, but only when you create the MO. You cannot change this field after the MO has been created.

This value also defaults to the Confirmed MO field in the line detail section of PAOs. The Confirmed MO setting determines whether

confirmed or unconfirmed MO lines are generated for project activity order (PAO) lines.

Material orders, like other kinds of orders, affect Material Requirements Planning (MRP). However, because MOs are usually firm orders, the default for Confirmed Orders is typically selected to ensure that inventory is available for service orders and projects.

MRP does not consider unconfirmed orders to be sources of demand, nor is forecast consumed for them.

Consume Forecast

For confirmed orders only, this field determines whether the quantity ordered consumes available forecast. The value defaults to **Material Orders**, but you can change it manually. The value you set on the header defaults to each line item.

Selected: The order consumes forecast.

Cleared: The order quantity is considered abnormal and is planned in addition to the forecast.

For example, you forecast to sell 100 and have an abnormal sale of 50. If you clear Consume Forecast, the system plans to make or buy 150 to satisfy the forecast plus this extra demand. If Consume Forecast is selected, the remaining forecast is 50.

If you do not forecast parts used for repairs and service, this field is generally cleared.

Orders consume forecast in the week they are due. However, if no unconsumed forecast remains in that week, the system looks for unconsumed forecast within a range of weeks before and after this due week. The range is set in the Consume Forward and Consume Back fields in **Sales Control**.

Ship To

Enter the destination for material order (MO) inventory associated with a service order.

If a service order number is entered in the MO Order Ref field, the default ship-to address depends on the value of Ship To in **Service Control**.

- When set to User, the MO ship-to defaults to the service order's end user.
- When set to Engineer, the ship-to defaults to the assigned engineer.

If an engineer is not assigned to the service order, the default is the end user, regardless of the value of Ship To in **Service Control**.

When you enter a service order, you can change ship-to to any address as needed. If the ship-to does not exist, you are prompted to create it.

This lets you ship to locations convenient to the engineer; for example, you can ship items to an airport near the end user.

Unlike a standard sales order, items shipped on MOs are transferred from one internal site and location to another. Even if you ship to an end user, the items remain in stock until consumed by the engineer.

Note This control program setting has no effect on MOs where Order Ref is blank or contains a project activity order (PAO) ID. When Order Ref is blank, ship-to defaults from the MO engineer and cannot be modified. When Order Ref contains a PAO ID, ship-to defaults from the ship-to customer on the PAO's associated project.

Consume Shipped Lines

Set this field to control the consumption of items.

- Consume MO when shipped. Enables the automatic MO shipment/CAR consumption for all material orders. This is the default setting.
- Consume only DO MO. Enables the automatic MO shipment/CAR consumption for depot material orders only (that is, for orders associated with service orders that have a work code with Repair Center selected).
- Do not consume MO. Do not auto-consume items. Instead, use the standard MO shipment/CAR consumption.

Service Quotes Panel

Service Quote Prefix

Cannot be blank and cannot be the same as the Contract Prefix.

A required code used internally to distinguish contract quotes from contracts.

Unlike other prefix codes, the contract quote prefix is only used internally; it is not appended to the next quote number when a new quote is created.

If you change the prefix after quotes already exist, the quotes that were created with the old prefix will not be recognized by the system. The system warns you of this consequence when the prefix is modified.

A quote and contract prefix should be specified before you begin creating quotes/contracts in the system. Because the system uses these prefixes to distinguish between quotes and contracts, they cannot be the same.

Next Service Quote

The next automatic service quote number for system assigned numbers.

Whenever you enter a service quote, if you leave quote number blank it is automatically set to the next sequential number.

Service quote numbers are used for selecting information to appear on reports and inquiries.

When setting up a number sequence, quote numbers are alphanumeric and will sort in alphanumeric sequence, even if you use numbers--quotes 1, 2, 3, ..., 10, 11, ..., 20, 21, ..., will sort in the sequence: 1, 10, 11, ..., 2, 20, 21, ..., 3, ...

Start with a larger number so that quotes will sort in order of their entry.

Default Queue

Indicates the queue to which service order quotes are normally assigned. It may be changed manually as needed.

Queues normally relate to how your company handles service orders and requests. For example, you may set up queues for different groups of service engineers, different departments, or different product lines.

Days Until Expire

Indicates how many days after a quote is created that is should be considered valid.

Return Material Authorizations Panel

RMA Prefix

Specify an optional prefix code for beginning numbers for Return Material Authorizations (RMAs) created with **RMAs**.

If you leave the RMA field blank when you create a new RMA with **RMAs**, the system supplies a number automatically by appending the RMA Sales Order Prefix defined in **Service Control** to the value in the Next RMA Sales Order field. This field is automatically incremented by the system.

RMA numbers uniquely identify an RMA and are used for selecting information to appear on reports and inquiries and creating invoices for the issues and returns being tracked.

RMAs represent a type of sales order. RMA invoices are posted using the standard sales order Invoice Post and Print program. To avoid confusion, use a different prefix and number range to distinguish RMAs from manufacturing sales orders. In addition, different prefixes should be chosen to distinguish RMAs and RTSs.

Next RMA

The next automatic RMA number for system assigned numbers.

If you leave the RMA field blank when you create a new RMA with **RMAs**, the system supplies a number automatically by appending the RMA Sales Order Prefix defined in **Service Control** to the value in the Next RMA Sales Order field. This field is automatically incremented by the system.

RMA numbers uniquely identify an RMA and are used for selecting information to appear on reports and inquiries and creating invoices for the issues and returns being tracked.

Allocate Lines Due in Days

Specifies the number of days into the future that the system should use as a cutoff for allocating items on RMA issue lines.

The system only tries to allocate available inventory to RMA issue line items due within the number of days specified, giving you more control over the allocation process.

Allocations reserve inventory so it will not be allocated to other sales orders, RMA issue lines, intersite requests, or work orders. Allocations are used to control the shipment of items, especially in shortage situations when a sufficient quantity of an item does not exist to fill all orders. Most shipment functions allow you to set up the quantity allocated or picked for immediate shipment.

In RMAs, the system calculates a default for the quantity allocated for an issue line based on a number of fields.

- The Quantity Available to Allocate calculation method in **Sales Control** controls how the system determines the number of items available to allocate. The calculation is the same for all items and sites.
- The value for Limit Allocations to Avail to Allocate in **Sales Control** determines how the system handles shortage situations. If this field is cleared, Quantity Allocated defaults to Quantity Ordered even if a sufficient quantity to allocate does not exist. If this is selected, Quantity Allocated never exceeds the quantity available. If there is no quantity available to allocate, Quantity Allocated defaults to 0.
- The setting of Allocate Days in **Service Control** determines the value for the same field in RMAs. The system only attempts to allocate RMAs with a due date within the range defined by this field. For RMAs due outside the range, Quantity Allocated defaults to 0 regardless of available quantity.

Items can be shipped directly as part of RMAs even without allocations being created by specifying a quantity to ship. However, if you use packing lists to communicate shipping priorities, you can select Pick

Only Allocated Lines in **Sales Control**. In this case, only allocated quantity prints on the sales order packing list, telling the shipping department what to ship.

Detail Allocations

Specifies whether RMA issue line detail allocations are usually made during RMA line entry. Detail allocations function to assign specific inventory lot/serial numbers and locations to be shipped on an RMA.

Selected: detail allocations are made during RMA issue line .

Cleared: detail allocations are not normally entered on the RMA.

The default value displays and may be changed on each line item.

There are two types of allocations: general and detail. General allocations allocate the required quantity of an item. Detail allocations specify the site, locations, lot/serial numbers, and lot references from which that quantity is to be allocated.

The system automatically generates detail allocations when sales order, distribution order, or RMA packing lists and work order picklists print.

Three other control program settings affect allocations in RMAs.

- The Quantity Available to Allocate calculation method in **Sales Control** determines how the system determines the number of items available to allocate.
- The value for Limit Allocations to Avail to Allocate in **Sales Control** determines how the system handles shortage situations. If this field is cleared, the quantity allocated for an RMA issue line defaults to the quantity ordered even if a sufficient quantity to allocate does not exist. If this is selected, quantity allocated never exceeds the quantity available. If there is no quantity available to allocate, quantity allocated defaults to 0.
- The setting of Allocate Days in **Service Control** determines the allocation window. The system only attempts to allocate RMA issue lines with a due date within the range defined by this field. For orders due outside the range, Quantity Allocated defaults to 0 regardless of available quantity. Setting Allocate Days to 0 effectively prevents allocations from taking place in RMAs.

Keep Booking History

Indicates whether booking history is maintained.

Selected: the system keeps an audit trail of all incoming RMAs, including new orders added or existing orders changed. A record is

kept in transaction history and identified as type ORD-SO with the item, order quantity, price, cost, date, user ID, and other information.

You can review this information using booking inquiries and reports. Detailed transaction history can be reviewed using **Transactions Detail**.

When booking history is enabled, a transaction history record is kept for all additions and changes. If you enter a line item with a quantity of 100 but you meant to enter a quantity of 10, the system tracks the booking for the initial quantity of 100. When you correct the mistake, the system creates two more booking history entries, one for -100 and another for the correct quantity of 10.

Thus you may end up with many booking history records. Examine the booking history reports available and decide whether you really plan to use them before you consume space with booking history.

Display Service Contracts

Determines if the Service Contract pop-up window appears when a new RMA not referencing a service order is created with RMAs.

If selected, a pop-up window displays valid contracts for this end user. If cleared, the contract list does not display and coverage defaults from the RMA Contract Type or must be specified manually.

If the RMA references a service order, the contract pop-up never displays, no matter how Display Service Contracts is set. Coverage for an RMA referencing a service order defaults from the service order.

Default RMA Contract

Validated against contract types set up with **Contract Types**.

A service type used by default on an RMA header when no contract is specified. The RMA Contract Type is also used if the charge type suggested by the system for an RMA line item is overridden with the service contract charge type (S).

The service type in effect defines the default level of coverage for each RMA line item. For RMAs, the service type also defines restocking charges for returns, price lists to be used, and determines whether or not a replacement item may be issued before an item is received from the customer.

The default level of coverage may be overridden on a per line item basis by using the charge type to bring in the terms and conditions of another service type.

RMA Min/Max Price Check

Specify the way in which **RMAs** manages RMA issue lines when both of the following are true:

- Because of a manually entered discount or a discount type price list, the Net Price of the item on the RMA issue line falls either

below the minimum or above the maximum price in the item price list.

- There is no warranty or contract set, or the covered amount is zero.

Valid values are:

ERROR. For a below-minimum or above-maximum net price on the RMA issue line, the system displays an error message and directs focus to the Net Price field.

WARNING. For a below-minimum or above-maximum net price on the RMA issue line, the system displays a warning message and advances focus to the next frame.

This field has no effect if there is a non-zero coverage percentage on a warranty or contract defined in **RMAs**.

Consume Forecast

Specifies whether RMA sales should consume the sales forecast.

Usually planning starts with a sales forecast and plans to have enough quantity on hand to satisfy it. As actual sales orders come in, they are net against the forecast: if you forecast 100 units and sell 40, your net remaining forecast is 60. This process of netting actual sales against forecast is called forecast consumption.

If the RMA consume forecast field is selected, then RMA sales also consume forecast in the same manner.

RMAs consume the forecast in the period where the RMA line item due date falls.

Usually this field is selected (for RMAs to consume forecast) only if you have included spare parts or repairs requirements in your forecast.

Edit Installed Base

Specify the default for the Edit Installed Base field in **RMAs**, which in turn controls the appearance of the Installed Base Detail frame for RMA issue lines.

If this is selected in **RMAs**, a pop-up window displays for RMA issues so that you can override the defaults determined by the system for the installed base. Cleared skips this window.

Both RMA issues and receipts can update the installed base when the invoice is posted. Issues add items to the installed base; receipts remove them. The pop-up window is not required for a receipt, since a record is simply being removed.

The values used during the update for RMA issues can be edited in **RMAs**. When Ship To Installed Base is selected in **Service Control**, the program sets up default values for the update to the installed

base. If Edit Installed Base is selected, these default values can be overridden. This field has no effect if Ship To Installed Base is cleared.

Refer to Ship To Installed Base in **Service Control**.

Print No Charge Receipts

A field indicating if invoice lines are generated and printed for RMA receipt lines that have no invoiceable amount. This field also affects the printing of the invoice itself if none of its lines involve a financial transaction.

Selected: invoices lines are always generated even if there is no financial transaction. If none of the lines on the RMA generate a financial transaction, an invoice is still printed.

Cleared: An invoice line is not generated for RMA receipt lines that do not involve a financial transaction. If none of the lines create financial transactions, no invoice is printed at all.

RMAs normally involve two distinct events: receiving damaged or defective goods from an end user and shipping replacement product. The shipment of an item always produces an invoice line, even if there is no financial transaction. For the receipt portion of the RMA, you can use this field to control whether or not invoice lines are created for no charge transactions.

If the RMA only involves receipts without financial impact, no invoice at all will be generated.

If you typically use RMA receipts only to ensure that an item is returned from the end user and do not give credits or add restocking charges, clear Print No Charge Receipts to simplify invoicing. If a receipt without financial impact is an exception, select Print No Charge Receipts to ensure visibility over the invoicing process.

Customer Return Site

Identifies the site where items returned from customers are received.

Site codes identify areas where inventory is manufactured or stored: an off-site storage area, a distribution center, a warehouse, a manufacturing facility, or any combination of these.

This site and location display as the default for RMA receipt lines, but may be changed manually. When the items are received back from the customer the inventory balance at this site and location is increased.

This site and location also provide the default for items returned to a supplier on an RTS.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site (or by groups of sites).

Customer Return Location

Identifies the inventory location where items returned from customers are received.

This site and location display as the default for RMA receipt lines, but may be changed manually. When the items are received back from the customer the inventory balance at this site and location is increased. This site and location also provide the default for items returned to a supplier on an RTS.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site (or by groups of sites).

At least one returns location should be defined. This location is non-nettable and not available. The RMA receipt function actually does a negative sales order shipment to process the return, so the ISS-SO transaction should not be restricted for this location.

Customer Spares Site

Identifies the site that replacement items sent to customers are shipped from.

Site codes identify areas where inventory is manufactured or stored: an off-site storage area, a distribution center, a warehouse, a manufacturing facility, or any combination of these.

This site and location displays as the default on the Issues section of an RMA, but may be changed manually. When the items are shipped to the customer the inventory balance at this site and location is decreased.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site (or by groups of sites).

Customer Spares Location

Identifies the inventory location that replacement items sent to customers are shipped from.

This site and location displays as the default on the Issues section of an RMA, but may be changed manually. When the items are shipped to the customer the inventory balance at this site and location is decreased.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site (or by groups of sites).

Background Processing

Select this option to generate the results using background processing, allowing you to continue working in the system while the process runs. When enabled, the results will be sent directly to your inbox and you can continue working in the system while the process runs. To access the results, click on the link in the inbox, and the RMA record will appear.

Note When this checkbox is selected, the Processing panel in Service Orders>Create RMAs and Invoice History>Create Return will be disabled.

Charge Types Subpanel

Billable Charge Type

Cannot be S or W.

A code that can be specified on an RMA line item to override the default W or S, suggested by the system based on the service type used in the RMA header.

By default, each line item on an RMA uses the level of coverage defined by the contract or service type specified on the header. Charge types allow you to modify the coverage for individual line items and bring in a different level of coverage.

Specifying the Billable Charge Type causes the system to bring in the level of coverage associated with the Billable Service Type.

Using charge types gives you some flexibility in how items on an RMA are billed. For example, most of the items on an RMA may be covered by warranty, but one needs to be replaced because of customer misuse. In this case, the default warranty charge type can be

overridden with a billable charge type for this one item, bringing in the level of coverage associated with the Billable Service Type.

The warranty and contract charge codes are defined by the system (W and S, respectively) and cannot be changed. The billable and giveaway charge codes may be defined by the user. It is recommended that service types be set up for all four of these codes to be available for RMA processing.

The contract service type is not specified here, but is specified in the RMA Contract Type field in **Service Control**.

Billable Service Type

This service type determines the level of coverage for an RMA line item when the default charge type is overridden with the Billable Charge Type.

By default, each line item on an RMA uses the level of coverage defined by the contract or service type specified on the header. Charge types allow you to modify the coverage for individual line items and bring in a different level of coverage.

When the Billable Charge Type is specified on an RMA line item, the Billable Service Type is accessed for the standard terms and conditions.

Using charge types gives you some flexibility in how items on an RMA are billed. For example, most of the items on an RMA may be covered by warranty, but one needs to be replaced because of customer misuse. In this case, the default warranty charge type can be overridden with a billable charge type for this one item, bringing in the level of coverage associated with the Billable Service Type.

The warranty and contract charge codes are defined by the system (W and S, respectively) and cannot be changed. The billable and giveaway charge codes may be defined by the user. It is recommended that service types be set up for all four of these codes to be available for RMA processing.

The contract service type is not specified here, but is specified in the RMA Contract Type field in **Service Control**.

Giveaway Charge Type

Code cannot be S or W.

A code that can be specified on an RMA line item to override the default W or S, which is suggested by the system based on the service type used in RMAs.

By default, each line item on an RMA uses the level of coverage defined by the contract or service type specified on the header. Charge

types allow you to modify the coverage for individual line items and bring in a different level of coverage.

Specifying the Giveaway Charge Type causes the system to bring in the level of coverage associated with the Giveaway Service Type. This is normally set at 100% coverage, indicating that the replacement item is free of charge.

Using charge types gives you some flexibility in how items on an RMA are billed. For example, most of the items on an RMA may be covered by warranty at 50% coverage. For one special case, however, you want to replace the item free of charge. In this case, the default warranty charge type can be overridden with a Giveaway charge type for this one item, bringing in the level of coverage associated with the Giveaway Service Type.

The warranty and contract charge codes are defined by the system (W and S, respectively) and cannot be changed. The billable and giveaway charge types may be defined by the user. It is recommended that service types be set up for all four of these codes to be available for RMA processing.

The contract service type is not specified here, but is specified in the RMA Contract Type field in **Service Control**.

Giveaway Service Type

Code cannot be S or W.

A code that can be specified on an RMA line item to override the default W or S, which is suggested by the system based on the service type used in the RMA header.

By default, each line item on an RMA uses the level of coverage defined by the contract or service type specified on the header. Charge types allow you to modify the coverage for individual line items and bring in a different level of coverage.

Specifying the Giveaway Charge Type causes the system to bring in the level of coverage associated with the Giveaway Service Type. This is normally set at 100% coverage, indicating that the replacement item is free of charge.

Using charge types gives you some flexibility in how items on an RMA are billed. For example, most of the items on an RMA may be covered by warranty at 50% coverage. For one special case, however, you want to replace the item free of charge. In this case, the default warranty charge type can be overridden with a Giveaway charge type for this one item, bringing in the level of coverage associated with the Giveaway Service Type.

The warranty and contract charge codes are defined by the system (W and S, respectively) and cannot be changed. The billable and giveaway charge types may be defined by the user. It is recommended that

service types be set up for all four of these codes to be available for RMA processing.

The contract service type is not specified here, but is specified in the RMA Contract Type field in **Service Control**.

Warranty Service Type

This warranty service type determines the level of coverage for an RMA line item when the default charge type is overridden with the warranty charge type (W).

By default, each line item on an RMA uses the level of coverage defined by the contract or service type specified on the header. Charge types allow you to modify the coverage for individual line items and bring in a different level of coverage.

Using charge types gives you some flexibility in how items on an RMA are billed. For example, most of the items on an RMA may be covered by warranty, but one needs to be replaced because of customer misuse. In this case, the default warranty charge type can be overridden with a billable charge type for this one item, bringing in the level of coverage associated with the Billable Service Type.

The warranty and contract charge codes are defined by the system (W and S, respectively) and cannot be changed. The billable and giveaway charge codes may be defined by the user. It is recommended that service types be set up for all four of these codes to be available for RMA processing.

The contract service type is not specified here, but is specified in the RMA Contract Type field in **Service Control**.

Contract Charge Type

The contract charge type (set by the system to S) identifies charges covered under a service contract. If the RMA header service type is a warranty, specifying S brings in the coverage levels of the Default RMA Contract specified in **Service Control**.

Return to Supplier Panel

RTS Prefix

An optional prefix code for beginning purchase orders numbers created from RTS.

If you leave the RTS field blank when you create a new RTS, the system supplies a number automatically by appending the Purchase Order Prefix defined in **Service Control** to the value in the Next RTS Purchase Order field. This field is automatically incremented by the system.

An RTS represents a kind of purchase order. To avoid confusion and simplify report selection, choose different prefix codes for RTS orders, normal purchase orders, and RMAs.

Next RTS

The next number of system supplied RTS numbers.

If you leave the RTS field blank when you create a new RTS, the system supplies a number automatically by appending the Purchase Order Prefix defined in **Service Control** to the value in the Next RTS Purchase Order field. This field is automatically incremented by the system.

An RTS represents a kind of purchase order. To avoid confusion and simplify report selection, choose different prefix codes for RTS orders, normal purchase orders, and RMAs.

At Supplier Site

Identifies the location that items which have been returned to supplier are transferred into.

This site and location display as the default To Site and Location for RTS issue lines and From Site and Location on RTS receipts when Inventory Issue/Receive is cleared. It may be changed manually as needed.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site (or by groups of sites).

At Supplier Site and Location are only used if Inv Issue/Receive is cleared on the RTS. In that case when items are shipped back to the supplier, rather than issuing the returned items from inventory they are simply transferred to the At Supplier Site and Location. You still own the items and see them in your inventory. When the items are received back from the supplier they are transferred from the At Supplier Site and Location to the Return From Supplier Site and Location.

If Inv Issue/Receive is selected on an RTS, shipping the items back to the supplier actually removes them from stock. Inventory is decreased at the site and location specified on the RTS. When they are received back they are put back into inventory at the site and location specified on the RTS.

When you have a matching issue and receipt line on an RTS, Inv Issue and Inv Receipt should be set the same for both, so they both affect inventory in the same way.

At Supplier Location

Identifies the location that items which have been returned to supplier are transferred into.

This site and location display as the default To Site and Location for RTS issue lines and From Site and Location on RTS receipts when Inventory Issue/Receive is cleared. It may be changed manually as needed.

All inventory control and planning information is maintained by site, including inventory availability, manufacturing methods and costs, sales, purchases, manufacturing plans and orders, and forecasts.

Each site is associated with a specific general ledger entity, allowing complete financial results to be maintained and monitored by site (or by groups of sites).

At Supplier Site and Location are only used if Inv Issue/Receive is cleared on the RTS. In that case when items are shipped back to the supplier, rather than issuing the returned items from inventory they are simply transferred to the At Supplier Site and Location. You still own the items and see them in your inventory. When the items are received back from the supplier they are transferred from the At Supplier Site and Location to the Return From Supplier Site and Location.

If Inv Issue/Receive is selected on an RTS, shipping the items back to the supplier actually removes them from stock. Inventory is decreased at the site and location specified on the RTS. When they are received back they are put back into inventory at the site and location specified on the RTS.

When you have a matching issue and receipt line on an RTS, Inv Issue and Inv Receipt should be set the same for both, so they both affect inventory in the same way.

Return From Supplier Site

Identifies the site that items received back from a supplier are transferred into.

This site and location displays as the default on the Receipts section of an RTS, but may be changed manually.

At Supplier Site and Location are only used if Inv Issue/Receive is cleared on the RTS. In that case when items are shipped back to the supplier, rather than issuing the returned items from inventory they are simply transferred to the At Supplier Site and Location. You still own the items and see them in your inventory. When the items are received back from the supplier they are transferred from the At Supplier Site and Location to the Return From Supplier Site and Location.

If Inv Issue/Receive is selected on an RTS, shipping the items back to the supplier actually removes them from stock. Inventory is decreased at the site and location specified on the RTS. When they are received

back they are put back into inventory at the site and location specified on the RTS.

When you have a matching issue and receipt line on an RTS, Inv Issue and Inv Receipt should be set the same for both, so they both affect inventory in the same way.

Return From Supplier Location

Identifies the location that items received back from the supplier are transferred into.

This site and location displays as the default on the Receipts section of an RTS, but may be changed manually.

At Supplier Site and Location are only used if Inv Issue/Receive is cleared on the RTS. In that case when items are shipped back to the supplier, rather than issuing the returned items from inventory they are simply transferred to the At Supplier Site and Location. You still own the items and see them in your inventory. When the items are received back from the supplier they are transferred from the At Supplier Site and Location to the Return From Supplier Site and Location.

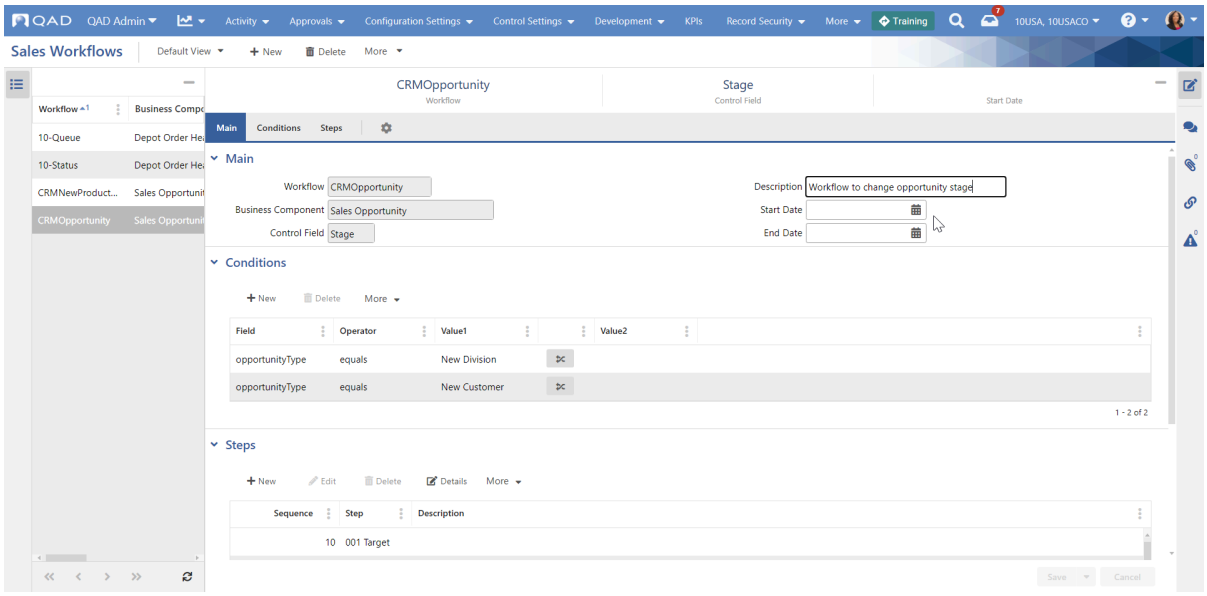
If Inv Issue/Receive is selected on an RTS, shipping the items back to the supplier actually removes them from stock. Inventory is decreased at the site and location specified on the RTS. When they are received back they are put back into inventory at the site and location specified on the RTS.

When you have a matching issue and receipt line on an RTS, Inv Issue and Inv Receipt should be set the same for both, so they both affect inventory in the same way.

Sales Workflows

Workflows can be created to define sequences and steps for specific fields.

For QAD CRM, opportunity stages represent the qualification points or steps that an opportunity passes through to move ultimately to a closed deal. Sales Workflows is used to set up the sales opportunity staging flow.



Main

Workflow

Indicates a name for the current workflow.

Business Component

Indicates the business component that the control field of this workflow is attached to.

For example, if the workflow is for a Sales Opportunity, then Business Component should be "Sales Opportunity".

Control Field

Indicates the field that this workflow is applied to.

For example, if the workflow is for a Sales Opportunity, then Control Field should be Stage.

Description

Optionally, enter a brief description about this workflow.

Start Date

Enter a start date for this workflow.

End Date

Enter an end date for this workflow.

If the End Date is before the current date, the system will treat the workflow as expired. When creating sales opportunities, expired workflows will not be considered.

Conditions

The Conditions panel displays any other conditions you want added to the workflow steps.

For example, if the workflows used differ among the different types of Sales Opportunities, then users can set conditions here to indicate which type of Sales Opportunities the current workflow should effect.

Click +New to add a new line to the grid.

Steps

The Steps panel displays the various steps associated with this workflow.

For Sales Opportunities, opportunity stages are maintained here.

Click +New to add a new line to the data grid.

Click Details to open the Step Detail Window.

Step Detail Main Panel

Sequence

Indicates the current sequence number.

Step

Using the drop-down menu, select a code that corresponds with the correct step for this sequence number.

Description

Optionally, enter a brief description.

Approval Required

When this setting is selected and the Sales Opportunity approval is enabled, the Sales Opportunity will be sent to approval for this stage.

Step Detail Roles Panel

The Roles panel show the role permissions associated with this workflow.

Click the +New buttons to grant permissions to a role to move from or to this step.

Who can move from this step

Add roles to this grid only if these roles should have the ability to move a record from the current step to other steps. If this grid is empty, then the system assumes that all roles can move the record from current step to other steps.

Who can move to this step.

Add roles to this grid only if these roles should have the ability to move a record from other steps to the current step. If this grid is empty, then the system assumes that all roles can move the record from other steps to the current step.

Step Detail Possible Next Steps Panel

The Possible Next Steps data grid shows which steps are available to move to from the current step.

This controls the values displayed in the fields of Sales Opportunities > Change Stage action.

Use the Allow column on the far left of the data grid to select the possible next steps.

Step Detail Attributes and Actions Panel

Stage Status

Use the dropdown menu to select the current status of this stage.

Once a sales opportunity is changed to the current stage, then that opportunity's Stage Status will default to this value.

Stage Category

Indicate the stage category.

Once a sales opportunity is changed to the current stage, then that opportunity's Stage Category will default to this value.

Reason Required

If selected, a reason will be required for movement to this step when using the Sales Opportunities Change Stage action.

Reason Type

Indicate a type for reasons associated with movement to this step.

Probability%

Optionally, enter the probability of movement occurring for the stage.

Once a sales opportunity is changed to the current stage, then that opportunity's Probability % will default to this value.

Next Stage Days

Enter the amount of days intended before this should reach the next stage.

Once the stage is changed to this stage, the Next Stage Date value on Sales Opportunities will update to the current date plus the value here.

Create Sales Quote

Use the dropdown menu to indicate if creation of a sales quote is allowed during this step.

- If you select Not Allowed, the system will not allow the creation of sales quotes from this opportunity stage and and an error will display when trying to execute the Create Sales Quote action.
- If you select Allowed - Checked, the system will allow the creation of sales quotes from this opportunity stage. When using the Change Stage action from Sales Opportunities, the Create Sales Quote option will default to selected. If this field remains selected, then after the Change Stage action has been submitted successfully the Create Sales Quote action screen will open automatically.
- If you select Allowed - Unchecked, the system will allow the creation of sales quotes from this opportunity stage. When using the Change Stage action from Sales Opportunities, the Create Sales Quote option will default to unselected. If this field remains unselected, then after the Change Stage action has been submitted successfully the Create Sales Quote action screen will not open automatically.

Create Sales Order

Use the dropdown menu to indicate if creation of a sales order is allowed during this step.

- If you select Not Allowed, the system will not allow the creation of sales orders from this opportunity stage and and an error will display when trying to execute the Create Sales Order action.
- If you select Allowed - Checked, the system will allow the creation of sales orders from this opportunity stage. When using the Change Stage action from Sales Opportunities, the Create Sales Order option will default to selected. If this field remains selected, then after the Change Stage action has been submitted successfully the Create Sales Order action screen will open automatically.
- If you select Allowed - Unchecked, the system will allow the creation of sales orders from this opportunity stage. When using the Change Stage action from Sales Opportunities, the Create Sales Order option will default to unselected. If this field remains unselected, then after the Change Stage action has been

submitted successfully the Create Sales Order action screen will not open automatically.

Reprice/Edit

If selected, Reprice/Edit functionality in the Sales Opportunities Opportunity Lines grid and Sales Opportunity Line detail screen will be allowed when on this step.

Task List

Indicate a Task List to associate with this stage. Value must have been previously created in Task Lists.

Once an opportunity stage is changed to this stage, tasks in the task list will be created for the opportunity.

Action Requests

In day-to-day business operations, requests come in on topics ranging from requests for marketing or sales material to questions regarding how your equipment works to complaints about equipment breakdown and failure. Action requests let you manage internal responses to problems relayed from field activities or customer calls.

An action request represents an open problem or service project. An action request can be raised for an issue or issues about the same problem and is used for dispatching.

For dispatching purposes, each action request is assigned a Queue and Status. The queue defaults to blank. The status defaults from Service Control. You can override the defaults.

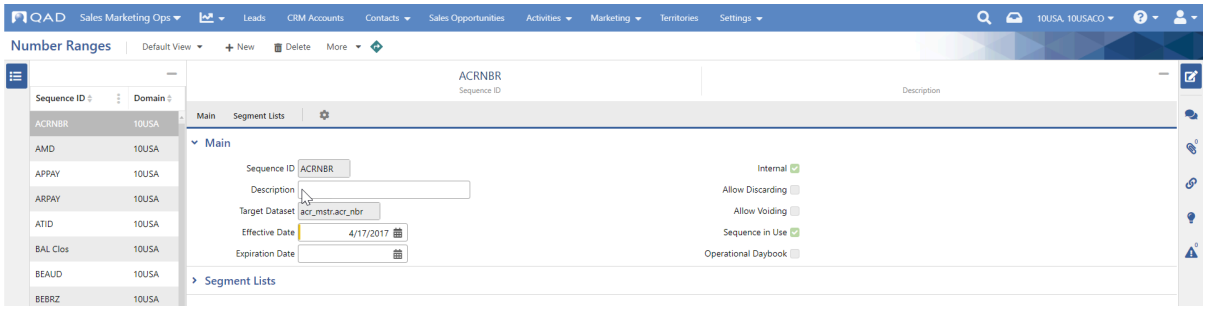
Managing action requests can help you detect the causes of problems and prevent future support costs. To fulfill a request, you perhaps need support from various functional departments. From an action request, you can generate the following documents:

- Sales Quotes
- Sales Orders
- Service Orders
- Returned Material Authorizations (RMAs)
- Emails (sending the activity request through an email)

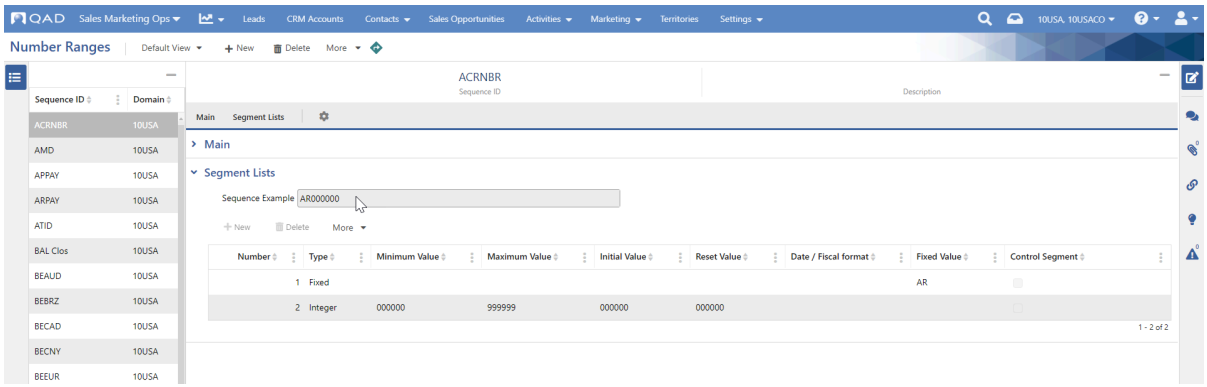
Setting Up Action Requests

When you create an action request, the settings in Number Ranges and Generalized Codes determine how the system generates the action request number.

1. To set up Action Requests, go to Number Ranges and create a number range record with acr_mstr.acr_nbr as the target dataset.



2. Define the number segments in the Segment Lists panel.



Creating an Action Request

This topic focuses on creating an action request.

1. Navigate to Action Requests on the menu bar.
2. Click New.

   The Action Requests window opens.
3. Enter the contact information in the Contact panel.

   The contact person can be yourself, or the people who request for a resolution for the reported issue. The Name field is mandatory. Enter the phone number or the email address or both for the contact.
4. In the Main panel, enter the summary of the request.

   To give more details on the request, you can optionally provide a detailed description.
5. In the Additional Details panel, specify the status for the request. By default, the status is Open. You can also specify the severity level, request type, and ISB item information, and assign a queue and an engineer to the request.
6. Click Save to save the request.

An action request is created.

Processing an Action Request

This topic focuses on processing an action request.

1. Navigate to Action Requests from the menu bar.
2. Use the filters to find your desired action request and open it by double-clicking it.
3. In the Additional Details panel,
   a. Change the request status in the Status field.
   b. Assign the request to a queue using the Queue field.
   c. Appoint an assignee for the request in the Assignee field.
   d. Assign the request to yourself by clicking the Assign To Me button.
4. Record the resolution details for the request in the Resolution Panel.

5. In the Referenced Documents panel, link the related documents to the request. See “Adding Referenced Documents to Action Request” for more details.
6. Click Save.

An action request is processed.

Closing an Action Request

This topic focuses on closing an action request.

1. In the Additional Details panel, change the status to Closed.
2. Optionally enter the resolution for the request in the Resolution panel.
3. If there is any referenced document related to this request, add it to the Referenced Documents.

   See “Adding Referenced Documents to Action Request” for more details.
4. Click Save.

An action request is closed.

Adding Referenced Documents to Action Requests

This topic focuses on adding referenced documents to an action request.

1. In the Referenced Documents panel of the request, click New.
2. Choose a document type from the drop-down menu of the Type field.
3. In the Number field, choose the desired document from the look-up browse.
4. Optionally enter the notes for this referenced document.
5. Click Save.

Referenced documents are added to the action request.

Routing an Action Request to an RMA

This topic focuses on routing an action request to a returned material authorization (RMA).

1. Open the action request in the Action Requests form.
2. Choose Create RMA from the Actions drop-down menu.

   The Create RMA window displays.
3. In the Main panel, enter information about the RMA.
   - **Sold-To:** When the Contact Type of the action request is Customer, the sold-to address defaults from the customer address. When the Contact Type is End User, the sold-to address is the customer address that is associated with the end user. When the Contact Type of the action request is not Customer or End User, this field defaults to blank. You can select the customer from the lookup browse.

- **End User:** When the Contact Type of the action request is Customer or End User, the end user defaults from the customer or the end user of the action request. Otherwise, this field is blank. You can select an end user from the lookup browse for the specified customer.
- **RMA:** If required, you can enter the RMA number. If left blank, the system will assign the RMA number using the rule defined in RMAs or RTS.
- **Purchase Order:** Optionally enter the associated purchase order number, if any.
- **Order Date:** Defaults to the current system date. You can change it as needed.
- **Expected Date:** Defaults to the current system date. You can change it as needed.
- **Contract:** Specify the contract to apply to the customer. The contract determines the applicable service type.
- **Service Type:** The service type is determined by the specified contract. You can also change it as needed. When the contract is changed, the service type is changed accordingly.
- **Currency:** The currency defaults from the currency of the associated bill-to customer.
- **Confirm:** Specify whether to create a confirmed or unconfirmed RMA.

4. Use the Return Lines panel to add or modify the return item information.

   If an item is specified in the Additional Details panel of the action request, the item is defaulted as a return line of the RMA. You can edit the serial number, reference, and quantity. If no item is specified for the action request, the returned item is empty. You can specify an item in the grid.

5. Click Submit.

   The RMAs window displays.

6. Complete more details for the RMA and save it.

   You can also modify the details of the RMA by clicking View in the Referenced Documents panel of the action request.

The created RMA is attached to the action request as a referenced document.

Routing an Action Request to a Service Order

This topic focuses on routing an action request to a service order.

1. Open the action request.

2. Choose Create Service Order from the Actions drop-down menu.

   The Create Service Order modal dialog is displayed.

3. In the Item Selection panel, choose the item that requires service.

   The system recognizes the installed base item by the combination of item number, serial number, and ISB reference.

   To minimize the search scope of items, specify the end user before choosing the ISB item.

4. If you want to move the ISB item to another end user, use the Move ISB button.
5. In the Service Information panel, enter the service order information.
   - Leave the service order number blank for the system to generate one.
   - Bill-To customer code is required.
   - When a non-base currency is entered, the exchange subpanel is opened for you enter the exchange rate.
   - Work Code, Model, and Service Group determine the default values for the service order to be created.
6. Click Submit.
   - If multiple coverage sources for the specified item are found, the Coverage Selection dialogue pops up for you to select a coverage to use. Click Continue.
   - If there are no multiple coverage sources, the service order is created when you click Submit.

   The Service Orders window pops up.

7. Complete more details for the service order.
8. Click Save to save the service order.

The service order is created. The created service order is added to the action request as a referenced document.

Routing an Action Request to a Sales Order

This topic focuses on routing an action request to a sales order.

1. Open the action request in the Action Requests form.
2. Choose Create Sales Order from the Actions drop-down menu.

   The Create Sales Order window is displayed.

3. Enter sales order information in the fields.
   - **Sales Order Number:** Enter the sales order number or leave it blank for the system to generate one. The system generates the sales order number following the rule set in Sales Orders or using the number format specified in the Number Format field.

- **Number Format:** Specify a number format from the lookup browse. The system generates the sales order number based on the specified format. The number format is maintained in Number Ranges.
- **Sold-To:** Defaults to the Customer field in the action request only if the Contact Type is Customer or End User. If the Contact Type is End User, the customer linked to the end user is used as the sold-to customer. You can also select a sold-to customer from the lookup browse.
- **Purchase Order:** Optionally, select the purchase order that relates to the sales order.
- **Order Date** Defaults to the system date. You can change the date as needed.
- **Item:** The item defaults to the item specified in the action request. You can modify it as needed.
- **Description:** Displays the item description defined in Items.
- **Quantity Ordered:** Enter the quantity of the item to order.
- **Channel:** Optionally specify the channel for the sale.

4. Click Submit.

   The Sales Orders window pops up for you to enter more details for the order.

5. Click Save when you finish editing the sales order.

The sales order is created. The created sales order is added to the action request as a referenced document.

Sending an Action Request to the Contact

This topic focuses on sending an action request to the specified contact.

1. Navigate to Action Requests on the menu bar.
2. Find the action request to send using the filters.
3. Select the action request from the Action Requests view or open the action request by double-clicking it.
4. Choose Email Action Request from the Actions drop-down menu.

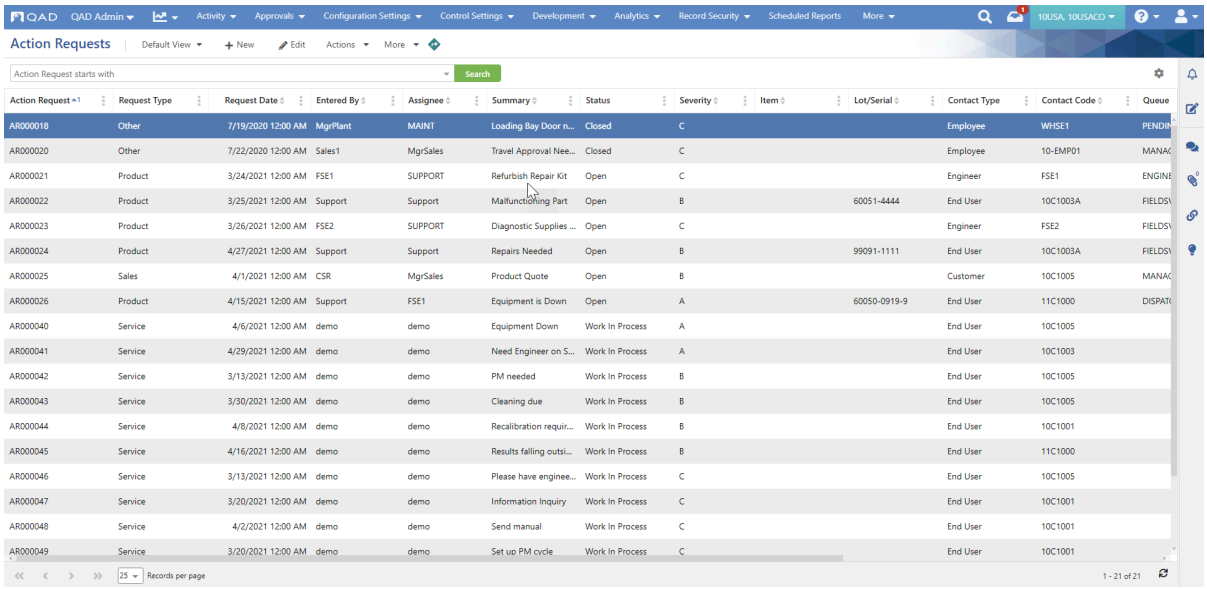
   The system uses the email address specified on the Action Request.

   A confirmation message pops up.

5. Click Continue on the confirmation message.
6. Click Submit.

   An information message pops up showing that the action request is sent and that a notification will be sent to your Inbox.

Action Requests



Action Requests form the heart and soul of simple help desk functions and can be used to increase effective communication and bridge the various programs of the customer management modules.

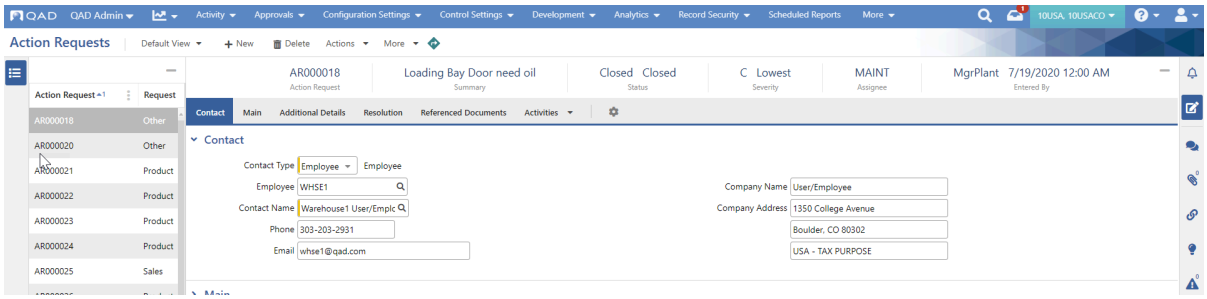
They can be used to process both requests from internal users and customers.

There are a number of new flows that can be initiated directly from that Action Request. You can create new sales orders, depot orders, RMAs, and more directly from Action Requests instead of going directly to those screens and creating them from scratch.

The following drill-down links are accessible from the right-hand navigation bar:

- Customers
- End Users
- Engineers
- Items
- Sales Orders by Customers
- Sales Quotes by Customer
- Suppliers

Contact Panel



The Contact panel contains the contact information of the action request.

Contact Type

Specify the contact type of the request. When you choose an option, except for the option of Other, you are allowed to specify a contact code in the field below the Contact Type field. The label of the field below depends on the contact type you choose here.

The available options are:

- Customer
- Employee
- End User
- Engineer
- Other
- Salespsn
- Supplier
- CRMAcct
- Lead

Customer/Employee/End User/Engineer/Other/Salesperson/Supplier/ CRMAcct/Lead

The field label depends on the contact type that you choose in the Contact Type field. After you choose a code from the lookup browse, the system brings the primary contact's name, phone, email, and company name and address into the corresponding fields.

Contact Name

Select a contact name from the lookup browse.

If you have specified a code in the Customer/Employee/End User/ Engineer/Salesperson/Supplier field, the primary contact name is automatically brought into this field.

Phone/Email

After you select a contact from contact browse, the system brings in the contact's phone and email information. You can update the phone number as needed.

The Phone or Email must be entered.

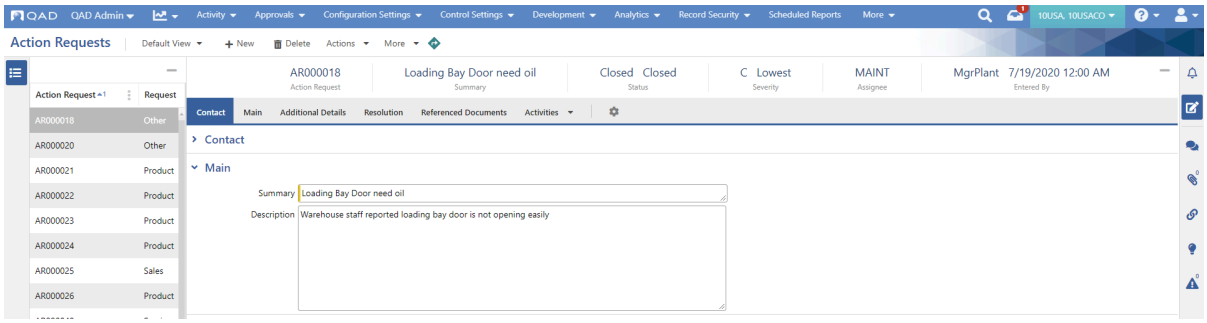
Company Name

The company name defaults from the business relation associated with the contact. You can update it as needed.

Company Address

The company address defaults from the business relation associated with the contact. You can update it as needed.

Main Panel



The Main panel is for inputting the content of the action request.

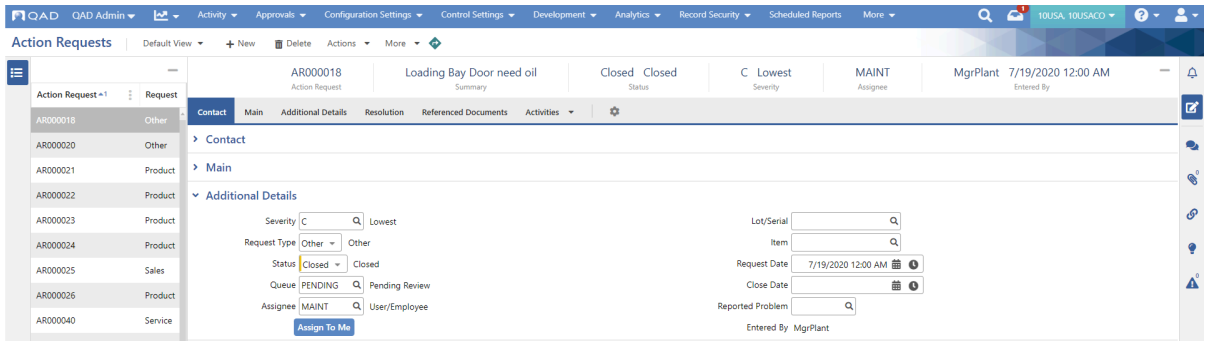
Summary

Enter a summary of the request. Up to 256 characters are allowed. The summary entered here is displayed on the request header.

Description

Enter a detailed description for the action request. Up to 2000 characters are allowed.

Additional Details Panel



The Additional Details panel is used to process action requests and track their status. You can change the action request status, assign it to yourself or to another employee, and put the request into a queue. The entered assignee must a valid employee.

Severity

Specify a code indicating the severity of the issue. The code must be a valid code set for the field acr_severity in Generalized Codes.

Request Type

Specify a code indicating the type of the request. You can set up the request types in Language Details. The request type is used to determine the subsequent process. For example, a request of Sales may be routed to create a sales order or sales quote eventually in this process. The available options are:

Service

Sales

Purchase

Billing

Product

Other

Status

Specify a code indicating the status of this action request. The status code must be a valid code set up in Language Details. The available values are:

Open (default)

Work

Closed

Queue

Specify a queue for the action request. The queue is a holding area you define to indicate who is responsible for the action request. The queue code must be a valid code defined for the field acr_que in Generalized Codes.

Assignee

The person to whom this action request is assigned. By default, the Assignee is blank. Enter the employee ID or choose one from the lookup browse. The assignee must be a valid employee in the system.

Assign To Me

To assign the action request to yourself, click the Assign To Me button.

Lot/Serial

This field is used for a service request related to installed base items. Enter the serial number of the installed item, then the Item field below is automatically populated with the associated item number.

Item

Enter the item number that relates to the request. The item can be an item required to create a sales quote or sales order and can be an item for repair of return.

When a serial number is entered in the Serial field, the associated item number is automatically filled in.

Request Date

The date and time when the request is created. It defaults to the system date and time and can be modified.

Close Date

Enter the date and time when you close this request.

Reported Problem

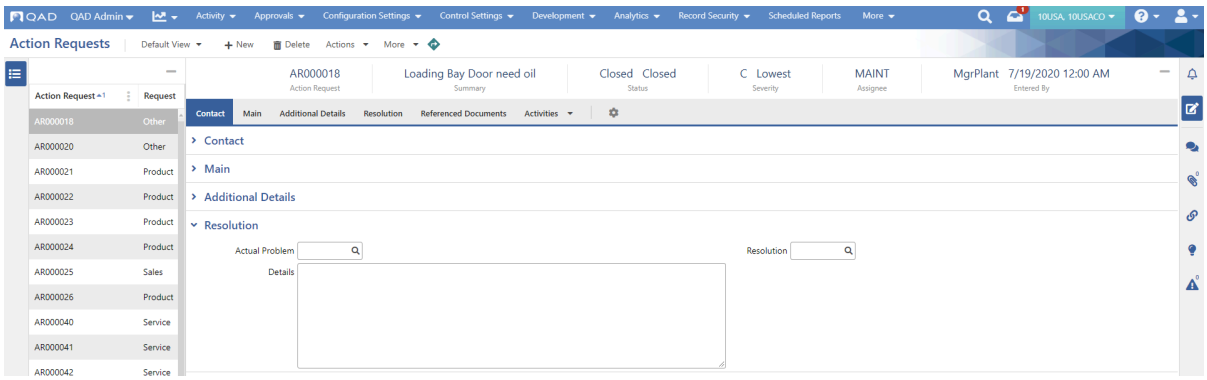
Specify a code for the problem reported. You can predefine the codes in Reason Codes. The Reason Type for the reported problem reason codes must be set to any of the request types: Bill, Product, Purchase, Sales, Service, and Other.

The lookup browse shows all the codes for the specified Request Type. If the reported problem is not for the specified request type, the system displays an error message when saving.

Entered By

Displays the code of the user who created this action request.

Resolution Panel



Actual Problem

Specify a code for the problem reported. You can predefine the codes in Reason Codes. The Reason Type for the actual problem reason

codes must be set to any of the request types: Bill, Product, Purchase, Sales, Service, and Other.

The lookup browse shows all the codes for the specified Request Type. If the actual problem is not for the specified request type, the system displays an error message when saving.

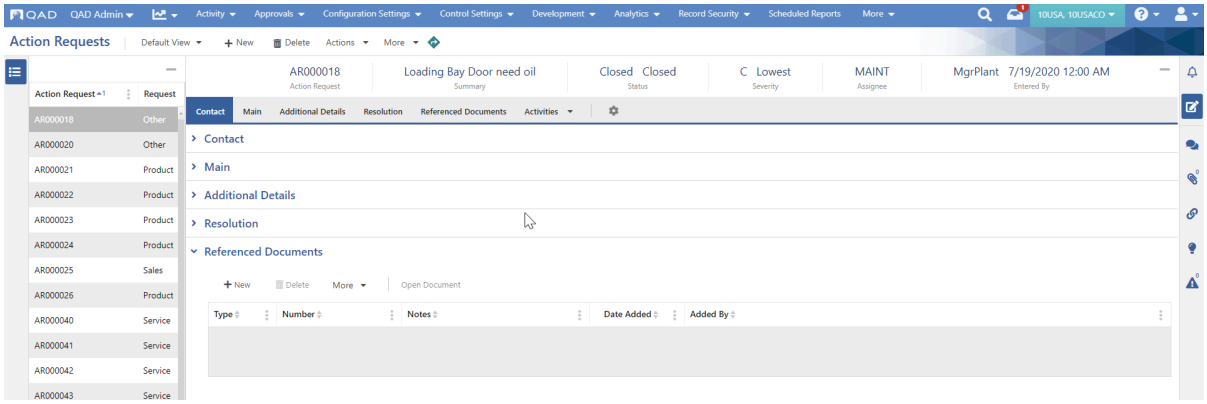
Resolution

Record the resolution for the action request. You can predefine the codes for the field acr_resolution in Generalized Codes.

Details

Enter more details to describe the actual problem and the resolution.

Referenced Documents Panel



In the Referenced Documents panel, you can link the relevant documents to the action request. When resolving action requests, some documents may be produced based on the request content. The documents include:

Sales orders

Sales quotes

Service quotes

Service orders

Purchase requisitions

Purchase orders

RMAs

Action requests

Customer Invoice

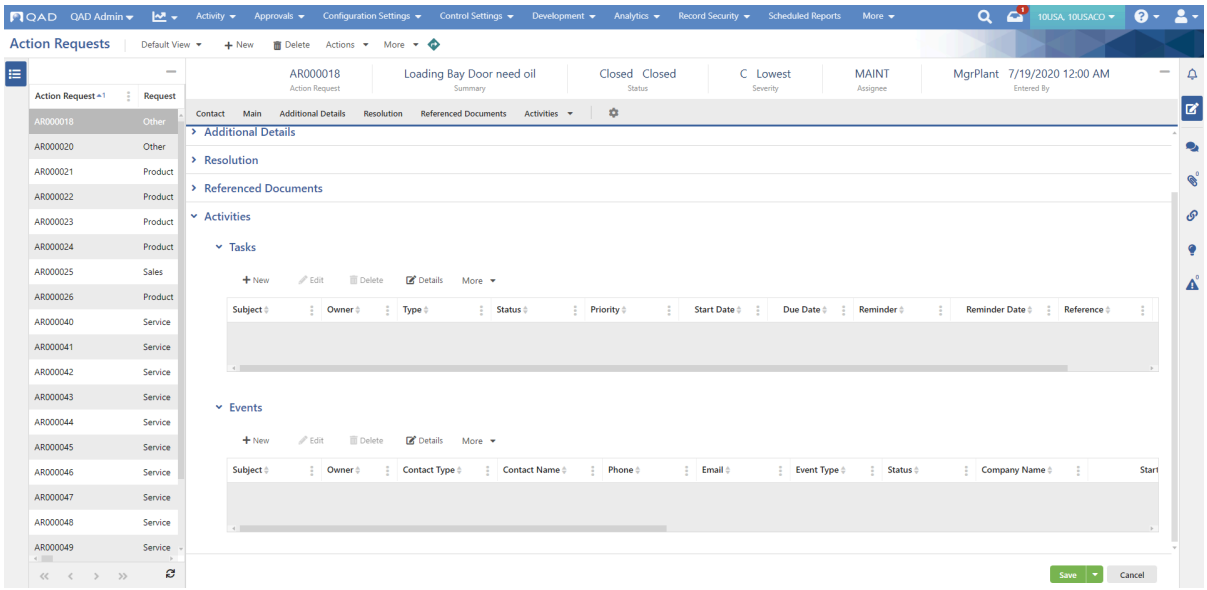
The available actions on this panel include:

New: Add a referenced document

Delete: Delete an existing reference record

View: Open and view the details of the linked reference document

Activities Panel



The Activities panel contains the Tasks and Events subpanels.

Tasks Subpanel

Use the Tasks panel to add or edit tasks associated with this action request.

Click +New to add a new line.

Click Details to futher edit details in the Events window.

Events Subpanel

Use the events panel to add or edit events associated with this action request.

Click +New to add a new line.

Click Details to further edit details in the Events window.

Engineer Scheduled Visits

You can use the **Engineer Scheduled Visits** view to efficiently oversee and manage the start times, dates, and hours dedicated by an engineer to a specific service order. It provides a convenient tool for controlling and optimizing the scheduling aspects of service operations.

Engineer Scheduled Visits creates records used by engineer scheduling to determine who is the best candidate for taking an order on a particular day and time in the future.

Note Engineer Scheduled Visits is not intended as a way for engineers to record actual time spent on a call. It is a planning function that helps determine the best candidate for taking an order on a future day and time.

Engineer Scheduled Visits View

Summary

The Summary panel is located between the menu bar and the navigation bar. It displays the key data of the engineer scheduled visit you are working on, including the assigned engineer, time zone and start date. These fields are read-only and stay in view when scrolling down the page.

Main

The Main panel allows you to specify and manage the basic information of an engineer scheduled visit.

Engineer

Enter the name of the engineer for the visit from the lookup menu. This field is mandatory.

Note If you enter an invalid engineer name or leave the field blank, when attempting to save the changes or upon leaving the field, the system notifies you that the transaction is invalid.

Service/Depot Order

A service/depot order is defined as activity that occurs in-house at the site of the manufacturer or distributor. Enter the service/depot order from the lookup menu. This field is mandatory.

Note If you enter an invalid service/depot order or leave the field blank, when attempting to save the changes or upon leaving the field, the system notifies you that the transaction is invalid.

Line

Select the line from the service order or the depot order chosen from the lookup menu. This field is mandatory.

Note If you enter an invalid service/depot order line or leave the field blank, when attempting to save the changes or upon leaving the field, the system notifies you that the transaction is invalid.

Visit Number

This field displays the ID of the visit the engineer is doing. If there is no value in the database, the field initiates with a value of 1. The next record increments to the following consecutive number.

It is read-only and calculated by the system.

Close

Select the Close check box to close the engineer's visit.

Start Date

Start date defaults to today’s date and defines the start date for the engineer's scheduled visit.

End Date

End date defaults to today’s date and defines the end date for the engineer's scheduled visit.

Note The end date cannot be earlier than the start date.

Visit Duration

It is calculated by the End Date minus the Start Date. This field is read-only.

Travel Duration

Specify in days the duration of the travel required by the engineer to perform the service.

Note The system does not include travel time when calculating engineer load; it is only for reference.

Creating Engineer Scheduled Visits

1. Go to **Engineer Scheduled Visits**.
2. Click New.
3. Complete the fields described in Engineer Scheduled Visits View on page 1961.
4. To create the new record, click Save.

Modifying Engineer Scheduled Visits

1. Go to **Engineer Scheduled Visits**.
2. Select the row of interest, and click Edit or double-click the row.
3. Modify the required fields. The editable fields are described in Engineer Scheduled Visits View on page 1961
4. To update the engineer scheduled visit, click Save.

Deleting Engineer Scheduled Visits

1. Go to **Engineer Scheduled Visits**.
2. Click Edit or double-click the row you want to delete.

3. Click Delete.

The record is now removed from the **Engineer Scheduled Visits** view.

Engineer Master Schedules

Use the Engineer Master Schedules view to specify the hours when engineers and support services are available. You can define engineer master schedules as the basis for on-call schedules for individual engineers, and you can set them up for specific time periods.

Engineer Master Schedules View

Summary

The Summary panel is located between the menu bar and the navigation bar. It displays the key data of the engineer master schedule that you are working on, including the schedule, start effective and end effective dates, schedule type, and service area. These fields are read only and stay in view when scrolling down the page.

Main

The Main panel allows you to specify and manage the basic information of a engineer master schedule. The panel contains the following fields:

Schedule

Enter the name for the schedule. This is a mandatory field.

Note If you leave the field blank and try to save the changes or leave the field, the system notifies you that the transaction is invalid.

Description

Enter a description for the schedule. This is an optional field.

Start Effective

Use the Start Effective field to assign coverage hours when the service activity is seasonal or not permanent. Enter or select from the date picker the start date in which this schedule will be valid.

End Effective

Use the End Effective field to assign coverage hours when the service activity is seasonal or not permanent. Enter or select from the date picker the end date in which this schedule will be valid.

Note The value of the end effective date must be later than the value of the start effective date. The End Effective field is enabled only if the On Call Schedule checkbox is not selected.

Schedule Type (with Description)

Search or enter a schedule type that exists in Generalized Codes. The system displays the description of the schedule type to the right of the field.

Note If you enter an invalid schedule type and try to save the changes or leave the field, the system notifies you that the transaction is invalid.

Service Area (with Description)

Search or enter an area from the Service Area window. The system displays the description of the schedule type to the right of the field.

Note If you enter an invalid service area and try to save the changes or leave the field, the system notifies you that the transaction is invalid.

Holidays

Indicate whether this schedule applies to holidays. When the checkbox is selected, the engineer's workday is determined by the normal hours for the day of the week on which the holiday occurs. For example, if Christmas Day falls on a Thursday and the Holidays check box is selected, engineers will be scheduled for work during the same hours as any other Thursday. On the other hand, if the checkbox is not selected, you can define the specific engineer's working hours for the holiday in the Holiday schedule line in the Schedule grid.

Note If the Pick Control Level Storage checkbox is selected, the setting of this field is ignored.

On Call Schedule

This checkbox is read only. When this option is selected, this schedule is linked to an engineer record for a specific area in the **On Call Schedule**.

Schedule

The Schedule grid displays the schedule from Sunday to Saturday and Holidays. This grid allows you to enter the scheduled times for each specific day, including holidays. It includes the columns Start time, End Midday, Start Midday, and End Time. The time values appear in a 24 hour format (00:00).

Creating Engineer Master Schedules

1. Go to **Engineer Master Schedules**.
2. Click New
3. Complete the fields described in the Engineer Master Schedules View on page 1964 section of the online help.
4. Click Save to create the new record

Modifying Engineer Master Schedules

1. Go to **Engineer Master Schedules**.
2. Select the row of interest, and click Edit or double-click the row.

3. Modify the required fields. To check the editable fields refer to Engineer Master Schedules View on page 1964.
4. Click **Save** to update the engineer master schedule.

Deleting Engineer Master Schedules

1. Go to **Engineer Master Schedules**.
2. Click Edit or double-click the row you want to delete.
3. Click Delete in the view.

   Note If the Engineer Master Schedule is already assigned on **On Call Schedule**, it cannot be deleted.

The record is now removed from the **Engineer Master Schedules** view.

End User Domain Settings

Summary Panel

The Summary panel is located between the menu bar and the navigation bar. It displays key data about the end user domain settings you are working on, including end user, domain, end user type and primary engineer. These fields are read-only and stay in view even when you scroll down the page.

Main Panel

End User Type

Specify the type of end user. Select either blank, Indiv or Comp.

Primary Engineer

Specify the primary engineer associated with servicing this end user.

Specify the code for the default service engineer for this end user—perhaps the one closest to this end user site, or the one preferred by the customer.

The system validates the code against engineers defined with Engineers.

If Assign Primary Engineer is enabled in Service Control, this engineer is assigned by default to a call from this end user. If Schedule New Calls is Yes in the Service Control, the engineer scheduling function in Service Orders awards points to this engineer. The number of points is defined in the Primary Engineer Points field in Service Control. The secondary engineer receives this point amount; for the primary engineer the amount is doubled.

When you associate a primary engineer with an end user, the system checks Service Control and displays a warning under these conditions:

- If Limit by Service Area is enabled and the engineer's service area does not match the end user's area.
- If Limit by Time Zone is enabled and the engineer's time zone either does not match the end user's or is outside the range specified by the Range of Hours to Consider setting.

Secondary Engineer

Specify the secondary engineer associated with servicing this end user.

The system validates the code against engineers defined with Engineers. The engineer scheduling function in Service Orders awards points to this engineer. The number of points is defined in the Primary Engineer Points field in Service Control. The secondary engineer

receives this number of points, while the primary engineer receives double this amount.

When you associate a secondary engineer with an end user, the system checks Service Control and displays a warning under these conditions:

- If Limit by Service Area is enabled and the engineer's service area does not match the end user's area.
- If Limit by Time Zone is enabled and the engineer's time zone either does not match the end user's or is outside the range specified by the Range of Hours to Consider setting.

Engineer Group

Optionally, specify a code used to group service engineers. For example, groups can be defined for the type of support offered -- telephone or on-site services -- or for regional service areas such as Northwest, South, and Central.

The system validates the code against predefined values entered for this field in Generalized Codes, if any. This field is for reference only; it appears in some reports.

Service Area

The system displays the area associated with the call’s end user. Service areas identify centers that provide service to a geographical region. For example, a service center could service North America, Canada, or just the province of Ontario.

Each end user installation is assigned to a service area that provides service to that location. Engineers are assigned to a service area and a call queue can be defined for each service area.

As calls are taken they are put into the call queue for this area and the Queue Manager is called on to dispatch the appropriate engineer—usually one from the same area.

Login

Optionally enter a login ID for the end user's system.

This field is for reference only; it appears in some reports.

This field is particularly useful for companies providing software or hardware support. Often you can dial in over the modem to perform remote diagnostics. This approach can save the time and expense of a service call.

Message End Date

Enter a valid date for the last day that this message is effective.

For example, if the message is "Contact John while Betty is on vacation," then the end date would be the date Betty returns.

When the system date matches or exceeds this date, the message no longer displays in any call activity for this end user.

Message

Optionally, enter a short message regarding this end user.

This message displays in various call activity screens for calls associated with this user. For example, when a call is created with Service Orders, the message displays at the bottom of the screen. It also appears on printed calls, often used by the engineer as a kind of work order.

This message can be used to provide extra information about the user that the engineer may need to know.

Time Zone

This field only displays if Multiple Time Zones has been enabled in Service Control. A valid time zone, defined with Multiple Time Zones, must be specified.

The default for a new end user is derived first from the customer record, then from the Time Zone field in the Domain record.

End user time zones determine how times are displayed and stored in Service Orders when a call for an end user is taken. The end user's time zone also affects engineer scheduling, service coverage, and service pricing.

Call Priority

Enter the normal call priority assigned to calls from this end user.

A priority number can be assigned and maintained on calls. Priorities can be used for dispatching service personnel, ensuring that the highest priority items get worked on first.

Service calls and requests can be listed by priority number.

If the value of end user priority is zero, it is ignored in Service Orders and the priority of the service type providing coverage is used.

Lower numbers indicate a higher priority. Priority can be changed manually.

Escalation

Specify an escalation sequence for Escalations to use when updating calls from this end user.

If you specify an escalation for this end user, it takes precedence over other escalation defaults defined with Service Order Defaults, associated with the user in Service/Support User Preferences, or defined in Escalations.

Escalation sequences automatically make changes to calls in the system. An escalation can alter call status, change the queue, elevate call priority, or alert key users that a call needs attention.

An end user escalation should only be defined if Use Escalation is enabled in Service Control. Use an end user escalation to tailor the sequence of events that a call goes through to meet individual requirements.

Travel Time

Enter the amount of time it takes for an engineer to travel from the service center to this end user location.

The time specified here will be displayed by default in the Travel and Estimated Time window of Service Orders when calls are taken for this end user.

This field is normally updated only when a service engineer is dispatched to the customer location to fix the problem. The travel is recorded along with the call resolution information. If the call is billable, travel time can be billed in addition to the actual service time.

Travel Distance

Specify the travel distance involved in resolving this service call, stated in terms of the travel unit of measure (UM). Usually this is the distance from the service engineer’s location to the customer’s location.

The value specified here displays in the Travel and Estimated Time in Service Orders for calls associated with this end user.

This field is for reference only; it appears on some reports and inquiries.

Normally, this value is entered only when a service engineer is dispatched to the customer location to fix the problem. The travel is recorded along with the call resolution information. If the call is billable, travel time may be billed extra.

Create ISB

Specify whether to create installed base records for items shipped to this end user. Select the checkbox to create records; otherwise, leave the checkbox unselected.

The field defaults from the value of Create ISB in Service Control.

If Create ISB is unchecked, by default installed base records will not be created for this user.

The normal rules for updating the installed base are followed. Ship to Installed Base must be selected in Service Control and the Installed Base field must be enabled for the item being shipped in Items.

The value of the Update ISB field for the end user is used in conjunction with the value of the Installed Base field for an item. Both of these fields must be enabled for the Update ISB field to default to selected in the various other functions where it is used.

Purchase Order Required

Specify whether a purchase order is required before service activity can be initiated for this end user. Select the checkbox to require purchase orders; otherwise, leave it unselected.

The field is defaulted from the value of the Purchase Order (PO) Required field for the customer.

This field affects the processing of a number of service functions:

- RMAs and Service Contracts. If a PO is required, it must be entered before the line items can be updated.
- Service Quotes. If not entered, a warning is displayed that a PO is required. The quote cannot be released to a contract without a PO number.
- Customer Quotes and Service Orders and Depot Orders. Calls and quotes can be created without a PO, but a warning message is displayed.
- Service Activity Report. If the end user requires a PO, you cannot get past the header without entering it.
- Customer Quote Release to Service Activity Report. If the end user requires a PO and none is specified, the quote cannot be released.

Auto Renew Contracts

Specify the default for whether a service contract for this end user can be automatically renewed. Select the checkbox to automatically renew contracts by default; otherwise, leave the checkbox unselected.

The value in this field determines the default displayed in Contracts for the Auto Renew field when a new contract is created for this end user.

Invoice Format Panel

Line

The sequence number is automatically incremented by the system for each invoice sort entered.

Selecting a particular line number allows you to update information associated with that invoice sort.

Invoice Sort

Validated against codes set up with Invoice Sorts.

This user-defined code represents a particular invoice sort for which end user defaults are being set.

Invoice Sort Description

The description of the invoice sort.

Detail

If selected, the value in the Detail column overrides the value for Invoice Detail specified when the invoice sort was defined with Invoice Sorts.

The Invoice Detail field defined in Invoice Sorts determines the default displayed in the Detail column of the Billing Summary of Service Pending Invoices. This, in turn, determines the level of detail on the printed invoice set to the customer.

The default level of detail can be overridden by the value specified for the end user in Service End User. This approach allows you to tailor the appearance of the invoice based on the requirements of individual end users.

If unselected, the invoice sort label displays on the invoice instead of the detailed item numbers or service categories specified in Service Activity Reports.

Notes Panel

In the Notes panel, you can add, edit, and delete notes attached to the End User Domain Settings record. Up to 99 pages of notes can be added to a record. In the Notes Details form, you can add the predefined master references.

New

Adds a note record to the Notes panel.

Edit

Opens the selected note record for editing.

Delete

Deletes the selected note record.

Details

Opens the Notes/Master Notes screen where you can select and insert the Master Note to use or edit.

Modifying End User Domain Settings

1. Go to End User Domain Settings.
2. Select the row of your interest and click Edit, or double-click.
3. Edit the applicable information.
4. Click Save to continue.

End User Master Schedules

To define a schedule for end users, use the **End User Master Schedules** view. You can create a schedule as a default for a specific company, ensuring that engineer visits are scheduled at times that suit the end user. When you define an end user master schedule, you can associate it to a specific end user and customize the default days and times, in order to accommodate the unique needs of that particular end user.

End User Master Schedules View

Summary

The Summary panel is located between the menu bar and the navigation bar. It displays the key data of the end user master schedule you are working on, including the schedule and description. These fields are read-only and stay in view when you scroll down the page.

Main

The Main panel allows you to specify and manage the basic information of an end user master schedule.

Schedule

Enter the name for the schedule. This is a mandatory field.

Note If you enter an invalid replenishment type, when attempting to save the changes or upon leaving the field, the system notifies you that the transaction is invalid.

Description

This field allows you to enter a description for your end user master schedule.

Schedule

The Schedule grid displays the schedule from Sunday to Saturday and holidays. This grid allows you to enter the scheduled times for each specific day, including holidays. It includes the columns Start Time, End Midday, Start Midday, and End Time. The time values appear in a 24 hour format (00:00).

Creating End User Master Schedules

1. Go to **End User Master Schedule**.
2. Click New.
3. Complete the fields described in the End User Master Schedules View on page 1974 section of the online help.
4. Click Save to create the new record.

Modifying End User Master Schedules

1. Go to **End User Master Schedule**.

2. Select the row of interest, and click Edit or double-click the row.
3. Modify the required fields. To check editable field refer to End User Master Schedule View on page 1974
4. Click **Save** to update the end user master schedule.

Deleting End User Master Schedules

1. Go to **End User Master Schedule**..
2. Click Edit or double-click the row you want to delete.
3. Click Delete in the view.

The record is now removed from the **End User Master Schedule** view.

Service Standard Operations

A service standard operation refers to any predefined procedure used in the repair or of an item, for example, disassembly, cleaning, overhaul of specific components, and filter changes, among others. You can use **Service Standard Operations** to maintain these processes. You can create a service standard operation for each service procedure that your organization consistently performs.

Service Standard Operations View

Summary

The Summary panel is located between the menu bar and the navigation bar. It displays the key data of the service standard operation you are working on, including the name of the service standard operation, service work center, and supplier. These fields are read-only and stay in view when you scroll down the page.

Main

The Main panel allows you to specify and manage the basic information of a service standard operation. The panel contains the following fields:

Service Standard Operation

Enter the name for your service standard operation. This field is mandatory.

Note If you leave the field blank, or a name already exists, when attempting to save the changes or upon leaving the field, the system notifies you that the transaction is invalid.

Description

Enter a description for your service standard operation.

Service Work Center

Search for or select a work center from the lookup window. The system displays the description to the right. This field is mandatory.

Note If you enter an invalid service work center or leave the field blank, when attempting to save the changes or upon leaving the field, the system notifies you that the transaction is invalid.

Service Category

Service categories represent the lowest level definition of service activities. Search for or enter a service category from the lookup window. The system displays the description to the right. This field is mandatory.

Note If you enter an invalid or unspecified service category, or leave the field blank, when attempting to save the changes or upon leaving the field, the system notifies you that the transaction is invalid.

Run Time

Enter your preferred run time for the operation. Choose the run time unit, from hours or units/hour, from the drop-down menu.

Tooling

Enter the reference to the tooling required for the operation in order to complete the service activity.

Supplier

Search for or select a supplier from the lookup window. The system displays the description to the right.

Note If you enter an invalid supplier, when attempting to save the changes or upon leaving the field, the system notifies you the transaction is invalid.

Service BOM

Search for or select a service bill of materials (BOM) from the lookup window. The system displays the description to the right.

Note If you enter a non-service product structure code, when attempting to save the changes or upon leaving the field, the system notifies you the transaction is invalid.

Subcontract Cost

Enter the cost for the subcontract.

Subcontract Lead Time

Enter the value for the subcontract lead time, in days.

Notes Panel

On the **Notes Details** view, you can add and edit notes attached to the service standard operation.

Page

The system generates a page number value, which is displayed in this field. You have the option to modify the page numbers according to your preference.

Select Master Note

Enables master comments to be attached to the service standard operation. You can enter the master reference and type in a pop-up frame or leave the fields blank to display a selection list of existing master comments. Select one or more of them for copying into the service standard operation.

Note Define master comments with Master Notes. You can use master comments to create reusable text templates that can be pulled into change documents and then edited. They might include legal

disclaimers, checklists, standard operating procedures, company policies, or internal surveys.

Notes

Enter the body of the note attached to the service standard operations.

Reference

Select a reference for the note.

Language

Select a language for the note.

Type

Select the document type for the note.

Creating Service Standard Operations

1. Go to **Service Standard Operations**.
2. Click New.
3. Complete the fields described in the Service Standard Operations View on page 1976 section of the online help.
4. Click Save to create the new record.

Modifying Service Standard Operations

1. Go to **Service Standard Operations**.
2. Select the row of interest, then click Edit or double-click the row.
3. Modify the required fields. You can consult the editable fields in Service Standard Operations View on page 1976
4. Click Save to update the service standard operation.

Deleting Service Standard Operations

1. Go to **Service Standard Operations**.
2. Click Edit or double-click the row you want to delete..
3. Click Delete in the view.

The record is removed from the **Service Standard Operations** view.

On-Call Schedules

You can designate some engineers as being on call during various hours using on-call schedules. This function determines who is available outside of normal working hours.

On-Call Schedules View

Summary Panel

The Summary panel is located between the menu bar and the navigation bar. It displays the key data of the on-call schedules you are working on, including Area and Description. The fields in the panel are read-only and stay in view even when you scroll down the page.

Main Panel

Area

This is a mandatory field. Click the lookup icon to search for the area of your preference.

Description

This is a read-only field; When you choose an area, the description of the area appears.

Schedules Sub-Panel

Engineer

This is a mandatory field. Enter the ID of the engineer of your preference for the schedule.

Sort Name

This is a read-only field that indicates the full name of the engineer.

Schedule

This is a mandatory field. Choose the type of schedule you want to define for the on-call engineer.

Start Date

Specify the date on which you want the engineer to start using that schedule. Leave the Start Date field blank if the engineer is permanently available.

End Date

Specify the date on which you want the engineer to finish using that schedule. Leave the End Date field blank if the engineer is permanently available.

Creating On-Call Schedules

1. Go to **On-Call Schedules**.
2. Click **New.**

3. Complete the fields described in the On-Call Schedules View on page 1979 section of the online help.
4. Click **Save** to create the new record.

Modifying On-Call Schedules

1. Go to **On-Call Schedules**.
2. Click **Edit** or double-click the row to display the view.
3. Modify the **Schedule** and the **End Date** field. You cannot modify the other fields.
4. Click **Save** to update the edited on-call schedule. If the edited on-call schedule is saved successfully, a success message is displayed.

Deleting On-Call Schedules

1. Go to **On-Call Schedules**.
2. Select the row that you want to delete
3. Double-click the row.
4. Click **Delete** in the view.
5. The system prompts you with a delete confirmation message. Click **Delete**.

Service Routings

You can use a Service Routing to define a sequence of steps required to complete a service activity. This sequence can include any number of standard operations, or it can use operations defined for this service routing only.

Service Routings View

Summary

The Summary panel is located between the menu and the navigation bar. It displays the key data of the service routings you are working on, including Service Routing, Operation, and Service Work Center. These fields are read-only and stay in view even when you scroll down the page.

Main

Service Routing

This is a mandatory field. Enter the Service Routing of your preference.

Operation

This is a mandatory field. Enter the operation number, which is used to track the sequence of tasks performed within a service. The operation numbers always start by default with 10. If you need to specify several different service categories, associate each with a separate operation number.

Service Standard Operation

Standard operation codes are set up using Service Std Operation Maint. If you have created codes representing common operations performed in the repair or of an item, you can enter them here. If a service standard operation code is entered, values for the service category and quantity default. If the standard operation has a BOM associated with it, you are prompted to load the items specified as item usage for this operation.

Description

Optionally add a brief description of the service routing.

Start Date

Specify the date you want to start. The Start Date and End Date enable you to make gradual changes using effective dates.

End Date

Specify the date you want to end. The Start Date and End Date enable you to make gradual changes using effective dates.

Service Work Center

This is a mandatory field. Enter the service work center of your preference. A service work center represents a facility consisting of one

or more people or machines used for repairing items. When you define a service routing you also need to define a service work center to each operation in the routing, just as in standar manufacturing.

Run Time

This is an optional field, enter the run time of your preference. This function determines the value loaded into the labor/expense detail frames in Service Activity Reports and Service Quotes.

Tooling

Enter a code to define a tool or expendable resource used in this particular operation.

Subcontract Cost

This is an optional field. Add an amount if you require it.

Service BOM

Defines the list of parts required to complete a service activity and allows you to define a better path between the items that you are using and the operation where they are used. You need to specify unique codes.

Service Category

This is a mandatory field. Define the code you need to identify a specific kind of service activity. Service categories can be as generic or as detailed you need.

Notes Panel

On the **Notes Details** view, you can add and edit notes attached to the service routing.

Page

The system generates a page number value, which is displayed in this field. You have the option to modify the page numbers according to your preference.

Select Master Note

Enables master comments to be attached to the service routing. You can enter the master reference and type in a pop-up frame or leave the fields blank to display a selection list of existing master comments. Select one or more of them for copying into the service routing.

Note Define master comments with Master Notes. You can use master comments to create reusable text templates that can be pulled into change documents and then edited. They might include legal disclaimers, checklists, standard operating procedures, company policies, or internal surveys.

Notes

Enter the body of the note attached to the service routing.

Reference

Select a reference for the note.

Language

Select a language for the note.

Type

Select the document type for the note.

Creating Service Routings

1. Go to **Service Routings**.
2. Click **New.**
3. Complete the fields described in the Service Routings View section on page 1981 of the online help.
4. Click **Save** to create the new record.

Modifying Service Routings

1. Go to **Service Routings** .
2. Select the row of interest, and click **Edit**.
3. In the main panel, edit the applicable information.
4. Click **Save** to update the edited service routings. The system displays that the edited service routing is saved successfully.

Deleting Service Routings

1. Go to **Service Routings**.
2. Double-click the record you want to delete.
3. Click **Delete**button above the grid.
4. The system prompts a delete confirmation message. Click **Delete**.

Service User Preferences

Overview

You can use the Service User Preferences view to store and retrieve individual values for preference items defined in the system. Set up preferred values that help to determine defaults used in service tracking functions, also you can override other system defaults based on the User ID because default values can be defined in more than one place a hierarchical search order is used.

Service User Preferences View

Summary

The Summary panel is located between the menu and the navigation bar. It displays the key data of the service user preferences that you are working on, including the user ID, queue manager, escalation default, service order queue, and time zone . These fields are read-only and stay in view even when you scroll down the page.

Main

The Main panel allows you to specify and manage the basic information of a service user preference. The panel contains the following fields:

User ID

This is a mandatory field. Enter a valid and active user ID.

User Name

This is a read only field that indicates the full name of the user.

Preferences Sub-Panel

Queue Manager

This is a mandatory field. You can review and update services according to the queue. It controls the sort criteria for services displayed in Call Queue Manager and overrides the value in Call Management Control.

Choose one option from the drop-down list:

- 0: Display services by Next Date and Next Time. Pressing Tab toggles the sort order by End User.
- 1: Group services by the Assigned (engineer) field. Pressing Tab toggles the sort order by Queue.
- 2: Sorts by the Assigned (engineer) field. Pressing Tab toggles the sort order by End User.

- 3: Sorts by the Area field. Pressing Tab toggles the sort order by Customer.

Any value specified in this field overrides the value specified in the Queue Manager field in the Service Control panel.

Escalation Default

The default escalation applies in the Service Orders screen for services created by the user. If no other escalation default is available, this escalation applies to services created by the end user.

The escalation specified for a service determines the value for Next Status Date and Next Status Time. If you do not require the service defaults, you can determine the value of the Next Status. If you don’t have an escalation you have to manually update the next date/time.

The steps defined in the escalation may affect the service priority, status, and queue.

Service Order Queue

When you create a new service, the system searches for a default queue in this order: escalation sequence in effect, call defaults created in Service Order Default, the default queue for the user specified in Service User Preferences, and the Default Call Queue specified in Service Control in Service.

Time Zone

This is a mandatory field. Select a time zone of your preference.

Service Order Priority

Priority indicates the importance of a service. Lower numbers indicate a higher priority. You can change the priority manually. This field determines the default in the Priority field in Call when you create a service and no other priority default is available.

If a priority is specified in this field, it is only used if no other priority is available. In order of precedence, the value in the Priority field defaults from:

1: The Call Priority field in End User Data .

2: The warranty or contract type providing overage terms and conditions.

3: The priority set by the user in Service User Preferences is used.

Priority can also be affected by escalation sequences.

When an escaltion is in effect, the original priority decreased by the number of points defines for the Bump Priority field in Escalation .

Filter ISB by Classification

If you want the system to filter the ISB records, enable the checkbox.

Creating Service User Preferences

1. Go to **Service User Preferences**.
2. Click **New.**
3. Complete the fields described in the Service User Preference view on page 1984.
4. Click **Save** to create the new record.

Modifying Service User Preferences

1. Go to **Service User Preferences**.
2. Select the row of interest, and click **Edit**.
3. In the Main panel, you cannot modify the **User ID** .
4. In the Preferences sub-panel, update the fields as needed.
5. Click Save to update the edited service user preference. The system displays that the edited service user preference is saved successfully.

Deleting Service User Preferences

1. Go to **Service User Preferences**.
2. Double- click the record that you want to delete.
3. Click the **Delete** button above the grid.
4. The system displays a delete confirmation message. Click **Delete**.

Service Contract Renewal Process

- It must be fully invoiced.
- Auto Renew must be set to Yes.
- The currency must be valid and a valid exchange rate must exist for the new start date.

Processing Options

The options you select control how this function operates.

- Print Report generates a report to the specified output device displaying contracts that expire within a range of dates.
- Create Quotes generates and prints contract quotes, optionally updating prices. Either Create Quotes or Renew Contracts can be Yes, but not both.
- Renew Contracts automatically renews contract lines with Auto Renew set to Yes, optionally updating prices.

Selecting Lines by End User

If you enter a range of end users, only lines associated with these end users with Auto Renew set to Yes are processed. If none of the end users in the range have renewable lines, no contracts are created. The system does not create a contract with only additional charge items.

You can run this function multiple times for the same contract for different ranges of end users. However, each time you do this a new contract is created. If you want the renewed contract to look like the old contract, you must include all end users in the range when you process renewals or leave the end-user range blank.

Note When you renew parts of a contract, any contract-level additional charges are applied to each contract generated, with amounts unchanged. You may need to adjust a fixed-amount charge.

Life Cycle

You can enter contracts manually in Service Contracts, generate them from an existing contract quote, or copy them from an existing contract. You can modify the resulting contract in the Service Contract Header before you print it. You use established contracts to generate invoices.

You can review contracts due to expire using the Service Contract Renewal Process. You can print and review quotes at old or new prices, or automatically renew contract lines with Auto Renew set to Yes. We always renew contracts to a new number, but we maintain the previous number on the contract for reference purposes.

You can also process renewals using Renew Single Contract, which gives you more flexibility in altering contract parameters.

Fully billed, expired contracts can be deleted and archived when they are no longer needed.

Data Updates for Contracts

When contracts are renewed, the new contract is added into the contract table as it would be if you used Service Contracts.

Service Contract Renewal Process resets the start and end dates on the contract so that the start date is the day after the expiration date and the end date defaults from the service type duration.

Contracts are always renewed with a new number, which is retrieved from the Next Service Contract field in Service Control. The original contract number displays in the Renewed From field on the contract header.

Service Contract Renewal Process examines the value of the Renew Limits From field (Contract or Service Type) for each contract renewed. Based on this value, limits for the new contract are copied either from the contract or from the service type. When limits are copied from the service type, the system uses limits effective on the new start date.

If you set Update Prices to Yes, the system looks for contract prices effective on the new start date and uses these for the renewed contracts.

Data Updates for Quotes

The process of creating contract quotes is very similar. Dates are reset in the same way as for a contract as well as new prices, if specified. The quote number is retrieved from the Next Service Quote field in Service Control and limits are renewed in the same fashion.

Service Contract Renewal Process sets the Action Status of the quotes that it creates to A (automatic). This prevents the quote from being released to a contract before it is reviewed and the Action Status changed.

If you renewed a contract by mistake, delete or change it using the Service Contract Header.

You should define menu security for this program.

Service Contract Renewal Process View

Settings Panel

The Settings panel, which is closed by default, includes sub-panels for Format, Date Display, and Decimal Display settings. For more information, see Reports.

Filter Panel

The Filter panel which is open by default, contains the criteria used to filter the data in the report. The criteria are explained below:

Contract

Enter the number identifying a valid service contract created with Service Contracts.

Contract numbers are used for selecting information to appear on reports, for selecting contracts for printing, copying, or renewal, or for selecting contracts to provide coverage for services and RMAs.

Each service contract covers a specified group of items for a specified price. The service contract number is recorded automatically on the installed base items it covers.

End User

Enter the first end user in a range for selecting contract lines to renew. Leave blank to renew lines for all end users that match the other criteria.

If you enter a range of end users, only lines associated with these end users with Auto Renew set to Yes are processed.

You can run this function multiple times for the same contract for different ranges of end users. However, each time you do this a new contract is created. If you want the renewed contract to look like the old contract, you must include all end users in the range when you process renewals or leave the end-user range blank.

Sold-To

Optionally enter the first in a range of sold-to customer IDs for selecting contracts to renew. Only contracts with this customer ID in the header are selected for renewal.

Language ID

The language to include in this report.

Language is particularly useful when printing formal documents like sales orders, service contracts, or purchase orders. These print functions can be run selecting only a range of languages. This allows you to use different preprinted forms in different languages.

Comment information is also stored in the system with a language. When comments are accessed, for example during order entry, the system searches for comments stored in the native language for this address. This allows you to quickly and easily access text, such as customs documentation or item descriptions, in the correct language.

Each address has a default language assigned and this language is carried on all sales, service, support, and purchasing transactions. When reports are selected by language, the system only includes

transaction or address information. If you have a multi-language environment, report labels print in the specified language.

Selecting reports based on language allows you to load preprinted forms in the correct language and make any other selections so that formal documents are printed correctly.

Only variable information prints in other languages. Text that is entered into the system manually, such as item descriptions or country names, is not translated. It prints in the language in which it was entered.

Expiring from

Specifies which contracts to include on this report.

Only contracts due to expire during the period specified are included on this report. These are contracts that have an End Date in this period.

Contracts become effective on the Start Date and remain in effect up until the specified End Date. The Service Contract Cash Flow Report projects income based on contract start and end dates.

Service contracts normally begin the day after the warranty expires and continue through to a specified end date.

Constraints on multiple coverages for an item are:

- Items cannot be covered for the same period on two contracts.
- Items can be covered for the same period more than once on a given contract provided the service types are different for the contract lines.

Print Report

Enter Yes to generate a list of the service contracts due to expire within the dates specified.

Set Print Report to Yes and Renew Contracts and Create Quotes to No to generate a report without making any changes. You can also print the report at the same time you renew contracts or create quotes.

Renew Contracts

Indicate whether service contracts due to expire within the specified date range should be renewed.

Only contract lines with Auto Renew set to Yes are selected for renewal, optionally updating prices. Other contract lines must be processed using Renew Single Contract or by manually extending the contract.

You cannot set both this field and Create Quotes to Yes. If you want to renew some contracts and create quotes for others, you must execute Service Contract Renewal Process twice with different selection criteria and different processing options.

Create Quotes

Indicate whether contract quotes should be created for contract lines due to expire in the specified date range.

Only contract lines with Auto Renew set to Yes are included on the new quotes, optionally updating the prices.

If you store renewal letter text using master comments, specify the master reference in the Master Ref field. The text is used to print a letter that corresponds to each printed quote.

You cannot set both this field and Renew Contracts to Yes. If you want to renew some contracts and create quotes for others, you must execute Service Contract Renewal Process twice with different selection criteria and different processing options.

Update Prices

Indicate whether to recalculate prices for lines on the new quotes or contracts created by this function:

- Yes: Prices are recalculated for each line on the new quote or contract.
- No: Prices are copied directly from the source contract.

If you have set up contract price lists using effective dates, the system uses prices effective on the new contract's start date. This lets you plan and phase in new pricing structures.

When Update Prices is Yes and the system cannot find an effective price list, prices for line items on the new quotes or contracts are set to zero.

Entity Address

Enter the company address to print at the top of this document. The company address prints at the top of formal documents such as sales quotes, orders, packing lists, invoices, service quotes, contracts, and RMAs. It can be changed to select another address prior to printing.

Forms are designed to print your company name and address in the top left corner so all formal documents can print on blank paper.

To print on paper preprinted with your company name and address, suppress address printing by setting this field to blank.

Master Reference

Enter a reference to identify a master comment to be printed with the quotes or contracts generated during the execution of this program. Set up renewal letter text using Master Note.

You must specify both the reference and type to access the text.

Type

Validated against predefined values entered in Generalized Codes, if any. Type may identify the source or use of the comment. Type may be left blank.

Reference, language, type, and page number all combine to uniquely identify a master comment. All four must be entered to access a particular comment. Comments may be reviewed on the screen, printed, or attached to transactions such as sales orders or purchase orders.

Master comments store standard text to be used on multiple transactions. For example, master comments may store extended item descriptions (even in other languages). These extended descriptions can then be accessed and printed on transactions such as purchase orders or sales orders, rather than typing in the extended description each time.

Other examples of master comments include import and customs documentation, purchasing specifications, or shipping instructions. Master comments do not have to appear on any transactions. Master comments could store general information such as additional customer contact names and telephone numbers.

When assigning types, be consistent. Otherwise it is difficult to find comments when you need them. It saves time during data entry to leave the type blank for comments used on sales order or purchase order transactions, since the transaction comment type defaults to blank.

Copy Serial Detail

A contract or contract quote can have multiple serial numbers associated with one line. This field determines if the serial numbers are included on the new contract when a contract or quote is copied or a service contract renewed.

- Yes (default): When a new contract or quote line is created, serial detail is copied. This setting is typically used for contract renewal.
- No: A new contract or quote line is created without any associated serial numbers. Use No when creating a new contract based on an existing one for the same item but a different set of serial numbers.

Note If No, remember to manually update the new contract. The system cannot locate serial-number controlled items without this detail.

When copying serial detail to a contract, the system makes the same checks for overlapping coverage as it does when it creates other contract lines. An item (identified by item number and serial number) cannot be covered by two active contracts at the same time.

To generate the report click **Run**.

Service Pending Invoices

Service Pending Invoices are generated from Service Activity Reports, it is a complementary function to Service Activity Reports. It uses the same setup codes and service type information as service activity reports or any other service order management activity.

Use Service Pending Invoices to modify and review invoice details for services orders. A general overview of the totals by charge code and invoice sort is also available. Labor, expense, and item costs are displayed along with the pricing, line total, total cost, and margin percent.

Even if you make an invoice for service order activity, having the overview of costs in service pending invoices is helpful.Summary frames display costs and invoiceable amounts by invoice sort and charge code type. You can review item details and modify prices. The system updates these prices in **Service Activity Reports** when you review the service order. In Service Pending Invoices, service order activity details display in similar frames to those in **Service Activity Reports**.

Using Service Pending Invoices, you can:

- Review high-level summaries of charges and billing amounts.
- Check invoice detail, correct data entry errors, or adjust prices and covered amounts before you print the invoice.
- Review and update pending invoice trailer information.
- Review tax calculations and edit tax amounts in the trailer.

Using Service Pending Invoices, managers can ensure that all information is correct and that there are no data entry errors or needed adjustments before an invoice is posted and printed. Standard sales order trailer information can also be reviewed and updated. Details for each item on the service order can be reviewed, and pricing modifications can be made.

Modifications to prices are reflected in **Service Activity Reports** when the service order records are reviewed, activity details are displayed in frames that are very similar to those used in **Service Activity Reports**.

Most of the fields in the header frames display information associated with the service order record and updated in Service Activity Reports. Only some of the fields, such as End User, Price List, Assigned, Work Codes, Priority, Status, Description and Currency, are displayed

The Bill-To, PO, Channel, Language, Taxable, Terms, and Ready to Invoice fields can be updated. All these fields (except for Ready to Invoice) default from**Service Activity Reports** and have exactly the same significance. The Ready to Invoice field is similar to the field with the same name on a sales order.

Service Pending Invoices View

With the Service Pending Invoices view, you can have a general overview of the totals by charge code and invoice sort. Labor, expense, and item costs are displayed along with the pricing, line total, total cost, and margin percent.

Summary Panel

The Summary panel is located between the menu and the navigation bar. It displays the key data of the pending invoices you are working on, including Bill-To, End User, Order, and Order Total. These fields are read-only and stay in view even when you scroll down the page.

Main Panel

The main panel displays the basic information of the pending invoices you are working with. All the field values come from the service order.

Bill-To

This is a read-only field. Displays the address code assigned to the bill-to location for the customer associated with the service end user. Bill-to defaults from the customer record. If a bill-to has not been specific, the sold-to address defaults. Credit limit, terms, and currency default from the bill-to address. Invoices print to this bill-to and all accounts receivable activities reference this bill-to address.

Order

This is a read-only field. Displays the service order number.

Revision

Change the revision level if you require. Enter a value identifying the revision level of this order. When an order is initially created, revision defaults to zero. Use revision numbers to identify the most current copy of a document. Each time the order changes, you can manually increase the revision number by 1. A new copy of the document can be printed listing the current information along with the revision number.

Status

This is a read-only field. Displays the service order status and the description on the right side of the field.

Work Code

The default value is from Service Order but you can modify it by entering the code that identifies the type of work being done on this service. Set up work codes in **Work Codes**.

Service Type

This is a read-only field, the default value is from Service Order. Indicates the service contract terms and conditions to be applied. Two examples of categories of services types are as follows:

- Warranty types are set up with **Warranty Types** and attached to items in the installed base.
- Contract types are set up with **Contract Types** and are used during the creation of contracts.

Assigned

This is a read-only field. Displays the name of the person assigned to the task and the field value is from the Service Order field.

Priority

This is a read-only field, the value is from the Service Order Priority field. Sets the opening priority of a service order. The lower the number, the higher the priority. For example, a service order with a priority of 1 is always considered more urgent than a priority 50.

EDI PO Acknowledgment

Select the checkbox to allow this order to be selected for acknowledgment in electronic data interchange (EDI) format using **Purchase Order Acknowledgment**. If you do not import purchase orders using EDI eCommerce, do not select the checkbox.

If the order customer is defined in Trading Partners, this field defaults from the corresponding Send EDI PO Ack field. Otherwise, it defaults to No.

A purchase order acknowledgment confirms to the customer that their purchase order was received and loaded as a sales order. It also indicates any changes you made to the resulting sales order, such as to the due date.

End User

This is a read-only field, the value is from the service order view. End-user information allows you to identify items in the installed base. End users are not always the same as customers, although they may be. One customer can have many end users, but an end user is linked to only one customer.

Currency

This is a read-only field, the value is from the service order view.

Site

This field is read-only and indicates the inventory site where repair parts for the item being serviced reside; the value is from the service order view.

Purchase Order

Enter a valid number linking the service activity associated with this service order to a customer purchase order.

The setting of the purchase order required field in **End User Domain Settings** (which defaults from the customer record) determines if this field is required. When you enable the checkbox, you can create service order quotes and class for the end user, although a warning message displays. You cannot record activity in Service Activity Reports until you specify a purchase order.

Requiring a purchase order is an alternative for service organizations that do not normally cover service activity with contracts and warranties.

Taxable

Select the checkbox if the service order is subject to tax. This field defaults from the end-user address.

The taxable status defaults to each line item and can be changed as needed.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

If you select the Taxable checkbox, it does not necessarily mean a tax amount is calculated.. You can use tax types and zero percent tax rates to tax exemptions.

Language

Enter a valid, active language code. Language defaults from the end user and identifies the native language used at this address.

Language is particularly useful when printing formal documents such as quotes, which you can print by range of language codes. This lets you use different preprinted forms in different languages.

The system also stores and accesses comment information by language code. This method lets you quickly access text. Such as customs documentation or item descriptions, in the correct language.

Description

This is a read-only field, the value is from Service Order.

Service Pending Invoice Lines

One of the primary purposes of Service Pending Invoices is recording the details concerning a service activity. These details can be broken down to the pending invoice line level, enabling you to track details separately for each line.

This grid displays the basic information about the pending invoice lines.

In the Service Invoice Lines Detail on page 2007 window, you can edit the information of the service pending invoice line.

Note You cannot delete Service Pending Invoice Lines.

Billing

The billing panel displays the basic information of the pending invoice you are working with. All non-editable field values come from the service order view.

Bill-To

This is a read-only field. Displays the address code assigned to the bill-to location for the customer associated with the service end user. Bill-to defaults from the customer record. If a bill-to has not been specific, the sold-to address defaults.

Credit limit, terms, and currency default from the bill-to address. Invoices print to this bill-to and all accounts receivable activities reference this bill-to address.

Daybook Set

This field displays the service order's daybook set. Enter the daybook set that will be used when this order is invoiced. This value defaults from Customer.

Enter the daybook set that will be used when this order is invoiced. This value defaults from **Customer Data**.

Note If the order was released from a sales quote, Daybook Set defaults from the quote.

Valid values depend on the setting of Use Daybook Set by Site in **Sales Control**.

When Use Daybook Set by Site is Yes, the value you enter must either be defined in Daybook Set by Sites for the order header site, or that program must include a daybook set with a blank site value. Otherwise, the value must be defined in Daybook Sets.

At Invoice Post and Print, the system assigns an invoice number based on one of the daybooks in the specified set. It selects the specific daybook code by determining the value and type of the invoice; for example customer invoice or correction invoice.

Discount %

Enter a discount to be applied to the entire order, in addition to price list discounts and discounts for individual line items. The discount must fall between -99.99 and +99.99 percent.

Discount defaults from the customer record unless the order qualifies for a larger volume discount. In this case, the volume discount displays by default.

Note When discount defaults from the customer record and you do not change it, the system will continue to default the customer value when you edit the order or ship items with Sales Order Shipments. This means that if the customer discount percent is modified in the customer record, it may affect existing orders and shipments. If you have manually edited the discount in Sales Orders, the system does not change it to reflect changes in the customer record.

The discount is taken off the order total before tax. Order discount does not affect salesperson commission, gross margin reports, sales analysis, or other history reports.

When multiple orders are consolidated into one invoice, the sales order discount is averaged over all the orders. The amounts entered for Line Total and Total on the trailer are used to recalculate the discount percent.

The Line Total and Total fields are accurate to two decimal places only. As a result, rounding errors may occur during consolidation. The amounts posted to the GL are correct, however, since they use the original discount percentages.

You can apply field security to this field to restrict access.

Manual Price List

This is a read-only field, displaying the service order's price list.

Channel

Optionally, enter a code identifying the distribution channel through which this service order originated.

The channel can affect which accounts are updated by the invoice generated from the service order. Alternate sales, sales discount, and COGs accounts can be set up in Sales Accounts based on channel. The system looks for these accounts during invoice post based on the revenue product line, site, customer type, and channel.

Since revenue product lines can already be defined based on a number of search fields, using the alternate sales accounts for service order billing may not be needed.

EDI Invoice

Select the checkbox if you want the system to generate an electronic data interchange (EDI) invoice data for this order.

Ready to Invoice

This field indicates whether the invoice for this service order should be posted. If you select the checkbox, this activity is ready for invoicing. Invoices of service order can be posted from Pending Invoices browse. If you do not select the checkbox, this activity is being held for invoicing at some later date.

When you record and process activity against a service order in **Service Activity Reports**, the line item is automatically set to complete as long as open MOs do not exist and no errors are generated. This is so that invoices can be generated on a regular basis for service orders that extend over a period of time. You can manually override the Ready to Invoice field in Service Pending Invoices by setting it to No. This is useful if you want to hold up invoicing until all activity is recorded on the service order.

A new flag Pending Invoice Review Required is introduced in Service Control.

When "Pending Invoice Review Required" in Service Control is set to Yes, newly generated service pending invoices "Ready to Invoice" for a service order are set to No by default. It means the service pending invoice needs review. After review and when no further changes are required, the user can set Ready to Invoice to Yes for invoicing.

Credit Subpanel

Credit Terms

This field indicates the credit terms extended to the customer. Credit terms identify the due date and any discount for early payment.

This field defaults from the customer bill-to address of the end user associated with this service order. You can change this manually if required.

Action Status

Leave blank if this order can be processed immediately. Any non-blank entry indicates that the service order is on hold and no action should be taken until it has been approved.

Prepaid

Enter the amount received with this service order, if any.

CR Initials

Enter an optional code identifying the person who approved the credit and terms on this service order.

This field is for reference only and can appear on selected reports and inquiries. It is validated against predefined values entered in Generalized Codes. Typically, not all employees are authorized to approve credit. Use generalized codes to restrict entry to approved values.

Optionally, choose a standard operation from the lookup browse. The standard operation determines the default service category and the default time duration required to finish the operation.

Credit Card

Enter an optional code identifying the credit card used for service orders paid by credit card.

Tax Settings Subpanel

Note If you unchecked the Taxable option in the main panel, then the Tax Settings subpanel does not appear.

Tax Class

Enter a tax class previously defined in Tax Classes. Tax class defaults from the end-user address.

Tax classes group end users taxed at specific rates or that are tax exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class on the service header is not actually used in any determination of tax amounts. Tax calculations are based on the tax class associated with the items and service categories for a service line.

Tax Environment

Enter the tax environment that applies to this service order. The system determines a default environment based on three factors:

- The From tax zone, determined by the site on service order header. If a tax zone for the From site is not found, the system searches for an environment set up for a blank From tax zone, and then for the tax environment in **Taxation Control**.
- The To tax zone, determined by the end-user address on the service order. If an end-user tax is not found, the system uses the tax zone specified in **Taxation Control**.

- The end-user tax class, if any. If the end user does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to service order transactions. The header environment is only a default since the From tax zone can change depending on the site associated with each service order or with the detailed usage records recorded for the service order.

Transactions are subject to tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Included

This field determines whether the system calculates tax and adds it to net price or assumes the tax amount is already included in the price.

If you select the checkbox, the prices include tax. During line-item entry, the system retrieves the item price, reserve-calculates the tax amount, and displays the item price exclusive of tax. To view the tax amount, select the Edit Tax Detail option in the trailer.

If you do not select the checkbox, the Tax is calculated and added to line-item prices.

The value of Tax Included defaults from the end-user address. The value on the order header defaults to each line item.

Note The tax rate that applies to the item must have Allow Tax Included set to Yes in Tax Rates for the system to reverse calculate tax amounts.

Select the checkbox if you want the system to calculate tax and add it to the net price or assume the tax amount is already included in the price.

In the following example, an item priced at 100.000 includes a 10% tax. The system reverse calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1+Tax Rate) + Tax Amount

0.10 * (100.000/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Sales analysis commission reporting is based on item price including tax. Account Payable and Accounts Receivable payments with credit terms discount also calculate the discount on item price including tax. For general ledger reporting, the system posts the tax and net item

price separately. Since commission reporting uses item price including tax, you may have to adjust your commission structure to reflect this.

Tax Usage

Enter the tax usage code that applies to this line item. This field defaults from the end-user address. Tax usage codes identify the normal use of items on this call.

Tax usage codes, along with tax class and tax date, determine which tax rates apply to the order. Tax rates can vary depending on the nature of operation of the buyer or seller or on the intended usage of the item.

Common tax usages are retail, manufacturing, and industrialization.

The tax usage code specified on the header defaults to each order line.

You can change it for order lines, but not for trailer charges.

The tax usage specified on the service order header defaults to each service order line and any trailer codes specified in Service Pending Invoices. The value on the line, in turn, provides a default for each detailed usage record created in Service Activity Reports.

Detailed tax usage records can only be viewed and modified in Service Pending Invoices.

Tax Date

Enter the date system you should use when searching for tax rates. The default is the system date.

The system accesses the correct tax rates based on the tax effective date specified on the service order. Effective date control lets you record changes in tax rates in advance of the date they take effect. The system automatically applies the new rates based on this date.

Totals Panel

Summary Subpanel

Discount %

Enter a discount to be applied to the entire service order, in addition to price list discounts and discounts for individual line items. The discount must fall between -99.99 and +99.99 percent.

Discount defaults from the customer record unless the order qualifies for a larger volume discount. In this case, the volume discount displays by default.

Note When discount defaults from the customer record and you do not change it, the system will continue to default the customer value when you edit the service order or ship items with Sales Order Shipments. This means that if the customer discount percent is modified in the customer record, it may affect existing orders and shipments. If you have manually edited the discount in Sales Orders,

the system does not change it to reflect changes in the customer record.

The discount is taken off the order total before tax. Service order discount does not affect salesperson commission, gross margin reports, sales analysis, or other history reports.

When multiple service orders are consolidated into one invoice, the sales service order discount is averaged over all the service orders. The amounts entered for Line Total and Total on the trailer are used to recalculate the discount percent.

The Line Total and Total fields are accurate to two decimal places only. As a result, rounding errors may occur during consolidation. The amounts posted to the GL are correct, however, since they use the original discount percentages.

You can apply field security to this field to restrict access.

Tax Date

Enter the date system you should use when searching for tax rates. The default is the system date when the service pending invoice is generated.

Taxable

This is a read-only field. Displays the total amount of taxable base of all tax records.

Non-Taxable

This is a read-only field. Displays the total amount of non-taxable base of all tax records.

Lines Subtotal

This is a read-only field.

- If the Tax Included field is not selected in the Tax Settings Subpanel, then the value is the total of Extended Price of all Labor, Expense, Item Usage, and Item Return records.
- If the Tax Included field is selected in the Tax Settings Subpanel, then the value is the total of Extended Price of all Labor, Expense, Item Usage, Item Return records, minus tax amount.

Discount

This is a read-only field. The calculation is as follows: Lines Subtotal * Discount %

Trailer Charges

This is a read-only field. This field displays if there are any trailer charges.

Total Fax

This is a read-only field. This is the total amount of the 3 trailer charge amount fields in the Charges panel.

Order Total

The Order Total field represents the amount billed to the customer, is the sum of the following fields:

- Lines Subtotal
- Discount
- Trailer Charges
- Total Tax

Recalculate

Indicate if you want the system to recalculate all the amounts (lines subtotal, discount, trailer charges, total tax, and order total).

Charges Subpanel

Enter a trailer code for this service order, identifying a miscellaneous non-sales charge such as freight, customs/import duties, setup, service, or handling.

Separate trailer codes are required for taxable and non-taxable charges. You can set up three default taxable and three default non-taxable trailer codes in Sales Control. For service contracts and service orders, set them up in **Service Control**. Trailer codes default based on the tax status of the service order.

The label of this field displays the description of the trailer code as entered in **Trailer Codes**.

If the trailer code is taxable, the system automatically calculates the taxes. Use **Trailer Tax Detail** to specify a trailer code's tax status by tax type and tax class.

The trailer code, description, and amount print on all formal documents. The system posts trailer charges to the GL account, sub-account, cost center, and project specified in Trailer Codes.

Trailer amounts do not affect the calculation of gross sales, commissions, or discounts.

Taxes Subpanel

The Taxes subpanel lists the taxes of the service activity lines and the trailer.

The taxes amount are subject to the tax class and tax environment specified in the service activity lines and the trailer code selected for the taxable freight.

Click Details to open the Taxes Subpanel Tax Detail on page 2037 window and edit tax information.

Service Activity Charge Summary Subpanel

The rows and columns in the Charge Summary show a grid relating invoice sorts (columns) with types of charge codes (rows). Costs for all Labor invoice sorts (Type=L) are summarized in the column labeled Hrs Cost. Similarly, costs for Item invoice sorts (Type=I) are displayed in the column labeled Item Cost, and with Expense invoice sorts (Type=E) in Exp Cost. These costs are further broken down by the type of charge involved. Each of the seven fields on this function represents a different type of charge code. These seven fields correspond to the seven rows in the Charge Summary.

Service Billing Total

This is a read-only field. Indicates the invoice amount before adjustments or taxes are added. This is the total of service activity total price.

Margin

This is a read-only field. Indicates the service order's gross profit or loss.

Margin = (Price – Cost)/Price*100%

Service Billing Cost

This is a read-only field. Indicates the total cost of the service order activities. The activities can include multiple reports, with Item, expense, labor, return. The table displays the information in rows and columns.

Rows:

- The grid shows the 7 charge code types in rows.
- In the last row, it should show Totals for each column.

Columns:

- Column labels represent costs for each invoice sort type with a Type of L, or E or I.
  - Labor Cost: displays the total cost of invoice sort type L with defined charge code.
  - Item Cost: displays the total cost of invoice sort type I with defined charge code.
  - Expense Cost: displays the total cost of invoice sort type E with defined charge code.

Service Activity Billing Summary Subpanel

The Billing Summary frame provides another summary view of financial data recorded in **Service Activity Reports**. It displays the total cost for each invoice sort. This allows you to see at a glance how costs are spread between items, labor, and expenses. The List Price column shows the total amount billed for each invoice sort.

Rows:

- Displays all invoice sorts in rows.
- In the last row, it shows Totals for each column.

Columns:

- Labor Cost: displays total cost of invoice sort type L with defined invoice sort.
- Item Cost: displays total cost of invoice sort type I with defined invoice sort.
- Expense Cost: displays total cost of invoice sort type E with defined invoice sort.
- List Price: displays the total price for items, labor, and expenses for the service activity related to each invoice sort. The amount the end user pays for the service.

Note Activities are linked to the service category. Each service category is linked to an invoice sort.

Notes Panel

On the **Notes Details** view, you can add and edit notes attached to the service pending invoice.

Page

The system generates a page number value, which is displayed in this field. You have the option to modify the page numbers according to your preference.

Select Master Note

Enables master comments to be attached to the service pending invoice. You can enter the master reference and type in a pop-up frame or leave the fields blank to display a selection list of existing master comments. Select one or more of them for copying into the service pending invoice.

Note Define master comments with Master Notes. You can use master comments to create reusable text templates that can be pulled into change documents and then edited. They might include legal disclaimers, checklists, standard operating procedures, company policies, or internal surveys.

Notes

Enter the body of the note attached to the service pending invoice.

Reference

Select a reference for the note.

Language

Select a language for the note.

Type

Select the document type for the note.

Service Pending Invoice Lines Detail

The service pending invoice lines detail window consists of the Summary, Main, Labor, Expenses, Item Return, Item Usage, and Billing panels.

Summary Panel

The Summary panel is located between the menu bar and the navigation bar. It displays the key data of the pending invoice line you are working on, including the line number, item and description, and net price. These fields are read-only and stay in view when scrolling down the page.

Main Panel

Line

This field is read-only. The number of the service pending invoice line is retrieved from the service order line.

Item

This field is read-only. The number that identifies the item is retrieved from the service order line item number.

Description 1

This field is read-only. The description of the item is retrieved from the service order line.

Description 2

This field is read-only. A second description of the item number is retrieved from the service order line. This additional description field is useful when two similar items exist. You can specify the serial number or a specific characteristic that helps the user differentiate the items.

Lot/Serial

This field is read-only. The lot/serial number is retrieved from the service order line. Displays the lot or serial number assigned to the item.

Reference

This field is read-only. The base reference number is retrieved from the service order line.

Service Group

The service group is retrieved from the service order line and is read-only. The service group can be used as a part of the key in setting up service order defaults, as well as a number of other service order related codes like prices, sites, and product lines.

Quantity

This field is read-only. The quantity is retrieved from the service order line, and the unit of measure (UM) is to the right of the field.

Work Code

This is a read-only field. The default value is retrieved from the service order line.

Service Type

The default value is retrieved from the service order line. Type codes are used to identify a group of warranty or service contract terms and conditions. Terms and conditions include such things as response time, price lists, and days of coverage. Type codes may be set up differently for each type of end user.

Each service item is assigned to a warranty type, identifying the normal warranty terms that apply to this item. This may be changed manually on each installed item as needed. When a service request is processed for an installed item, the warranty information can be consulted to determine the coverage for this item. Once the warranty period has expired, a service contract is usually negotiated and then the contract terms apply. Service types are used on service quotes and contacts to define these terms.

Most reports and inquiries can be selected and sorted by a type code.

It is necessary to set up a type code with end user blank before you can set up this type code for specific end user types. If end user types are not specified, these terms and conditions apply to all users.

Site

This field is read-only and the default value is retrieved from the service order line. Indicates the inventory site where repair parts for the item being serviced reside; the value is from the service order view.

Taxable

Select the checkbox if the service order is subject to tax. The tax status defaults from the header.

What activity on the service order is actually taxed depends on the setting of Taxable for the items consumed, set in Items, or for labor/expense service categories, set in Service Categories.

If the line is taxable, you can modify the Taxable field for each detail recorded in Service Pending Invoices. If the line is nontaxable, the Taxable field for details is automatically set to No and cannot be changed.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses as well as the customer tax class.

A tax status of Yes does not necessarily mean a tax amount is calculated. You can use tax types and zero-percent tax rates to report tax exemptions.

Note If the Taxable checkbox in the Service Pending Invoice Line is unchecked, this field is disabled and the Tax Settings panel is hidden. When you enter information in the Tax Settings panel, the tax records will be updated based on the new settings.

Description

Enter the description for the pending invoice line.

Labor Panel

The Labor grid displays the information recorded on Service Activity Reports. Click **Details** to access the labor panel and edit the information of the service labor.

Click **Details** to open Service Labor Detail, where you can view and edit more details for the labor lines.

Service Labor Detail Main Panel

Assigned

This is a read-only field. Displays the name of the person assigned to the task and the field value is from the **Service Activity Reports** .

Operation

This is a read-only field, the value is from Service Activity Reports > Service Labor. The operation number is used to track the sequence of tasks performed within a service, much like a routing sequence.

Description

This field is editable. Defaults from the description for the service standard operation set in Service Activity Reports > Service Labor.

Service Standard Operation

This is a read-only field, the value is from Service Activity Reports > Service Labor.

Duration Required

This is a read-only field, the value is from Service Activity Reports > Service Labor. If the value is already updated from the Service Labor, repost the invoice from the **Service Activity Reports** . Otherwise, the duration mismatch between the Service Activity Reports and the Pending Invoice Line Labor might persist.

Work Code

This is a read-only field, the value is from Service Activity Reports > Service Labor.

Service Category

Defaults from Service Activity Reports > Service Labor and is read-only. Service categories are predefined in **Service Categories** with one of the following attributes: Labor, Expense, Travel Labor, or Travel Expense.

Taxable

Select the checkbox if the service labor is subject to tax. This field defaults from the pending invoice line Taxable field.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses as well as the customer tax class.

If you select the Taxable checkbox, it does not necessarily mean a tax amount is calculated. You can use tax types and zero percent tax rates to tax exemptions.

Note If the Taxable checkbox is unchecked, this field is disabled and the Tax Settings panel is hidden. When you enter information in the

Tax Settings panel, the tax records will be updated based on the new settings.

Service Labor Detail Billing

Charge Product Line

This is a read-only field, the value is from Service Activity Reports > Service Labor. The product line determines the general ledger accounts for financial transactions.

Charge Code

This is a read-only field, the value defaults from Service Activity Reports > Service Labor.

Charge codes determine whether the service is invoiced to the customer (billable and fixed billable charges codes), provided free of charge (warranty, contract, covered, or giveaway charges codes), or tracked internally against a special project (project mandatory). Charge codes play an important role in several different areas related to managing the financial impact of service activity.

Project

This is a read-only field, the value is from Service Activity Reports > Service Labor. This field does not have an effect during generation. The system uses the project associated with the Sales and Sales Discount accounts in Service Activity Records when it generates an invoice. These determine the defaults in Service Pending Invoices.

Service Type

Defaults from Service Activity Reports > Service Labor and is read-only. Indicates the service contract terms and conditions to be applied. Two examples of categories of services types are as follows:

- Warranty types are set up with Warranty Types and attached to items in the installed base.
- Contract types are set up with Contract Types and are used during the creation of contracts.

Price

The default price is from Service Activity Reports > Service Labor. This is an editable field, enter the list price for this item expensed in terms of base currency. The price is for one unit of the associated service category or for one item, as determined in Service Categories.

The List Price is used to determine the extended price (price x duration), which in turns determines how much the customer is invoiced for (extended price - covered amount).

Price can be modified in Service Pending Invoices, unless this service was provided for a fixed price. In this case, prices for lower-level detail records are not used in determining the price. If modifications are made in Service Pending Invoice, they will be reflected in the price fields

of Service Activity Reports. The net price for the invoice will also be recalculated.

Pricing can be automated by setting up price lists in **Service Price Lists**.

Covered Amount

Defaults from Service Activity Reports > Service Labor. The amount of the extended price for this usage record that the customer is not responsible for. The system determines the covered price in **Service Activity Reports** by multiplying the extended price by the percentage of coverage (as defined by the current service type). The amount covered can be zero if no service contract or warranty is in effect, the service coverage on the contract is zero, or service limits have already been exceeded.

The difference between the amount covered and the extended price is billed to the customer.

Covered amount can be modified in **Service Activity Reports**. Any changes made are reflected in Service Pending Invoice after regenerating pending invoices. If changes are made, the net invoice amount is also recalculated.

Extended Price

This is a read-only field. The Extended Price is calculated by determining the covered amount from the service type currently in effect and subtracting it from the total price (price * duration required).

Total Cost

This is a read-only field. The formula to get total cost is: Duration Required * Cost.

Margin %

This is a read-only field. Indicates the service order’s gross profit or loss, calculated according to this formula: Margin = (Extended Price - Total Cost) / Extended Price. The system calculates the margin using price and costs before it adds taxes.

Service Labor Detail Tax Settings

The tax settings panel allows you to define the tax details for the service labor record. The system uses the taxable status and tax class associated with the service category as the default for labor and expense usage records for taxable service order lines in Service Pending Invoices.

Note If the Taxable checkbox in the Main panel is unchecked, the Tax Settings panel is hidden. When you enter information in the Tax Settings panel, the tax records will be updated based on the new settings.

Tax Class

Enter a tax class previously defined in Tax Classes. Tax class defaults from the end-user address.

Tax classes group the end users taxed at specific rates or that are tax exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class on the service header is not actually used in any determination of tax amounts. Tax calculations are based on the tax class associated with the items and service categories for a service line.

Tax Environment

Enter the tax environment that applies to this service order. The system determines a default environment based on three factors:

- The From tax zone, determined by the site on service order header. If a tax zone for the From site is not found, the system searches for an environment set up for a blank From tax zone, and then for the tax environment in Taxation Control.
- The To tax zone, determined by the end-user address on the service order. If an end-user tax is not found, the system uses the tax zone specified in Taxation Control.
- The end-user tax class, if any. If the end user does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to service order transactions. The header environment is only a default since the From tax zone can change depending on the site associated with each service order or with the detailed usage records recorded for the service order.

Transactions are subject to tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Included

This field determines whether the system calculates tax and adds it to net price or assumes the tax amount is already included in the price.

If you select the checkbox, the prices include tax. During line-item entry, the system retrieves the item price, reserve-calculates the tax amount, and displays the item price exclusive of tax. To view the tax amount, select the Edit Tax Detail option in the trailer.

If you do not select the checkbox, the Tax is calculated and added to line-item prices.

The value of Tax Included defaults from the end-user address. The value on the order header defaults to each line item.

Note The tax rate that applies to the item must have Allow Tax Included set to Yes in Tax Rates for the system to reverse calculate tax amounts.

Select the checkbox if you want the system to calculate tax and add it to the net price or assume the tax amount is already included in the price.

In the following example, an item priced at 100.000 includes a 10% tax. The system reverse calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1+Tax Rate) + Tax Amount

0.10 * (100.000/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Sales analysis commission reporting is based on the item price including tax. Account Payable and Accounts Receivable payments with credit terms discount also calculate the discount on item price including tax. For general ledger reporting, the system posts the tax and net item price separately. Since commission reporting uses item price including tax, you may have to adjust your commission structure to reflect this.

Tax Usage

Enter the tax usage code that applies to this line item. This field defaults from the end-user address. Tax usage codes identify the normal use of items on this call.

Tax usage codes, along with tax class and tax date, determine which tax rates apply to the order. Tax rates can vary depending on the nature of operation of the buyer or seller or on the intended usage of the item.

Common tax usages are retail, manufacturing, and industrialization.

The tax usage code specified on the header defaults to each order line.

You can change it for order lines, but not for trailer charges.

The tax usage specified on the service order header defaults to each service order line, and any trailer codes specified in Service Pending Invoices. The value on the line, in turn, provides a default for each detailed usage record created in **Service Activity Reports**.

Detailed tax usage records can only be viewed and modified in Service Pending Invoices.

Expenses Panel

The Expenses grid displays the information recorded on **Service Activity Reports > Expenses**. Click **Details** to access the expenses panel and edit the information of the expenses.

Expenses Detail Main

Assigned

This is a read-only field. Displays the name of the person assigned to the task and the field value is from the **Service Activity Reports > Expenses Assigned** field.

Operation

Defaults from **Service Activity Reports > Expenses** and is read-only. The operation number is used to track the sequence of tasks performed within a service, much like a routing sequence.

Description

Defaults from the description for the service standard operation set in **Service Activity Reports > Expenses**. This field is editable.

Service Standard Operation

Defaults from **Service Activity Reports > Expenses** and is read-only.

Quantity Required

Defaults from Service Activity Reports > Expenses and is read-only. If the value is already updated from the Expenses report, repost the invoice from **Service Activity Reports**. Otherwise, the quantity mismatch between the Service Activity Report and the Pending Invoice Line Expense might persist.

Work Code

Defaults from Service Activity Reports > Expenses and is read only. Set up work codes in **Work Codes**.

Service Category

Defaults from Service Activity Reports > Expenses and is read-only. Service categories are predefined in **Service Categories** with one of the following attributes: Labor, Expense, Travel Labor, or Travel Expense.

Taxable

Select the checkbox if the service labor is subject to tax. This field defaults from the pending invoice line Taxable field.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

If you select the Taxable checkbox, it does not necessarily mean a tax amount is calculated. You can use tax types and zero percent tax rates to tax exemptions.

Note If the Taxable checkbox is unchecked, this field is disabled and the Tax Settings panel is hidden. When you enter information in the

Tax Settings panel, the tax records will be updated based on the new settings.

Expenses Detail Billing

Charge Product Line

This is a read-only field. Defaults from Service Activity Reports > Expenses and is read-only. The product line determines the general ledger accounts for financial transactions.

Charge Code

This is a read-only field, the value defaults from Service Activity Reports > Expenses.

Charge codes determine whether service is invoiced to the customer (billable and fixed billable charges codes), provided free of charge (warranty, contract, covered, or giveaway charges codes), or tracked internally against a special project (project mandatory). Charge codes play an important role in several different areas related to managing the financial impact of service activity.

Project

Defaults from Service Activity Reports > Expenses and is read only. This field does not have an effect during generation. The system uses the project associated with the Sales and Sales Discount accounts in **Service Activity Reports** when it generates an invoice. These determine the defaults in Service Pending Invoices.

Service Type

Defaults from Service Activity Reports > Expenses and is read-only. The default value is from the service order. Indicates the service contract terms and conditions to be applied. Two examples of categories of services types are as follows:

- Warranty types are set up with **Warranty Types** and attached to items in the installed base.
- Contract types are set up with **Contract Types** and are used during the creation of contracts.

Price

The default price is from Service Activity Reports > Expenses. This is an editable field, enter the list price for this expense expressed in terms of base currency. The price for one unit of the associated service category or for one item, as determined in **Service Activity Reports**.

The List Price is used to determine the extended price (price x quantity), which in turns determines how much the customer is invoiced for (extended price -covered amount).

Price can be modified in Service Pending Invoices, unless this service was provided for a fixed price. In this case, prices for lower-level detail records are not used in determining the price. If modifications are made in Service Pending Invoice, they will be reflected in the price fields of

Service Activity Reports. The net price for the invoice will also be recalculated.

Pricing can be automated by setting up price lists in **Service Price Lists**.

Covered Amount

Defaults from Service Activity Reports > Expenses. The amount of the extended price for this expense record that the customer is not responsible for. The system determines the covered price in **Service Activity Reports** by multiplying the extended price by the percentage of coverage (as defined by the current service type). The amount covered can be zero if no service contract or warranty is in effect, the service coverage on the contract is zero, or service limits have already been exceeded.

The difference between the amount covered and the extended price is billed to the customer.

Covered amount can be modified in **Service Activity Reports**. Any changes made are reflected in Service Pending Invoice after regenerating pending invoices. If changes are made, the net invoice amount is also recalculated.

Extended Price

This is a read-only field. The extended price is calculated by determining the covered amount from the service type currently in effect and subtracting it from the total price (price * quantity required).

Total Cost

This is a read-only field. The formula to get total cost is: Quantity Required * Cost.

Margin %

This is a read-only field. Indicates the service order’s gross profit or loss, calculated according to this formula: Margin = (Extended Price - Total Cost) / Extended Price. The system calculates the margin using price and costs before it adds taxes.

Expenses Detail Tax Settings

The tax settings panel allows you to define the tax details for the expenses. The system uses the taxable status and tax class associated with the service category as the default for labor and expense usage records for taxable service order lines in Service Pending Invoices.

Note If the Taxable checkbox in the Main panel is unchecked, the Tax Settings panel is hidden.

Tax Class

Enter a tax class previously defined in **Tax Classes**. Tax class defaults from the end-user address.

Tax classes group end users taxed at specific rates or that are tax exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class on the service header is not actually used in any determination of tax amounts. Tax calculations are based on the tax class associated with the items and service categories for a service line.

Tax Environment

Enter the tax environment that applies to this service order. The system determines a default environment based on three factors:

- The From tax zone, determined by the site on service order header. If a tax zone for the From site is not found, the system searches for an environment set up for a blank From tax zone, and then for the tax environment in **Taxation Control**.
- The To tax zone, determined by the end-user address on the service order. If an end-user tax is not found, the system uses the tax zone specified in **Taxation Control**.
- The end-user tax class, if any. If the end user does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to service order transactions. The header environment is only a default since the From tax zone can change depending on the site associated with each service order or with the detailed usage records recorded for the service order.

Transactions are subject to tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Included

This field determines whether the system calculates tax and adds it to net price or assumes the tax amount is already included in the price.

If you select the checkbox, the prices include tax. During line-item entry, the system retrieves the item price, reserve-calculates the tax amount, and displays the item price exclusive of tax. To view the tax amount, select the Edit Tax Detail option in the trailer.

If you do not select the checkbox, the Tax is calculated and added to line-item prices.

The value of Tax Included defaults from the end-user address. The value on the order header defaults to each line item.

Note The tax rate that applies to the item must have Allow Tax Included set to Yes in Tax Rates for the system to reverse calculate tax amounts.

Select the checkbox if you want the system to calculate tax and add it to the net price or assume the tax amount is already included in the price.

In the following example, an item priced at 100.000 includes a 10% tax. The system reverse calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1+Tax Rate) + Tax Amount

0.10 * (100.000/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Sales analysis commission reporting is based on item price including tax. Account Payable and Accounts Receivable payments with credit terms discount also calculate the discount on item price including tax. For general ledger reporting, the system posts the tax and net item price separately. Since commission reporting uses item price including tax, you may have to adjust your commission structure to reflect this.

Tax Usage

Enter the tax usage code that applies to this line item. This field defaults from the end-user address. Tax usage codes identify the normal use of items on this call.

Tax usage codes, along with tax class and tax date, determine which tax rates apply to the order. Tax rates can vary depending on the nature of operation of the buyer or seller or on the intended usage of the item.

Common tax usages are retail, manufacturing, and industrialization.

The tax usage code specified on the header defaults to each order line.

You can change it for order lines, but not for trailer charges.

The tax usage specified on the service order header defaults to each service order line, and any trailer codes specified in Service Pending Invoices. The value on the line, in turn, provides a default for each detailed usage record created in **Service Activity Reports**.

Detailed tax usage records can only be viewed and modified in Service Pending Invoices.

Item Usage Panel

The Item Usage grid displays the information recorded on **Service Activity Reports > Item Usage**. Click **Details** to access the Item Usage detail window and edit the information of the item usage.

Item Usage Detail Main

The Item Usage frame is the panel of Service Pending Invoices where you report the inventory items (parts) used to repair or service the item listed in the Item Selection frame.

Operation

Defaults from Service Activity Reports > Item Usage and is read-only. The operation number is used to track the sequence of tasks performed within a service, much like a routing sequence.

Source

Defaults from Service Activity Reports > Item Usage and is read-only. It is the source where the item used should be issued from.

Description

Defaults from the first line of the item description defined in **Items** screen and is editable.

Item

The item number defaults from Service Activity Reports > Item Usage and is read-only.

Lot/Serial

The lot/serial from the item defaults from Service Activity Reports > Item Usage and is read-only.

Reference

The reference number for the item defaults from Service Activity Reports > Item Usage and is read-only.

Work Code

Defaults from Service Activity Reports > Item Usage and is read-only. Set up work codes in **Work Codes**.

Assigned

This is a read-only field. Displays the name of the person assigned to the task and the field value is from Service Activity Reports > Item Usage.

Site

This field is read-only and indicates the inventory site where repair parts for the item being serviced reside; the value is from Service Activity Reports > Item Usage.

Location

The location code designated to the selected item defaults from Service Activity Reports > Item Usage and is read-only.

Quantity Required

Defaults from Service Activity Reports > Item Usage and is read-only. The quantity required is the number of units of the item needed in servicing this line item.

Quantity Allocated

Defaults from Service Activity Reports > Item Usage and is read-only.

Service Category

Defaults from Service Activity Reports > Item Usage and is read-only. Service categories are predefined in **Service Categories** with one of the following attributes: Labor, Expense, Travel Labor, or Travel Expense.

Quantity Processed

Defaults from Service Activity Reports > Item Usage and is read-only. The quantity processed is the number of units of the item already processed from **Service Activity Reports**.

Taxable

Select the checkbox if the service order is subject to tax. This field defaults from the end-user address.

The taxable status defaults to each line item and can be changed as needed.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

If you select the Taxable checkbox, it does not necessarily mean a tax amount is calculated. You can use tax types and zero percent tax rates to tax exemptions.

Note If the Taxable checkbox is unchecked, this field is disabled and the Tax Settings panel is hidden. When you enter information in the Tax Settings panel, the tax records will be updated based on the new settings.

Item Usage Detail Billing

Charge Product Line

Defaults from Service Activity Reports > Item Usage and is read-only. The product line determines the general ledger accounts for financial transactions.

Charge Code

This is a read-only field, the value defaults from Service Activity Report > Item Usage.

Charge codes determine whether service is invoiced to the customer (billable and fixed billable charges codes), provided free of charge (warranty, contract, covered, or giveaway charges codes), or tracked internally against a special project (project mandatory). Charge codes play an important role in several different areas related to managing the financial impact of service activity.

Project

Defaults from Service Activity Reports > Item Usage and is read only. This field does not have an effect during generation. The system uses the project associated with the Sales and Sales Discount accounts in **Service Activity Reports** when it generates an invoice. These determine the defaults in Service Pending Invoices.

Service Type

Defaults from Service Activity Reports > Item Usage and is read only. This is a read-only field, the default value is from Service Order. Indicates the service contract terms and conditions to be applied. Two examples of categories of services types are as follows:

- Warranty types are set up with **Warranty Types** and attached to items in the installed base.
- Contract types are set up with **Contract Types** and are used during the creation of contracts.

Price

The default price is from Service Activity Reports > Item Usage. This is an editable field, enter the list price for this item expressed in terms of base currency. This price applies to this item at all sites. If you have a different price at each site, either set up a price list for each site or use a different item number at each site.

Covered Amount

Defaults from Service Activity Reports > Item Usage. The amount of the extended price for this usage record that the customer is not responsible for. The system determines the covered price in **Service Activity Reports** by multiplying the extended price by the percentage of coverage (as defined by the current service type). The amount covered can be zero if no service contract or warranty is in effect, the service coverage on the contract is zero, or service limits have already been exceeded.

The difference between the amount covered and the extended price is billed to the customer.

Covered amount can be modified in **Service Activity Reports**. Any changes made are reflected in Service Pending Invoice after regenerating pending invoices. If changes are made, the net invoice amount is also recalculated.

Extended Price

The extended price is calculated by determining the covered amount from the service type currently in effect and subtracting it from the total price (price * quantity). Price can be changed, but the field can be secured.

Total Cost

Defaults from Service Activity Reports > Item Usage and is read only. It is calculated by the assigned service work center values, which is assigned from the Service Control screen. The formula to get total cost is: Duration Required * Cost.

Margin %

Indicates the service order’s gross profit or loss, calculated according to this formula: Margin = (Price – Cost)/Price. The system calculates the margin using price and costs before it adds taxes.

Item Usage Detail Tax Settings

The tax settings panel allows you to define the tax details for the item usage. The system uses the taxable status and tax class associated with the service category as the default for labor and expense usage records for taxable service order lines in Service Pending Invoices.

Note If the Taxable checkbox in the Main panel is unchecked, the Tax Settings panel is hidden. When you enter information in the Tax Settings panel, the tax records will be updated based on the new settings.

Tax Class

Enter a tax class previously defined in Tax Classes. Tax class defaults from the end-user address.

Tax classes group the end users taxed at specific rates or that are tax exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class on the service header is not actually used in any determination of tax amounts. Tax calculations are based on the tax class associated with the items and service categories for a service line.

Tax Environment

Enter the tax environment that applies to this service order. The system determines a default environment based on three factors:

- The From tax zone, determined by the site on service order header. If a tax zone for the From site is not found, the system searches for an environment set up for a blank From tax zone, and then for the tax environment in **Taxation Control**.
- The To tax zone, determined by the end-user address on the service order. If an end-user tax is not found, the system uses the tax zone specified in **Taxation Control**.
- The end-user tax class, if any. If the end user does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to service order transactions. The header environment is only a default since the From tax zone can change depending on the site associated with each service order or with the detailed usage records recorded for the service order.

Transactions are subject to tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Included

This field determines whether the system calculates tax and adds it to net price or assumes the tax amount is already included in the price.

If you select the checkbox, the prices include tax. During line-item entry, the system retrieves the item price, reserve-calculates the tax amount, and displays the item price exclusive of tax. To view the tax amount, select the Edit Tax Detail option in the trailer.

If you do not select the checkbox, the Tax is calculated and added to line-item prices.

The value of Tax Included defaults from the end-user address. The value on the order header defaults to each line item.

Note The tax rate that applies to the item must have Allow Tax Included set to Yes in Tax Rates for the system to reverse calculate tax amounts.

Select the checkbox if you want the system to calculate tax and add it to the net price or assume the tax amount is already included in the price.

In the following example, an item priced at 100.000 includes a 10% tax. The system reverse calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1+Tax Rate) + Tax Amount

0.10 * (100.000/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Sales analysis commission reporting is based on item price including tax. Account Payable and Accounts Receivable payments with credit terms discount also calculate the discount on item price including tax. For general ledger reporting, the system posts the tax and net item price separately. Since commission reporting uses item price including tax, you may have to adjust your commission structure to reflect this.

Tax Usage

Enter the tax usage code that applies to this line item. This field defaults from the end-user address. Tax usage codes identify the normal use of items on this call.

Tax usage codes, along with tax class and tax date, determine which tax rates apply to the order. Tax rates can vary depending on the nature of operation of the buyer or seller or on the intended usage of the item.

Common tax usages are retail, manufacturing, and industrialization.

The tax usage code specified on the header defaults to each order line.

You can change it for order lines, but not for trailer charges.

The tax usage specified on the service order header defaults to each service order line, and any trailer codes specified in Service Pending Invoices. The value on the line, in turn, provides a default for each detailed usage record created in **Service Activity Reports**.

Detailed tax usage records can only be viewed and modified in Service Pending Invoices.

Item Return Detail

Service Pending Invoices provides support for returns and exchanges in the context of recording service activity. A number of different scenarios exist in which items might be returned in Service Pending Invoices as noted. All of the items ordered by an engineer for a service order with an MO must be accounted for before the service order can be closed. If some items are not needed, they can be returned directly in Service Pending Invoices. In the repair or of an item, engineers frequently replace a faulty or worn part with a new one. In some cases, the old part is returned and discarded. In other cases, the used part has some value for which the customer receives credit. In this situation, the used part can be returned in Service Pending Invoices as part of an exchange.

Item Return Detail Main

Operation

Defaults from Service Activity Reports > Item Return and is read-only. The operation number is used to track the sequence of tasks performed within a service, much like a routing sequence.

Description

Defaults from the description for the service standard operation set in Service Activity Reports > Item Return. This field is editable.

Source

Defaults from Service Activity Reports > Item Return and is read-only. Specify the source where the item is returned from.

Item

The item number defaults from Service Activity Reports > Item Return and is read-only.

Lot/Serial

The lot/serial from the item defaults from Service Activity Reports > Item Return and is read-only.

Reference

The reference number for the item defaults from Service Activity Reports > Item Return and is read-only.

Work Code

Defaults from Service Activity Reports > Item Return . This is a read-only field, identifying the type of work being done on this service. Set up work codes in **Work Codes**.

Assigned

This is a read-only field. Displays the name of the person assigned to the task and the field value is from the **Service Activity Reports** > Item Return Assigned field.

Site

This field is read-only and indicates the inventory site where repair parts for the item being serviced reside; the value is from **Service Activity Reports > Item Return**.

Location

The location code designated to the selected item defaults from **Service Activity Reports** > **Item Return** and is read-only.

Quantity Returned

Defaults from **Service Activity Reports > Item Return** and is read only. The amount of items returned in the service pending invoice line.

Status

Defaults from **Service Activity Reports > Item Return** and is read-only.

Service Category

Defaults from Service Activity Reports > Item Return and is read-only. Service categories are predefined in **Service Categories** with one of the following attributes: Labor, Expense, Travel Labor, or Travel Expense.

ISB Reference

This is a read-only field. Display a reference number used to uniquely identify an installed item.

Taxable

Select the checkbox if the service labor is subject to tax. This field defaults from the pending invoice line Taxable field.

Under Global Tax Management, taxes are based on the transaction tax environment, tax usage, and tax class. The tax environment represents the set of tax types that applies to the ship-from and ship-to sites/addresses and the customer tax class.

If you select the Taxable checkbox, it does not necessarily mean a tax amount is calculated. You can use tax types and zero percent tax rates to tax exemptions.

Note If the Taxable checkbox is unchecked, this field is disabled and the Tax Settings panel is hidden. When you enter information in the Tax Settings panel, the tax records will be updated based on the new settings.

Item Return Detail Billing

Charge Code

This is a read-only field, the value defaults from Service Activity Reports > Item Return.

Charge codes determine whether service is invoiced to the customer (billable and fixed billable charges codes), provided free of charge (warranty, contract, covered, or giveaway charges codes), or tracked internally against a special project (project mandatory). Charge codes play an important role in several different areas related to managing the financial impact of service activity.

Exchange Price

Defaults from the value specified in **Service Activity Reports > Item Returns**.

Indicates the amount of credit the customer on the service order will be given for the item being returned.

The credit provided for exchanged items is considered when the net invoice amount is calculated.

This field can be modified in Service Pending Invoices, if needed. Any changes made are reflected in **Service Activity Reports**, and the net amount of the invoice is recalculated.

Item Return Detail Tax Settings

The tax settings panel allows you to define the tax details for the item return. The system uses the taxable status and tax class associated with the service category as the default for item return records for taxable service order lines in Service Pending Invoices.

Note If the Taxable checkbox in the Main panel is unchecked, the Tax Settings panel is hidden. When you enter information in the Tax Settings panel, the tax records will be updated based on the new settings.

Tax Class

Enter a tax class previously defined in Tax Classes. Tax class defaults from the end-user address.

Tax classes group the end users taxed at specific rates or that are tax exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class on the service header is not actually used in any determination of tax amounts. Tax calculations are based on the tax class associated with the items and service categories for a service line.

Tax Environment

Enter the tax environment that applies to this service order. The system determines a default environment based on three factors:

- The From tax zone, determined by the site on service order header. If a tax zone for the From site is not found, the system searches for an environment set up for a blank From tax zone, and then for the tax environment in **Taxation Control**.
- The To tax zone, determined by the end-user address on the service order. If an end-user tax is not found, the system uses the tax zone specified in **Taxation Control**.
- The end-user tax class, if any. If the end user does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to service order transactions. The header environment is only a default since the From tax zone can change depending on the site associated with each service order or with the detailed usage records recorded for the service order.

Transactions are subject to tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Included

This field determines whether the system calculates tax and adds it to net price or assumes the tax amount is already included in the price.

If you select the checkbox, the prices include tax. During line-item entry, the system retrieves the item price, reserve-calculates the tax

amount, and displays the item price exclusive of tax. To view the tax amount, select the Edit Tax Detail option in the trailer.

If you do not select the checkbox, the Tax is calculated and added to line-item prices.

The value of Tax Included defaults from the end-user address. The value on the order header defaults to each line item.

Note The tax rate that applies to the item must have Allow Tax Included set to Yes in Tax Rates for the system to reverse calculate tax amounts.

Select the checkbox if you want the system to calculate tax and add it to the net price or assume the tax amount is already included in the price.

In the following example, an item priced at 100.000 includes a 10% tax. The system reverse calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1+Tax Rate) + Tax Amount

0.10 * (100.000/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Sales analysis commission reporting is based on item price including tax. Account Payable and Accounts Receivable payments with credit terms discount also calculate the discount on item price including tax. For general ledger reporting, the system posts the tax and net item price separately. Since commission reporting uses item price including tax, you may have to adjust your commission structure to reflect this.

Tax Usage

Enter the tax usage code that applies to this line item. This field defaults from the end-user address. Tax usage codes identify the normal use of items on this call.

Tax usage codes, along with tax class and tax date, determine which tax rates apply to the order. Tax rates can vary depending on the nature of operation of the buyer or seller or on the intended usage of the item.

Common tax usages are retail, manufacturing, and industrialization.

The tax usage code specified on the header defaults to each order line.

You can change it for order lines, but not for trailer charges.

The tax usage specified on the service order header defaults to each service order line, and any trailer codes specified in Service Pending

Invoices. The value on the line, in turn, provides a default for each detailed usage record created in **Service Activity Reports**.

Detailed tax usage records can only be viewed and modified in Service Pending Invoices.

Billing Panel

The Billing panel in the Pending Invoice Lines detail window displays the basic information about the process of invoice billing and taxation. The available records are the service order lines with the service activities reports already processed and invoiced.

Total Price

It is the sum of the Price in Service Labor, Expenses, and Item Usage. This field is read-only.

Covered Amount

The value is the total of the Covered Amount field of Service Labor, Expenses, and Item Usage panels. This field is read-only.

Net Price

It is the difference between Total Price and Covered amount. This field is read-only.

Invoice Cost

It is the sum of Costs in the Labor, Expenses, and Item Usage panels for this line. This field is read-only.

Fixed Price

It is retrieved from the service order line. This field is read-only.

WIP Product Line

The WIP account of the product line associated with the item being repaired is used for all transactions affecting WIP in Service Activity Reports for this line item. This product line is specified when an item on the service order is selected in **Service Activity Reports**. This field is read-only.

Accounts Subpanel

Sales

The sales account, subaccount, and cost center are retrieved from the associated service order line and they are read-only. Optionally, you can select a project from the lookup window.

Discount

The discount account, subaccount, and cost center are retrieved from the associated service order line and they are read-only. Optionally, you can select a project from the lookup window.

Tax Settings Subpanel

Note If you unchecked the Taxable option in the main panel, then the Tax Settings subpanel does not appear.

Tax Class

Enter a tax class previously defined in Tax Classes. Tax class defaults from the end-user address.

Tax classes group end users taxed at specific rates or that are tax exempt. Under Global Tax Management, tax classes help determine the default tax environment (set of tax types) for the transaction.

The tax class on the service header is not actually used in any determination of tax amounts. Tax calculations are based on the tax class associated with the items and service categories for a service line.

Tax Environment

Enter the tax environment that applies to this service order. The system determines a default environment based on three factors:

- The From tax zone, determined by the site on service order header. If a tax zone for the From site is not found, the system searches for an environment set up for a blank From tax zone, and then for the tax environment in Taxation Control.
- The To tax zone, determined by the end-user address on the service order. If an end-user tax is not found, the system uses the tax zone specified in Taxation Control.
- The end-user tax class, if any. If the end user does not have a tax class, the environment is based on tax zones only.

The tax environment determines which tax types apply to service order transactions. The header environment is only a default since the From tax zone can change depending on the site associated with each service order or with the detailed usage records recorded for the service order.

Transactions are subject to tax laws that govern both your company and the customer. Before the system calculates taxes, it determines which taxes (such as state sales tax, local tax, or value-added tax) apply to the addresses that ship and receive the goods.

Tax Included

This field determines whether the system calculates tax and adds it to net price or assumes the tax amount is already included in the price.

If you select the checkbox, the prices include tax. During line-item entry, the system retrieves the item price, reserve-calculates the tax

amount, and displays the item price exclusive of tax. To view the tax amount, select the Edit Tax Detail option in the trailer.

If you do not select the checkbox, the Tax is calculated and added to line-item prices.

The value of Tax Included defaults from the end-user address. The value on the order header defaults to each line item.

Note The tax rate that applies to the item must have Allow Tax Included set to Yes in Tax Rates for the system to reverse calculate tax amounts.

Select the checkbox if you want the system to calculate tax and add it to the net price or assume the tax amount is already included in the price.

In the following example, an item priced at 100.000 includes a 10% tax. The system reverse calculates the tax and taxable base (item amount before tax) amounts as:

Tax Rate * (Item Price/(1+Tax Rate) + Tax Amount

0.10 * (100.000/1.10) = 0.10 * 90.90 = 9.09

Item Price - Tax Amount = Taxable Base

100.00 - 9.09 = 90.91

Note For regressive taxation (Global Tax Management method 11), the system calculates the tax amount as simply Tax Rate * Item Price.

Sales analysis commission reporting is based on item price including tax. Account Payable and Accounts Receivable payments with credit terms discount also calculate the discount on item price including tax. For general ledger reporting, the system posts the tax and net item price separately. Since commission reporting uses item price including tax, you may have to adjust your commission structure to reflect this.

Tax Usage

Enter the tax usage code that applies to this line item. This field defaults from the end-user address. Tax usage codes identify the normal use of items on this call.

Tax usage codes, along with tax class and tax date, determine which tax rates apply to the order. Tax rates can vary depending on the nature of operation of the buyer or seller or on the intended usage of the item.

Common tax usages are retail, manufacturing, and industrialization.

The tax usage code specified on the header defaults to each order line.

You can change it for order lines, but not for trailer charges.

The tax usage specified on the service order header defaults to each service order line, and any trailer codes specified in Service Pending

Invoices. The value on the line, in turn, provides a default for each detailed usage record created in **Service Activity Reports**.

Detailed tax usage records can only be viewed and modified in Service Pending Invoices.

Notes Panel

On the **Notes Details** view, you can add and edit notes attached to the service pending invoice line.

Page

The system generates a page number value, which is displayed in this field. You have the option to modify the page numbers according to your preference.

Select Master Note

Enables master comments to be attached to the service pending invoice line. You can enter the master reference and type in a pop-up frame or leave the fields blank to display a selection list of existing master comments. Select one or more of them for copying into the service pending invoice line.

Note Define master comments with Master Notes. You can use master comments to create reusable text templates that can be pulled into change documents and then edited. They might include legal disclaimers, checklists, standard operating procedures, company policies, or internal surveys.

Notes

Enter the body of the note attached to the service pending invoice line.

Reference

Select a reference for the note.

Language

Select a language for the note.

Type

Select the document type for the note.

Taxes Subpanel Tax Detail

Summary Panel

The Summary panel is located between the menu bar and the navigation bar. It displays the key data of the tax record you are working on, including the customer, order, order level, tax amount, and item. These fields are read-only and stay in view when scrolling down the page.

Main Panel

Order Level

This is a read-only field.

If the Tax by Line is checked for the tax rate, then the Order Level value should be: "Line" + "Pending invoice line number", for example, Line 1, Line 2...

If the Tax by Line is unchecked for the tax rate and the tax record is not for the trailer codes, then Order Level value should be "Header".

If the tax record is for the trailer code, then the Order Level value should be "Trailer".

Tax Code

This is a read-only field. The system gets the tax code by passing values of Tax Type, Tax Class, Tax Usage, and Effective Date.

Tax Type

This is a read-only field. The system gets the Tax Type value from **Tax Environments**. If the record is not taxable, then Tax Type is "NON-TAX".

Tax Class

This is a read-only field. Consider the following:

- If the tax record is for Labor/Expense/Item Usage/Item Return, the value is from the Labor/Expense/Item Usage /Item Return record's Tax Class field.
- If the tax record is for the Trailer Codes, the value is the Tax Class field in **Trailer Codes**.

Tax Usage

This is a read-only field. Consider the following:

- If the tax record is for Labor/Expense/Item Usage/Item Return, the value is from the Labor/Expense /Item Usage/Item Return record's Tax Usage field.
- If the tax record is for Trailer Codes, the value is Tax Usage field in the pending invoice header.

Tax Environment

This is a read-only field. Consider the following:

- If the tax record is for Labor/Expense/Item Usage/Item Return, the value is from the Labor/Expense/Item Usage/Item Return record's Tax Environment field.
- If the tax record is for Trailer Codes, the value is Tax Environment field in the pending invoice header.

Trailer Code

This is a read-only field. Consider the following:

- If the tax record is for Labor/Expense/Item Usage/Item Return, the value is unique for each record.
- If the tax record is for Trailer Codes, the value is Trailer Codes in the pending invoice header.

Tax Percentage

This is a read-only field, the value is from Tax Rates. Tax Percentage will be recalculated if the Taxable Base or Tax Amount is changed. The formula is the following:

Tax Percentage = Tax Amount / Taxable Base.

Tax Included

This is a read-only field. Consider the following:

- If the tax record is for Labor/Expense/Item Usage/Item Return, the value is from Labor/Expense/Item Usage/Item Return record's Tax Included field.
- If the tax record is for Trailer Codes, the value is Tax Included field in the pending invoice header.

Tax by Line

This is a read-only field. This is the Tax by Line value in **Tax Rates**.

Edited

This is a read-only field. When you update the calculated tax (Taxable Base, Tax Amount, Recoverable Tax) on the tax record and click save, then the Edited field is changed to true by the system to indicate the tax amount is changed manually.

Tax Date

This is a read-only field. The value comes from the Tax Date in the pending invoice header.

Line Tax Amount Subpanel

Transaction Amount

The value is populated by the system as below. It can be modified if required.

- If the tax record is for Labor/Expense/Item Usage/Item Return, the value is the Extended Price * (1-Discount%).
- If the tax record is for Trailer Codes, the value is the trailer amount in the pending invoice header.

Non-Taxable Base

The value is populated by the system as below. It can be modified if required.

- If the tax record is for Labor/Expense/Item Usage/Item Return, the value is the Extended Price * (1-Discount%) if the record is not taxable. The value is 0 if it is taxable.
- If the tax record is for Trailer Codes, the value is the trailer amount in the pending invoice header if the record is not taxable. The value is 0 if it is taxable.

Taxable Base

The value is populated by the system as below. It can be modified if required.

- If the tax record is for Labor/Expense/Item Usage/Item Return, the value is the Extended Price if the record is taxable and Tax Included is No. If Tax Included is Yes, then Taxable Base = Extended Price * (1-Discount%) - Tax Rate * (Extended Price/(1+TaxRate). The value is 0 if it is not taxable.
- If the tax record is for Trailer Codes, the value is the trailer amount in the pending invoice header if the record is taxable and Tax Included is No. If Tax Included is Yes, then Taxable Base = Trailer Amount - Tax Rate * (Trailer Amount/(1+TaxRate). The value is 0 if it is not taxable.
- Tax Percentage = Tax Amount / Taxable Base. If Taxable Base is changed, the Tax Percentage should be recalculated when saving.

Tax Amount

The value is populated by the system as below. It can be modified if required.

Tax Amount = Taxable Base * Tax Percentage.

Note If you modify the Tax Amount field, you need to recalculate the Tax Percentage field when saving.

Recoverable Tax

Defaults to Tax Amount * Percent Recoverable in Tax Rates. It can be modified if required.

Non-Recoverable Tax

This is a read-only field. The calculation is as follows:

Non-Recoverable Tax = Tax Amount - Recoverable Tax.

Note Recalculate Non-Recoverable Tax when saving if you modify Recoverable Tax or Tax Amount.

Order Tax Totals

Tax Type

The tax type name is displayed.

Description

If the tax type has a description, it will be displayed in this field.

Tax Total

This field corresponds to the total amount of Tax Amount for the current tax type.

Creating a Service Order

Service Pending Invoices is a part of the service order management life cycle. Before using a service pending invoice, all of the setup required for service orders is needed. In addition, the codes available on the Service/Support Setup Menu must be defined: charges codes, charge product lines, revenue product lines, default charge codes, and invoice sort codes. Following the next steps:

1. Create a service order. You can create a service order directly in **Service Orders**, or using one of the behind the scenes methods for installation service orders or PM scheduled service orders. Service orders can also be created by releasing a service order quote to a service order.
2. Record, labor, expenses, and items consumed in service for this service order. You can optionally generate the invoice directly in **Service Activity Reports**, depending on the setting of Invoice from Recording in **Service Control**.
3. Use **Service Activity Reports** to generate the invoice. Review the invoice in summary or detail format, and modify pricing if needed.
4. Post the invoice using the standard Pending Invoices browse > Post Action, or just post it in that function and print it layer in Invoice Print or Reprint.
5. If all work is finished, close the service order and move it to history.
6. Periodically delete or archive the closed service orders to regain space.

Managing Service Pending Invoices

You can apply menu security to Service Pending Invoices to restrict access to designated users. You can apply field security to all of the price and account fields in Service Pending Invoices, providing even more complete security.

You can control which reports and service orders lines are included on a service pending invoice by using a combination of service order line status and invoice status. If you do not want the activity recorded for a

particular item on a service order to be invoiced, you must ensure that the item status is set to any valid status other than the complete or closed status, or that the status on each report is set to Hold.

Because the various steps involved in service order billing build on one another, some care must be taken to coordinate these activities:

- Recording activity in **Service Activity Reports**.
- Generating an invoice.
- Reviewing the invoice in **Service Pending Invoices**.
- Posting and printing the invoice in **Pending Invoices**.

If these activities do not flow in the proper sequence, unexpected results may occur. Each business must establish procedures to ensure that recording and posting are closely synchronized. Once the invoice is posted, amounts in Service Pending Invoices are cleared and any new activity generates a new, separate invoice.

No inventory processing takes place in Service Pending Invoices. Inventory issues and returns only take place in **Service Activity Reports**.

GL transactions do not take place in Service Pending Invoices. They take place in Service Activity Reports when items, expenses, and labor are consumed. And they take place during invoice post when the invoice generated as a result of the service order activity is posted. However, since Service Pending Invoices is so closely related to **Service Activity Reports**, a discussion of the financial effects of **Service Activity Reports** and invoice posts is included here.

There are two main kinds of financial impact to recording activity in Service Activity Reports: the first has to do with consumption of contract limits and the second with GL account transactions.

Consumption of Contract Limits

If you have set up contracts with limit amounts, all activity recorded in Service Activity Reports is tracked against these amounts. For example a contract may be set up with a limit of $5,000 for labor. This amount is tracked over multiple calls that derive service coverage from the contract. Amounts are accumulated in Service Activity Reports as activity is recorded. Once the $5,000 limit is exceeded, an over-limit charge code is suggested by the system. During invoice post, the amount consumed is posted against the limit and can no longer be changed.

GL Account Transactions in **Service Activity Reports** and Service Pending Invoices.

Accounts from multiple product lines can be affected when activity is recorded in Service Activity Reports. These product lines fall into three categories: the product line used for WIP, charge product lines, and

revenue product line. The setup and implementation of product lines may range from the simple to the complex, depending on how your organization wants to separate accounts.

WIP Product Line

The WIP account of the product line associated with the item being repaired is used for all transactions affecting WIP in Service Activity Reports for this line item. This product line is specified when an item on the service order is selected in Service Activity Records.

The default product line for the WIP account is determined by the value of Use Item Prod Line in Service Control. If Use Item Prod Line is Yes, the WIP product line defaults to the product line of the item. If this field is No, it defaults to the product line of the service type in effect. In either case, the system's suggestion can be overridden when you begin the process of recording activity. Once an activity is recorded for a service order line, it cannot be changed.

The only account that is used from this product line is the WIP account, as one general holding area. During processing in Service Activity Reports, amounts are recorded to WIP. When the invoice is posted, these amounts are transferred from WIP to the correct charge and revenue product line accounts.

Charge Product Line

The charge product line is used to determine accounts for the cost of activity recorded and appears on the item, labor, and expense detail frames in **Service Activity Reports**. Charge product lines can be tied to charge codes and enable you to direct costs to various accounts depending on the type of coverage: warranty, contract, billable.

The service accounts of the charge product line are especially important in **Service Activity Reports**. The cost of good accounts are also used: COGS-Material, COGS-Burden, COGS-Overhead, COGS-Subcontr. If you want to isolate service costs from manufacturing costs, you can use different cost of goods account numbers, or use sub-accounts and cost centers to permit distinct reporting.

GL postings from Service Activity Reports will look for alternate inventory accounts set up with Inventory Accounts for the combination of product line, site, and location.

Revenue Product Line

The revenue product line is used to determine the accounts affected by the income from service activity (sales accounts). The revenue product line is specified per line item in Service Pending Invoices. Alternate sales and COGS accounts may have been set up with Sales Accounts based on site, customer type, and channel. These are normally set up

for sales orders, but are also considered when pending invoices are posted.

Invoice post searches for accounts based on the product line of the item shipped, the site the item was shipped from. The customer type from the ship-to address, and the channel entered on the Service Pending Invoices header. The system looks for GL sales accounts in the following order:

1. Product line, site, customer type, and channel
2. Product line, site, customer type, channel blank
3. Product line, site, customer type blank, channel blank
4. Default GL accounts defined in Product Lines

Service Activity Reports Impact

During the inventory issue step in **Service Activity Reports**, the following accounts may be affected:

- Item issues credit the inventory account of the service order item product line and debit WIP.
- Item return credit the returns account of the charge product line and debit the Inventory account of the service order item product line.
- Labor consumed credits Service Labor and Service Overhead accounts of the charge product line and debits WIP of the service order item product line.
- Expenses consumed credit the Service Expense account of the charge product line and debit WIP of the service order item product line.

When the invoice is posted for the service activity the following accounts may be affected:

- Item issues credit WIP for the service order item product line and debit COGS Material, Labor, Burden, Overhead, and Subcontract of the charge product line.
- Item exchanges credit the customer A/R account and debit the Sales account of the revenue product line.
- Labor consumed credits WIP of the service order item product line and debits COGS-Labor and COGS Burden of the charge product line.
- Expenses consumed credits WIP of the service order item product line and debit Expense due Employee of the charge product line.
- The billable total credits Sales of the revenue product line and debits customer A/R.

Only a limited number of changes can be made in Service Pending Invoices, and then only if Detail is set to Yes. Fields that can be modified include prices, covered amount, descriptions, comments, tax information, and all trailer information.

Because **Service Activity Reports** and **Service Pending Invoices** are so closely related, most of the same business and implementation issues apply to both. One control program setting affects only Service Pending Invoices.

The definition of invoices plays an especially important role in **Service Pending Invoices**. Three fields impact how information is reviewed in the Service Pending Invoices summary frames:

- Display Order: Determines the sequence in which invoice sort codes display in the Billing Summary frame, Labels for different languages can be defined.
- Type: The type field (Labor, Expense, and Item) controls how costs are totaled in three columns of the Charge Summary: Hrs Cost, Item Cost, and Exp Cost. Labor costs are displayed in column 1; item cost in column 2; and expense costs in column 3.
- Invoice Detail: The setting in the Invoice Detail field in **Invoice Sorts** determines the default displayed in the Det column of Service Pending Invoices (unless a different invoice format has been specified for the end user in **End Users**).

Modifying a Service Pending Invoice

If billing modifications are made in Service Pending Invoice, they will be reflected in the fields of **Service Activity Reports** when the service order is not closed.

1. Go to **Service Pending Invoices**.
2. Select the row of interest, and click **Edit**.
3. Edit the required or applicable information.
4. Click **Save** to update the edited service pending invoice.

The system displays that the edited service pending invoices is saved successfully.

Deleting a Service Pending Invoice

You cannot delete a service pending invoices manually. The record will be removed from Service Pending Invoices once the invoice is posted.

Escalations

This automated process helps prevent services from being ignored or neglected. An escalation can alter a service status, change its queue, elevate its priority, and even alert key users that it needs attention.

To enable escalations, select the **Use Escalation** checkbox in **Service Control > Service Orders** panel.

When a service with an escalation is first created, the system always applies the instructions from step 0. If the escalation does not have a step 0, initial service values are not affected.

The escalation associated with a service displays on the Tracking panel of **Service Orders/Depot Orders**. A sequence number also displays, indicating the sequence to be applied by the system. The escalation process for a service ends when it reaches the final sequence in the escalation; hopefully by then it will have attracted sufficient attention to ensure it will be acted upon.

Note Both service defaults set up with **Service Order Defaults** and **Escalations** can affect the initial values of a service. If you use both, some defaults may never get applied to the service since the value for Service Status, Next Status, and Queue are always determined by the escalation sequence.

Depending on how an escalation step is defined, any of the following service fields may be affected:

- Service Priority is increased by the value of the Bump Priority field.
- Service Status is updated to reflect the value of the Next Status field.
- Next Status field is updated to reflect the value of the NEXT step's Next Status field.
- Service Queue is updated to reflect the value of the Next Queue field.
- Next Status Date and Time are updated based on the Days and Time allowed in Status.

The Work Code, Service Type, Severity, and Problem in the main panel define a unique key for this escalation. The system only applies the escalation to services with values matching those specified in these fields.

Key fields must be filled in from the top down. For example, if you want to set up escalations based on severity, you must also specify service type and work code. When the system searches for an escalation to apply, it looks first for the most complete match. If it does not find a complete match it applies a more generic escalation.

For example, a service with work code TECH, severity 3, problem ELEC is created. No escalation with these exact fields has been set up, but one has been set up with work code TECH and blanks in all other fields. The system applies this escalation since it finds no more exact match.

An escalation is a series of steps, or sequences. You can define up to 99 sequences per escalation, each of which should do something different to the service. Careful consideration should be given to how you want an escalation to treat services. Typically, the first sequence should set initial values for a service and subsequent sequences should elevate the severity of those values. The longer a service goes unattended, the more drastic its settings:

- You might assign a new service to the general, all purpose CUSTOMER queue and set its priority at 100.
- The next sequence might move the service to the ATTENTION queue and bump the priority up to 80.
- The third sequence might do something more drastic, such as set the service priority to zero (highest), change its Severity to SERIOUS, and its Queue to SUPERVISOR.

Escalations View

Summary Panel

The Summary panel is located between the menu bar and the navigation bar. It displays key data about the escalation you are working on, including escalation number, service type, service severity and service problem. These fields are read-only and stay in view even when you scroll down the page.

Main Panel

Escalation

A code uniquely identifying this escalation. This number is automatically incremented by the system.

Each escalation is identified by an escalation code. Any number of unique steps can be defined using the Sequence field for each escalation code.

Escalations are sets of sequences used by the system to automatically manage the priority and treatment of open services.

Work Codes

Optionally, enter a work code. Validated against codes set up by the user in **Work Codes**.

Work codes are used to categorize the type of work performed during service activity. The work codes are generally broken down into broad areas of service that reflect how your service organization is structured.

If specified, this escalation sequence only applies to services with this work code.

Work codes, service categories, and invoice sorts provide flexible alternatives for tracking and invoicing different kinds of labor and service activity. Work codes are used by both the field engineers and

repair center personnel when reporting their activity. In all cases, the work code is user-defined and validated.

Service Type

A code used to categorize services and requests according to a user-defined schema. This escalation will only affect services matching the entered value.

Service type is useful for determining what action to take or what service engineer to dispatch. For example, you can categorize services as type REPAIR or SUPPORT and have different groups of service engineers who handle each type. Service type is also important when reviewing historical activity and projecting service staff requirements.

Severity

A code indicating the severity of the problem reported on this service, as perceived by the user. This escalation will only affect services matching the entered value.

Severity codes can be very useful when determining the priority and what action to take. For example, services or requests may be classified as severity 1, 2, and 3. Severity 1 may mean that the product cannot be used and the situation is critical. Severity 2 may mean that the product is not working properly but can be used. Severity 3 may mean that there is a minor problem.

Problem

A code used to identify a particular skill or certification required to resolve this problem. Validated against predefined values entered in **Generalized Codes**, if any.

This escalation will only affect services matching the entered value.

Sequence

The current step in this escalation. A sequence is a particular step in a service escalation and can update certain user-defined characteristics of a service: Priority, Status, and Queue. It also sets the Next Status Date and Next Status Time for the service, and may initiate notification of significant individuals.

Make sure that the first step in each escalation sequence begins with 0. The system assumes a 0 step exists and looks for it first. If you define an escalation sequence that does not begin with 0, it will never be executed.

Each sequence should do something different to the service. However, the first step (sequence 0) normally does not bump the priority, since initial priority is set based on the end user or service type.

You can number the sequences in any numeric increments -- 0, 1, 2, 3 (four sequences) or 0, 10, 20, 30, 40 (five sequences). The system executes the sequences starting from the lowest value (0). We

recommend using increments of ten, which allows the insertion of new sequences without having to redefine existing ones.

Escalations Panel

Description

A brief description of this sequence.

Escalate

Specifies whether the service will be escalated past this sequence when the system runs.

If you select the checkbox, the system will escalate past this step.

This field is normally unselected only for the last step in a sequence. It may be temporarily unselected if you want to interrupt the normally processing of the system.

Group

An optional user-defined code for grouping escalations. Validated against generalized codes set up for field fsgroup.

This field is for reference only and may appear on selected reports.

Print

Specifies if services are printed when they reach this escalation sequence.

This feature is most useful for critical sequences. You might want services to print when they reach the last sequence in an escalation, which might mean they are now critical or emergencies.

Days Allowed

This field determines the number of days that a service will remain in this escalation step before the system applies the changes specified for the next step. This field can be used by itself or in conjunction with the Time Allowed in Status field.

When a service with an escalation is first created, the system automatically applies the values of step 0 in the escalation sequence. It adds the days and time allowed in status to the service open day and time to determine the service's Next Status Date and Time.

The system applies the next step in the sequence when the service's Next Status Date/Time is older than the system date/time. For steps after 0, the Days and Time Allowed in Status are added to the service Event Date and Time to determine the Next Status Date and Time.

Time Allowed in Status

This field determines the amount of time in hours that a service remains in this escalation step before the system applies the changes

specified for the next step. This field can be used by itself or in conjunction with the Days Allowed in Status field.

When a service with an escalation is first created, the system automatically applies the values of step 0 in the escalation sequence. It adds the days and time allowed in status to the service open day and time to determine the service's Next Status Date and Time.

Page Engineer

Specifies whether the engineer assigned to the service should be paged.

If you select the checkbox, the system pages the engineer assigned when the service reaches this escalation sequence.

This feature is most useful for critical sequences; you might want to page field engineers when services reach the last escalation sequence, which might mean the service is now a critical situation or an emergency.

All relevant paging information must be defined for each field engineer in **Engineers**.

Bump Priority

The amount that this escalation sequence reduces (or bumps) a service's priority.

The value entered here is deducted from the Priority field in **Service Orders/Depot Orders**.

The highest priority a service can have is zero -- priorities cannot be driven negative.

Consider assigning the largest Bump Priority values to the most critical escalation sequences.

Next Status

Defines the status to be given to a service when this escalation step executes. Validated against predefined codes set up in **Service Order Status Codes**.

When a new service with an escalation is created, the system automatically applies the values of step 0 to the service. The service Status field is updated with the value of the Next Status field for escalation step 0. The service Next Status field is updated with the value of the Next Status field for the next escalation step to be executed.

As a service is escalated, its Status field always reflects the value of the step that just executed and its Next Status field reflects the value of the step to be executed next.

The status specified on an escalation cannot be the Close, Cancel, or Complete Status as defined in **Service Control**.

Next Queue

Defaults from the next queue associated with the service status, if one is specified. Validated against predefined codes set up in **Service Order Queues**.

The queue that this sequence will move a service to.

When the system runs this sequence against a service, this value is entered in the Queue field in **Service Orders/Depot Orders**.

This field is simpler and more direct in effect than the Next Status field, which uses a two-stage technique for updating the status of a service.

If you establish service queues according to some kind of hierarchy, make sure that the sequences in this escalation adhere to that hierarchy.

Creating Escalations

1. Go to **Escalations**.
2. Click **New**.
3. Complete the fields described in Escalations view on page 2047.
4. Click **Save** to create the new record.

Modifying Escalations

1. Go to **Escalations**.
2. Select the row of interest, then click **Edit** or double-click the row.
3. Modify the required fields. You can consult the editable fields in Escalations view on page 2047
4. Click **Save** to update the escalation.

Trade Activity Management (TAM)

Introduction to TAM

Manufacturers are continuously looking for ways to promote their products to raise sales volume and increase profitability. The management and monitoring of discounts is key to the success of a company in these areas. These trade discounts can take various forms depending on the relationship of the manufacturer to the trading partner or customer.

In situations where, for example, a manufacturer is trying to gain entry into an existing market segment or launch a new product line, the decision may be to offer a promotional pricing discount to wholesalers and distributors, within the initial product launch promotional period. This immediate discount type of deal will be granted during order entry and recognized at the time of posting the customer invoice.

The manufacturer may also support sales of items by offering more of the same product for free, or at a reduced cost, after items have been ordered by the customer. This type of deal, commonly referred to as bonus or free goods, is also offered during order entry.

An alternate or additional option in this business scenario may be to grant a deferred type of discount to the wholesaler or distributor, in which case the manufacturer prefers to reimburse the customer after the customer can submit proof that the item has been resold. The common industry term for this is called a bill-back deal. Another type of deferred discount allows the customer to accumulate sales across a longer period of time such as a quarter or year, after which the manufacturer sends a rebate check after the promotional period has ended. This rebate deal typically also incorporates higher discount percentages/amounts based on more sales volume or higher sales tiers that a customer has achieved during that period. Yet another type of deferred deal may be to accumulate sales against a customer or group of customers, and pay back a commission on those sales to a salesperson or broker.

Manufacturers may be selling and working directly with retailers, and in order to promote their items in-store, they give the retailers extra money to manage their product. This allocated funds expense is not tied to sales (typically referred to as a Lump Sum) and may be used to place a product at eye-level on the shelf, or at the end of an aisle (gondola end) in the store layout. These funds might also be used to place an ad in the paper, or to hand out marketing materials, run in-store contests, and so on.

Manufacturers commonly have hundreds if not thousands of these various types of promotional deals running throughout the year, often overlapping in time, customer, and/or at the item level. Poor visibility into these numerous and complex promotional deals places pressure on margins and causes processing inefficiency, errors, and auditing difficulty.

According to Aberdeen research, “Companies with an upgraded trade activity management strategy saw an 80% better gross margin and 121% better revenue uplift from their promotions.”

Visibility and accuracy of promotional deals are also extremely important, especially during the deduction processing side of a business. According to an article titled “Experts Debunk Common TPM Myths” in *CGT Straight Talk*, “Nearly 40 percent of deduction requests are invalid or preventable in some way. Savings generated from improving the deduction management process often covers the cost of the (trade spend) solution.”

QAD TAM structures and controls the implementation, administration, and evaluation of pricing activities such as promotions and rebates. This structure and control brings the fluid pricing activities under effective management.

Typical benefits of QAD TAM to a Consumer Products company include:

- Improving customer satisfaction while managing item shelf-availability costs
- Tackling increasing private-label sales, escalating promotions, deduction validation, and product life-cycle reduction

Typical benefits to a Food & Beverage company include:

- Effective management of promotional activities through increased visibility of promotions
- Reduction of manual processes
- Improved reporting and analysis capabilities

TAM and Life Sciences

The Life Sciences industry has its own set of challenges in the trade spend area. Due to many factors over the years, mainly relating to new legislation, cost-cutting has been the primary mission in this industry. In the distant past, a manufacturer might have primarily negotiated pricing directly with individual customers or hospitals. However, companies today primarily tend to negotiate pricing with buying groups, commonly referred to as group purchasing organizations (GPOs). These GPOs often represent thousands of hospitals nationally and thus have a lot of influence in the industry, including steering vendors to comply with certain reporting preferences.

Individual hospitals typically join one GPO in order to gain access to better pricing on items. The group membership is for at least one year—but longer in many cases. The GPO negotiates pricing with manufacturers, usually through a bid process. When a bid is accepted, a contract is created to reflect the pricing details for a specific date range and groups of customers and items. These items are frequently sold from the manufacturer to a distributor or reseller at a higher price, who in turn sells to the indirect customers (members of the GPO) at the lower

contracted price. Contracts need to reflect the negotiated price or pricing tiers for items offered to GPO members and relevant dates the pricing applies. Contracts are logged and tracked often at the manufacturer, the GPO, and distributor/wholesaler facility.

Some hospitals remain with their primary GPO as negotiators with manufacturers on their behalf for many years or never change their primary GPO. This is due to the strong relationships, trust, and confidence that have been developed over time with the specific GPOs. Customers, however, may belong to multiple groups at the same time, or change GPO membership once their agreed-upon membership period is up. This happens frequently, so changes in membership are one of the biggest areas of concern for a manufacturer. Maintaining buying group contract and membership detail manually is time-consuming, inefficient, and error-prone. Statistics say that 4 to 6% of revenue is lost due to managing groups and promotions in Life Sciences companies.

It is important that accurate group membership exists to ensure on any given date that a customer is not getting access to a contract price when not part of that GPO, or is getting access to the proper contract after changing groups. Group membership changes are often communicated to the manufacturer via email, but may also be provided through third-party vendors as a flat file to electronically load. When manufacturers are dealing with the major GPOs in the country, such as Premiere, they are in effect dealing with thousands of hospitals. A GPO contract may be 3 to 5 years, and manufacturers are constantly dealing with individual membership changes throughout the life of that contract.

Customers in fact may belong to more than one GPO as of a given date, and might have more than one contract price out there at any given time for the same item. Due to regulations, the price to select is not necessarily always the best price available. For this reason, contracts require the ability to specify a priority—one that may override a best price in some scenarios where multiple contract pricing exists. In general, pricing is often set to net pricing and the margin is a key driver in setting that price.

The process through which the distributor or reseller proves sales and claims reimbursement from the manufacturer is commonly called the chargeback process. The distributor may submit a claim request to the manufacturer via email or hard copy. Most commonly, due to the high volumes of sales-related data necessary to prove out the claim process, these claim requests take electronic form and spell out sales transactions at the individual invoice line level. These indirect sales files, also called sales trace or chargeback files, represent sales information for which the distributor expects reimbursement. The ability to consistently generate accurate chargeback claims for approval as a result of the sales-trace data is required. Also, it is quite common for the distributors to earn back Service Fees after member sales have been confirmed. The volume of indirect sales data complicates validation of Deferred Contract Discounts such as Chargebacks, Rebates, and Service and Admin Fees.

Distributors might also assume the claim reimbursement upfront and simply deduct the amount owed from open invoices, and submit payment back to the manufacturer minus the assumed claim amount. In this process, the claim amount is first referenced on an Accounts Receivable (AR) deduction recorded during customer payment entry, then subsequently verified and either rejected or approved as having been attached to a valid contract and deal.

GPOs receive Admin Fees from the vendor (manufacturer) for doing business with them, which is typically a flat fee or percentage of sales. The Admin Fee is paid when a GPO member makes use of a GPO contract, never before. An Admin Fee is mandated by law within a range, and there are strict auditing requirements. GPOs are required to report all Admin Fees to their member customers at required intervals. These customers must then report to the Medicare program as part of the cost report. Report details frequently need to isolate and relate back from the manufacturer to the GPO the selling price of items and other details required to track the movement of items or drugs including industry standard numbers such as DEA#, GLN, GTIN, and HIN.

Members participate based on purchasing needs and their level of confidence in negotiation skills by their GPOs to obtain the best price. A common thread across all industries, not just Medical, is the fact that GPOs are optional; the end buyer is never forced to use the GPO contract, but often finds it to be a better deal than one negotiated individually with the vendor. Laws governing the purchasing activity for GPOs in the Medical industry on behalf of their members are numerous, and are best outlined in general within the Safe Harbor Provision in the Medicare and Medicaid Patient Protection Act.

An overall agreement lists all associated deal details such as:

- A contract for the initial sales to the distributor
- A contract for the negotiated price for the indirect customer, and optionally a listing of distributors who may sell and charge back to the manufacturer at this price
- An Admin Fee representing payment to the GPO
- Service Fees due to the distributor

The appropriate capture of full contract details, tracking, visibility, and efficient management of the sales and claim data throughout this process is required for manufacturer success. Key areas include:

- GPO membership effectivity
- Contract details, pricing, audit trails
- Agreements attaching all relative deals
- Sales tracing/chargeback data definition and efficient electronic load

- Data processing related to ability to cross-reference indirect sales data loaded against open contracts
- Ability to generate claims either for approval or at an approved status
- Ability to view reasons for errors/exceptions (automated means as well), as well as to manage and report on those exceptions
- Ability to provide detailed reports back to the GPO matching industry auditing requirements
- Ability to periodically generate Admin Fees back to GPOs as well as Service Fees back to distributors
- Ability to accrue for liabilities not yet paid but known
- Ability to track AR deductions into claims against contracts and approve or reject where necessary
- Ability to define a matrix of GL accounts to allow for the appropriate allocation of transactions to relevant accounts
- Legal requirements and audit trails addressed in all areas

QAD TAM enables trade spend management including deal monitoring and analysis, buying group contract and membership details, revenue and expense tracking, and fraudulent cost visibility. For Life Sciences companies, TAM helps to maximize revenue through better contract management with GPOs as well as accurate trade activity management with distributors and marketing partners.

Adaptive Highlights

Key features available in TAM 3.0, with the introduction of the Adaptive, include the following:

- Enhanced UI: Basic features available in the Adaptive also apply to TAM. These include drill-downs, activity feeds, attachments, summary panels, and the ability to redesign your screens.
- Hybrid Lookups: Gain the ability to edit or create new values via enhanced lookups.
- Remarks: Optionally specify up to 2000 characters of free-form remarks.
- Enhanced ability to add items onto deals with such features as the +Select button and Add Items by Group.
- Drill-down links: leverage the ability to access information for a particular promotion or contract deal without leaving the deal screen.
- Last Modified By/Date fields keep track of who last made modifications to TAM promotions and contracts.
- The Copy action has been enhanced, making it even easier to create TAM promotions and contracts.

- Excel Upload: Use Excel to upload new TAM promotions and contracts, or add pricing onto TAM contracts after go-live.
- Bulk Edit action: Change TAM promotions, claims, and contracts in bulk. For example, you can close a range of promotions using one simple bulk edit action.
- TAM claims now have a Draft status, allowing users to save as they go and calculate/view taxes, no longer preventing a successful save if the claim amount has not been fully allocated across earned discounts.
- TAM claims now have an allocation feature that allows users to isolate which earned discounts to pull onto claims.

TAM functions can be accessed through the TAM Analyst role, selectable via the role dropdown menu.

TAM Setup

TAM Setup Overview

The following provides an overview of how you set up the system to use TAM promotions and TAM contracts. This setup includes:

- Base data screens such as Number Ranges, Reason Codes, Attributes, Analysis Groups, Customers, Items, Buying Groups and members
- TAM data screens such as TAM Control, Agreement Types, Deal Profiles, TAM Promotions and TAM Contracts
- Financial data screens such as Accounts, Sub-accounts, Cost Centers, Projects and SAFs

Base Data

This section describes the functions that create data which TAM is then based upon.

Note Standard base data setup of customer and item records is not covered in this guide. See *QAD Master Data User Guide* for information.

Base data setup activities include:

1. Defining number ranges
2. Defining reason codes
3. Defining attributes and assigning them to customers and items
4. Defining analysis groups representing groups of customers and items that can be used on TAM promotions and contracts
5. Defining buying groups and members for use with TAM contracts

Number Ranges/Sequences

1. ACCRRUN - TAM Accrual Run code
2. CLAIM - TAM Claim code
3. CLAIMRUN - TAM Claim Run code (used when generating TAM claims)
4. CONTRACT - TAM Contract code
5. INDADDR - Indirect Address code
6. INDSALES - TAM Indirect Sales trace code
7. PROMO - TAM Promotion code

Reason Codes

When rejecting TAM claims, a reason code must be attached. Define valid claim reason codes in **Reason Codes**.

Note If you do not want to define specific reason codes, then at a minimum, you must define a <blank> value for a claim reason code. To

do so, access **Reason Codes** and create a record where Reason Type = Claim, and Reason = <blank>.

Attributes

Attributes provide optional flexibility in selecting items and customers that TAM deals apply to. Specify attributes on items and customers, then define analysis groups based on selected attributes.

Note Attribute is a general concept used elsewhere in the system. Not all the attribute-related programs, setups, and fields apply to TAM.

Some common attribute examples include choosing to differentiate customers by attributes such as industry, region, number of employees, or any other characteristics. For items, attributes might include color, size, seasonality, and so on.

Use **Attribute Definitions** to first define an attribute for customer or item usage.

Next, specify the values available for that attribute using the appropriate program (typically using either **Attribute Validations** or **Generalized Codes**).

Once the attributes and values are defined, then attach them to items using **Items** and to customers using **Customers** > Domain Settings.

Attributes serve as links between TAM deals and the customers and items to which the deals apply:

- In **Analysis Groups**, define a dynamic or static type of group for customers or items, based on a specific value for an attribute or a combination of attributes.
- In **TAM Promotions** or **TAM Contracts**, specify the customer or item group as needed.
- When applying that deal, the system looks for customers or items whose master records meet the attribute criteria. Deals are available for customers or items with matching records.

Note TAM Promotions and **TAM Contracts** allow you to specify multiple groups. Thus you can apply a deal to multiple values of the same attribute. For example, if the customer analysis group is based on the Company Size attribute, you can set up lines for Large and Medium values, but not a line for the Small value. This method effectively excludes those small company size customers from eligibility for the deal.

Analysis Groups

Use **Analysis Groups** to define groups of customers and/or items that TAM promotions or contracts can apply to. Attaching a group provides an efficient means to define a promotion or contract for many customers/items; as membership fluctuates in the group, so then do the customers/items that apply to a promotion or contract that references that group.

Analysis group membership can be static (composed of a specific list of items or customers with stated start and end membership dates) or dynamic (based on attributes that are applied to the item/customer master records). The analysis groups are used to filter group membership.

Buying Groups

Indirect customers typically do not buy goods directly from manufacturers; instead, they do business with distributors, wholesalers, or resellers who have initially bought from the manufacturer. Often, the indirect customers belong to a buying group (typical term for the Food and Beverage, Industrial, and Consumer Products industries) or a group purchasing organization (GPO—a typical term for the Life Science industry). These entities exist to obtain discounts from vendors based on the collective buying power of the group members. These better prices are recorded on a contract, and the contract price is the price at which the indirect customers (buying group members) can buy from the distributors (or directly from the manufacturer on rare occasions).

Members may belong to a group for a limited period, and may even leave a group and then rejoin it later. Membership in these groups, therefore, must include an effective date range. This changing matrix of customers creates administrative challenges for manufacturers, to ensure that only eligible discounts are taken. As a result, some companies provide monthly files to communicate membership changes.

Use **Buying Groups** to define the various groups necessary to support the indirect/contract sales process and features of TAM contracts. Then, associate a buying group with the appropriate members/indirect customers it represents using **Indirect Addresses**.

Indirect Groups

Indirect customers typically do not buy goods directly from manufacturers; instead, they do business with distributors, wholesalers, or resellers who have initially bought from the manufacturer. Often, the indirect customers belong to a buying group (for Food and Beverage, Industrial, and Consumer Products industries) or a group purchasing organization (GPO —for Life Science industry). These entities exist to obtain discounts from vendors based on the collective buying power of the group members. These better prices are recorded on a contract, and the contract price is the price at which the indirect customers can buy from the distributors (or directly from the manufacturer on rare occasions).

Members may belong to a group for a limited period, and may even leave a group and then rejoin it later. Membership in these groups, therefore, must include an effective date range. This changing matrix of customers creates administrative challenges to ensure that only eligible discounts are taken. As a result, some companies provide monthly files to communicate membership changes.

Indirect Addresses is available to define information about individual indirect customers and associate them with the appropriate buying groups. However, buying groups may contain hundreds—if not thousands—of group members. Companies typically receive electronic files containing relevant membership details, and TAM allows users to electronically load the membership information using Excel. For example, Premiere Inc.—one of the largest GPOs in the US with thousands of member hospitals—will supply a file to a manufacturer, which contains all of its group members as of a specific date. The manufacturer would not realistically be expected to type in each member manually, but rather load the initial group membership using Excel. Once loaded, the manufacturer then typically loads or enters only the monthly updates to the group as the information is received. This electronic means of loading group membership saves countless hours of data entry and eliminates potential data entry mistakes.

TAM Data

This section describes the programs that create data which is needed to implement TAM.

TAM data setup activities include:

1. Defining TAM Control
2. Defining Agreement Types
3. Defining Deal Profiles
4. Defining TAM Promotions
5. Defining TAM Contracts

TAM Control

You must enable TAM in order to successfully use it. Use **TAM Control** to enable the functionality on the domain level, control some elements of system behavior, and specify daybooks and default account information used in transaction processing. If you have upgraded data from an environment without TAM, the Enable button will convert existing pricing data to the advanced pricing format.

Note TAM must be enabled in order to save a TAM promotion or contract in an Open status.

Agreement Types

Agreement types are a way to assign TAM promotions and contracts a top-level specification; for example, promotions defined for seasonal launch. They are optionally associated with deal profiles in **TAM Accounts** in order to further delineate accounting information.

Deal Profiles

Defined in **Deal Profiles**, profiles are essentially templates for deals that you add onto TAM promotions and contracts. You need to define at least one deal profile for each deal category you plan to use on TAM promotions and contracts.

Promotions

Define the full promotional agreement details using **TAM Promotions**. Add the various customers and items that the promotion applies to either individually, through analysis group, or both. Next associate deals with the promotion, starting with a deal profile and changing default values as required. Define what benefits the customer will receive as part of the deal. Save a promotion in status Open in order for the deal to be available for use by the system.

Contracts

Define the full contractual agreement details using **TAM Contracts**.

In TAM, contracts are agreements between:

- Manufacturers and buying groups: in the medical industry, often global purchasing organizations (GPOs) represent a group of businesses to obtain discounts from vendors based on the collective buying power of the group members. The group earns an administrative fee—typically 3% of total contract sales—recovered in a Deferred Discount deal. The contract between the manufacturer and a group is sometimes referred to as a master contract.
- Manufacturers and their distributors: Distributors purchase goods at an agreed-upon price, then sell to indirect customers, often at a lower price based on a master contract with a buying group. The distributor recovers the difference as a chargeback from the manufacturer, in addition to a negotiated percentage as a service fee, which is paid as a Deferred Discount.

Add the various buying groups, distributors, members and items that the contract applies to. Next associate deals with the contract, starting with a deal profile and changing default values as required. Define what benefits the buying group member or distributor will receive as part of the deal. Save a contract in status Open in order for the deal to be available for use by the system.

Financials Data

TAM uses standard accounting elements—accounts, sub-accounts, cost centers, projects, SAFs—as the basis for controlling financial data. No additional elements are needed. You add TAM promotion and contract-related accounts to the **Sales Accounts** and **Product Lines** screens to serve as defaults; other accounting information may be specified in **TAM Control** and **TAM Accounts**.

TAM supports multiple-currency functionality much like the standard system does; transactions are recorded in three different currencies: transaction currency (TC), base currency (BC), and statutory currency (SC). Also, a fourth currency—agreement currency (AC)—may display as well.

When contract and promotion agreements are initially created, the currency field defaults as the domain base currency. You are allowed to change the currency as long as the agreement status is Draft or Pending. Once a TAM contract or promotion status is set to Open, the currency cannot be changed.

Note Refer to “Finance and Accounting” help for more information relating to the accounts used and timing of journal entries in relation to TAM.

Note For information on setting up and using Financials, see *QAD Financials User Guide*.

TAM Finance and Accounting

Multi-Currency

TAM allows you to define contract and promotion agreements in any currency. When the agreements are initially created, the Currency field defaults as the domain base currency. You are allowed to change the currency as long as the agreement status is Draft or Pending. Once a contract or promotion is set to status Open, the currency cannot be changed. When recording transactions against a deal, TAM maintains the transaction value potentially in three different currencies, matching existing financial functionality offered throughout the system. These currencies are: transaction currency (TC), base currency (BC), and statutory currency (SC). At times, agreement currency (AC) is displayed as needed. This section summarizes currency-related topics in TAM.

Agreement Currency

TAM promotions and contracts can be defined in any valid, active currency in the system. A warning message displays upon save when there is not an exchange rate defined between the base currency and the non-base agreement currency for the life of the promotion or contract. TAM interprets currency effects differently depending on the deal category attached to the agreement.

Immediate Discount Deal Currency Effects

When a promotion with an Immediate Discount deal attached is set to status Open, this results in one or more price lists being created. The promotion currency is recorded on the price list as viewed in relevant Adaptive UX screens such as **Price Lists** and price lists reports. Currency behavior related to price lists created from TAM promotional immediate discount deals does not differ in functionality from those created in **Price Lists**. During order entry, a price list is used only if the currency of the order is the same as the price list currency. If no price list is set up in the currency of the order, the price defaults to the item base price and is converted using the exchange rate on the order. Each currency must be predefined, and a valid exchange rate between the base currency and the order currency must exist for the order transaction effective date.

When the invoice is posted, the journal entry written into the general ledger records the various line amounts in TC, BC, and SC. TAM creates extra history records in the TAM Subledger and Discount Detail tables based on the posted information. These tables also include relevant fields and values related to TC, BC, and SC.

Bonus Goods Deal Currency Effects

Bonus Goods deals only apply to orders entered in the matching promotion currency. This was designed intentionally to mimic the immediate discount behavior, which requires the same price list and order currency.

Allocated Funds Deal Currency Effects

The amounts entered on Allocated Funds (AF) deals are specified in the promotion currency. Earned discounts created for these deals have TC amounts stored in the promotion currency, BC, and SC values. The exchange rate to use for the conversion of TC amount into BC and SC is the rate effective on the first day the promotion is in force of that particular period.

Example: A promotion begins the 15th day of month 1 and ends the last day of month 2. Each period there is a planned amount of $100. To convert the earned discount $100 TC amount for period 1 into BC and SC, the exchange rate effective on the 15th day of month 1 is used. To convert the $100 earned discount TC amount for period 2 into BC and TC, the exchange rate effective on the first day of month 2 is used.

Claims against AF deals can be entered in either the base currency or the agreement currency using **TAM Claims**. The claim currency defaults to base currency when you initially create a claim. All agreements can be claimed against when using the base currency as the claim currency.

When claim currency is changed to a non-base currency, the system displays the current exchange rate for that currency in relation to the base currency. The earned discount records display two open balance values: the current open balance in the agreement currency (ED Open Balance) and the open balance in the claim currency (CC Open Balance).

If no exchange rate is available, an error occurs—preventing a claim from being saved. An Approved status claim results in either a customer credit note or supplier invoice recorded in the claim currency. The general ledger journal entry associated with the claim approval uses the claim currency to record the TC values, and uses exchange rates effective as of the claim date to determine the appropriate BC and SC values.

If the Allocated Funds deal has the System Generate Claims field selected, then the Generate bulk action found in **TAM Claims** generates a claim in the agreement currency.

Deferred Discount Deal Currency Effects

Amount fields specified on deferred discount deals, such as Deal Limit, Minimum Amount, and Discount Amount, are interpreted by TAM in the promotion or contract currency.

During Invoice Post and Print, TAM also creates history records in the TAM subledger related to the posted information, and, after calculating earned discounts via the TAM **Earned Discount Calculation** screen, creates discount detail tables for related deferred discount deals. These

tables also include relevant fields and values related to TC, BC, and SC. Behavior in **TAM Claims** and the Generate bulk action found in **TAM Claims**, for Deferred Discount deals, is similar to Allocated Funds deals.

Contract Pricing Deal Currency Effects

Pricing defined on contracts is searched for during order entry, where the contract currency matches the order currency. If a contract price is found, then this is the price to be used. If contract pricing is not found, then standard adaptive pricing logic ensues. TAM contract history records, created based on approved indirect sales lines, also record relevant values in TC, BC, and SC. These values can be viewed in the **TAM Contract History** browse.

Indirect Sales Currency Effects

During contract matching executed in **TAM Indirect Sales**, it is necessary for the indirect sales line currency to match a contract currency in order to determine an appropriate match. TAM contract history records created based on approved indirect sales lines, record relevant values in TC, BC, and SC. These values can be viewed in the **TAM Contract History** browse.

Accruals Currency Effects

TAM Accruals creates accruals based on the open balances of earned discounts on open deals. Related accrual table information is calculated and stores the:

- Agreement currency, accrual amount in agreement currency
- Base currency, accrual amount in base currency and exchange rate base currency
- Statutory currency, accrual amount in statutory currency, exchange rate statutory currency

Use the **TAM Accrual Detail** browse to view the accrual details in TC, BC, and SC. *Note*: Several currency-related fields are hidden by default; use the Gear icon to display/hide fields as needed.

If no exchange rate is found for the necessary conversions, an error message indicates that an exchange rate does not exist.

The effective exchange rates used for base currency and statutory currency value conversions are selected based on the posting date of the accrual calculation. Base currency exchange rates use the Accounting exchange rate type as defined in **Exchange Rates**. Statutory exchange rates are first searched for using exchange rate type Statutory. If not found, the system uses the Accounting exchange rate type.

Note Scaling factors can also be attached to exchange rates and involved in currency calculations.

If an accrual is saved as status Approved, an initial journal entry (JE) is created in the general ledger effective as of the accrual posting date, using the information detailed above.

A reversal JE effective on the first day of the following period is created moving the accrual amounts back out of these accounts.

Important The same exchange rate from the posting date of the accrual run, not the exchange rate in the system effective on the first day of the new period, is used on the reversing journal entry. This is necessary so everything balances back out to $0 in the agreement currency, base currency, and statutory currency.

Important Regarding the TC amount for the Sales Contra account, when there are multiple deals in the accrual run defined in differing currencies: there is only one journal entry created for a saved accrual run in status Approved. The Sales Contra account value represents the total accrual value across all deals. The TC amount on the Sales Contra journal entry line is to be set to the total base currency amount and the transaction currency displays as the base currency value. In essence (just for the Sales Contra journal entry line), the TC and BC amounts match.

Example: There are currently two open promotions:

Promo1 defined in base currency USD. Open earned discount is $500 USD.

Promo2 defined in non-base currency CAD. Open earned discount is $2000 CAD.

You generate the accrual run on the last day of the period where exchange rate is 2 CAD = 1 USD.

Statutory currency in the domain is DDD.

Effective exchange rates in relation to SC: 1 CAD = 5 DDD, 1 USD = 10 DDD

Continue to create a single journal entry for the entire accrual run, and post the Sales Contra account in TC = BC.

Promo1 Accrual Account: TC $500 USD, BC $500 USD, SC $5000 DDD

Promo2 Accrual Account: TC $2000 CAD, BC $1000 USD, SC $20,000 DDD

Sales Contra Account: *TC $1500 USD*, BC $1500 USD, SC $25,000 DDD

Accounting Transactions

TAM creates various types of GL transactions, the timing of which depends on the agreement type and deal category. This section provides a summary of the relevant GL transactions in TAM.

Promotion Accounting

Immediate Discount Deals

Immediate Discount (ID) deals can be attached to TAM promotions. Once the promotion is set to status Open, price lists are created behind the scenes matching the information found in the promotional deal. When sales orders are created, these price lists are considered by the pricing routine.

If the discount is a result of a TAM Immediate Discount promotion, the system looks to **TAM Accounts** for a record matching the promotion Agreement Type + Deal Profile combination. If found, the system accepts the Promotion Discount account from here. The system also takes the sub-account (SA) and Cost Center (CC) from TAM Accounts when the Higher SA+CC field is not selected. If the Higher SA+CC field is selected, then TAM pulls the (SA) + (CC) from **Sales Accounts** based on the match of product line, site, channel, and customer type combinations (based on the current search logic in QAD EE). If no matching record is found in **Sales Accounts**, the system pulls the (SA) + (CC) from **Product Lines** based on the match on product line.

The proper discount account, sub-account, and cost center are recorded into the pricing history during order entry, then, during invoice posting, these account details are used for the expected journal entries.

If a TAM Immediate Discount deal price list is used to determine the pricing on an order line or order, then a journal entry (JE) is created in the general ledger after the Invoice has been posted, debiting the appropriate Promotion Discount account + (SA) + (CC) and optional SAF code:

- DR Accounts Receivable
- DR Promotion Discount
- CR Sales

Note TAM Accounts allows you to specify a different Promotion Discount account for every combination of agreement type and deal. You can also vary the sub-account and/or cost center at a lower-level such customer type when the Higher SA+CC field is selected.

If the Agreement Type + Deal Profile combination is not found in **TAM Accounts**, the system pulls the Promotion Discount Account + Sub-Account + Cost Center from the matching **Sales Accounts** record based on the invoice channel and customer type, order line site, and item product line values (based on the current search logic). If no matching record is found in **Sales Accounts**, the system pulls the Promotion Discount Account + Sub-Account + Cost Center from **Product Lines** based on the matching product line value.

You can also define a SAF concept in the system to differentiate types of Immediate Discount deals and then attach that SAF concept and assign a specific SAF code to an Agreement Type and Deal Profile combination

in **TAM Accounts**. When the invoice is posted, the SAF code is attached to the journal entry line for the Promotion Discount account posted to the general ledger.

Bonus Goods Deals

When a bonus goods deal is attached to an open promotion, the deal is applicable to sales orders or pending invoices during entry. The promotions with bonus goods deals result in items being given away for free or at a discounted price. The logic for determining the appropriate Promotion Discount account is the same as the Immediate Discounts.

Deferred Discount Deals

Deferred Discount deals attached to promotions represent the deals that are to be calculated off the relevant posted sales invoice information.

After the invoice has been posted, the associated TAM subledger records exist. The invoiced sales order lines are then matched against the open Deferred Discount deals (based on invoice date) and the earned discounts are accumulated appropriately in **TAM Earned Discount Calculation**, run where Earned Discount Type = Promotion - Deferred Discount.

The Promotion Discount account, sub-account, cost center, and optional SAF code are recorded onto the earned discount record during the earned discount calculation process. The determination of these values follows the similar rules outlined for the Immediate Discount deal category.

Allocated Funds Deals

Allocated Funds deals represent a fixed amount of money going out on a certain payment schedule. These amounts are defined on a promotion in the Allocated Funds deal detail.

When the promotion is set to status Open, earned discount records are generated against the deal running **TAM Earned Discount Calculation**, where Earned Discount Type = Promotion - Allocated Funds. These open earned discount amounts contain the appropriate Promotion Discount Account + Sub-Account + Cost Center to expense on resulting general ledger journal entries.

The determination of which Promotion Discount Account + Sub-Account + Cost Center to use depends on whether the Allocated Funds deal is set up with items—that is, whether the Items Required option is selected.

Optionally, in **TAM Accounts**, you can specify an existing SAF concept and assign a specific SAF code depending on Agreement Type and Deal Profile code combination. This SAF concept and code will then be appended to the JE line for the Promotion Discount account related to an approved claim.

If the Allocated Funds deal *is* set up with items:

- TAM searches TAM accounts using the promotion Agreement Type + Deal Profile combination. If a matching record is found, TAM uses the Promotion Discount account from the found record. Also take the Sub-Account (SA) + Cost Center (CC) from the record when the Higher SA + CC field is not selected. If the Higher SA + CC field is selected, then TAM pulls the Promotion Discount (SA) + (CC) from **Sales Accounts** based on the match of item product line, customer type, and the site found in the customer record. If no matching record is found in **Sales Accounts**, then TAM pulls the (SA) + (CC) from Product Lines based on the match on item's product line.
- If the Agreement Type + Deal Profile combination is not found in TAM accounts, then TAM pulls the Promotion Discount Account + Sub-Account + Cost Center from the matching Sales Accounts based on the match of item's product line, customer type, and the site found in the customer record. If no matching record is found in **Sales Accounts**, then TAM pulls the Promotion Discount Account + Sub-Account + Cost Center from Product Lines based on the match on item's product line.

If the Allocated Funds deal *is not* set up with items:

- TAM looks to TAM Accounts for the promotion Agreement Type + Deal Profile combination. If the matching record is found, then accept the Promotion Discount Account + Sub-Account + Cost Center from here.
- If the Agreement Type + Deal Profile combination is not found in TAM Accounts, then TAM pulls the Promotion Discount Account + Sub-Account + Cost Center from **TAM Control**.

An approved claim results in general ledger transactions.

Scan-back Deals

Earned discounts are created for promotional Scan-back (SB) deals based on the planned item quantities and discount amounts specified on the deal. When the promotion is set to status Open, earned discounts are accumulated appropriately via **TAM Earned Discount Calculation**, run where Earned Discount Type = Promotion - Scan-back. The discount account, sub-account, cost center, and optional SAF code are recorded onto the earned discount record when running **TAM Earned Discount Calculation**. The earned discounts are determined following the same logic used for Allocated Funds deals where items are specified.

Claims are created against open earned discount records, just like for AF and DD deals. The main difference with SB deals is that actual sales are reported back to the manufacturer for scanned sales. As the manufacturer enters claims, the actual claim amounts usually are above or below the open earned discount amount balance, which was initially created based on the deal planned amounts.

Contract Accounting

Contract Pricing Deals

Currently for accounting purposes, when a price list, created via a TAM promotional Immediate Discount deal, is used in an order, then—during invoice post—the general ledger account is determined by the order line site and the line item product line, order channel, and customer type. The system first searches for a matching record in **Sales Accounts**, using the invoice and line values to determine the Promotion Discount account in which to log the discount amount related to the price list. If no match is found, then the system looks to **Product Lines** to determine the account based solely on a match using the product line of the item.

Contract Pricing deals are in many ways similar to Immediate Discount deals. If Pricing Point is set to Direct in the contract pricing deal details, then discounts can also be taken off order lines and are logged during invoice post. These discounts, however, must be tracked in the GL using a different account than those discounts coming from immediate discounts deals. In this case, ensure that the Contract Discount account exists in **Sales Accounts** and **Product Lines**. **TAM Control** also contains the same field, to serve as the default where no match is found.

TAM Accounts also allows for the specification of SAF codes against a Contract Pricing deal and agreement type combination, to allow for optional SAF code values to be written into the GL transactions.

- DR Accounts Receivable
- DR Contract Discount
- CR Sales

Contract Pricing - Chargeback

For Contract Pricing deals, if Pricing Point is set to Indirect, the deal is flagged as Chargeback. Chargebacks represent the amount owed back to a distributor for the difference in price the distributor pays initially to the manufacturer and the lower contract price they have resold the item to a contract customer (registered in the system using **TAM Indirect Sales**).

When you run **TAM Earned Discount Calculation**, where Earned Discount Type = Contract - Chargeback, the system looks for approved indirect sales lines and determines whether a chargeback is due, and then creates or updates the relevant contract earned discount records appropriately. The account written onto a chargeback earned discount record is determined by **TAM Earned Discount Calculation** as follows:

1) The system looks to **TAM Accounts** for a record matching the promotion Agreement Type + Deal Profile combination. If found, the system accepts the Contract Discount account from here. The system also takes the Sub-Account (SA) and Cost Center (CC) from **TAM Accounts** when the Higher SA+CC field is not selected. If Higher SA+CC is selected, then TAM pulls the (SA) + (CC) from **Product Lines** based on the match of product line for the item.

Note You can also define a SAF concept in the system to differentiate types of contract deals and then attach that SAF concept and assign a specific SAF code to an agreement type and deal profile combination in **TAM Accounts**. The SAF value will also be written on the resulting JE when expensed.

2) If the Agreement Type + Deal Profile combination is not found in **TAM Accounts**, the system pulls the Contract Discount Account + Sub-Account + Cost Center from the matching **Product Lines** record based on the match of product line for the item.

3) If a match has not been found in **TAM Accounts** or **Product Lines**, the Contract Discount account/sub-account/cost center from **TAM Control** is used.

Deferred Discount Deals on Contracts

Contract Deferred Discount deals pull their respective expense accounts from the earned discount records maintained by TAM. In **TAM Accounts**, you can specify a Contract Discount account against the combination of Deferred Discount deal and Agreement Type when the Contract Use field is selected.

When a Deferred Discount deal on a contract is flagged as Sales Basis - Member, after indirect sales lines have been approved, you can run **TAM Earned Discount Calculation**, where Earned Discount Type = Contract - Deferred Discount. Similar to the logic for determining accounts to be used for chargeback deals, this program looks first to **TAM Accounts** for the specific combination of the contract agreement type and deal combination, to determine the Contract Discount account to write into the earned discount record. If this combination is not found, then the program continues to search using the indirect sales line item's product line and looks for the Contract Discount account, sub-account, and cost center value in **Product Lines**. Last location if still not found is from **TAM Control**.

When a Deferred Discount deal on a contract is flagged as Sales Basis - Customer, after invoices have been posted, you can run **TAM Earned Discount Calculation**, where Earned Discount Type = Contract - Deferred Discount. This function looks first to **TAM Accounts** for the specific combination of the contract agreement type and deal profile combination, to determine the Contract Discount account to write into the earned discount record. If not found, this account is next searched for in **Sales Accounts**, using the invoice channel and customer type, order line site, and item product line values. If no combination is found, then search in **Product Lines** using the line item product line. Last location if still not found is from **TAM Control**.

TAM Claim Accounting

TAM claims are allocated against earned discount records, which store the account/sub-account/cost center and SAF information.

Note Use the **TAM Promotion Earned Discount Accounts** browse to view the accounting information stored in promotion earned discount records, and use the **TAM Contract Earned Discount Accounts** browse to view the accounting information stored in contract earned discount records.

Saving a claim in an Approved status results in the following journal entry:

- DR Contract/Promotion Discount (stored in earned discount record)
- CR Accounts Receivables (if payment method is Customer Credit Note - Customer Control Account) - or -
- CR Accounts Payable (if payment method is Supplier Invoice - Supplier Control Account)

Note Posting lines found within the resulting journal entry are summarized by the same earned discount account/sub-account/cost center/project/SAF code combination.

Depending on the claim Payment Method setting, either a single Customer Credit Note or Supplier Invoice results when a claim is saved in status Approved, or a prior saved status Approved claim is changed to Reversed.

Accruals Accounting

Open status deal balances are accounted for during accrual processing maintained in **TAM Accruals**. Promotional deals that may accrue include Allocated Funds, Deferred Discount, and Scan-back; contract deals that may accrue include Contract Pricing deals flagged as chargeback, as well as Deferred Discounts. The resulting accrual amount represents the open balance between the accumulated earned discount amount and any claims. When saved as status Approved, an initial general ledger journal entry (JE) is created effective as of the posting date specified from the accrual run. A second JE is created by the system effective the first day of the next period, reversing the amounts out of these same accounts.

The Accrual Debit Account Type field in **TAM Control** affects journal entry creation for **TAM Accruals**.

When Accrual Debit Account Type is Expense:

- Accrual Posting Date JE:
  - DR Expense Account/SA/CC (earned discount record)
  - CR Accrual Account/SA/CC (TAM Accounts: Agreement Type/Deal Profile combination. If not found, then uses Accrual Account from **TAM Control**. Summarized by common Account/SA/CC).
- Reversing JE effective first date of next period:
  - DR Accrual Account/SA/CC
  - CR Expense Account/SA/CC

When Accrual Debit Account Type is Sales Contra:

- Accrual Posting Date JE:
  - DR TAM Sales Contra (**TAM Control**)
  - CR Accrual (**TAM Accounts**: Agreement Type/Deal Profile combination. If not found, then uses Accrual Account from **TAM Control**).
- Reversing JE effective first date of next period:
  - DR Accrual
  - CR TAM Sales Contra

SAFs

Depending on the expense account, sub-account, and cost center used, SAF concepts and values may default from outside of the values specified in TAM Accounts or may be system-assigned values. Depending on deal type, those system-assigned SAF values are recorded as follows:

Promotion Deferred Discount deals:

- Product Line - Get value from item master based on invoice line item.
- Site - Get value from invoice history based on invoice number and line number.
- Item Type - Get value from item master based on invoice line item.
- Item Group - Get value from item master based on invoice line item.
- Region - Get value from customer detail based on customer.
- Customer Type - Get value from customer detail based on customer.
- Supplier Type - Not applicable for TAM.

Promotion Allocated Fund and Scan-back deals:

- Product Line - Get value from item master based on the item on the deal.
- Site - Get site assigned to the customer for the current domain.
- Item Type - Get value from item master based on the item on the deal.
- Item Group - Get value from item master based on the item on the deal.
- Region - Get value from customer detail based on customer.
- Customer Type - Get value from customer detail based on customer.
- Supplier Type - Not applicable for TAM.

Contract Deferred Discount and Chargeback deals:

- Product Line - Get value from item master based on item.

- Site - If a sales order invoice can be found, get value from invoice history based on invoice number and line number.
- Item Type - Get value from item master based on item.
- Item Group - Get value from item master based on item.
- Region - Get value from customer detail based on customer.
- Customer Type - Get value from customer detail based on customer.
- Supplier Type - Not applicable for TAM.

If any SAF value is none, assign the default SAF value based on the SAF structure definition.

If the system SAF value is not defined or cannot be found, it is assigned the default value based on the SAF definition in QAD Financials.

SAF Structure, Parent Type, SAF Concepts, and SAF Codes can be viewed in the TAM Promotion Earned Discount Account or TAM Contract Earned Discount Account browses. This data is written to GL transactions when accruals or claims are approved.

Taxes

Global Tax Management (GTM) is used to determine taxes in **TAM Claims**. A basic understanding of GTM is assumed; see *Global Tax Management User Guide* for information on GTM.

When you create a claim in **TAM Claims**, you first enter a customer. This customer has various tax settings defined as maintained in **Customers** under the Tax panel:

- Taxable Customer
- Tax is Included
- Tax in City
- Tax Zone
- Tax Class (Customer)
- Tax Usage

The Taxable Customer value determines the “Taxable” default value as displayed in the Claim Amount frame. This may be updated by the user. If the claim Taxable field is not selected, then taxes are not to be calculated on the claim, regardless of tax level settings on any deals/items selected in the claim details. Also, if a claim is saved in a Pending status with taxes calculated and is subsequently modified with Taxable not selected, then all existing tax detail records are removed.

As in other areas of QAD Adaptive ERP, such as sales orders, there are overall Tax Settings values that default into the claim:

- Tax Usage

- Tax Environment
- Tax Class
- Taxable
- Tax Included

The Tax Class, Tax Usage, and Tax Included values default in from the customer tax settings. (Tax Included is currently always cleared and disabled in Claims.)

The customer tax zone is used as the ship-to tax zone. The tax zone associated with the site attached to the customer, as displayed in **Customers**, is used as the ship-from tax zone.

The ship-to tax zone and the ship-from tax zone both establish the appropriate Tax Environment value for claims.

Note If the claim payment method is set to Supplier Invoice, then a supplier is specified. In this case, the supplier's tax settings are used instead of the customer tax settings.

For earned discount total records, several factors determine the taxes applied to the details.

- If the claim is non-taxable, no taxes are to be calculated regardless of deal/item tax settings.
- When the claim is taxable, the taxes depend on the tax level settings on the deal for the earned discount total record with an allocated amount.
    - If the deal is non-taxable, then no taxes are to be calculated against the deal details, regardless of the customer/item tax settings.
    - If the deal is Tax by Customer, then TAM uses the default tax settings for the customer as the tax parameters. If the customer is set to taxable, then the deal is set to taxable regardless of the item-level tax settings. This method is meant to be used in scenarios such as an Allocated Funds (AF) deal in Australia, where it is considered a service and everything should be taxed, regardless of whether items are attached to the AF deal and the item-level tax settings are set as non-taxable. This approach might be thought of as similar to how taxes are calculated in **Customer Invoices**, or for a memo item on an order line.
- If the deal is set to Tax by Item, then TAM uses the item-specific tax settings as parameters to calculate tax:
    - Tax Usage - same as Tax Settings, based on Customer
    - Tax Environment - same as Tax Settings, does not change item by item

- Tax Class - Item Tax class
- Taxable - Item Taxable setting
- Tax In - same as Tax Settings, based on Customer

As amounts to allocate are specified against the earned discount total records, they are spread over the item's earned discount child records. Tax detail records are calculated after you save the claim. The tax amounts/totals are displayed. The tax details are visible via theTax Detail button found in the Allocations panel of **TAM Claims**. You can update the tax details when the Update Tax Allowed field is selected in the relevant GTM tax rate record.

The interaction of the Tax by Line value with the deal Tax Level setting can become a bit complex. Here are more details for the interaction of 1) Tax by Line setting (specified on each tax rate found), and 2) deal Tax Level setting.

Example The TAM claim is allocated for $1,000 against a promotional deal's earned discount total record, which has earned discount item records of $200, $300, and $500.

Scenario 1: Tax by Line = No; Deal Tax Level = Tax by Customer

TAM uses the customer tax settings and applies them against the overall $1,000 allocated amount, resulting in a single tax record assuming just one tax rate is found.

Scenario 2: Tax by Line = Yes; Deal Tax Level = Tax by Customer

In this case, TAM uses the customer's tax settings and applies them against the overall $1,000 allocated amount, resulting in a single tax record. When you are taxing by customer, you are really taxing the service rather than the individual items, and the value of the service being taxed is $1,000 total. Effectively, when you select Tax by Customer, there is no difference between Tax by Line = Yes and Tax by Line = No.

Scenario 3 (Currently unrecognized in TAM 3.0): Tax by Line = No; Deal Tax Level = Tax by Item

In this case, TAM uses the item tax settings and applies them against the individual item allocated amounts ($200, $300, $500), but summarizes the calculated taxes into a single tax record. The allocated amounts are added up first before calculating the taxes, which means it is again similar to Scenario 1. We are taxing the items, but if all of the items have the same tax settings then expect one tax amount calculated using the total value of those items, just like if you have Tax by Line set to No in a sales order for multiple line items.

Scenario 4: Tax by Line = Yes; Deal Tax Level = Tax by Item:

In this case, TAM uses the item tax settings and applies them against the individual item allocated amounts ($200, $300, $500), and creates individual tax records for each item's taxes.

Important

The tax settings for TAM promotional deals directly affect the taxes on claims. TAM contract deals do not display or allow for the of any tax settings and do not result in any tax calculations as of the TAM 3.0 release.

TAM Control

Main Panel

Enable TAM

Select the Enable option to fully activate TAM functionality.

Note You must save the record first before the Enable TAM option becomes active.

Although users can create TAM promotions and TAM contracts in Draft or Pending status, they cannot set the status to Open unless TAM is enabled. Certain pricing screens, such as **Sales Item Pricing What-If**, do not display promotional information related to price lists if this is not enabled. Also, order entry screens such as **Sales Orders** and **Sales Quotes** cannot locate any Bonus Goods deals or Contract Pricing deals when TAM Enabled is not selected.

When TAM is not enabled, the Enable button appears next to the field. This button is read-only if any mandatory **TAM Control** fields are not filled in.

When the Enable button is clicked:

First the system verifies that the Financial version is 2020.1 or above. If the version is not correct, an error displays.

If Adaptive Pricing is not enabled and the Financial version check has passed, a confirmation message appears: *Enabling TAM will require a conversion of pricing data to use Adaptive Pricing. This data conversion cannot be reversed and TAM cannot be disabled in this domain once the conversion completes. Depending on the amount of pricing data to convert, this process may take some time. While the conversion is executing, sales processes that involve pricing calculations will be unavailable. For these reasons, you should only continue with this process during a convenient downtime in sales activity. Please confirm you want to continue with this conversion.*

If you continue, the system runs the following conversion process:

1. Status set indicates conversion running (runs in the background using Foundation Background Processing)
2. Convert analysis codes to analysis groups
3. Create analysis groups for any price break categories found on price lists
4. Default blank price list order & attribute analysis codes to the "qadall" token
5. Set the Enable Adaptive Pricing field to true at its completion

If Adaptive Pricing is already enabled and the Financial version check succeeds, the system displays this message: "TAM cannot be disabled

in this domain once enabled. Continue?" If you choose to continue, the Enable TAM checkbox is selected.

The Enable button can only be selected once per domain. After successful conversion, the button no longer appears.

If the conversion fails for any reason, the Enable button is available to let you rerun the conversion.

Price List Prefix

Specify the two-character alphanumeric string to use as a prefix for system-assigned TAM price list identifiers.

You cannot leave the field blank; you must enter either one or two characters.

- If the prefix is one character, the number portion of the price list identifier is seven digits.
- If the prefix is two characters, the number portion of the price list identifier is six digits.

You can change the Price List Prefix value even after price lists have been created, which will only affect the prefix for new price lists.

Note TAM creates a price list when a promotion that contains an Immediate Discount deal is saved as status Open.

Accounting Panel

Promotion Discount Account

Specify the Income/Expense type promotion discount account used to potentially record expenses from Deferred Discount and Allocated Funds deals.

Although you must enter a valid value for the promotion discount account, the associated sub-account and cost center fields can be optional, depending on the COA mask setup.

The entered account/sub-account/cost center are validated to make sure that both the individual account, sub-account, and cost center and their combination are valid. The combination of account, sub-account, and cost center must be valid for its COA mask.

Contract Discount Account

Specify the Income/Expense type of account used to potentially record expenses from TAM Contract deals.

Although you must enter a valid value for the contract discount account, the associated sub-account and cost center fields can be optional, depending on the COA mask setup.

The entered account/sub-account/cost center is validated to make sure that both the individual account, sub-account, and cost center and their

combination are valid. The combination of account, sub-account, and cost center must be valid for its COA mask.

Accrual Account

Specify the Liability type accrual account used as the default for accruing earned discount amounts from Deferred Discount, Allocate Funds, and Contract Pricing - Chargeback deals. A journal entry is created when status Approved accruals are saved in **TAM Accruals**; the system searches for deal-specific accrual accounts set up in **TAM Accounts**. If no record is found for the agreement type and deal combination, then this accrual account is used.

Although you must enter a valid value for the accrual account, the associated sub-account and cost center fields can be optional, depending on the COA mask setup.

The entered account/sub-account/cost center is validated to make sure that both the individual account, sub-account, and cost center and their combination are valid. The combination of account, sub-account, and cost center must be valid for its COA mask.

Sales Contra Account

Specify the Liability type account used to record accrual amounts. A journal entry is created when status Approved accruals are saved in **TAM Accruals**. This account is the summary accrual account used by the system to offset against the individual deal accrual accounts as defined in **TAM Accounts**.

Although you must enter a valid value for the sales contra account, the associated sub-account and cost center fields can be optional, depending on the COA mask setup.

The entered account/sub-account/cost center is validated to make sure that both the individual account, sub-account, and cost center and their combination are valid. The combination of account, sub-account, and cost center must be valid for its COA mask.

Accrual Debit Account Type

Specify the account type to be debited when accruals are generated and posted in **TAM Accruals**.

- Expense: The accrual run (when approved) will debit the expense account/sub-account/cost center located in each relevant earned discount record. It will credit the summarized accrual account/sub-account/cost center found in **TAM Accounts** based on Agreement Type + Deal Profile combination.
- Sales Contra: Debit the sales contra account/sub-account/cost center found in **TAM Control** with one summarized amount. Credit the accrual account/sub-account/cost center for each Agreement Type + Deal Profile combination found in **TAM Accounts**.

Daybooks Subpanel

Accrual Daybook

Specify the daybook used when creating TAM accrual journal entries resulting from TAM accruals. The daybook control value must be Financial and the daybook type must be defined as Journal Entries.

Customer Credit Note Daybook

This daybook is used for journal entries resulting from approved status claims where Payment Method is set to Customer Credit Note. The daybook type must be Customer Credit Notes and the daybook control value must be Financial.

Note A sequence ID must be defined for this daybook in **Number Ranges**.

Customer Credit Note Reversals Daybook

This daybook is used for journal entries resulting from reversed status claims where Payment Method is set to Customer Credit Note. The daybook type must be Customer Credit Note Corrections and the daybook control value must be Financial.

Note A sequence ID must be defined for this daybook in **Number Ranges**.

Supplier Invoice Daybook

This daybook is used for journal entries resulting from approved status claims where Payment Method is set to Supplier Invoice. The daybook type must be Supplier Invoices and the daybook control value must be Financial.

Note The Allow Supplier Invoice Daybook Update flag in Purchasing Control must be set to True if the Supplier Invoice Daybook in the daybook set is different than the daybook in **TAM Control**.

Note A sequence ID must be defined for this daybook in **Number Ranges**.

Supplier Invoice Reversals Daybook

This daybook is used for journal entries resulting from reversed status claims where Payment Method is set to Supplier Invoice. The daybook type must be Supplier Invoice Corrections and the daybook control value must be Financial.

Note A sequence ID must be defined for this daybook in **Number Ranges**.

Claims Panel

Disallow Generate Approved Claims

Use this option to control the status of claims created by the **TAM Claims** > Generate action, when System Generate Claims is enabled for the specific deal.

Selected: For system-generated claims, the system sets the status of the claim to Pending.

Cleared: For system-generated claims, the system sets the status of the claim to Approved.

Generate Negative Claims

When a deal is flagged as System Generate Claims, the setting for this field indicates whether TAM should generate claims that are negative if the open earned discount balance is below $0. One scenario where a negative balance may occur is where indirect sales are reported that reflect returns. These returns result in a decrease in an earned discount amount, which may cause it go negative.

If you select Generate Negative Claims, negative claims can be generated by the **TAM Claims** > Generate action.

Credit Terms

Specify a valid claims credit terms code to default onto TAM claims.

Contracts Panel

Distributor Contract Pricing Validation

Specify whether the system shows a message when a distributor contract cannot be found.

If Distributor Contract Pricing Validation is selected and a distributor contract is not found, the system displays a message indicating that the distributor contract is not found and puts the line in Match-Review status.

If this field is not selected and a distributor contract is not found, Indirect Sales bypasses TAM contracts while searching for distributor pricing, and no message indicating that contract pricing is not found is displayed.

The Indirect Sales validation logic searches through TAM contracts to determine pricing for a distributor. If no pricing is found for a particular item, TAM continues to locate pricing for the distributor via price lists.

In the business world, some manufacturers, especially in the Life Sciences area, maintain pricing for their distributors using contracts and plan to address the price in TAM contracts. If this is your business case, QAD recommends that you select this field. Otherwise, if TAM

contracts are not used at all to maintain distributor pricing, clear this field.

Purchasing Days

Specify the number of historical days over which the system calculates the number of items purchased by a distributor. This value is used during the matching and approval of indirect sales against a contract in **TAM Indirect Sales**.

Setting this value to 0 turns off purchasing history validation during indirect sales line approval. New users are encouraged to go-live with this value set to 0 if there is no invoice history already loaded into the system. Over time, as invoice history is built up sufficiently to support the evaluation of invoice sales against indirect sales being reported, then it is recommended to set this value to a number greater than 0. This number represents the days back in invoice history over which the system validates distributor purchases from the manufacturer against those being reported by the distributor through indirect sales. If invoice history does not support the full quantity of the indirect sale, the system indicates a dispute quantity and the relevant indirect sales line status and message reflects this.

Pricing Tiers

Specify the default number of pricing tiers that apply to contracts for Contract Pricing deals in TAM contracts.

Earned Discounts Panel

Earned Discount Calc Locked

When **Calculate Earned Discounts** is running, the Earned Discount Calc Locked checkbox is selected. It is necessary to prevent a second program instance from being run at the same time. After completing **Calculate Earned Discounts**, the checkbox is then cleared. Sometimes if the program crashes, or if errors appear, the flag is not properly reset. Use the Earned Discount Calc Locked checkbox to unlock the flag. If the flag is true, then the Unlock button next to the Earned Discount Calc Locked field is enabled and users can click the button to reset the flag to false. When the Unlock button is clicked, a confirmation message prompts the user to continue. If the Earned Discount Calc Locked checkbox is selected and the user runs **TAM Earned Discount Calculation**, the system displays a message notifying the user that the earned discount calculation is locked and the calculation cannot be done.

Accruals Panel

Allow Negative Accruals

Selecting the Allow Negative Accruals checkbox enables the system to generate negative accruals. You can find these accruals in the Accrual Amount column within the Accrual Detail panel of TAM Accruals.

TAM Promotions

Promotions are agreements with customers to provide discounts during or after a specified period of time, allocate funds for promotional activities, or offer bonus goods at a discounted rate or for free. Depending on how the promotion is set up, discounts can be taken immediately during sales order/quote entry, deferred and claimed later based on actual sales, or given as required for promotional activity.

There are five main deal categories for promotions:

- Immediate Discount
- Bonus Goods
- Deferred Discount
- Scan-back
- Allocated Funds

For each deal category, you can create one or more deal profiles to represent variations of the deal category. This provides a mechanism to predefine and name deals consistent with the company's business and their specific industry. Each deal profile provides a template to be used in setting up deals on promotions, including default values. (Not all fields found on the promotional deal are found in the deal profile.) Deal profiles provide a way to quickly create promotions. See **Deal Profiles** for more information.

Budgeting for trade promotions is optionally done along with standard budgeting on an annual basis. Budgets are set up at a level that makes the most sense for the company, ranging from a single budget for market development funds, down to multiple budgets defined at the product line level. The TAM solution approach is to use the budgeting functionality as it is today in Enterprise Financials and make the connection to TAM through reporting. TAM Reporting allows you to analyze the effectiveness of promotions by comparing budget, planned, and actual expenses. Budget topics and codes can optionally be assigned to promotions on the General tab of each individual promotion.

Before setting up promotions, define the following relevant policies:

- **Accounting Structure** - Accounting structure to be used for accrual and expense accounts, ranging from a single trade spend account to multiple accounts for Agreement Type/Deal Profile combinations. Refer to the Accounting Transactions section of **TAM Finance and Accounting** for more information relating to the accounts used and the timing of journal entries in relation to TAM.
- **Attributes** - Attributes related to items and customers are defined elsewhere in the system, and can be used to group items and customers using Analysis Codes. For more details, see the section on **Analysis Codes**.

- **Customer Groups** - The name of customer groups varies depending on the nature of the business. For example, in the food services industry, customers are typically associated with a broker. For the retail industry, a customer group can represent a national or regional chain. Customer groups are defined and maintained in Analysis Codes. For more details, see the section on **Analysis Codes**.

  Note In the medical industry, it is common for customers to belong to one or more buying groups or GPOs. Buying groups used on TAM Contracts are maintained in Buying Groups, not Analysis Codes. See the section on **Buying Groups** for more information.

- **Item Groups** - Items can also be grouped for various reasons. You can quickly refer to commonly grouped items when selecting which items to include on a promotion or for reporting purposes. Although item groups are defined internally, they still can have an associated effective date. Item groups are defined and maintained in Analysis Codes. For more details, see the section on **Analysis Codes**.

  Note Items can belong to more than one item group at a time.

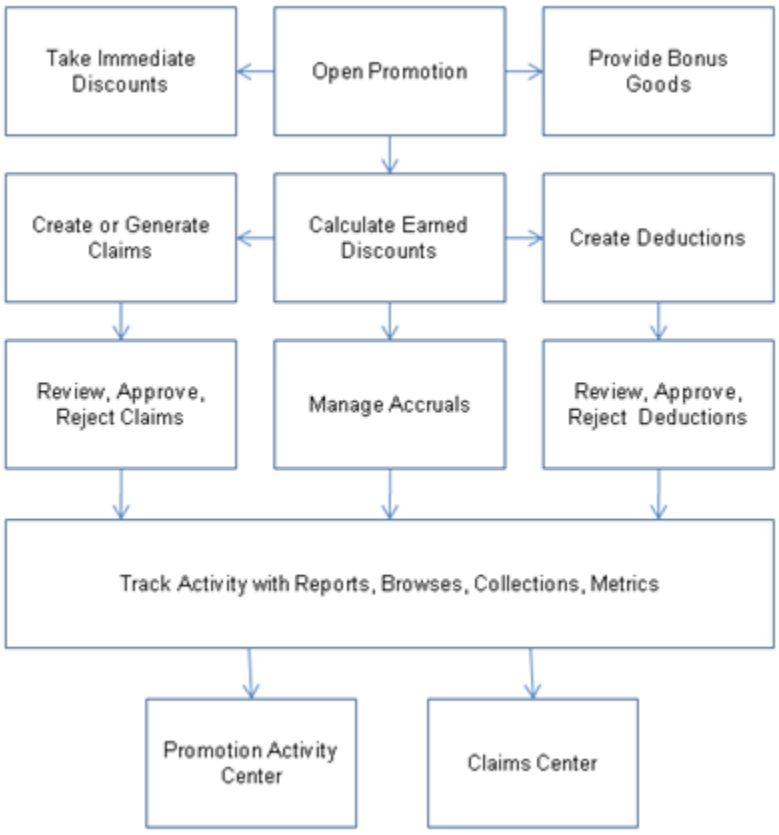
- **Agreement Type** - Agreement types allow you to further differentiate promotions and contracts; for example, promotions to be used for certain events, tournaments, contests, or channels. Agreement types, along with deal profiles, are used to define accounting defaults for certain TAM deals.

To enter a promotion, you define information about the promotion itself in the following areas:

- General information
- Dates the promotion is effective
- What, how, and when discounts are calculated
- Who recieves payment for the discount
- Overall comments

After a promotion is defined, you can associate customers with it by specifying individual customers, customer groups, or all customers. Similarly, items can be associated with each promotion either by individual items and item groups, or all items. Discount rates for the promotion deal are defined against each deal and can also be tiered, based on accumulated quantities or amounts. After a promotion is created, if the promotion is required to go through an approval process, save the promotion in Draft or Pending status before setting it to Open.

The following graphic summarizes the flow of the promotion process:



Recommended: Use the associated drill-down links available on saved TAM promotions for easy access to relevant promotion and deal browses and reports.

The following drill-down links are available from the righthand navigation panel:

- TAM Accrual Detail
- TAM Discount Details
- TAM Promotion Earned Discount Accounts
- TAM Promotion Earned Item Totals (further drills down into TAM Claim Items)
- TAM Promotion Earned Discount Tier Totals
- TAM Promotion Earned Discount Totals (further drills down into TAM Claim Totals, TAM Promotion Earned Discount Item Totals, and TAM Promotion Earned Discount Tier Totals)
- TAM Promotion Earned Discounts
- TAM Subledger by Promotion
- TAM Promotion Earned Discount Balances (Report)

- TAM Promotions (Report)

Main Panel

The Main panel allows you to define several main characteristics of a TAM promotion.

Promotion

Enter your own promotion code, or leave it blank for the system to generate a value based on the PROMO sequence rule defined in **Number Ranges**. You cannot reuse an existing promotion code on a new promotion.

Note You cannot update this field once the promotion has been saved.

Description

Enter a meaningful text description of this promotion (up to 40 characters).

Promotion Type

Specify the promotion type associated with this promotion. Mandatory field. Available values are defined in **Agreement Types** when the Promotion Use field is selected.

When saving a promotion in Open status, Promotion Type (agreement type) is validated to ensure it is active. If it is not, the record cannot be saved.

Currency

Specify the currency associated with this promotion. Mandatory field. The default is the domain base currency. It must be a valid currency value as defined in **Currencies**.

A promotion is allowed to be saved as status Open as long as the currency is currently defined as active.

For Immediate Discount deals, the currency is written onto any resulting price lists, so that only orders entered in that order currency qualify for that discount.

For Bonus Goods deals, only orders defined in matching currency will locate the bonus details.

Buy Dates

Specify the range of dates during which this promotion applies. Mandatory fields.

The Buy Start date can be modified on status Draft or Pending promotions. You can modify the Buy End date after a promotion is saved with a status of Open. However, the new date cannot be earlier than the current system date. If an open promotion has not been used,

then the promotion status can be set back to Pending/Draft, and the buy dates can then be modified as needed.

- For Immediate Discount deals, buy dates represent the effective dates recorded in any resulting price lists.
- For Bonus Goods deals, buy dates represent the dates (based on order date) on which a Bonus Goods deal is available during order entry.
- For Deferred Discount deals, this date range represents the dates that sales are accumulated against the deal (based on Invoice Date). You cannot modify the end date for a promotion with a deferred discount deal attached, whose current end date is in the past. You can only modify the buy end date for an open promotion with a Deferred Discount deal attached where the current buy end date is or is later than the current system date.
- For Allocated Funds deals, the buy dates outline the available periods in which the planned costs create earned discount records.
- For Scan-back deals, buy dates represent the period in which the customer is expected to purchase stock to support the promotion. The buying period typically starts before the in-store promotion, to build up stock in anticipation of increased sales.

TAM allows you to enter a prior date as the buy start date. When a backdated promotion is set to Open status, be aware that this will not adjust prior posted lines regarding Immediate Discount and Bonus Goods deals. For Allocated Funds deals on backdated promotions, earned discount records will be created for the periods in the past by **TAM Earned Discount Calculation** for type Promotion-Allocated Fund. For Deferred Discount deals, when **TAM Earned Discount Calculation** for type Promotion-Deferred Discount is run the first time after the promotion is set to Open status, TAM will look into prior processed TAM history records to create earned discounts for prior posted activities. For Scan-back deals, this means potential discounts apply to past in-store sales.

Note Use the Bulk Edit action as needed to change the Buy End date value for more than one TAM promotion at a time.

Retail Dates

Optionally specify the range of dates this promotion is available for retail customers to use. The start date cannot be before the start of the Buy Dates range.

You can modify this date range in all statuses but Closed.

All Customers

Select this field to make the promotion available to all customers. The system hides the Customers panel.

If the promotion includes an Allocated Funds deal, do not select All Customers. The system displays an error message when attempting to save the deal.

When the field is cleared, you can access the Customers panel and enter specific customer codes and/or customer analysis groups to identify customers that are eligible for this promotion.

Reference

Optionally, enter reference information about this promotion (up to 40 characters). The reference can be used to represent a different internal promotion number, an external reference number, or for whatever other reason you feel applies. The reference is not formally linked to anything or validated in any way.

The reference is displayed on certain browses and/or reports.

Status

Specify the status of this promotion. All status changes are manually performed by the user.

- Draft - Default status on new promotion records.

  The following fields are the only fields required to save a promotion in Draft status: Promotion Type, Currency, Buy Dates. All details on a Draft promotion can be modified.

- Pending - Use this status to indicate that the promotion record has been completely defined, but is still not ready to set to Open.

  For example, your company has a workflow that requires promotions to be approved, so you can leave a promotion set to Pending during the review process. Pending promotions must contain all elements necessary for a promotion to be set to status Open, including customers, items, and at least one fully defined deal. All details on a Pending status promotion can be modified.

- Open - When set to status Open, the promotion is available for use. If the TAM Enabled field in **TAM Control** is not selected for this domain, promotions cannot be saved as status Open.

  For Immediate Discount type deals, the system automatically generates the required price lists when users set the status to Open and successfully save the promotion.
  The following fields can be modified on Open status promotions:

  - Status: The status can be changed to Closed provided there are no pending status claims. If the promotion has not been

used and depending on certain validations based upon deal category, you can revert back to a Pending or Draft status.

- Description
- Buy End Date
- Retail Dates
- Responsible
- Reference
- Deal Information: Deal Reference, Deal Description, and other fields can be modified in an Open status promotion depending on the deal category attached.

◦ Closed - A promotion with Status saved as Closed cannot be reopened or modified, and the user is warned when attempting to save in Closed status. No claims or accruals can be created against closed promotions. If there are any Pending status claims against any deal on the promotion, you cannot close the promotion.

Note Use the Bulk Edit action as needed to change the Status value for more than one TAM promotion at a time. This is especially helpful to close many promotions at one time. Closing promotions is necessary in order to keep the system running as efficiently as possible.

Entity

Specify an entity that this promotion applies to. When the field is blank, any entity in the domain can use the promotion. If an entity is specified, however, then only sales activities relevant to that entity qualify for the deals linked to this promotion. This field affects Deferred Discount, Allocated Funds, and Scan-back types of deal categories.

For example, if a rebate type of Deferred Discount deal is defined on a promotion, and that promotion's entity is blank, then sales from all sites qualify for the deferred rebate. If this same promotion has an entity specified, then only sales linked to sites attached to the promotion entity qualify for the deferred rebate.

This field is mandatory for promotions with Allocated Funds and Scan-back deals because they are not tied to invoiced sales where an entity is referenced. The entity is recorded onto all earned discounts created in TAM.

Promotion entity has no effect on Immediate Discount deals. If an entity is specified on a promotion and that promotion has an immediate discount deal attached, the price lists generated from the deal do not

store the entity. You cannot limit the use of a price list to one particular entity, because price list records do not currently include an Entity field.

Promotion entity has no effect on Bonus Goods deals. Specifying an entity on a promotion header does not currently limit bonus goods activity to sales for that specific entity.

When saving a promotion in Open status, the entity code is validated to ensure that it is active. If it is not, the record cannot be saved.

Project

Optionally enter a valid project code associated with this promotion.

Projects are chart of accounts elements that provide analytical reporting on various activities, including promotions. These are defined and maintained using the standard functions available in QAD Adaptive ERP.

When saving a promotion in Open status, Project is validated to ensure that it is active. If it is not, then a warning appears, but the save is allowed.

Budget Code

Optionally enter a budget code (defined **Budgets**) associated with this promotion.

A valid Budget Topic value must then also be entered. These are defined and maintained using the standard functions available in QAD Adaptive ERP.

When saving a promotion in Open status, Budget Code is validated to ensure its status is operational. If it is not, then a warning appears, but the save is allowed.

Budget Topic

When Budget Code has a value, specify an associated budget topic.

Use the lookup to display a filtered list of budget topics that are valid for the specified budget code.

If there is a budget code specified, then there must be budget topic and vice versa.

Responsible

Optionally specify a valid user ID matching the person responsible for this promotion. The user records are defined in **Users**.

Note Use the Bulk Edit action as needed to change the Responsible value for more than one TAM promotion at a time.

Last Modified By

Indicates the user who last modified this record.

Last Modified Date

Indicates the date and time on which this record was last modified.

Customers Panel

The Customers panel allows you to specify which customers a TAM promotion applies to. Select the New button to add customers.

Highlight an existing customer record and select Delete to remove the customer.

Note Deletion is allowed only for a Draft or Pending status promotion.

Please note that the following drill-down links are available from the righthand navigation panel for the Customers panel:

- Analysis Groups
- Customers
- TAM Promotions by Customer (further drills down into TAM Claim Totals, TAM Discount Details, TAM Promotion Deals, and TAM Subledger by Promotion) - shows all promotions to which a customer has been applied, including promotions with All Customers indicated, promotions for customer groups that include that customer, and promotions in which the customer was individually added.

Group

Specify the customer groups to which this promotion applies. Customer groups must be previously defined in **Analysis Groups**.

A warning is provided when saving a promotion in status Pending or Open if the customer group is not active.

Customer

Specify the individual customer to which this promotion applies. You can add multiple customers as needed.

A warning is provided when saving a promotion in status Pending or Open if the customer is not active.

Name

The description attached to either this customer group or customer.

Group Type

If this is a customer group, Group Type indicates whether this is a Static or Dynamic type of group as defined in **Analysis Groups**.

Deals Panel

The Deals panel allows users to add or modify deal details on TAM promotions. On the promotion header, the Deals panel displays read-only details about any existing deals on the promotion, which includes the Deal code, Description, Category, and Reference.

Deals are added onto promotions using the Deals panel - New button. This launches the Deal Details screen, where a user can add promotional deal records. When a deal detail record is saved and the details screen is closed, the deal grid displays the deals.

Select a record on the deals grid and choose Edit to launch the Deal Details screen, where you can edit the record. Upon return, the Deals grid is updated with the most recent deal data. You can also select the Details button from the Deals grid to launch the Deal Details window.

Highlight a deal record and select Delete to remove a deal from a promotion.

Note Deletion is only allowed for status Draft or Pending.

Deal Details

Choosing the New/Edit/Details button on the promotion Deals panel launches the Deal Details screen.

Note You cannot add the same deal more than once.

Note that the following drill-down links are available from the Deal Details screen:

- Deal Profiles
- Offer Details
- TAM Accrual Detail
- TAM Discount Details
- TAM Planned Quantities by Item
- TAM Promotion Deal Item Period
- TAM Promotion Earned Discount Accounts
- TAM Promotion Earned Discount Item Totals (further drills down into TAM Claim Items)
- TAM Promotion Earned Discount Tier Totals
- TAM Promotion Earned Discount Totals (further drills down into TAM Claim Totals, TAM Promotion Earned Discount Item Totals)
- TAM Promotion Earned Discount Tier Totals
- TAM Promotion Earned Discounts
- TAM Promotion Items
- TAM Promotions
- TAM Subledger by Promotion
- Price Lists (Report)
- TAM Earned Discount Calculation (Report)

- TAM Promotion Earned Discount Balances (Report)
- TAM Promotions (Report)

Deal Details Main Panel

Deal

Specify an existing deal code as a starting point for adding deals onto TAM promotions.

Valid promotional deals are first defined in **Deal Profiles** and are specified for promotion use.

Description

The description of the deal defaults into the Main panel and can be updated for this specific promotional deal.

Deal Category

The type of deal category associated with the deal code specified displays as information only. Depending on the promotional deal category (Allocated Funds, Bonus Goods, Deferred Discount, Immediate Discount, Scan-back), the relevant deal panel and default values become accessible below.

Deal Reference

Optionally enter reference information about this promotional deal (up to 40 characters) which may later display on associated browses and reports.

Allocated Funds Deal Category

You can define an Allocated Funds deal on a TAM promotion by entering an existing Deal Profile of category Allocated Funds. The deal default values appear based upon the profile selected, at which time you can update as needed.

Note Only one allocated fund deal can be attached to a single promotion.

Allocated Funds deals involve fixed amounts of money to be paid to the customer or group of customers for a defined promotional period and are used on a discretionary basis. Promotions cannot be defined as "All Customers" with an Allocated Funds deal attached. Some common terms associated with allocated funds deals are “General Expense” and “Lump Sum.” They can be used for programs such as slotting, market development, or new product lines. There are no discount tiers for these types of deals.

An Allocated Funds deal can be associated with specific items if desired, but items are not mandatory. Use the **TAM Planned Quantities by Item** browse or the **TAM Promotion Deal Item Period** browse to view period-related information if items are attached.

The liability for Allocated Funds deals is calculated after the promotion is set to status Open and **TAM Earned Discount Calculation**,is run where type = Promotion - Allocated Funds. Open liabilities are recognized during accrual processing for the difference of the total amount of the deal less any claims that were taken. If no accruals or claims have been created for the AF deal, the promotion can be reset from status Open back to Draft or Pending, and the existing earned discounts will be removed by the system.

The timing of claims payments varies for Allocated Fund deals:

- Upfront in the first fiscal period of the promotion
- Evenly over fiscal periods in the promotion period
- At the last fiscal period of the promotion
- By user-specified amounts in the fiscal periods during the promotion period

Planned costs over the promotional periods must be entered against Allocated Funds deals to indicate the claim payment schedule, and also indicate when earned discounts are to be created/updated using **TAM Earned Discount Calculation**. A warning message displays for AF deal promotions when the promotion Buy Dates range is not defined in full in the fiscal calendar.

Accrual generation evaluates Allocated Funds deals and determines when accrual entries are created for the fiscal period.

Claims are made against Allocated Funds deals typically up to the amount of the funds allocated. Claims can be created individually or generated using the Generate action available in **TAM Claims** when the System Generate Claims field is selected on the deal record. The discount for Allocated Fund deals, based on the user-defined period amounts in the Period Planned Costs panel, can go to a specific customer or can be broken down to all customers on the deal.

The promotion buy end date can be modified on a saved Open status promotion, with an Allocated Funds deal attached, as long as the buy end date is not in the past. In this case, the buy end date can be extended further into the future, moved to an earlier date in the future, or set to a date in the current period, provided that no earned discount activity exists for this period.

When you change a saved promotion in status Open to status Closed and it has an Allocated Funds deal attached, the system displays a warning if any of the deal's earned discount records have open balances.

Allocated Funds Panel

Items Required

Specify whether the allocated funds deal is for specific items. Clear this field to make the deal generally available; in that case you cannot add item-specific information.

When the field is selected, you can access the Item Values grid and add items as needed.

Tax Level

Specify the tax level for the deal. The available options are:

- Non-taxable: No tax is calculated for the deal regardless of customer/item tax settings.
- Tax by Customer: Apply the customer tax settings to all items on this deal.
- Tax by Item: Apply the individual item level tax settings on this deal.

For more details about tax, see TAM Finance and Accounting on page 2064.

Claim Over Excess

Indicate how the system responds in **Claims** when you create or process a claim whose claim amount exceeds the open earned discount balance.

- Warning: The system displays a warning, but allows the claim for more than the open earned discount balance.
- Error: The system prevents a claim for more than the open earned discount balance.

Note The Claim Over Excess value can be modified while the promotion status is Open.

Pay To

If a customer is to receive payment on behalf of all customers on the deal, then specify that customer record here. Earned discounts are accumulated in summary against the pay to customer. When this field is blank (the default), the earned discounts are accumulated and claims are created against individual customers.

A warning appears if the customer specified has an inactive status when saving a promotion in Pending or Open status.

System Generate Claims

Specify whether claims associated with this deal can be created for you by the system when you run the Generate action in **TAM Claims**.

Note The System Generate Claims value can be modified while the promotion status is Open.

Payment Cycle

Specify how often claims can be generated against the deal: whenever there is a current open balance for the deal, or wait until the end of the deal.

This value is related to the System Generate Claims field. When that field is selected, the Generate action from **Claims** considers generating claims for this deal:

- When Payment Cycle is Current, the system generates a claim for the current period and any previous unclaimed periods when you run the Generate action.
- When Payment Cycle is End of Deal, the Generate action only creates a claim if the promotion end date, as specified on the promotion header, has been reached.

Note The Payment Cycle value can be modified while the promotion status is Open.

Payment Method

Specify the resulting document when you run the Generate action in **TAM Claims** for this allocated funds deal claim: Customer Credit Note or Supplier Invoice.

Deal Values Subpanel

Deal Amount

Specify the amount of allocated funds due to each customer on the Promotion. Must be greater than zero if saving the promotion in status Pending, Open, or Closed.

Spread Method

For Allocated Funds, specify how the Deal Amount value is to be distributed to the customer: in the first promotion period, the last promotion period, or evenly spread across the promotion time.

When you choose Even Spread, the system divides the Deal Amount by the number of periods in the promotion date range and enters that amount as the planned cost for each period.

The specified deal amount is placed into the appropriate planned cost period based on this setting, but you can modify the period Planned Cost amounts as desired.

Note Ensure that the totals of the planned cost periods are equal to the full deal amount.

Default Planned Quantity

Optionally specify the planned quantity value that will default into each Item/Item Group record added. Each planned quantity default value can be modified as needed.

Total Planned Quantity

Displays the total planned quantity calculated across all the item records.

Discount Estimate Total

The sum of the discount estimates calculated against the item records.

Period Planned Costs Panel

Period

The promotion Buy Dates range is compared against the existing domain GL calendar, and the periods are brought in accordingly. The display indicates the year and period (YYYY/PP).

If there are no fiscal periods found, then an error will occur upon save. If some—but not all—fiscal periods exist, a warning appears: "Fiscal periods do not exist for full Buy Date range." A save may still be allowed.

Planned Cost

The deal amount per customer is spread across the periods based on the specified spread method, and initially determines the planned cost per period. These default planned cost values can be modified in each

period and saved as long as the total amount matches the full deal amount.

On Open status promotions with an Allocated Funds deal attached, the Planned Cost value for the current period can only be modified if the earned discount records have not already been created in **TAM Earned Discount Calculation**. Planned costs for future periods can be modified as well on Open status promotions, as long as all periods still summarize to the full Allocated Funds deal amount.

If you have an Allocated Funds deal attached to a promotion and then change the Buy Dates range (allowed depending on status), the system warns that planned costs will be automatically updated. Click OK to allow the date change, and the system updates the planned costs based on the new periods. For Saved status promotions on which the buy end date has changed, the deal amount—which has not yet been created in the earned discount records—will be re-apportioned against the deal's updated planned cost records.

Item Values Panel

Add items and/or item groups, depending on the promotional deal category, onto the deal using the Item Values panel. A grid record can contain either an individual item or item group, but not both.

You can add multiple items at once onto the deal, for certain deal categories, using either the +Select or the Add Items By Group button.

The +Select function brings you to an item lookup screen where you can filter items based on various item-related fields, including any user-defined item attributes. Select or deselect records as desired. When you select the OK button, the selected Items are returned into the Item Values grid all at once.

The Add Items By Group function brings you to an item group lookup screen where you can specify an existing item group. The items currently associated with the group appear, and all are selected by default. You can select/deselect items from the group as needed. When you choose the Submit button, the selected items are returned into the Item Values grid all at once.

Note If the Items Required field is clear in the deal panel, the ability to add any items/item groups into the Item Values grid is disabled, and the Item Values panel is hidden. The default deal values then apply to all items. For Allocated Funds deals on a promotion in status Draft or Pending, if you have specified item planned cost values and then clear the Items Required field, a warning appears indicating: "Existing Items will be removed. Continue?" If you choose to continue, then the current item planned cost records defined within the Item Values grid will be removed.

The following drill-down links are available from the righthand navigation panel:

- Analysis Groups

- Items
- TAM Promotions by Item - shows all promotions an item is applied including promotions that have All Items indicated, promotions for item groups that include that item, and promotions to which the item is individually added.

Item

Enter, or select from the field lookup, the item to which the deal applies. The Allocated Funds deal must have at least one item record attached, when the Items Required field is true, when saving the promotion in status Pending, Open, or Closed.

Description

Displays the item description as specified in **Items**.

Description 2

Displays the item description 2 as specified in **Items**.

Planned Quantity

Defaults from the Default Planned Quantity field value as new lines are entered, and can be modified.

UM

This value defaults to the item stocking unit of measure as specified in **Items**, and can be modified.

Discount Amount

Values for this field initially appear as 0. After you have added all the items which belong, use the Apply All button to have TAM apportion the allocated funds Deal Amount value across the items entered. You can then modify the specific Discount Amount item values as desired, provided they still sum to the full deal amount value.

Discount Estimate

This value matches the Discount Amount value for allocated funds deals.

Tax Class

The tax class currently assigned to the item displays.

Product Line

The product line currently assigned to the item displays.

Bonus Goods Deal Category

You can define a Bonus Goods deal on a TAM promotion by entering an existing deal profile with category set to Bonus Goods. The deal default values appear based upon the profile selected, and you can update them as needed.

Bonus Goods deals are used during order entry to give away items for free or at an extra discount based on qualifying order line purchases. These deals can include:

- Additional quantities of the same item ordered
- Different items added to the order
- Selection of items from a list

After a deal has been entered and the promotion is set to status Open, the deal is available during sales order and sales quote entry. As a Customer Service Representative (CSR) enters order lines and the lines are saved, the system evaluates whether the lines entered qualify that order for additional items for free or at a reduced cost. If so, a message displays indicating "Bonus Offers Available," and the available offers will appear in the Offers subpanel on-screen. The CSR can then access the Offer details screen to view the available deal details and select those as desired. Once selected, these deals are written automatically onto the order as additional order lines, rather than requiring the CSR to manually enter them.

Note The Sales Order header Pricing Date value is used to search for valid Bonus Goods deals effective as of that date

If a CSR re-accesses an order line previously added based on a bonus deal, a warning message appears: “This is a bonus line from Promotion: <promotion> Deal: <deal> Offer <offer>”. The system still allows the modification of a bonus line.

Note Users can change a saved promotion in status Open back to Pending or Draft status, with a Bonus Goods deal attached, only if there has been no sales activity in the system that references the deal.

On Open status promotions with a Bonus Goods deal attached, the promotion Buy Dates range can be extended further into the future, provided the current buy end date is not in the past. The buy end date can also be moved in from its current future value, to an earlier date, provided that order history does not indicate it has been used after the modified buy end date.

Note If you are using both CSS and TAM, Bonus Goods deals will not work with CSS.

Bonus Goods Panel

Discount Base

Specifies whether the discount is to be calculated off the list price or the net price of the order line.

Offers Sub Panel

Offer

List of the current offers on the bonus goods deal. Click the New button to launch the Offer Details screen to maintain offers.

Offer Details Screen

Use the Offer Details screen to add/modify/delete offers for this Bonus Goods deal depending on the promotion status. A valid offer defines which item or items need to be bought on an individual order (Buy Items) and which item or items are allowed to be given away for free or at a reduced cost (Get Items). There must be at least one offer defined on a Bonus Goods deal in order to save a promotion in status Pending, Open, or Closed. Also, at least one Buy Item record and one Get Item record must be defined to save the offer details.

Main Panel

Offer

Specify the offer code and description. You can create multiple offer records, with a unique offer code for each.

Buy Item Panel

Buy Item Group

Enter a valid item group, as defined in **Analysis Groups**. Any individual item group can be entered only once on an offer. When buying any item within the group, the customer is then eligible to receive the Get Item details. Each Buy Item line can contain only one buy item or item group, but you can add multiple lines in the grid.

Example: When specifying an item group, this is to be interpreted as any item within the group: not every item needs to be purchased within the group.

For example, item group “Active Wear” has items “T-shirt1”, “T-shirt2” and “T-shirt3” in it.

Buy 2 of item group “Active Wear” get one T-shirt free should be interpreted as: Buy two of any item in item group “Active Wear” and then get one T-shirt free.

So, you would get one T-shirt free if you buy any of the following:

- 2 of T-Shirt1, or
- 2 of T-Shirt2, or
- 2 of T-Shirt3

Note If you buy one of T-Shirt1 and one of T-Shirt2, you will not get a free T-shirt.

If the item group is inactive, a warning is displayed: Either a Buy Item Group or Buy Item must be specified on each Buy line.

Buy Item

Enter a valid item, as defined in **Items**, to be bought to qualify for the Get deal. Any individual item can be entered only once in the Buy Item panel of an offer.

Each Buy Item line can contain only one buy item or item group. You can add multiple lines to the grid.

Buy Item/Group Description

Shows the description of the buy item or item group.

Buy Quantity

Specify the quantity of the item that must be bought to be eligible for the Get deal. Must be greater than 0.

Buy UM

Specify the unit of measure for the item to be bought, in relation to the Buy Quantity. This defaults to the stocking unit of measure specified in **Items** when a Buy item is specified. This field cannot be left blank as TAM requires it to interpret the Buy Quantity.

Fixed UM

If this field is selected, then only sales in the specified Buy UM will qualify for the Get deal. This feature is useful where items contained only in a certain package are to be considered for the deal.

Buy Operand

The Buy Operand allows multiple Buy items to be considered as part of an “AND” or an “OR” condition. A value is required if multiple Buy Items apply to the same Get Item details.

Examples: Buy 10 of Item A AND 1 of Item B, then get 1 of Item B free. Buy 4 of Item A OR 1 of Item B, OR 2 of Item C, then Get 1 of Item D at 50% off.

Note The same deal cannot contain both “AND” and “OR” operands.

Get Item Panel

Get Item

Enter a valid item, as defined in **Items**, to be given away for free or at a discount. At least one get item must be specified to save the deal. Any individual Item may be entered only once in the Get Item panel of an offer. You can add multiple lines to the grid.

Get Item Description

Shows the description of the Get Item.

Get Quantity

Specify the quantity of the item to be given away or at a discount. Must be greater than 0.

During order entry, the CSR is prompted to give away the full quantity of the Get item. The quantity can be modified at order entry.

Get UM

Specify the unit of measure in relation to the Get Quantity that will be placed onto the order. This defaults to the stocking unit of measure as specified in the Items program when a Get Item is specified.

This field cannot be left blank as TAM requires it to interpret the Get Quantity.

Discount %

Specify the discount percentage to apply to this get item. The value must be between 0 and 100.

Enter 100 to represent 100% of that item is to be given away for free, or a smaller value to grant a lesser percentage off.

Order Max

Specify an optional maximum quantity of this Get Item that may be given away to each customer on an order. If specified, the Order Max quantity must be greater than or equal to Get Quantity. Leave this value set as 0 if no maximum quantity is needed.

Example: A deal exists where customers buy 5 sprinklers and get 1 timer free, but the manufacturer has only 1000 timers on hand. The manufacturer wishes to ensure more than one customer takes advantage of the deal before they run out of inventory for timers. The promotion is defined for a group of customers and Order Max is set to 5, ensuring that any individual customer in the group can get a maximum of 5 timers free before the deal is no longer valid for them. If they buy 25 then they get 5 free; however, if they buy 30, the CSR is still prompted to only give away 5 free.

Inventory

Specify whether the inventory for this Get Item needs to be on hand in order to be given away for free or at a discount.

Get Operand

The Get Operand allows a string of Get items to be considered as part of an “AND” or an “OR” condition. A value is required if multiple Get Items apply to the same Buy Item details. Buy 10 of Item A, then get 1 of Item B and 2 of Item A free. Buy 10 of Item B, then get 1 Item C at 50% off, or get 2 of Item D.

Note The same deal cannot contain both “AND” and “OR” operands.

Deferred Discount Deal Category

You define a Deferred Discount deal on a TAM promotion by entering an existing deal from **Deal Profiles** defined as category Deferred Discount, with the Promotion Use option selected. The deal default values appear based on the profile selected; you can modify them as needed.

Deferred Discount deals on promotions involve discounts based on actual sales across the buy period, as an amount per unit sold or a percentage of sales. These deals are sometimes called Bill-Backs, Rebates, or Commissions.

The discount rate structure can be either tiered or flat rate.

If the rate structure is a flat rate, a single rate is used to calculate the discount across all sales. For example, if the flat rate is 3%, then it is a 3% discount against a $100 sale.

If the flat rate is $1 per unit sold, then the discount is $1 off per unit, regardless of the quantity sold.

If the rate structure is tiered, it is important to specify how the earned discounts are accumulated.

Tier rates and amounts can apply to quantities in the current tier, or be used to recalculate discounts for previous sales based on the new tier rate or amount.

Earned discounts for tiers can also reset to zero as specified.

Discount rates can be applied against the list price or the net price of the invoice line (minus any other discounts).

Accumulated earned discounts for Deferred Discounts on a promotion can be granted to a specific customer (representing a broker or buying group) or to each individual customer who orders the promotional items during the promotional period.

For some customers, the structure of a Deferred Discount is the same as what is required to calculate sales commissions. Therefore, commissions can be handled as a form of Deferred Discount, with a different Pay To value.

Following the posting of invoices, earned discounts are accumulated for Deferred Discount deals and by customer as a basis for claim limits and accruals. Earned discounts will continue to accumulate after deal limits have been reached, since deal limits may be increased while the promotion is open. The capping of an earned discount based on deal limits is enforced during claim processing and accruals.

Payments can be made in Accounts Payable, requiring a supplier invoice, or by customer credit note in Accounts Receivable. There is a payment method associated with each deal, which is used when the system generates a claim against this deal (as opposed to a user manually creating the claim).

Note You can change a saved promotion in status Open back to Pending or Draft status, with a Deferred Discount deal attached, only if no earned discounts have been created for the deal.

You can modify the promotion buy end date on a saved Open status promotion, with a Deferred Discount deal attached, as long as the buy end date is not in the past. In this case, the buy end date can be extended farther into the future, moved to an earlier date in the future, or set to the current date, provided that no earned discount activity exists prior to this date.

If you change a saved Open status promotion to status Closed, with a Deferred Discount deal attached, the system displays a warning if any of the deal's earned discount records have an open balance.

Deferred Discount Panel

Quantity Type

Specify whether discount calculations are based on the quantity of items ordered or on the total monetary amount of the invoice line.

Amount Type

Specify how the buyer receives the discount, as a discount amount or as a discount percentage.

Discount Base

Specify whether the discount is based on the list price or the net price of the invoice line. The Discount Base field setting typically has a major impact on Deferred Discount calculations since a discount will typically be considerably larger if based upon the list price of an order line item versus the net price of the line item—especially when compounded over time.

Tax Level

Specify the tax level for the deal. The available options are:

- Non-taxable: No tax is calculated for the deal regardless of customer/item tax settings.
- Tax by Customer: Apply the customer tax settings to all items on this deal.
- Tax by Item: Apply the individual item level tax settings in this deal.

For more details about tax, see TAM Finance and Accounting on page 2064.

Deal Limit

Enter the maximum amount for which any customer on the promotion can benefit from a deal. Leave the field as $0 to enforce no limit. Earned discounts will continue to accumulate after deal limits have been reached (when specified on a deal), since deal limits may be increased while the promotion is Open. The capping of an earned discount based on deal limits is enforced during claim processing and accruals.

Note The Deal Limit value can be modified on an Open status promotion to a new value that is not below the current claims taken balance.

Pay To

If a customer is to receive payment on behalf of all customers on the deal, specify that customer record here. Earned discounts are accumulated as a summary against the pay to customer. When this field is blank (the default), the earned discounts are accumulated and claims are created against individual customers.

A warning appears if the pay-to customer specified has an inactive status when saving a promotion in Pending or Open status.

All Items

Specify whether the deal is available for all items; in that case, item-specific information cannot be entered.

When this field is cleared, you can access the Item Values panel in the promotional deal and enter specific item numbers and/or item groups and corresponding deal information.

Fixed UM

Specify whether the deferred discount is to be applied only to invoice lines matching the unit of measure (UM) specified against the promotional item.

When both Fixed UM and All Items are selected, TAM determines if the invoice line item UM is equal to the default UM of the item. If they are the same, the item line gets the earned discount; otherwise, it does not.

When Fixed UM is cleared and All Items is selected, TAM converts the invoice line quantity to the item's default UM and then calculates earned discounts based on the converted quantity.

System Generate Claims

Specify whether claims associated with this deal can be created for you by the system when you run the Generate action in **TAM Claims**.

Note The System Generate Claims value can be modified while the promotion status is Open.

Payment Cycle

Specify how often claims can be generated against the deal: whenever there is a current open balance for the deal, or wait until the end of the deal.

This value is related to the System Generate Claims field. When that field is selected, the Generate action in **TAM Claims** considers generating claims for this deal:

- When Payment Cycle is Current, the system generates a claim for the current period and any previous unclaimed periods when you run the Generate action.
- When Payment Cycle is End of Deal, the Generate action only creates a claim if the promotion end date, as specified on the promotion header, has been reached.

Note The Payment Cycle value can be modified while the promotion status is Open.

Payment Method

Specify the default resulting document, when you run the Generate action in **TAM Claims**, for this deferred discount deal claim: Customer Credit Note or Supplier Invoice.

Claim Over Excess

Indicate how the system responds in **TAM Claims** when you create or process a claim whose claim amount exceeds the open earned discount balance.

- Warning: The system displays a warning, but allows the claim for more than the open earned discount balance.

- Error: The system prevents a claim for more than the open earned discount balance.

Note The Claim Over Excess value can be modified while the promotion status is Open.

Deal Values Subpanel

Accumulation Period

Specify the period over which earned discounts are accumulated and reset: Promotion (No reset, discounts continue to accumulate for the entire effective date range of the promotion), Month, Quarter, or Year.

Apply Current Tier to Previous Sales

Select this option to have the discount specified in the current tier (as defined in the associated promotion deal) apply to qualifying previous sales in earlier tiers.

Example: The first tier specifies that a 1% discount applies to a minimum quantity of 0 and the next tier specifies a 2% discount to a minimum quantity of 501. A customer places an order for 500, then another order for 1000. If Apply Current Tier to Previous Sales is selected, the customer would receive the 2% deferred discount on the entire quantity of 1500, instead of just the second order for 1000.

Default Planned Quantity

Optionally specify the planned quantity value that will default into each item/item group record added. Each planned quantity default value can be modified as needed.

Total Planned Quantity

Displays the total planned quantity calculated across all the item records.

Discount Estimate Total

The sum of the discount estimates calculated against the item records.

Spread Method

For Deferred Discounts, the Spread Method field is fixed as Even Spread. This indicates that the quantity of the promotional item planned volume is spread evenly across the life of the promotion.

For example, an item’s Planned Quantity value is 300 and the promotion Buy Dates range spans three periods. When the promotion is saved as an Open status, the item’s total planned quantity is spread evenly into three periods with a quantity of 100 in each, as displayed within the **TAM Planned Quantities by Item** browse and the **TAM Promotion Deal Item Period** browse.

Default Tier Values Panel

Minimum Amount/Minimum Quantity

Values for this field are entered either as amount or quantity depending on the setting for Quantity Type. Multiple records are allowed. For example, there are two quantity breaks with different percentages: the first is for sales quantities up to 1000, then another percentage for

sales of quantity 1000 or more. In this case, define two tiers, where the first is set to Minimum quantity = 0; the second is set to Minimum quantity = 1000.

Note When there are multiple tiers/breaks defined, the values apply to every item on the deal and cannot be changed at the item level.

Discount %/Discount Amount

Values for this field are entered either as a percentage or amount depending on the Amount Type setting.

Example: If the deal calls for giving back customers $1 for every item they buy over the course of a defined period, then set the Quantity Type field to Quantity and Amount Type field to Discount Amount; set the Minimum Quantity value to 0 and the Discount Amount value to $1.

Item Values Panel

Add items and/or item groups, depending on the promotional deal category, onto the deal using the Item Values panel. A grid record can contain either an individual item or an item group, but not both.

You can add multiple items at once onto the deal for certain deal categories, using either the +Select or the Add Items By Group button.

The +Select function brings you to an item lookup screen where you can filter items based on various item-related fields, including any user-defined item attributes. Select or deselect items as desired. When you choose the OK button, the selected Items are returned into the Item Values grid all at once.

The Add Items By Group function brings you to an item group lookup screen where an existing item group can be specified. The items currently associated with the group appear, and all are selected by default. Select or deselect items from the group as needed. When you choose the Submit button, the selected Items are returned into the Item Values grid all at once.

Note If the All Items field is selected in the Deal panel, the ability to add any items/item groups into the Item Values grid is disabled, and the Item Values panel is hidden. The default deal values then apply to all items.

The following drill-down links are available from the righthand navigation panel:

- Analysis Groups
- Items
- TAM Promotions by Item - shows all promotions an item is applied including promotions that have All Items indicated, promotions for item groups that include that item, and promotions to which the item is individually added.

Item

Enter, or select from the field lookup, the item to which the deal applies.

Group

Enter, or select from the field lookup, the item group to which the deal applies.

Description

Displays the item description as specified in **Items**, or the item group description specified in **Analysis Groups**.

Description 2

Displays the item description 2 as specified in **Items**.

Note This field is hidden by default. Select the Gears icon to display/hide fields as needed.

Planned Quantity

Defaults from the Default Planned Quantity field value as new lines are entered, and can be modified.

UM

This value defaults to the item stocking unit of measure as specified in **Items**, and optionally can be modified. For Immediate Discount deals, the item unit of measure value is written onto any corresponding price lists and enforced accordingly. If an item group is specified, then this field remains blank and is read-only.

Discount %/Discount Amount

Values for this field are entered either as a percentage or amount depending on the Amount Type field setting, and the default is based upon the Default Tier Values record.

Note

If there are multiple tiers defined in the Default Tier Values grid, those tiers cannot be modified on an item-by-item basis.

Discount Estimate

This value is calculated for the item record when Planned Quantity and Discount Amount values are specified, and there is a single tier defined.

Tax Class

The tax class currently assigned to the item displays.

Product Line

The product line currently assigned to the item displays.

Immediate Discount Deal Category

Define an Immediate Discount deal on a TAM promotion by entering an existing deal profile of category Immediate Discount. The deal default values appear based upon the profile selected. You can update them as needed.

Immediate Discount deals represent discounts that are found immediately during sales order/quote entry and are recorded into the general ledger once invoices post. They result in a price list being written into the system when the promotion is saved as status Open, and are visible in the **Price Lists** hybrid browse and **Price Lists** report (both filterable by Promotion code and Promotion Deal code), as well as other pricing-related browses and reports such as the **Sales Item Pricing (What-if)** report.

Note Even though they are visible in the various pricing programs, TAM promotional price lists are read-only as they are strictly managed through the promotional deal.

Many of the fields and functions found in Immediate Discount deals are similar in name and behavior to those found in the **Price Lists** hybrid browse, and are subject to the Adaptive Pricing logic, including the ability to be viewed as exclusive, or as combinable with other price lists.

If any usage of the pricing tables has occurred, you cannot change a saved Promotion in status Open, with an Immediate Discount deal attached, back to status Pending or Draft. If the change from status Open to Pending/Draft is allowed, then the existing price lists related to the Immediate Discount deal are removed upon a successful change in status.

Changing a saved promotion in status Open with an Immediate Discount deal attached to status Closed sets any related price lists' expire dates as follows:

- If the promotion buy start date is later than today (meaning the promotion is entirely in the future) then the price list expire date is set to the buy start date.
- If the promotion buy start date is today or earlier and the promotion buy end date is today or later (meaning the promotion is active as of the current date) then the price list expire date is set to the current date.
- If the buy start and end date range is entirely in the past, then the price list expire date is set to the promotion buy end date.

Note If you are using both CSS and TAM, Immediate Discount deals will not work with CSS.

Immediate Discount Panel

Discount Level

Specify whether discount calculations during order entry apply to individual lines or to the entire order.

Access to other Immediate Discount deal fields depends on the setting of Discount Level:

- Line: You can specify Quantity Type, Amount Type, Combination Type, Max Orders, Override, Price Break Category, Ship Date, Disc Sequence, Print, and All Items.
- Order: The system sets the Volume Type field to Order Value, and you can specify Apply To, Amount Type, Combination Type, and Print.

Note Quantity Type is hard-coded to Amount when Discount Level is set to Order.

Quantity Type

Specify whether discount calculations are based on the quantity of items ordered or on the total monetary amount of the invoice line.

Amount Type

Specify how the buyer receives the discount: as a discount amount or as a discount percentage.

Combination Type

Specify whether the price list generated can be combined with other lists, or is viewed as an exclusive, stand-alone list by the Best Pricing routine.

If Combination Type is Combinable, the price list created from a TAM promotion can be combined with other combinable price lists, regardless of whether the price list is generated by TAM or created directly in **Price Lists**.

For line-level discounts with Amount Type set to Net Price, and for deals where Discount Level is set to Order, the system sets Combination Type to Exclusive. You cannot change it.

Max Orders

For line-level discounts, indicate the maximum number of times that the price list generated for this deal can be used on orders from the same customer. Leave the field set to the default (0) to allow unlimited use of the discount.

For example, for a one-time-only deal, enter 1. The system allows each associated customer to use the deal on one order only. The price list for a deal with a Max Orders limitation is flagged as Manual. The usage

limitation does not apply to multiple lines on the same order. The deal can be used on all qualifying lines.

Note When the promotion includes a Max Orders value, you can increase the value while the promotion status is Open. However, you cannot reduce the value to less than the number of times the deal has been used by any customer on that promotion.

Price Break Category

Line-level discounts can be granted based on the accumulation of items on the same order having a certain attribute.

Dynamic-type item analysis groups are first created in **Analysis Groups**, based upon item attributes. In essence, you create an item group that dynamically links all items to it with the matching attributes. Next, in an Immediate Discount deal, when Discount Level is Line, you can enter a Price Break Category value matching any dynamic item analysis group. Once the promotion is set to status Open, a price list is created where the price break category matches the dynamic item analysis group, and items matching those found on the Immediate Discount promotional deal. A sales order is entered for an applicable customer for a time period matching the promotion deal: As order lines are entered, if the attributes of the order line match the attributes defined in the dynamic analysis group, the amounts are accumulated. The discount tier is determined against the deal price list based on accumulated sales, and the discount % or discount amount is applied to the lines on the order containing items on the promotion.

A typical business use for the TAM price break functionality is where a manufacturer is going to only give a discount on certain items when a customer also is purchasing a certain amount of other items. For example, if you buy $10,000 from the sprinkler line of products, you will qualify for an additional 10% discount on fertilizer products.

Note When saving a promotion in status Pending or Open, a warning will appear if the item analysis group specified as the price break category is not currently active.

Discount Sequence

Optionally specify the discount sequence number to be written onto the resulting price lists associated with this immediate discount deal. The default value is 10.0 and may be modified for line-level discounts.

Note The Discount Sequence value can be modified while the promotion status is Open.

Ship Date

For line-level discounts, optionally specify the latest shipping date that can apply to orders that qualify for the discount under this deal. The ship date must be greater than or equal to the promotion buy end date.

When order pricing takes place—assuming the pricing date is within the start and expire date range of the price list—it will compare the sales order line due date and the ship date on the price list, and if the due date is later than the ship date on the price list then that price list will not be considered.

Note The Ship Date value can be modified while the promotion status is Open.

Volume Type

Volume Type is set to Order Value for order-level discounts, meaning the volume is evaluated at the order level. Volume Type is set to blank for line-level discounts.

Apply To

Specify whether order-level discounts are applied at the line level or at the order trailer.

When Apply To is Line, the order displays the qualified discount amount against each order line. Otherwise it displays a summarized amount on the order trailer.

Credit Terms

When Amount Type is Credit Terms for order-level discounts, specify a valid credit terms code that is to be applied to orders that qualify.

Freight Terms

When Amount Type is Freight Terms for order-level discounts, specify a valid freight terms code that is to be applied to orders that qualify.

All Items

For line-level discounts, specify whether the deal is available for all items. In that case item-specific information cannot be entered.

When this field is cleared, you can access the Item Values panel in the promotional deal and enter specific item numbers and/or item groups and corresponding deal information.

Manual

If selected, indicates that the price list entered is to be considered a manual price list. This field is only editable on promotions with a status of draft or pending.

Other price list criteria and best/advanced pricing logic still applies (provided the override field is false), so specifying a manual price list does not ensure or require that the manual price list will be applied.

This field is only editable on promotions in draft or pending status.

Override

For line-level discounts, when Override is selected, the system-generated price list created for the promotion is defined as Manual and Exclusive. During order entry, if you manually specify this override price list on an order line, the system overrides the pricing logic to calculate the line price based solely on this price list.

If Override is selected while Manual is unselected, upon saving the deal an error message will appear alerting you that override only applies to manual price lists.

Print

Specify the setting of the Print field for the price list that is generated for this deal.

Discount information associated with a price list can be printed on documents such as invoices only when Print is selected.

Note The Print value can be modified while the promotion status is Open.

Deal Values Subpanel

Default Planned Quantity

Optionally specify the planned quantity value that will default into each item/item group record added. Each planned quantity default value can be modified as needed.

Spread Method

For Immediate Discounts, the Spread Method field is fixed as Even Spread. This indicates that the quantity of the promotional item planned volume is spread evenly across the life of the promotion.

For example, an item's Planned Quantity value is 300 and the promotion buy date range spans three periods. When the promotion is saved as an Open status, the item's total planned quantity is spread evenly into three periods with a quantity of 100 in each, as displayed in the **TAM Planned Quantities by Item** browse or the **TAM Promotion Deal Item Period** browse.

Total Planned Quantity

Displays the total planned quantity calculated across all the item records.

Discount Estimate Total

The sum of the discount estimates calculated against the item records.

Default Tier Values Panel

Minimum Amount/Minimum Quantity

Values for this field are entered either as amount or quantity depending on the setting for Quantity Type. Multiple records are allowed. For example, there are two quantity breaks with different percentages: the first is for sales quantities up to 1000, then another percentage for sales of quantity 1000 or more. In this case, define two tiers, where the first is set to Minimum quantity = 0; the second is set to Minimum quantity = 1000.

Note When there are multiple tiers defined, the values apply to every item on the deal and cannot be changed at the item level.

Credit Terms/ Discount %/ Discount Amount/ Freight Terms/ Net Price

Values for this field are entered either as a credit term, discount amount/%, freight term, or net price depending on the Amount Type setting.

Example: If the deal calls for giving back customers $1 for every item they buy over the course of a defined period, then set the Quantity Type field to Quantity and Amount Type field to Discount Amount; set the Minimum Quantity value to 0 and the Discount Amount value to $1.

Item Values Panel

Add items and/or item groups, depending on the promotional deal category, onto the deal using the Item Values panel. A grid record may either contain an individual item or item group, not both.

Note When Immediate Discount deals are defined as Order level, no items may be attached to the deal, since an order level discount is evaluated against the total sales amount of an order.

You can add multiple items at once onto the deal, for certain deal categories, using either the +Select or the Add Items By Group button.

The +Select function brings you to an item lookup screen where you can filter items based on various item-related fields, including any user-defined item attributes. Select or deselect items as desired. When you choose the OK button, the selected items are returned into the Item Values grid all at once.

The Add Items By Group function brings you to an item group lookup screen where you can specify an existing item group. The items currently associated with the group appear, and all are selected by default. Select or deselect items from the group as needed. When you choose the Submit button, the selected Items are returned into the Item Values grid all at once.

Note If the All Items field is selected in the Deal panel, the ability to add any items/item groups into the Item Values grid is disabled, and the Item Values panel is hidden. The default deal values then apply to all items.

The following drill-down links are available from the righthand navigation panel:

- Analysis Groups
- Items
- TAM Promotions by Item - shows all promotions an item is applied including promotions that have All Items indicated, promotions for item groups that include that item, and promotions to which the item is individually added.

Item

Enter, or select from the field lookup, the item to which the deal applies.

Group

Enter, or select from the field lookup, the item group to which the deal applies.

Description

Displays the item description specified in **Items**, or the item group description specified in **Analysis Groups**.

Description 2

Displays the item description 2 specified in **Items**.

Planned Quantity

Defaults from the Default Planned Quantity field value as new lines are entered, and can be modified.

UM

This value defaults to the item stocking unit of measure specified in **Items**, and optionally can be modified. For Immediate Discount deals, the item unit of measure value is written onto any corresponding price lists and enforced accordingly.

Discount %/Discount Amount/Net Price

Values for this field are entered either as a discount %, discount amount ,or net price depending on the Amount Type field setting, and default in based upon the Default Tier Values record.

Note If there are multiple tiers defined in the Default Tier Values grid, then those tiers cannot be modified on an item-by item-basis, and apply to all items on the deal.

Discount Estimate

This value is calculated for the item record when Planned Quantity and Discount Amount values are specified, and there is a single tier defined.

Tax Class

The tax class currently assigned to the item displays.

Product Line

The product line currently assigned to the item displays.

Scan-back Deal Category

Define a Scan-back deal on a TAM promotion by entering an existing deal profile of the category Scan-back. The deal default values appear based upon the profile selected. You can update them as needed.

Scan-back deals are always defined as a fixed amount back per item sold. The planned item quantities are necessary as TAM uses this information to determine the discount estimates calculated on the item deal lines. The item discount estimates are evenly spread across the promotional periods, and these are used to generate the scan-back earned discounts using **TAM Earned Discount Calculation** (type = Promotion - Scan-back). To view the item planned amounts broken out by period, use the **TAM Promotion Deal Item Periods** browse and **TAM Planned Quantities by Item** browse. Retailers/wholesalers/

grocers provide the summarized scanned sales information back to the manufacturer, serving as necessary claim documentation. This deal type applies only to promotions.

Promotions may not be defined as 'All Customers' with a scan-back deal attached. Each customer specified on the promotion is entitled to receive the scan-back deal.

One typical example of a Scan-back deal is where the manufacturer gives back to the grocers an amount per item case sold. In this scenario, the grocer does not earn any discount when purchasing from the manufacturer, but instead reports the scanned sales numbers back to the manufacturer after reselling the items. The manufacturer then calculates the discount per item scanned or reported back.

Another common example of a Scan-back deal is where the manufacturer’s items are found in kiosks in various retail stores. When these items have scanned sales, the sales information is provided back to the manufacturer, then the scan-back discount is calculated.

You cannot change a saved promotion in status Open, with a Scan-back deal attached, back to status Pending or Draft if any earned discount records have been created for the deal with **TAM Earned Discount Calculation**.

If you change a saved Promotion in status Open, with a Scan-back deal attached, to status Closed, the system displays a warning if any of the deal's earned discount records have an open balance.

You can modify the buy end date on a saved Open status promotion with a Scan-back deal attached, as long as the buy end date is not in the past. You can extend the buy end date into the future or move it to an earlier date in the future, or set it to the current date, provided that no earned discount activity exists for this period.

Note Scan-back deals are exclusive on TAM promotions, meaning no other deal types can be added onto promotions with a Scan-back deal attached.

Scan-back Panel

Amount Type

For Scan-back deals, the Amount Type value is set at Discount Amount since the deal is always defined as a fixed amount back per item sold.

Tax Level

Specify the tax level for the deal. The available options are:

- Non-taxable: No tax is calculated for the deal regardless of customer/item tax settings.
- Tax by Customer: Apply the customer tax settings to all items on this deal.

- Tax by Item: Apply the individual item-level tax settings in this deal.

For more details about tax, see TAM Finance and Accounting on page 2064.

Payment Method

Specify the default resulting document, Customer Credit Note or Supplier Invoice, when you run the Generate action in **TAM Claims**. For Scan-back deals, the Generate action is not available. However, when you manually create a claim in **TAM Claims**, and specify a different claim payment method value than what is on the deal, a warning will appear.

Claim Over Excess

Indicate how the system responds in **TAM Claims** when you create or process a claim whose claim amount exceeds the open earned discount balance.

- Warning: The system displays a warning, but allows the claim for more than the open earned discount balance.
- Error: The system prevents a claim for more than the open earned discount balance.

Note For Scan-back deals, since earned discounts are based upon the planned amounts, whereas claims are based on the actual reported sales which frequently differ from the planned amounts, it is a common business practice to set this value to Warning.

Deal Values Subpanel

Discount Amount

Specify the default discount amount per item sold. Must be a positive amount when saving the promotion in a status other than Draft.

Default Planned Quantity

Optionally specify the planned quantity value that will default into each item record added. Each planned quantity default value can be modified as needed.

Spread Method

For Scan-backs, the Spread Method field is fixed as Even Spread. This indicates that the quantity of the promotional item planned volume is spread evenly across the life of the promotion.

For example, an item's Planned Quantity value is 300 and the promotion buy date range spans three periods. When the promotion is saved as an Open status, the item's total planned quantity is spread evenly into three periods with a quantity of 100 in each, as displayed in the **TAM Planned Quantities by Item** browse and the **TAM Promotion Deal Item Period** browse.

Total Planned Quantity

Displays the total planned quantity calculated across all the item records.

Discount Estimate Total

The sum of the discount estimates calculated against the item records.

Note This is the discount sum for each customer on the deal.

Item Values Panel

Add items onto the scan-back deal using the Item Values panel.

You can add multiple items at once onto the deal, for certain deal categories, using either the +Select or the Add Items By Group button.

The +Select function brings you to an item lookup screen where you can filter items based on various item-related fields, including any user-defined item attributes. Select or deselect items as desired. When you choose the OK button, the selected items are returned into the Item Values grid all at once.

The Add Items By Group function brings you to an item group lookup screen where you can specify an existing item group. These items currently associated with the group appear, and all are selected by default. Select or deselect items from the group as needed. When you choose the Submit button, the selected items are returned into the Item Values grid all at once.

Item

Enter, or select from the field lookup, the item to which the deal applies.

Description

Displays the item description specified in **Items**.

Description 2

Displays the item description 2 specified in **Items**.

Planned Quantity

Defaults from the Default Planned Quantity field value as new lines are entered, and can be modified.

UM

This value defaults to the item stocking unit of measure specified in **Items**, and optionally can be modified.

Discount Amount

Values for this field default in based upon the Deal Values panel. The item discount amount for Scan-back deals must be greater than 0 when saving a promotion in status Pending, Open, or Closed.

Discount Estimate

This value is calculated for the item record when both a Planned Quantity and a Discount Amount value are specified.

Tax Class

The tax class currently assigned to the item displays.

Product Line

The product line currently assigned to the item displays.

Remarks Panel

Optionally, enter any remarks here.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Copy Action

Choose Actions > *Individual* > Copy to copy an existing promotion into a new one.

Instead of creating a contract manually in TAM Promotions, optionally copy from an existing promotion into a new one. For promotions typically recreated often, a helpful business process is to define a template promotion in status Draft and copy it over to a new promotion each time a live promotion is required.

Access the TAM Promotions screen, select the promotion you wish to copy, then choose Actions -> Copy.

Choosing the Copy action prompts the Copy screen, where users can modify certain default information from the Promotion being copied prior to creating the new promotion. This also includes the ability to specify the new Promotion code to be used or leaving the field blank to allow for the next sequence number to default onto the new Promotion after Submit.

Users are also granted the Options of copying the existing Customers and/or Deals from the original promotion onto the new one.

Once the Submit button is selected, users are now within the new Promotion which has been created based upon the criteria specified in the copy screen. This new Promotion is created in a Draft status to allow users the ability to add/modify any information as needed.

Note If the new promotion was created in error, the record can easily be deleted if necessary.

When copying an Allocated Funds deal where Buy dates have not been changed, the existing planned cost period amounts are copied into the new promotion. If the Buy Dates have been changed, then TAM will apportion the planned cost period amounts based upon the existing deal spread method setting.

Edit Action

Choose Actions > *Bulk* > Edit to apply changes to a group of TAM promotions all at once.

Users require the ability to apply changes to a group of TAM promotions all at once in order to operate most efficiently as intended by design for the TAM Promotions -> Edit bulk action. Currently, users are able to update either the Buy End date, Responsible, or Status field across TAM promotions using this action.

The ability to chose a group of promotions and update to a new status all at once holds great value. This is especially true for setting large numbers of promotions to status closed, as some of our users maintain thousands of promotions per year, and leaving them open slows many key processes down such as any programs which are evaluating and returning Earned Discount records for Open promotions.

Another area users typically need to update in bulk is when they are extending existing promotions. This entails going into each promotion individually and setting the Buy End Date to the future date and saving, whereas users may set the Buy End date across many promotions using a single bulk edit action.

A third area requiring bulk update is the ability to assign the responsibility of a group of promotions to a single user, which can easily be achieved using the Edit bulk action feature.

Each type of change is validated individually, meaning, for example, if an error is encountered changing one of the promotions to a status Closed, that error will display. Al other promotions, however, will still have their status changed to Closed successfully.

Options Panel

The Options panel contains a selection grid allowing the user to choose which field needs to be updated across the various TAM Promotions selected.

Buy End

When the row is selected, the date value field is accessible and a valid date must be specified.

Responsible

When the row is selected, a valid user must be specified (lookup provided).

Status

When the row is selected, the value field drop-down list is accessible. A status value of Draft, Pending, Open or Closed must be specified.

Criteria Panel

The Criteria panel displays the filter criteria used in the TAM Promotions hybrid browse to isolate records to apply the bulk action to, as well as the required criteria by the Bulk Action itself.

Search Criteria

This matches the TAM Promotions browse filter criteria used to isolate records to apply a bulk action to.

Required Criteria

The Required Criteria value for the TAM Promotions, Edit bulk action is fixed as Status >< Closed. This means that only records that are not currently saved as Status = Closed may be updated using this bulk action.

Note If the Search Criteria provided by the user does not initially remove any status closed promotions, the Required Criteria will do so.

Promotions Panel

The available TAM Promotion records which may be updated via the Edit bulk action appear in this grid and are selected by default. Select/deselect individual promotion records as needed, or select/de-select all using the checkbox at the top left of the grid.

Upon clicking Submit, any messages are displayed within a popup using a summarized approach to errors/warnings rather than showing an error/warning per promotion.

Upon completion of the Edit bulk action, users are returned to the hybrid browse where records displayed will now have been updated based upon the latest values.

For example, an initial filter of TAM Promotions browse is Status = Open and Buy End date <= 12/31/20. The user submits a bulk change Edit action for these records to set the status to closed. Upon return of Submit to this browse, every record which successfully had its status updated from Open to Closed, no longer appears in the browse. Any promotion record which had encountered an error preventing the status change to closed, such as "Pending Claims exist", will remain as visible in the browse upon return.

TAM Contracts

TAM contracts typically involve indirect customers; this occurs when the manufacturer sells the goods to an intermediate party who then provides them to the end customers. The end customers are often members of a buying group. This business flow and the details surrounding it differ from the flow found on contracts. Thus, a separate contract setup and definition exists in Trade Activity Management.

Contracts are legal and binding agreements between:

- **Manufacturers and Buying Groups** - In the medical industry, groups are often referred to as global purchasing organizations (GPOs). The GPOs represent a group of businesses to obtain discounts from vendors based on the collective buying power of the group members. The negotiated and agreed-upon prices for group members are logged onto legal contracts. The GPO earns an administrative fee —typically 3% of total contract sales as logged on the legal contract —recovered in a Deferred Discount deal. The contract between the manufacturer and a group is sometimes referred to as a master agreement or a master contract.
- **Manufacturers and Distributors** - Distributors purchase goods typically at a negotiated distributor contract price, then sell to indirect customers, also known as buying group members, often at a lower price based on an existing master contract with a buying group. They recover the difference as a chargeback to the manufacturer, and other fees such as a negotiated percentage as a service fee, which is paid as a Deferred Discount.

  Though referred to as indirect customers, they can buy directly from the manufacturer rather than through an approved distributor or reseller. For example, after a master agreement contract has been formalized, the manufacturer sells a new item directly to group members for the first few months, until they establish a predictable usage pattern. Once sales patterns are stable, distributors know their stocking needs and can take over recurring sales. In this case, the GPO still qualifies for the administrative fee defined in the master contract for member sales purchased directly from the manufacturer. However, the distributor is not paid a service fee on these initial sales since the distributor has not been involved.
- **Manufacturers and Specialty Distributors** - Sometimes a manufacturer can sell to a distributor who buys the item for less than the member contract price (sometimes known as a specialty distributor). In this case, the deal does not include either a chargeback to the distributor or a service fee, since the distributor’s profit is built into the resale price. A common example of this is when the manufacturer allows the distributor to penetrate the market for a new competing item, or to gain entry into a new sales region. In this business scenario, the distributor is assuming the full risk of

reselling the items. It is important to note that the specialty distributor, however, is included as a valid distributor on the master agreement contract. This ensures that distributor sales to group members at the master agreement price are to be included for the administrative fee calculations due back to the buying group.

- **Manufacturers and Group Members** - The manufacturer can sometimes have a “one-off” contract directly with a member customer. In the example of offering a price incentive for large, near-term sales volume, the price on this direct contract with a group member takes precedence over the group contract. Administrative fees to the associated buying group are also calculated on these direct sales, based on the direct-contract price. When such a contract is in place, the member customer receives the same direct-contract price even when buying from a distributor. In this case, standard chargebacks and service fees are calculated when the distributor reports the resale.

In summary, contracts are agreements between a manufacturer and any combination of: buying group, indirect customers and distributors. This leads to two main deal categories for contracts:

- Contract Pricing
- Deferred Discounts

You can create one or more Deal Profiles to represent variations of each contract Deal Category. This provides a mechanism to predefine and name deals consistent with the company’s business and their specific industry. Each Deal Profile provides a template to be used in setting up deals on Contracts, including default values. Not all fields found on the contractual deal are found in the deal profile.

Budgeting for contracts is typically done along with standard budgeting on an annual basis. The TAM solution approach is to use the budgeting functionality as it is in Financials and connect the budgeting functionality to TAM through reporting. Reporting allows you to analyze the effectiveness of contracts by comparing budget, planned, and actual expenses. Budget topics and codes can optionally be assigned to contracts on the General tab of each individual contract.

Before setting up contracts, define policies regarding the following:

- **Accounting Structure** - Accounting structure to be used for accrual and expense accounts, ranging from a single trade spend account to multiple accounts for agreement type/deal profile combinations.
- **Attributes** - Attributes relevant to items and customers are defined elsewhere in the system, and can be used to pull items and customers onto groups using **Analysis Groups**.
- **Buying Groups** - In the medical industry, it is common for customers to belong to one or more buying groups or GPOs. Buying groups to be used on TAM contracts are maintained in **Buying Groups**.

- **Customer Groups** - In terms of the usage of customer groups on contracts, a static customer group can be defined in **Analysis Groups** to represent a group of approved distributors. This group then can be attached to contracts, indicating that distributors are allowed to sell contract items to group members. Distributors can be added and removed from this group using **Analysis Groups** as needed.
- **Indirect Addresses** - Represent customers who purchase indirectly from a manufacturer via distributors/wholesalers/re-sellers—“indirect” as they typically do not buy directly from the manufacturer. Often, the indirect customers belong to a buying group (common term in the F&B, CPG industries) or group purchasing organization—GPO (Life Sciences). Indirect customers can also decide to buy directly from a manufacturer, in which case it is necessary to associate a customer record with the indirect address.
- **Item Groups** - Items can also be grouped for various reasons and are used to quickly refer to commonly grouped items when selecting which items to include on a contract or for reporting purposes. Although item groups are defined internally, they still can have an associated effective date. Item groups are defined and maintained in **Analysis Groups**.

  Note An item can belong to more than one item group at a time.
- **Agreement Type** - Agreement types allow users to further differentiate promotions and contracts. Examples of common contract agreement types include master agreements, distributor contracts, one-off contracts and specialty distributor contracts. Agreement types (along with deal profiles) are used to define accounting defaults for certain TAM deals using **TAM Accounts**.

Entering contracts requires defining information in the following areas:

- Who the contract is with
- Effective dates of the contract
- General information
- What, how, and when discounts are calculated
- Who receives the discount and relevant fees

After a contract is created, the business process may require it to go through an approval process. Thus, a contract may be saved in Draft or Pending status before being set to status Open.

Recommended: Use the associated drill-down links available on saved TAM Contracts for easy access to relevant browses and reports.

The following drill-down links are available from the righthand navigation panel:

- Buying Groups

- TAM Accrual Detail
- TAM Claim Totals (can further drill-down into TAM Claim Items)
- TAM Contract Deals
- TAM Contract Earned Discount Accounts
- TAM Contract Earned Discount Tier Totals
- TAM Contract Earned Discount Totals
- TAM Contract Earned Discounts
- TAM Contract History
- TAM Contract Pricing Details
- TAM Contracts by Buying Group
- TAM Contracts by Customer
- TAM Earned Discount by Contract
- TAM Contract Earned Discount Balances (Report)
- TAM Contracts (Report)
- TAM Earned Discount Calculation (Report)

Main

The Main panel allows you to define several main characteristics of a TAM Contract.

Contract

Enter your own TAM contract code, or leave it blank for the system to generate a value based on the CONTRACT sequence rule defined in **Number Ranges**. You cannot reuse an existing TAM contract code on a new contract, and once the contract has been saved, the TAM contract code cannot be updated. An error occurs if you attempt to save a TAM contract using an existing contract code.

Description

Enter a meaningful text description of this contract (up to 40 characters).

Contract Type

Specify the contract type associated with this contract. Mandatory field. Available values are defined with **Agreement Types** where the Contract Use field is selected.

When saving a contract in Open status, Contract Type (agreement type) is validated to ensure it is active. If it is not, you cannot save the record.

Currency

Specify the currency associated with this contract. Mandatory field. The default is the domain base currency. It must be a valid currency value as defined in **Currencies**.

A contract is allowed to be saved as status Open as long as the currency is defined as active.

Order currency is evaluated against contract currency when searching for contract pricing to apply to order lines.

Buy Dates

Specify the range of dates during which this contract applies. Mandatory fields.

When a deal has been added onto a TAM contract, the buy start date is locked down, since the deal start date is saved and read-only. (A change to buy start which cause a mismatch to deal start.) If a TAM contract is entered and there is no deal attached, then the buy start date remains accessible for update by the user on Draft status contracts. If an Open status contract has not been used, then the contract status can be set back to Draft, deals can be removed, and the buy start date can then be modified as needed.

The buy end date can be modified on status Draft or Pending contracts. You can also modify the buy end date after a contract is saved with a status of Open. However, the new end date cannot be earlier than the current system date.

For Open status contracts, the buy end date can be moved further into the future and potentially moved back to an earlier date in the future. If a user attempts to move the buy end date back to an earlier future date, but the existing deal has a deal end date specified matching the original buy end date, or, there are contract item prices on the existing deal that would now be outside of the buy start/end date range, this change is prevented. In this situation an error message indicates that the buy end date cannot be prior to existing contract deal details.

Note Use the Bulk Edit action, as needed, to change the buy end date value for more than one TAM contract at a time.

Retail Dates

Optionally specify the range of dates this contract is available for retail customers to use. The retail start date cannot be before the start of the Buy Dates range.

You can modify this date range in all statuses but Closed.

Customer

If this contract is being entered for direct-sale customer pricing (typically used for a distributor), enter the valid customer code. When this field has a value, you cannot enter a buying group or access the

Distributors or Members panels. If the Buying Group field has a value, you cannot enter a value in the Customer field.

Buying Group

Specify the buying group (previously defined in **Buying Groups**) that represents the indirect customers on this contract. You cannot enter a buying group when the Customer field has a value. If you specify a buying group, and the All Members option is not selected, then the Members panel is accessible.

All Members

This field can only be selected when a buying group is specified on the contract header. Select this field to make the contract available to all the buying group members as defined in **Indirect Addresses**. If the All Members field is selected, the Members panel is disabled.

If a buying group is attached to the contract header and the All Members field is not seleted, then access to the Members panel is granted. You can enter specific indirect address codes to identify members that are eligible for this contract. You can also specify another buying group. This may be misleading, as a buying group is attached on the contract header and another potentially on the Members panel if the All Members field is not selected. On the business side, there can be one main buying group. That buying group might have purchased or taken over other buying groups over time. A contract can be negotiated through the main buying group, but just for those group members belonging to the old or subset buying group. Rather than entering each subset buying group member individually on the Members panel, TAM allows you to enter the main buying group on the contract header, clear the All Members field, and then specify the subset buying group value on the Members panel.

Reference

Optionally, enter reference information about this contract (up to 40 characters). The reference can be used to represent a different internal contract number, an external reference number, or for whatever other reason you feel applies. The reference is not formally linked to anything or validated in any way. The reference is displayed on certain browses and/or reports.

Note Use the Bulk Edit action, as needed, to change the Reference value for more than one TAM contract at a time.

Status

Specify the status of this contract.

- **Draft** - Default status on new contract records. The following fields are the only fields required to save a contract in Draft status: Contract Type, Currency, Buy Dates, and either Buying Group or Customer. All details on a Draft contract can be modified.

- **Pending** - Use this status to indicate that the contract record has been completely defined, but is still not ready to set to Open. For example, consider that your company has a workflow that requires contracts to be approved, so you can leave a contract set to Pending during the review process. Pending contracts must contain all elements necessary for a contract to be set to status Open, including items and at least one fully defined deal. All details on a Pending status contract can be modified.

  Note The Items panel on saved status Pending contracts is locked down. Adding items onto a saved Pending status contract must be done via the Contract Pricing deal.

- **Open** - When set to status Open, the contract is available for use. If the TAM Enabled field in **TAM Control** is not selected for this domain, contracts cannot be saved as status Open.

  The following fields can be modified on Open status contracts:
  Status: The status can be changed to Closed provided there are no pending status claims. If the contract has not been used and depending on certain validations based upon deal category, you can revert back to a Pending or Draft status.
  Description
  Buy End Date: For open status contracts, the buy end date can be moved farther into the future and potentially moved back to an earlier date in the future. If a user attempts to move the buy end date back to an earlier future date, but the existing deal has a deal end date specified matching the original buy end date, or there are contract item prices on the existing deal which would now be outside of the Buy Dates range, this change is prevented. In this situation an error message indicates that the buy end date cannot be prior to existing contract deal details.
  Expire Date: The expire date can be set to today's date, or any future date within the buy date range.
  Retail Dates
  Responsible
  Reference
  Deal Information: Deal Reference, Deal Description, and some other fields can be modified in an Open status depending on the deal category attached.

  Note Setting a saved Open status contract back to status Draft or Pending is only allowed if the contract has not been used.

- **Closed** - When set to status Closed, no further activity or modification will occur against this contract.

  A contract with Status saved as Closed cannot be reopened or modified, and the user is warned as such when attempting to save in Closed status.

A warning also appears before officially closing a contract, if there any earned discounts with open balances.
No claims or accruals can be created against closed contracts; if there are any Pending status claims against any deal on the contract, you cannot close the contract.
No unprocessed indirect sales records (status other than Approved, Approved Distributor Chargeback, or Rejected) or unprocessed TAM contract history records can exist against this contract when closing a contract.

Note TAM contract history records are updated as processed when **TAM Earned Discount Calculation** is run for earned discount types Contract - Chargeback and Contract - Deferred Discount.

Recommended: Use the Bulk Edit action as needed to change the status for more than one TAM contract at a time. This is especially helpful to close many contracts at one time. Closing contracts is necessary in order to keep the system running as efficiently as possible.

Origination Contract

If it is a lower-level contract, enter the number of the master contract if desired. Or, if a contract is being copied from an existing one, specify the original contract here. This field is for reference only; no validations occur.

Entity

Specify a valid entity, in the current domain, that this contract applies to. When this field is blank, the contract can be used by all entities in the domain. If an entity is specified, then only sales made from order line sites attached to the contract entity as defined in **Sites** qualify for the Contract Pricing deal details, and likewise qualify against Deferred Discount deals.

When attempting to save a contract in status Open, if a contract entity is specified but is not active, the save is prevented.

Project

Optionally, enter a project code associated with this contract.

Projects are chart of accounts elements that provide analytical reporting on a variety of activities, including contracts.

When saving a contract in Open status, the project code is validated to ensure it is active. If it is not, then a warning appears, but the save is allowed.

Expire Date

Optionally specify a date when the contract expires, within the Buy Dates range.

The typical business case is when there has been a contract defined for a specific period of time, but then during the life of the contract it is renegotiated. Rather than updating the contract buy end date, specify the Expire Date to the new buy end date, thus retaining visibility into the original buy end date, and the now effective expire date.

Budget Code

Optionally, enter a budget code, defined in Budgets associated with this contract.

A valid Budget Topic value must then also be entered.

When saving a contract in Open status, the budget code is validated to ensure its status is operational. If it is not, then a warning appears, but the save is allowed.

Budget Topic

When Budget Code has a value, specify an associated budget topic.

Use the lookup to display a filtered list of budget topics that are valid for the specified budget code.

If there is a budget code specified, then there must be a budget topic, and vice versa.

Responsible

Optionally specify a valid user ID matching the person responsible for this contract. The user records are defined in **Users**.

Note Use the Bulk Edit action, as needed, to change the Responsible value for more than one TAM contract at a time.

Last Modified By

Indicates the user who last modified this record.

Last Modified Date

Indicates the date and time on which this record was last modified.

Distributors

When a buying group is specified in the Main panel of a TAM contract, the Distributors panel allows you to specify which distributors are allowed to sell to the group members. Click the New button to add either individual distributors (customers) or groups. Individual distributors are previously defined in **Customers**. Use a customer group, as defined in **Analysis Groups**, if the valid distributors may change over the life of the contract. You can highlight an existing record and select Delete to remove the distributor (allowed only for Draft or Pending status contracts).

Note When a customer is specified in the Main panel of the contract, this indicates sales are made directly to the customer specified; no distributors can be specified on the contract, so the Distributors panel is hidden.

Note that the following drill-down links are available from the righthand navigation panel when interacting with the Distributors grid:

- Analysis Groups
- TAM Contracts

Group

Specify the customer groups to which this contract applies. Customer groups are previously defined in **Analysis Groups**.

A warning is provided when saving a contract in status Pending or Open if the customer group is not active.

Defining a customer group to represent the valid distributors who can sell to the contract's buying group members is necessary if those approved distributors may change throughout the life of the contract. This is needed since the group membership can be maintained on the group itself, as defined in **Analysis Groups** , whereas Distributor records cannot be updated on Open status contracts.

Customer

Specify the individual customer (which represents the distributor in the system) to which this contract applies. You can add multiple customers as needed.

A warning is provided when saving a contract in status Pending or Open if the customer is not active.

Name

The description attached to either this customer group or customer.

Group Type

If this is a customer group, the type indicates whether this is a static or dynamic type of group as defined in **Analysis Groups**.

Members

The Members panel allows you to dictate specific members the contract applies to, when a buying group is specified in the Main panel and All Members is not selected. In this case, at least one member record must be defined in order to save the contract in either a Pending or Open status. If there is a customer rather than a buying group specified in the Main panel, or if there is a buying group specified, but the All Members field is selected (indicating all members of the buying group qualify for the contract), then the Members panel is hidden.

Note Buying group membership is maintained outside of **TAM Contracts**, using **Indirect Addresses**. Use the Buying Group Membership browse to view membership details as needed.

Click the New button to add either individual members or a subset buying group.

There are two main reasons why a contract would be defined for only a subset of buying group members:

- Sometimes the manufacturer negotiates “one-off” contracts for individual group members, which overrides the existing overall buying group contract pricing. These contracts are used to boost sales to particular members.
- Sometimes existing buying groups merge, and the contract only applies to one smaller buying group, not the overall merged group.

You can delete existing records only on Draft or Pending status contracts.

Note that the TAM Contracts by Member drill-down link is available from the righthand navigation panel, which shows all contracts to which an indirect address is applied. This includes contracts that have All Members indicated and contracts in which the indirect address was individually added.

Indirect Address

Specify a valid indirect address code, as defined in **Indirect Addresses**, that belongs to the buying group referenced on the Main panel.

A filtered lookup is provided which initially displays members of the buying group.

A warning is provided when saving a contract in status Pending or Open if the indirect address is not active, or its group membership is not active within the Buy Dates range.

A member record must contain either an indirect address or a buying group in order to be saved.

Name

Displays the name (1) of the indirect address, as defined in **Indirect Addresses**.

Name 2

Displays the name (2) of the indirect address, as defined in **Indirect Addresses**.

Search Name

Displays the search name of the indirect address, as defined in **Indirect Addresses**.

Buying Group

Specify a valid buying group as defined in **Buying Groups**.

A warning is provided when saving a contract in status Pending or Open if the group is not active.

A member record must contain either an indirect address or a buying group in order to be saved.

Description

Displays the buying group description, as defined in **Buying Groups**.

Address

Displays the address information of either the indirect address or buying group specified.

Items

Add items and/or item groups onto the contract using the Items panel. A grid record can contain either an individual item or item group, but not both.

Click +New to add an item onto a new contract, or onto a contract in a saved Draft status. For Pending or Open status contracts, you can add items only within the Contract Pricing deal itself, and not through the Items panel grid.

Contract Pricing deals are managed at the item level. Deferred Discount deals apply to both the individual items as well as the item groups found in the contract Items panel.

You also can add multiple items at once onto the contract using either the +Select or Add Items By Group buttons.

The +Select function brings users to an item lookup screen where items can be filtered based on various item-related fields, including any user-defined item attributes. Select or deselect items as desired. When you choose the OK button, the selected items are returned into the Items panel grid all at once.

The Add Items By Group function brings you to an item group lookup screen where you can specify an existing item group. The items currently associated with the group appear, and all are selected by default. Select/deselect items from the group as needed. When you choose the Submit button, the selected items are returned into the Items panel grid all at once.

Note If a Contract Pricing deal is to be added, the items do not need to be first entered in the Items panel grid. If they are, then when the Contract Pricing deal is added onto the contract, the items default into the deal and dates/pricing can be added. You can, however, add items onto the Contract Pricing deal itself, then upon successful save, the records shown

in the Items panel are updated to match those found on the Contract Pricing deal.

You can delete existing Items panel records only on Draft or Pending status contracts. Deleting an item from the Items panel also removes the item from any existing Contract Pricing deals.

Note that the following drill-down links are available from the righthand navigation panel when interacting with the Items grid:

- Analysis Groups
- Items
- TAM Contract by Item - shows all contracts to which an item is applied, including contracts for an item groups including this item and contracts in which the item was individually added.

Item

Enter the item to which the deal applies.

Group

Enter the item group to which the deal applies.

Description

Displays the item description as specified in **Items**, or the item group description as specified in **Analysis Groups**.

Description 2

Displays the item description 2 as specified in **Items**.

Group Type

If a group is specified, this indicates whether this is a Dynamic or Static type of group.

Deals

The Deals panel allows you to add or modify deal details on TAM contracts. On the contract header, the Deals panel displays read-only details about any existing deals on the contract; fields include Deal code, Description, Category, Start/End dates and Reference. Add deals onto Contracts using the New button on the Deals panel. This launches the Deal Details screen, where you can add contract deal records. When a deal detail record is saved and the details screen is closed, the deal grid now displays the deals. Also, you can select a record on the deals grid and choose Edit to launch the Deal Details screen, where you can perform edits. Upon return, the Deals grid is updated with the most recent deal data. Selecting the Details button from the Deals grid also launches the Deal Details screen, much like the Edit button does. Highlight a deal record and select Delete to remove a deal from a contract (only allowed for status Draft or Pending).

Note A contract must contain at least one deal when saving in status Pending or Open. Deals cannot be added or removed from saved status Open or Closed contracts.

Recommended: Use the TAM Contract Deals browse to view details tied to various contract deals, without needing to access the TAM contract directly.

Note that the following drill-down links are available from the righthand navigation panel when interacting with the Deal grid:

- Deal Profiles
- TAM Accrual Detail
- TAM Contract Earned Discount Accounts
- TAM Contract Earned Discount Tier Totals
- TAM Contract Earned Discount Totals (further drills down into TAM Claim Totals)
- TAM Contract Earned Discounts
- TAM Contract History
- TAM Contract Pricing Detail
- TAM Earned Discount by Contract
- TAM Contract Earned Discount Balances (Report)
- TAM Contracts (Report)

TAM Contract Deal Main Panel

When you choose the New/Edit/Details button on the contract Deals panel, this launches the Deal Details screen.

Note You cannot add the same deal more than once.

Deal

Specify an existing deal code as a starting point for adding deals onto TAM contracts. Valid contract deals are first defined in **Deal Profiles**; these include Contract Pricing deals and Deferred Discount deals specified as for Contract Use.

Description

The description of the deal defaults into the Main panel and can be updated for this specific contract deal.

Deal Start

The date when the deal is set to start. When a deal is added onto a TAM contract, the deal start date is set to the contract buy start date and locked down.

For Contract Pricing deals, this indicates the earliest date for which contract pricing can be specified at the item level. User may wish to

define contract pricing for some items effective the start of the deal, whereas others do not have pricing effective until after the deal start date. A warning though will appear upon save, if contract pricing for all of the items is not defined as of the deal start date.

For Deferred Discount deals, this is the earliest date the deal begins to evaluate activity in order to create earned discounts.

Deal End

The date when the deal is set to end.

For contract pricing deals, the deal end date defaults to <blank>, indicating the deal ends when the contract ends (based on the buy end date). Since the buy end date may be extended into the future on Open status contracts, leaving Deal End as <blank> allows the deal to also automatically extend into the future. The alternative is to specify a Deal End value on a contract pricing deal, then in the future, should the buy end date get extended, you will have to manually access the deal and change Deal End to match.

For Deferred Discount deals, the deal end date is set to the buy end date and is locked down. This represents the last date to evaluate activity in order to create earned discounts.

Deal Category

The type of deal category associated with the deal code specified displays as information only. Depending on the contract deal category (Contract Pricing, Deferred Discount), the relevant deal panel and default values become accessible below.

Deal Reference

Optionally enter reference information about this contract deal (up to 40 characters) which may later display on associated browses and reports.

Last Modified By

Indicates the user who last modified this record.

Last Modified Date

Indicates the date and time on which this record was last modified.

TAM Contract Deal Contract Pricing Panel

You can define a Contract Pricing deal on a TAM contract by entering an existing deal profile of category Contract Pricing. The deal default values appear based upon the profile selected, and you can update them as needed.

Contract Pricing deals are used to record the negotiated pricing between the manufacturer and either the buying group members or direct customers. When defined for buying groups, there is typically a different number of pricing tiers involved depending on the buying group and

different item prices for each tier. Item prices are entered for dates within the specified Deal Start and Deal End date range (if Deal End is blank then Buy End date); individual item date ranges cannot overlap. There may be a single or multiple quantity breaks specified for item prices; if there is pricing entered for an item for more than one date range, each subsequent date range must contain the same number of quantity breaks as defined on the first date range. If item pricing is defined for a certain period, but then later determined to expire before the original pricing end date, you can specify the expire date on the item level to end pricing as of that expire date.

The pricing can have the same start date as the contract. Alternatively, the item can be subsequently added onto an open status contract, in which case the start date for the item pricing is well into the life of the contract. Pricing for the item may change as the life of the contract progresses; thus, an end date can be specified reflecting the last day that the initial pricing for the item is in force. You can then add another date range for the new pricing for the item to take effect. On Open status contracts, only existing pricing records with dates in the future can be modified.

Note Sometimes, pricing once negotiated for a longer period of time is cut short, in which case an expire date can be added onto the item line.

In order to save a contract in a status Pending or Open, an attached Contract Pricing deal must have at least one item defined (top level), with at least one date range (add a second level date range using the Add Child button while highlighting the item record), with at least one quantity break and positive price (add a third level price record using the Add Child button while highlighting the item date range record). The number of pricing tiers available to enter item pricing relates to the number specified as the Pricing Tiers value in the Contract Pricing panel.

Group member deals can also be flagged to calculate chargebacks, which represent reimbursing a distributor the difference between what they paid for the item initially, versus the lower contracted price user when reselling to a group member.

Recommended: Since entering contract item pricing may take some time (you must add the item level, then the date level, then the pricing level for each item price), the most efficient way to go about entering contract pricing for several items may be to use the Excel upload feature.

Pricing Point

For *Contract Pricing* deals, when a buying group is specified on the Main panel of the contract header, the Pricing Point value is set to Indirect. This indicates the prices specified on this deal are typically granted on indirect sales from a distributor to the group members.

When a customer is specified on the Main panel of the contract header, the Pricing Point value is set to Direct. This indicates the prices specified on this deal are granted on sales direct to the customer

(distributor); these prices may be found during order entry/invoicing by the manufacturer to the customer.

Indirect Sales Entity

For *Contract Pricing* deals, this field is used when populating the entity field on indirect sales lines when matched to this contract deal. Earned discount records based upon approved indirect sales lines reference this entity.

Note This field is only in use when Pricing Point is set to Indirect.

When applicable, the Indirect Sales Entity value defaults from the contract header and is read-only. In this scenario, if the entity on the contract header is subsequently changed, the system displays a warning indicating that changing the entity will reset the indirect sales entity. If you choose to continue, then updates occur to both the contract header entity as well as the Indirect Sales Entity value found on the contract pricing deal.

If no entity is specified on the contract header, the Indirect Sales Entity value defaults to the primary entity of the domain and can be changed.

Updates to the Indirect Sales Entity value can only be made on saved contracts in status Draft or Pending.

The entity specified must be valid, and must be active when setting the contract status to Open.

Claim Over Excess

Indicate how the system responds in **Claims** when you create or process a claim whose claim amount exceeds the open earned discount balance.

- Warning: The system displays a warning, but allows the claim for more than the open earned discount balance.
- Error: The system prevents a claim for more than the open earned discount balance.

Note This field is accessible on a Contract Pricing deal only when Pricing Point is set to Indirect and the Chargeback field is selected.

Note The Claim Over Excess value can be modified while the contract status is Open.

System Generate Claims

Specify whether claims associated with this deal can be created for you by the system when you run the Generate action in **TAM Claims**.

Note This field is accessible on a Contract Pricing deal only when Pricing Point is set to Indirect and the Chargeback field is selected.

Note The System Generate Claims value can be modified while the contract status is Open.

Payment Method

Specify the resulting document for chargeback claims against this Contract Pricing deal. The available options are Customer Credit Note and Supplier Invoice.

Note This field is accessible on a Contract Pricing deal only when Pricing Point is set to Indirect and the Chargeback field is selected.

Note The Payment Method value can be modified while the contract status is Open.

Payment Cycle

Specify how often claims are generated against the deal: whenever there is a current open balance for the deal, or wait until the end of the deal.

The Generate action from **Claims** considers generating claims for this deal based on this value:

- **Current** - the system generates a claim for the current period and any previous unclaimed periods when you run the Generate action.
- **End of Deal** - the Generate action only creates a claim if the contract buy end date has been reached.

Note This field is accessible on a Contract Pricing deal only when Pricing Point is set to Indirect and the Chargeback field is selected.

Note The Payment Cycle value can be modified while the contract status is Open.

Pricing Tiers

Specify the number of pricing tiers to be defined on the item pricing. Any whole number in range 1-10 is accepted.

If a customer is attached to the contract header, the Pricing Tiers field is set to 1—that is, only one price needs to be defined for a Contract Pricing deal directly with a customer.

When a buying group is attached to the contract header, the Pricing Tiers value defaults from **TAM Control** and can be modified as needed (different buying groups may have a different number or pricing tiers). Remember that group members may have different pricing tier values based upon a date, as specified in **Indirect Addresses**. **TAM Contracts** enables you to specify different prices for the same item, for each of these tiers, on the same contract pricing deal.

Note Modifying the Pricing Tiers value removes existing item pricing tier information.

Discount Level

This field is set to Line for contract pricing and cannot be changed. The contract pricing API is called during order line entry to determine if a contract price applies.

Quantity Type

This field is set to Quantity for contract pricing and cannot be changed. Discount calculations are based on the number (quantity) of items.

Amount Type

This field is set to Net Price for contract pricing and cannot be changed. Contract pricing is always assumed to be negotiated as a net price.

Combination Type

This field is set to Exclusive for contract pricing and cannot be changed. Contract pricing cannot be combined with other pricing.

Chargeback

Specify whether the distributor is allowed to charge back to the manufacturer for the gap between the price that the distributor pays and the lower contract resale price for the distributor's customer (that is, the indirect customer, or group member, in TAM).

Note This field is active only when Pricing Point is set to Indirect.

Deal Limit

Set up a maximum amount that a customer can claim from this deal. 0 indicates no maximum limit.

Note This field is accessible only when Chargeback is selected.

Note The Deal Limit value can be modified while the contract status is Open; however, the value cannot be changed to less than what has currently been accumulated or claimed.

TAM Contract Deal Item Values Panel

For Contract Pricing deals, enter the items (top-level), dates (second level), and quantity breaks and pricing (third level) using the Item Values panel.

Item Values Panel: First Level (Items)

Enter a valid item to define contract pricing for it.

Note An item can be specified only once. If there are different prices for an item based upon dates, then add multiple date range records underneath the parent-level item record.

Items do not first need to be added onto the Items panel grid on the contract header, in order to add contract pricing for the item. If, though, they have previously been entered, they default into the Item Values panel for a Contract Pricing deal. For Pending and Open status contracts, items can only be added through the Contract Pricing deal itself.

Items are also allowed to be deleted from status Draft or Pending contracts, which will also remove them from the Items panel grid on the contract header.

You also can add multiple items at once onto the contract using either the +Select or Add Items By Group button.

The +Select function brings you to an item lookup screen where items can be filtered based on various item-related fields, including any user-defined item attributes. Select or deselect items as desired. When you choose the OK button, the selected items are returned into the Items panel grid all at once.

The Add Items By Group function brings you to an item group lookup screen where you can specify an existing item group. The items currently associated with the group appear, and all are selected by default. Select/deselect items from the group as needed. When you choose the Submit button, the selected items are returned into the Items panel grid all at once.

Item

Enter, or select from the field lookup, the item to which the deal applies. The Contract Pricing deal must have at least one item record attached when saving the contract in status Pending or Open.

Description

Displays the item description as specified in **Items**.

Description 2

Displays the item description 2 as specified in **Items**.

UM

The unit of measure value (UM) defaults to the item stocking unit of measure as specified in **Items**, and optionally can be modified to any valid value.

UM cannot be saved as value <blank>, since the system must know what unit of measure the price applies to.

Product Line

The product line currently assigned to the item displays.

Expire Date

Optionally specify a date to expire pricing for an item. The expire date must be within the date range of the contract deal and cannot be set to earlier than the current date.

An expire date is typically added after the contract is open and pricing has been in use. Rather than changing the pricing end date, you can set the expire date and this will supersede any dates found in the lower level date records, meaning existing pricing will now expire as of the expire date.

Last Modified By

Indicates the user who last modified this record.

Last Modified Date

Indicates the date and time on which this record was last modified.

Item Values Panel: Second Level (Dates)

Specify the date range for the item pricing. The pricing typically starts the same date the deal starts; alternatively, the item can be subsequently added onto an Open status contract, in which case the start date for the item pricing is well into the life of the contract. If only a single date range is initially needed, then the end date can be left blank, which indicates the price is available throughout the life of the deal. Pricing for the item may change as the life of the contract progresses; thus, an end date can be specified reflecting the last day that the initial pricing for the item is in force. You can then add another date range for the new pricing for the item to take effect.

Note Date ranges cannot overlap for the same item.

Sometimes, pricing once negotiated for a longer period of time is cut short, in which case an expire date can be added onto the item line.

Date records can only be modified on saved Open status contracts, which are not in the past—that is, if you are modifying a saved Open status contract with a Contract Pricing deal attached, the contract pricing can only be maintained for future pricing. If the start date is today or earlier, then you cannot modify the pricing.

Start Date

The first date on which the pricing takes effect. This defaults to the Deal Start date.

The start date value must be within the contract and deal date range, and cannot overlap with any other existing date records for this item.

End Date

The last day that the specified pricing applies to. If only one pricing date is specified for an item, End Date should be left blank, since the open end date of the deal accommodates the cases with extended

contract buy end dates. If the contract buy end date is extended, the open pricing end date will allow the pricing to continue to be valid through the new buy end date.

If specified, the end date value must be within the contract and deal date range, and cannot overlap with any other existing date records for this item.

Last Modified By

Indicates the user who last modified this record.

Last Modified Date

Indicates the date and time on which this record was last modified

Item Values Panel: Third Level (Prices)

Enter the quantity breaks and related tier prices for the item. The number of pricing tiers that display is based upon the Pricing Tiers value specified in the Contract Pricing panel.

Specify the minimum quantity and the related prices for each member pricing tier. Multiple quantity breaks are allowed.

Recommended: Use the TAM Contract Pricing Detail browse to easily view contract item pricing across deals.

Minimum Quantity

Specify the minimum quantity to receive the tier price specified. Multiple levels can be added.

If there are multiple pricing date ranges entered for the same item, the system defaults in the number of quantity breaks and values for each subsequent date range from the initial record. If you add or modify the number of quantity breaks or the minimum quantity value on the first date range, then these changes update and be reflected on the other date ranges.

Tiers

Specify pricing for each tier. The number of pricing tiers that display is based upon the Pricing Tiers value specified in the Contract Pricing panel. A tier price of zero is allowed when saving in a Draft status, however, the value must be greater than zero if saving a contract in a Pending or Open status.

A warning displays upon save (Contract item pricing Start Date does not match Deal Start date) if contract pricing for items are not defined beginning as of the deal start date. This date flexibility allows users to define contract pricing for some items effective the start of the deal, while others do not have pricing effective until after the deal start date.

Note The contract currency displays in the Summary panel to remind users of the currency related to the tier prices being entered.

Last Modified By

Indicates the user who last modified this record.

Last Modified Date

Indicates the date and time on which this record was last modified.

TAM Contract Deferred Discount Panel

Define a Deferred Discount deal on a TAM Contract by entering an existing deal profile of category Deferred Discount, flagged for Contract Use. The deal default values appear based upon the profile selected. Update them as needed.

Deferred Discount deals are used to record the negotiated fees onto TAM contracts. These fees are typically due back to the distributor for services rendered, or are due back to the buying group as a commission or administrative fee once sales to the group members on the contract have been approved. Common terms for these deals are Admin Fees, Distributor Fees and Service Fees.

Admin Fees are usually defined as a flat 3% back calculated on the approved sales price to the group member.

Distributor Fees may either be calculated immediately once a sale is made to the distributor (customer) in the manufacturer's system, or the fee may need to wait to be calculated until the distributor reports back indirect sales to the groups members. These indirect sales records are loaded and validated by TAM, and once approved the Distributor Fee can now be calculated, and typically is entered as a percentage back calculated either on the resale price to the group member, or the initial price purchased by the distributor.

The discount rate structure can be either tiered or flat rate.

If the rate structure is a flat rate, a single rate is used to calculate the discount across all sales. For example, if the flat rate is 3%, then it is a 3% discount against a $100 sale.

If the flat rate is $1 per unit sold, then the discount is $1 off per unit, regardless of the quantity sold.

If the rate structure is tiered, it is important to specify how the earned discounts are accumulated.

Tier rates and amounts can apply to quantities in the current tier, or be used to recalculate discounts for previous sales based on the new tier rate or amount.

Earned discounts for tiers can also reset back to zero as specified.

Discount rates can be applied against the list price or the net price of the invoice line (minus any other discounts).

Accumulated earned discounts for Deferred Discounts on a contract can be granted to a specific pay to (representing a broker or buying group) or to each individual customer who orders the items during the contract period.

Following either the posting of invoices, or approval of indirect sales, earned discounts are accumulated for Deferred Discount deals by running **TAM Earned Discount Calculation** for earned discount type Contract - Deferred Discount. These earned discounts have no immediate effect on the general ledger, but serve as a basis for claims and accruals which will affect Financials. Earned discounts will continue to accumulate after deal limits have been reached, since deal limits can be increased while the contract is Open. The capping of an earned discount based on deal limits is enforced during claim processing and accruals.

Note You can change a saved TAM contract in status Open with a Deferred Discount deal attached back to Pending or Draft status, but only if no earned discounts have been created for the deal.

Payments can be made in Accounts Payable, requiring a supplier invoice, or by customer credit note in Accounts Receivable. There is a payment method associated with each deal, which is used when the system generates a claim against this deal (as opposed to a user manually creating the claim). The contract buy end date can be modified on a saved Open status contract with a Deferred Discount deal attached, as long as the buy end date is not in the past. In this case, the buy end date is allowed to be extended further into the future, can be moved to an earlier date in the future, or set to the current date, provided that no earned discount activity exists past this date.

Changing a saved Open status contract to status Closed, with a Deferred Discount deal attached, will result in a warning message if any of the deal's earned discount records have an open balance.

Recommended: Use the various programs referenced in the drill-down links located on the side-panel to view various elements related to the TAM contract and deal.

Quantity Type

This field is set to Quantity for contract pricing and cannot be changed. Discount calculations are based on the number (quantity) of items ordered.

Amount Type

Specify how the buying group, customer, or distributor receives the discount on contract Deferred Discount deals: Discount Amount or Discount Percentage.

Discount Base

Specify whether the discount is based on the list price or the net price of the invoice line (this is related to direct sales). The Discount

Base setting will likely have a major impact on deferred discount calculations for customers/distributors, since a discount will typically be considerably larger if based upon the list price of an order line item rather than the net price—especially when compounded over time.

Note This field is set to Net Price for contract pricing and cannot be changed. Contract pricing is always assumed to be negotiated as a net price.

Sales Basis

Specify the basis to be used to determine which sales are to be considered for earned discount calculations in a distributor/member (end customer) relationship:

- Customer: The quantity purchased by the customer, or distributor, is used. For example, the distributor is entitled to 1% back of purchases over a certain period. The 1% is based on the invoiced sales contained in the system.
- Member: The quantity purchased by the member, or end user, is used. For example, a contract deal dictates that the distributor is entitled to 2% back of the resale of purchases to group members at the contracted price over a certain period. Since it applies to indirect purchases, only approved indirect sales to members, reported back from the distributor to the manufacturer using **TAM Indirect Sales**, should generate earned discounts to the distributor for this deal.

Another example of where you would specify Sales Basis as Member relates to buying groups (GPOs). For example, a GPO is entitled to a 3% administrative fee for sales made to its members at the contract price. These sales can take place either directly to the member from the manufacturer, or indirectly to the member from the distributor. Set Sales Basis to Member so that all sales to the members—both directly and indirectly—will qualify for the 3% administrative fee back to the GPO. (Remember that indirect address records allow you to attach a customer code, in cases where you permit that group member to buy directly from you as well as from a reseller.)

Fee Pricing Point

When Sales Basis is set to Member, specify which price the system uses in calculating distributor fees in a distributor/member (indirect customer) relationship:

- Customer: The price paid by the direct customer, or distributor, is used. In this scenario, a distributor or customer does not qualify for any deferred discount until the purchased items are resold at the contract price to the group members (Sales Basis is set to Member). However, the deferred deal is based upon the price at which the distributor or customer initially purchased the item from the manufacturer.

- Member: The price paid by the indirect customer, or member, is used.

Note When Sales Basis is set to Customer, the Fee Pricing Point field is fixed as Customer.

Buy Unit of Measure

The unit of measure (UM) the customer has to buy in to qualify for the contract deal.

When the field is blank, the deal is available regardless of the UM on the order.

When Quantity Type = Quantity:

- The Buy Unit of Measure field is mandatory and represents the UM that is used to interpret the quantity breaks.
- When Sales Basis is set to Customer, **TAM Earned Discount Calculation** (run where Earned Discount type = Contract - Deferred Discount) calculates the earned discount only for invoice lines ordered in that buying unit of measure.
- When Sales Basis is set to Member, **TAM Earned Discount Calculation** (run where Earned Discount type = Contract - Deferred Discount) calculates the earned discount only for approved indirect sales lines purchased in that buying unit of measure.

When Quantity Type = Amount, the Buy Unit of Measure field is fixed as a <blank> value. This is not relevant since invoice lines entered in any unit of measure qualify for the discount because the discount is based on an amount, not a quantity.

Claim Over Excess

Indicate how the system responds in **TAM Claims** when you create or process a claim whose claim amount exceeds the open earned discount balance.

- Warning: The system displays a warning, but allows the claim for more than the open earned discount balance.
- Error: The system prevents a claim for more than the open earned discount balance.

Note The Claim Over Excess value can be modified while the contract status is Open.

System Generate Claims

Specify whether claims associated with this deal can be created for you by the system when you run the Generate action in **TAM Claims**.

Note The System Generate Claims value can be modified while the contract status is Open.

Payment Method

Specify the resulting document for chargeback claims against this Contract Pricing deal. The available options are Customer Credit Note and Supplier Invoice.

If a buying group is attached on the contract Main panel, the Payment Method value is fixed as Supplier Invoice, and the Pay To value is fixed as the buying group.

Note The Payment Method value can be modified while the contract status is Open.

Payment Cycle

Specify how often claims are generated against the deal: whenever there is a current open balance for the deal, or wait until the end of the deal.

- Current - the system generates a claim for the current period and any previous unclaimed periods when you run the Generate action from **TAM Claims**.
- End of Deal - the Generate action only creates a claim if the contract buy end date has been reached.

Note The Payment Cycle value can be modified while the contract status is Open.

Pay To

If a customer is to receive payment on behalf of all customers on the deal, then specify that valid customer record here. Earned discounts are accumulated as a summary against the pay to customer. When this field is blank (the default), the earned discounts are accumulated and claims are created against individual customers.

If a buying group is specified on the contract header, then the Deferred Discount deal Pay To field is set to the buying group and is read-only. This is in line with an Admin Fee type of deferred deal, payable to the buying group.

Note A warning appears if the pay-to customer specified has an inactive status when saving a contract in a Pending or Open status.

Deal Limit

Enter the maximum amount for which any contract buying group or customer can benefit from a deal. Leave the field as $0 to enforce no limit. Earned discounts will continue to accumulate after deal limits have been reached (when specified on a deal), since deal limits may be increased while the contract is Open status. The capping of an earned discount based on deal limits is enforced during claim processing and accruals.

Note The Deal Limit value can be modified on an Open status contract to a new value, provided it is not below the current claims-taken balance.

Deal Values Subpanel

Accumulation Period

Specify the period over which earned discounts are accumulated and reset: Contract (no reset; discounts continue to accumulate for the entire effective date range of the contract deal), Month, Quarter, or Year.

Apply Current Tier to Previous Sales

Select this option to have the discount specified in the current tier (as defined in the contract deal Default Values panel) apply to qualifying previous sales in earlier tiers.

For example: The first tier, as defined in the contract deal Default Values panel, specifies that a 1% discount applies to amounts up to $9,999.99 and the second tier (current tier based upon accumulated sales) provides a 2% discount for amounts $10,000.00 and above. A customer places an order for $9,999.99, then an order for $1000. If Apply Current Tier to Previous Sales setting is selected on the Deferred Discount deal, the customer receives the 2% deferred discount on the entire $10,999.99. If Apply Current Tier to Previous Sales is not selected, then the calculation is ($9,999.99 * 1%) + ($1,000 * 2%).

Default Values

Minimum Amount/Minimum Quantity

Values for this field are entered either as amount or quantity depending on the setting for Quantity Type. Multiple records are allowed - for example, there are two quantity breaks with different percentages, the first is for sales quantities up to 1000, then another percentage for sales of quantity 1000 or more. In this case, define two Default Value records, where the first is set to Minimum Quantity = 0; the second is set to Minimum Quantity = 1000. These values apply to every item on the deal and may not be changed at the item level.

Note The same Minimum Amount/Minimum Quantity value may not be specified on more than one record.

Discount%/Discount Amount

Values for this field are entered either as a percentage (must be between 0-100) or amount (must be positive) depending on the Amount Type setting.

Example: If the deal calls for giving back customers $1 for every item they buy over the course of a defined period, then set the Quantity Type field to 'Quantity' and Amount Type field to 'Discount Amount'; Set the Minimum Quantity value to 0 and the Discount Amount value to $1.

This value may be modified as needed on the Item Exception Values panel for contracts items whose discount value(s) do not match the default.

TAM Contract Item Exception Values Panel

The Item Exception Values panel allows you to optionally define different Amount Type values for items/groups attached to the contract, outside of the settings in the Default Values panel. The exception items must have the same number and identical Quantity Type values, but the amount types (Discount %/ Discount Amount) can be modified. The values must differ from those in the Default Values grid; otherwise you cannot save the record. The item or item group must have previously been attached to the contract in order for a user to specify either in the Item Exception Values panel. The same item or item group cannot be specified more than once.

Note If the Amount Type or Quantity Type value is changed after Item Exception Value records have been created, then existing records are removed.

Note If an existing exception item is deleted from the contract items panel or from the contract pricing deal, it is removed from the deferred discount Item Exception Values panel.

Item

Enter the previously attached contract item for which the exception value applies.

Group

Enter the previously attached contract item group for which the exception value applies.

Note Either an individual item or an item group can exist on a single item exceptions record, but not both.

Description

Displays the item description as specified in **Items**, or the item group description as specified in **Analysis Groups**.

Description 2

Displays the item description 2 as specified in **Items**.

Group Type

If a group is specified, this indicates whether this is a Dynamic or Static type of group.

Minimum Amount/Minimum Quantity

In the Item Exception Values grid, values for this field default from the Deal Values grid and are display only. Deferred discounts are evaluated using the same Minimum Amount/Minimum Quantity values across all contract items and item groups.

Discount %/Discount Amount

In the Item Exception Values grid, values for this field default from the Deal Values grid and can be modified. Values for this field are entered either as a percentage or amount depending on the Amount Type setting. This value must differ from the Default Value pane; otherwise, you cannot save the record.

Example: A deal calls for giving back customers/distributors a 5% discount for every item they buy over the course of a defined period, but there is one exception, Item C should receive only a 4% discount. Set up the exception fields as follows:

- Set the Quantity Type field to Quantity and Amount Type field to Discount %.
- In the Default Values panel, set the Minimum Quantity value to 0 and the Discount % value to 5.0%.
- In the Item Exception Values grid, specify Item C and change the default Discount % value of 5.0% to 4.0% .

Remarks

Optionally, enter any remarks here.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Copy Action

Choose Actions > *Individual* > Copy to copy an existing contract into a new one.

Instead of creating a contract manually in TAM Contracts, optionally copy from an existing contract into a new one. For contracts that typically are recreated often, a helpful business process is to define a template contract in status Draft, and copy it over to a new contract each time a live contract is required.

Access the TAM Contracts screen, select the contract you wish to copy, and then choose Actions - Copy.

Choosing Copy prompts the Copy screen, where users can modify certain default information from the Contract being copied, prior to creating the new contract. This also includes the ability to specify a new Contract code or leaving this field blank to allow for the next sequence number to default onto the new Contract after Submit.

Users are also granted the Options of copying the existing Distributors, Members, Items and/or Deals from the original contract onto the new one.

Once the Submit button is selected, users are now within the new Contract which has been created based upon the criteria specified in the copy screen. This new Contract is created in a Draft status to allow users the ability to add/modify any information as needed.

Note If the new contract was created in error, the record can easily be deleted if necessary.

Edit Action

Choose Actions > *Bulk* > Edit to apply changes to a group of TAM Claims all at once.

Users require the ability to apply changes to a group of TAM contracts all at once in order to operate most efficiently. This is the design intent for the TAM Contracts - Edit bulk action. Currently, users are able to update either the Buy End date, Responsible, or Status field across contracts using this action.

The ability to chose a group of contracts and update to a new status all at once holds great value. This is especially true for setting large numbers of contracts to status closed, as some of our users maintain thousands of contracts per year, and leaving them open slows many key processes down such as any programs which are evaluating and returning Earned Discount records for Open contracts.

Another area users typically need to update in bulk is when they are extending existing contracts. This entails going into each contract individually and setting the Buy End Date to the future date and saving, whereas users may set the Buy End date across many contracts using a single bulk edit action.

A third area requiring bulk update is the ability to assign the responsibility of a group of contracts to a single user, which can easily be achieved using the Edit bulk action feature.

Each type of change is validated individually, meaning, for example, if an error is encountered changing one of the contracts to a status Closed, that error will display, however, all other contracts will still have their status changed to Closed successfully.

Options Panel

The Options panel contains a selection grid allowing the user to choose which field needs to be updated across the various TAM Contracts selected.

Buy End

When the row is selected, the date value field is accessible and a valid date must be specified.

Responsible

When the row is selected, a valid user must be specified (lookup provided).

Status

When the row is selected, the value field drop-down list is accessible. A status value of Draft, Pending, Open or Closed must be specified.

Criteria Panel

The Criteria panel displays the filter criteria used in the TAM Contracts hybrid browse to isolate records to apply the bulk action to, as well as the required criteria by the Bulk Action itself.

Search Criteria

This matches the TAM Contracts browse filter criteria used to isolate records to apply a bulk action to.

Required Criteria

The Required Criteria value for the TAM Contracts, Edit bulk action is fixed as Status >< Closed. This means that only records that are not currently saved as Status = Closed may be updated using this bulk action.

Note If the Search Criteria provided by the user does not initially remove any status closed Contracts, the Required Criteria will do so.

Contracts Panel

The available TAM contract records which may be updated via the Edit bulk action appear in this grid and are selected by default. Select/deselect individual contract records as needed, or select/de-select all using the checkbox at the top left of the grid.

Upon clicking Submit, any messages are displayed within a popup using a summarized approach to errors/warnings rather than showing an error/warning per contract.

Upon completion of the Edit bulk action, users are returned to the hybrid browse where records displayed will now have been updated based upon the latest values.

For example, an initial filter of TAM Contracts browse is Status = Open and Buy End date <= 12/31/20. The user submits a bulk change Edit action for these records to set the status to closed. Upon return of Submit to this browse, every record which successfully had its status updated from Open to Closed, no longer appears in the browse. Any contract record which had encountered an error preventing the status change to closed, such as "Pending Claims exist", will remain as visible in the browse upon return.

TAM Claims

After earned discounts have been accumulated for open TAM promotions and contracts, you can create claims to give back the discounts earned to the appropriate customer/supplier. Use **TAM Claims** to achieve this by allocating against open earned discounts at the promotion or contract deal level, or at the deal/item level for promotional deals. The system automatically updates balances across the various levels of allocation records in the grids as users modify the amounts to allocate. The Balance field clearly indicates the ongoing unallocated amount of a claim.

Specify a customer or buying group on a claim and optionally adjust the claim bill-to and default claim credit terms as needed. When setting Payment Method to Supplier Invoice, you must specify a valid supplier.

Use the New Allocation function to filter and search for available earned discount records to claim against. Information found in each earned discount record includes full earned discount accumulated amount, the balance of approved claims taken, pending claims, and lastly the open balance that remains available to claim against.

Note The pending claim balances that appear do not include the current claim amount.

Deal Limit and Claim Over Excess are two deal features available to help enforce how much can be claimed. Deal Limit values greater than zero can place a limit on the maximum amount that each customer on the deal can claim. The Claim Over Excess deal setting indicates whether you are allowed to claim more than what is open on the earned discount.

The following illustrates how the Deal Limit and Claim Over Excess fields are evaluated during TAM claims:

- If Deal Limit is set to greater than $0 on a deal and Claim Over Excess is set to Warning, a warning message “Amount greater than current deal limit” displays in **TAM Claims**. In this case, you can proceed and allow the claim balance to exceed the deal limit. The system is looking at the current claim amount plus any other amounts claimed or deducted against this deal for this customer, and comparing that balance to the deal limit specified on the deal.
- If Deal Limit is set to greater than $0 on a deal and Claim Over Excess is set to Error, an error message “Amount exceeds deal limit” is displayed in **TAM Claims** and you cannot allow claims to accumulate more than the deal limit. Again, the system is comparing the current claim amount plus any other amounts claimed or deducted against this deal for this customer against the deal limit specified on the deal.
- If Deal Limit set to $0 on a deal and Claim Over Excess is set to Warning, a warning message reading "Amount exceeds open balance" is displayed when the claim amount exceeds the open

earned discount balance. In this case, you can decide whether to process the claim.

- If Deal Limit set to $0 on a deal and Claim Over Excess is set to Error, an error message “Amount exceeds open balance” is displayed when the claim amount exceeds the open earned discount balance.

TAM Claims allows you the flexibility to create claims in a status of Draft, Pending, or Approved.

- Draft status allows you to save when the claim amount has not been fully allocated. (Note that a save is necessary to create or update claim-related taxes.) Claim allocation is a process that might take hours to complete, and the Draft status allows you to save as you go while displaying taxes as needed, providing the opportunity to move onto something else before fully allocating. You can even wait until the next day to continue entering the claim with no fear of losing unsaved work.
- Saving in a Pending status is an intermediate step before approval. A claim saved in Pending status must be fully allocated, but does not create any formal effects in the general ledger. This status is commonly used where one user enters and allocates the claims, but another user needs to review and subsequently approve the claims.
- Saving in an Approved status formally grants discounts owed to customers and buying groups. When approved, claims result in either a single summarized customer credit note written to the claim bill-to or a supplier invoice written to the claim supplier, whose effects and visibility continues throughout the Enterprise Financials spectrum. The description of the invoices consists of the claim reference and the claim code. From here, for example, resulting supplier invoices can easily be pulled into selection and payments as needed. Customer credit notes can also be further processed as needed, such as offsetting them against open customer invoices during customer payment creation, or applying them against available deductions using **Open Item Adjustments**.

Enter claims individually or have TAM create them for you with the Generate action (applicable only when a deal setting has the System Generate Claims option selected). Generated claims are based on the open balances associated with discounts earned on open deals.

Note Ensure that all earned discount balances are up to date before creating claims.

Tax information is fully visible and easily accessible on claims as shown in the Billing Panel > Tax Settings subpanel, the Allocations panel >Tax Detail function, and summarized figures located in the Totals panel.

Note Saving a claim creates any relevant taxes, and they are recalculated whenever the allocated amount fields fields or Tax Settings are modified and saved.

Easily view when the claim was last modified and by whom in the Last Modified By and Last Modified Date fields. Optionally attach documents and specify remarks on TAM claims as needed.

View critical information related to a claim directly from **TAM Claims** with the drill-downs in the side panel. (You can modify these as needed.) This allows easy access to related journal entries and customer activity without needing to leave the claim itself.

Use the Bulk Edit action to update the Status, Reason Code, Claim Date, Posting Date, or Responsible fields across multiple claims using one action from one simple screen. This feature is quite helpful by, for one example, allowing users to efficiently approve several claims generated in a Pending status with the click of a button.

Recommended: Use the associated drill-down links available on saved TAM Claims for easy access to relevant browses and reports.

The following drill-down links are available from the righthand navigation panel:

- Customer Activity Dashboards
- Customer Balances
- Customer Invoice Activity (further drills down into Journal Entries)
- Customer Invoice Extended
- Customer Invoices
- Customers
- GL Transactions Detail (further drills down into Customer Invoices and Journal Entries)
- Journal Entries
- Supplier Activity Dashboards
- Supplier Balances
- Supplier Invoice Activity (further drills down into Journal Entries)
- Supplier Invoice Extended
- Supplier Invoices
- Suppliers
- TAM Claim Invoices (further drills down into TAM Claim Invoice Lines) - data is only available once a claim is allocated by invoices
- TAM Claim Totals (further drills down into TAM Claim Items)
- Customer Invoice Print (Report)
- Customer Open Items (Report)
- Supplier Invoice Print (Report)

- TAM Contracts (Report)
- TAM Earned Discount Calculation (Report)
- TAM Promotions (Report)

Importing and Exporting TAM Claims

TAM Claims data is imported using the standard Export and Import Adaptive UX functionality, accessible from the More drop-down menu. Only header and invoice allocation detail data import/export are currently supported. Earned Discount (Promotion) and Earned Discount (Contract) allocation detail export/import are not supported.

To import or export claims with header data only, clear the Allocations field in the Fields panel of the Export window to prepare the template. To import claims with header data and invoice allocation details, clear the Earned Discount field in the Fields panel of the Export window to prepare the template.

Note It is recommended that you import all claims in Draft status and then use **TAM Claims** or the Edit bulk action to approve the claims manually.

Main Panel

The Main panel allows you to define several main characteristics of a TAM claim.

Claim

Displays the claim code. Upon save, the system automatically generates the claim code based on the CLAIM sequence defined in **Number Ranges**. Read only.

Reference

Optionally enter claim reference information (up to 40 characters). The reference and claim code information are written as the description value for customer/supplier invoices related to approved claims.

Customer

Specify the customer code for this claim. Open earned discounts to claim against are filtered for this customer (pay-to) in the Allocations panel.

If the claim is for a buying group, leave this field blank.

Bill-To

Indicate the Bill-To code. Defaults from the Customer field. When a Customer Credit Note results from approved claims, they are created for the claim Bill-To.

If the Bill-To customer changes, the currency defaults to that Bill-To customer's currency.

Buying Group

Specify the buying group for this claim. Open earned discounts to claim against are filtered for this buying group in the Allocations panel.

If the claim is for a specific customer, leave this field blank.

Note A claim must be for either a customer or buying group. Buying groups are listed on TAM contracts and are specified as the pay-to on Deferred Discount deals, typically referred to as admin fees.

Claim Amount

Enter the amount to claim in either the Main panel or the Totals panel. This value represents the pre-tax amount to be claimed.

Currency

Specify the currency associated with this claim. Mandatory field. The default is the domain base currency, but it may be changed to any valid currency.

Exchange Rate

Displays the exchange rate to the base currency, based on the claim posting date, when the specified claim currency is not the base currency of the domain.

Entity

The claim entity drives which earned discounts can be allocated to via the claim. Only earned discounts recorded against the claim entity code can be used on the claim.

Note You must be logged in to that specific entity when attempting to save a TAM claim in status Approved; otherwise, you will receive an error.

Payment Method

Specify whether this claim is to be realized via customer credit note or supplier invoice. If a buying group is specified, then only Supplier Invoice is available.

The default is Customer Credit Note, but can be changed on a claim-by-claim basis. If Supplier Invoice is selected, the supplier related to that customer, based on business relation match, is populated automatically.

Supplier

Displays the default supplier code when the payment method is set to Supplier Invoice, but may be changed to any valid supplier. If a Buying Group is specified, it will populate the supplier linked with the buying group.

The supplier code will be used on the resulting supplier invoice when the claim is successfully saved in an Approved status.

Description

Optionally specify a description for this claim (up to 40 characters).

Status

Claims can initially be saved in a status of Draft, Pending, or Approved.

- The Draft status allows users to save when the claim amount has not been fully allocated. (Note that saving is necessary to create/update claim-related taxes.) Claim allocation is a process that might take hours to complete. Draft status allows you to save as you go while displaying taxes as needed, providing the opportunity to move onto something else before fully allocating. You can even wait until the next day to continue entering the claim with no fear of losing unsaved work.
- Saving in a Pending status is an intermediate step before approval. A claim saved in Pending status must be fully allocated, but does not create any formal effects in the general ledger. This status is commonly used where one user enters and allocates the claims but another user needs to review and subsequently approve them.
- Saving in an Approved status formally grants discounts owed to customers and buying groups. When approved, claims result in either a single summarized customer credit note written to the claim bill-to or a supplier invoice written to the claim supplier, whose effects and visibility continues throughout the Enterprise Financials spectrum. The combination of claim reference and claim code (maximum of 40 characters) is written into the document description for cross-reference purposes. From here, resulting supplier invoices can easily be pulled into selection and payments as needed. Customer credit notes can also be further processed as needed, such as offsetting them against open customer invoices during customer payment creation or applying them against available deductions using **Open Item Adjustments**.

Claims saved in an Approved status may be later be set to and saved as status Reversed. This creates reversing Customer Credit Notes/Supplier Invoices as well as the proper corrective journal entries. Claims saved in a Reversed status may not be further processed in any way.

A Rejected claim status represents a situation where a customer has submitted documentation for a claim, but the manufacturer refuses to pay it. Rather than deleting the claim, we keep a record on hand that the claim was submitted, but was rejected. When rejecting a claim, the user enters a Reason Code for the rejection. The validation of the code will be against the values entered within Reason Codes where Reason Type equals "Claim". A <blank> claim reason code value is only allowed if defined as a valid code. Only those claims saved in a

Draft or Pending status may be saved as status Rejected—therefore, rejecting a claim does not result in a JE and has no effect on the General Ledger. Claims saved in a Rejected status may not be further processed in any way.

Claim Run

When you run the Generate action in **TAM Claims**, the system assigns a claim run batch identifier to all the claims created in the same generate action. TAM retrieves the next claim run code based on the CLAIMRUN sequence defined in **Number Ranges**. You cannot enter or update this field.

Note Easily filter the **TAM Claims** hybrid view by claim run code to view all claims created by a specific Generate action.

Reason

Specify a reason code as needed on TAM claims, as previously defined in **Reason Codes**. When rejecting TAM claims, you must specify a reason code.

If you do not want to define specific reason codes, then—at a minimum—you must define a <blank> value for a claim reason code. To do so, use **Reason Codes** to create a record where Reason Type = Claim and Reason = <blank>.

Claim Date

The date on which the claim is created. It defaults to the current system date and can be updated. The claim date cannot be earlier than any attached promotion or contract earned discount deal start dates.

The claim date is written as the invoice date on any resulting customer credit note or supplier invoice related to the approved claim.

Posting Date

The posting date of the claim is used as the posting date on any resulting customer credit note, supplier invoice records, and journal entries posted to the general ledger for a claim saved as status Approved. The claim posting date also drives the exchange rates to be used where there are currency conversions to consider.

This defaults to the current system date and can be updated. However, the posting date cannot be earlier than any attached promotion or contract earned discount deal start dates.

Reversal Date

This field is accessible only when you choose Reversed in the Status field of a previously saved Approved status claim. It defaults to the system date and can be changed. The reversal date cannot be earlier than the posting date of the original claim. When saving a claim in the Reversed status, the reversal date is written onto any resulting

Customer Credit Note or Supplier Invoice records, and Journal Entries posted to the general ledger.

When dealing with reversing claims in a non-base currency, the exchange rate used on the original claim posting will also be used for the reversing journal entry.

Note A claim reversal is prevented if the matching AP/AR/GL period is closed based on the reversal date to be used.

Taxable

Specify whether this claim is taxable. The claim Taxable value defaults from the Taxable Customer setting specified on the Tax subpanel in **Customers**. Alternately, if a buying group is specified, or the claim payment method is set to Supplier Invoice, then the claim Taxable value defaults from the claim supplier specified. The claim Taxable value can be modified as needed.

If Taxable is not selected, then taxes are not calculated for any deal selected against this claim, regardless of the deal tax level settings.

Responsible

Optionally specify the valid user ID of the person who is responsible for this claim.

Note The **TAM Claims** hybrid view can easily be filtered by who is currently responsible for the claim.

Last Modified By

Indicates the user to last modify this record.

Last Modified Date

Indicates the date this record was last modified.

Allocations Panel

The Allocations panel allows you to search for available Earned Discounts, by either Promotion or Contract, and claim against them as needed. For Promotions, you can also allocate by invoice.

Use the New Allocation function to launch a screen where you can search for and return earned discounts you wish to allocate portions of the claim amount to.

Click on the Full field to easily populate the amount to allocate against an earned discount record. When Full is selected:

If the Claim Amount is zero, then the Claim Currency (CC) Open Balance value for the earned discount record will be copied to the Amount to Allocate.

If the Claim Amount is not zero, the system first compares the CC Open Balance value and the Balance field value located in the Totals panel. The smaller of the two will be copied to the Amount to Allocate (no matter if the value is positive or negative).

Note When clicking on the Full column and the existing record has an Amount to Allocate value that is not zero, the system will replace the current value with the value determined by applying the Full logic.

On records where an Amount to Allocate value is specified, and that value matches the full open balance amount, then the 'Full' column will be set to true by the system.

If a user overwrites an Amount to Allocate value, when the 'Full' column is true, to a lesser amount, the 'Full' flag will be turned off.

In summary, we grant the ability to check the Full column to have the system apply the open amount to allocate balance to the record(s) thus enabling more efficient data entry, but also, we ensure the Full value consistently represents whether or not the entire open balance of the ED record(s) has been applied.

When not only deal level earned discounts but also item level records are specified for display (available for Promotional earned discounts), TAM efficiently updates the allocation balances as data is modified across the levels, ensuring that allocations remain in sync across the various levels of earned discount data on the claim.

There is also a Full Allocation button available, the function of which is to perform similar to a user having selected the Full column on individual earned discount records as outlined above. The difference between the two features is the Full Allocation function will turn on the Full column for all of the lines currently selected, making claim allocation in full across a range of records possible via the press of a single button.

Example: Perhaps you have mistakenly added an Amount to Allocate to several lines by using the Full Allocation method, and wish to remove those amounts. Rather than going into each earned discount record individually and setting the Amount to Allocate back to zero, you can select the records to change, then use the Clear Allocated button, whose function is to change the Amount to Allocate value for all selected lines back to $0.

You may wish to remove earned discount records from the claim which are no longer needed - this would allow you to focus on only those records needed for allocation. The way to achieve this is to select all the records you wish to keep and then use the Delete Unselected function, which will remove all earned discount records not currently selected.

Note When you save a claim in an Approved status, any earned discount records which have a $0 Amount to Allocate value will be automatically removed from the claim.

Use the Tax Detail button to view tax details attached to the various earned discount records.

Note You must save the TAM claim to create/update relevant tax detail.

If the Update Tax Allowed field is set to Yes in Tax Rates for the tax rate associated with this claim, the Tax Amount field becomes available for edit within Tax Detail.

Note Tax records cannot be modified when claims are in Approved, Rejected, or Reversed status.

Allocate by Earned Discount (Promotion) Level One: Earned Discount Total Data

For earned discount promotions, clicking New Allocation will launch the TAM Promotion Earned Discount Totals screen. The following fields default from the claim as filters into this screen:

- Customer - Defaults to the claim customer. Only earned discount records to this customer are allowed.
- Entity - Defaults to the claim entity. Only earned discount records of the claim entity are allowed
- TC Open Balance - Defaults to 0.0.
- Promotion Status - Defaults to open. Closed status contracts to the claim are not allowed.

When the Allocate By field is set to Earned Discount (Promotion), the first level of earned discount data located in the Allocations grid relates to the earned discount total.

As amounts are allocated to the earned discounts, the Allocated Amount on the Totals panel refreshes based on the latest changes, in addition to the Open Balance value that remains to be allocated.

Agreement

Displays the promotional agreement on which the deal resides.

Description

Displays the description of the promotion.

Deal

Displays the deal attached to the promotion.

Accumulation Period End Date

Displays the last date of the accumulation for this particular earned discount. Earned discounts are maintained and accumulated differently depending on the deal category and the accumulation period setting.

Example: Assume that there is a Deferred Discount deal defined across four months that has related activities in each of these four periods. If the accumulation period for the deal is set to Monthly, then

there are four separate earned discount records, each with a different accumulation period end date (monthly). In the same scenario, if the Accumulation Period of the deal is set to Promotion, then there is only one earned discount record containing activities across the promotion periods.

Agreement Currency

Displays the currency specified on the agreement.

Earned Discount Amount

The accumulated amount of the earned discount within the accumulation period displayed in the agreement currency.

Earned Discount Open Balance

The open balance of the earned discount within the accumulation period displayed in the agreement currency.

If the earned discount has amounts allocated on Draft status claims, those amounts will not affect the open balance viewed on other claims.

If the earned discount has amounts allocated on Pending status claims, those amounts will affect the open balance viewed on other claims.

Claim Currency Open Balance

The open balance of the earned discount within the accumulation period, displayed in the claim currency.

Tax Level

Displays the tax level of the deal. The valid values are Non-taxable, Tax by Customer, and Tax by Item.

Full

When you select the Full option, the open balance of the claim amount is applied to this earned discount, not to exceed the open balance of the earned discount.

When Full is unchecked, the Amount to Allocate will revert back to zero.

Amount to Allocate

Specify the amount to allocate to this earned discount. You can either manually enter the amount or select Full to let the system calculate the amount.

Tax Amount

The tax amount calculated for this earned discount. Taxes are calculated/updated each time you save the claim.

Total Amount

The total amount calculated for this earned discount, representing the allocated amount plus the tax amount. Taxes are calculated/updated each time you save the claim.

Pay To

Displays the pay-to customer as specified on the deal.

If the deal Pay-To is not specified, this value then reflects the customer specified on the promotion

Deal Limit

Displays the maximum amount that the customer can receive as specified on the deal. If set to $0, then no maximum is enforced.

Entity

This entity code is retrieved from the earned discount record attached to the deal.

Pending Claims

The amount of this period earned discount currently attached to claims in a Pending status.

Note The Pending Claims balance that appears does not include the current claim amount.

Claims Taken

The amount of this period earned discount currently attached to claims in an Approved status.

Agreement Category

Displays the agreement category, either Promotion or Contract, of the deal.

Deal Start

Displays the date when the deal begins.

Deal End

Displays the date when the deal ends.

Payment Method

Displays the payment method, either Customer Credit Note or Supplier Invoice, depending on the deal-specific setting on the agreement.
It is for reference only as the payment method on the claim header determines the resulting document for all earned discounts attached to the claim.

Allocate by Earned Discount (Promotion) Level Two: Earned Discount Item Data

When the Allocate by field is set to Earned Discount (Promotion), and the Display Item Level field is selected, the second level of earned discount data located in the Allocations grid relates to the earned discount items.

As amounts are allocated to the item earned discounts, the parent level earned discount totals are updated. Also, the Allocated Amount in the Totals panel refreshes based on the latest changes, along with the Open Balance value that remains to be allocated.

Note Not all deals require items; thus, this grid may not contain item earned discount records when the Display Item Level field is selected. You may also hide the item level data by unchecking the Display Item Level option and clicking the Apply button.

Item

Displays the item that the earned discount applies to.

Description

Displays the description of the item as defined in the **Items** record.

Product Line

Displays the product line for the item as defined in the **Items** record.

Open Quantity

The open quantity represents the portion of the accumulated item quantity that is available for claiming.

UM

The unit of measure of the open quantity.

Claim Quantity

The portion of the open item quantity that is to be claimed.

Claim UM

The unit of measure reflected by the claim quantity.

Earned Discount Open Balance

The item open balance of the earned discount displayed in the agreement currency.

Claim Currency Open Balance

The item open balance of the earned discount, displayed in the claim currency.

Full

When you click the Full button, the open balance of the claim amount is applied to this earned discount, not to exceed the open balance of the earned discount.

When Full is unchecked, the Amount to Allocate will revert back to zero.

Amount to Allocate

The claim amount to allocate to this item-level earned discount. The item-level amount is initially populated with a prorated amount based on the ED Open Balance and the Earned Discount Total record Amount to Allocate value.

Note You can update the default amount to allocate values at the item level, and the system automatically adjusts the amount to allocate specified on the parent level.

Tax Amount

The tax amount calculated for this earned discount. Taxes are calculated or refreshed when saving a claim.

Total Amount

The total amount calculated for this earned discount, representing the allocated amount plus the tax amount. Taxes are calculated or refreshed when saving a claim.

Taxable

If the claim taxable value is set to true, the item Taxable field displays the taxable setting of the item. If the claim taxable value is false, then the Taxable flag at the item level will be false, regardless of the taxable setting of the item.

Tax Class

The tax class assigned to the item as specified in **Items**.

Qualifying Quantity

The accumulated quantity represents the total accumulated quantity for the earned discount, while the qualifying quantity is the quantity that relates to the earned discounts having been calculated. For example, the first tier for a deal starts at quantity 10, at which point a discount amount of $1 is given per item. After 10 items have been invoiced, the accumulated quantity is 10 and qualifying quantity is 1.

Item Deal Amount

This represents the earned discount amount per item and is calculated as Earned Discount Amount divided by the Qualifying Quantity.

Earned Discount Amount

The accumulated earned discount amount for the item within the period, displayed in the agreement currency.

Pending Claims

The amount of the earned discount for the item that is attached to Pending status claims.

Note The Pending Claims balance that appears does not include the current claim amount.

Claims Taken

The amount of this item earned discount currently attached to claims in an Approved status.

Pending Claims Quantity

The quantity of this item earned discount currently attached to claims in a Pending status.

Note The Pending Claims Quantity balance that appears does not include the current claim amount.

Claims Taken Quantity

The quantity of this item earned discount currently attached to claims in an Approved status.

Allocate by Earned Discount (Contract)

For earned discount contracts, clicking New Allocation will launch the TAM Contract Earned Discount Totals screen. The following fields default from the claim as filters into this screen:

- Customer - Defaults to the claim customer. Only earned discount records to this customer are allowed.
- Entity - Defaults to the claim entity. Only earned discount records of the claim entity are allowed
- TC Open Balance - Defaults to 0.0.
- Contract Status - Defaults to open. Closed status contracts to the claim are not allowed.

When the Allocate By field is set to Earned Discount (Contract), the earned discount data located in the Allocations grid relates to the Earned Discount total.

As amounts are allocated to the earned discounts, the Allocated Amount within the Totals panel refreshes based upon the latest changes, as well as the open Balance value which remains to be allocated.

Agreement

Displays the contractual agreement on which the deal resides.

Description

Displays the description of the contract.

Deal

Displays the deal attached to the contract.

Accumulation Period End Date

Displays the last date of the accumulation for this particular earned discount. Earned Discounts are maintained and accumulated differently depending on the deal category and the accumulation period setting. For example, there is a Deferred Discount deal defined across four months that has related activities in each of these four periods. If the accumulation period for the deal is set to Monthly, then there are four separate earned discount records, each with a different accumulation period end date (monthly). In the same scenario, if the Accumulation Period of the deal is set to Promotion, then there will only be one earned discount record containing activities across the promotion periods.

Agreement Currency

Displays the currency specified on the agreement.

Earned Discount Amount

The accumulated amount of the earned discount within the accumulation period displayed in the agreement currency.

Earned Discount Open Balance

The open balance of the earned discount within the accumulation period, displayed in the agreement currency.

Claim Currency Open Balance

The open balance of the earned discount within the accumulation period displayed in the claim currency.

Tax Level

Displays the tax level of the deal. The valid values are Non-taxable, Tax by Customer, and Tax by Item.

Full

When clicking the Full option, the open balance of the claim amount will be applied to this earned discount, not to exceed the open balance of the earned discount. When Full is unchecked, the Amount to Allocate will revert back to zero.

Amount to Allocate

Specify the amount to allocate to this earned discount. You can either manually enter the amount or choose Full to let the system calculate the amount.

Tax Amount

The tax amount calculated for this earned discount. Taxes are calculated/updated each time you save the claim.

Total Amount

The total amount calculated for this earned discount, representing the allocated amount plus the tax amount. Taxes are calculated/updated each time you save the claim.

Pay To

Displays the Pay-To customer as specified on the deal. If the deal Pay-To is not specified, this value then reflects the customer specified on the promotion.

Deal Limit

Displays the maximum amount that the customer can receive as specified on the deal. If set to $0, then no maximum is enforced.

Entity

This entity code is retrieved from the Earned Discount record attached to the deal.

Pending Claims

The amount of this period earned discount currently attached to claims in a Pending status.

Note The Pending Claims balance that appears does not include the current claim amount.

Claims Taken

The amount of this period earned discount currently attached to claims in an Approved status.

Agreement Category

Displays the agreement category, either Promotion or Contract, of the deal.

Deal Start

Displays the date when the deal begins.

Deal End

Displays the date when the deal ends.

Payment Method

Displays the payment method, either Customer Credit Note or Supplier Invoice, depending on the deal-specific setting on the agreement.
It is for reference only as the payment method on the claim header determines the resulting document for all earned discounts attached to the claim.

Allocate by Invoice

When the Allocate by field is set to Invoice, the Invoice grid appears listing all invoices associated with this claim. You can use this grid to select customer invoices and allocate claim amounts at the invoice line level.

The Invoice grid is hierarchical. The parent level contains invoice information while the child level contains the line level information for that invoice.

As amounts are allocated, the parent level invoice totals are updated, as well as the Allocated Amount within the Totals panel refreshes based upon the latest changes, as well as the open Balance value which remains to be allocated.

Use the New Allocation function to launch TAM Subledger by Promotion, where you can search for and return invoices you wish to allocate portions of the claim amount to. The following fields default from the claim as filters into this screen:

- Pay-To - Defaults to the claim customer. Only earned discount records to this customer are allowed.
- Entity - Defaults to the claim entity. Only earned discount records of the claim entity are allowed
- Promotion Status - Defaults to open. Closed status promotions to the claim are not allowed.
- Discount Type - Defaults to Deffered. Only earned discount records of type Deferred are allowed.
- TC Open Balance - Defaults to 0.0.

Click Search to bring up all invoices based on your search parameters, and then click OK to add all displayed records to the Invoices grid on the claim.

Allocations Panel Invoice Grid Parent Level Fields

Invoice Number

Displays the invoice number for this line.

Invoice Date

Displays the date that this invoice was created.

Currency

Displays the currency associated with the values of this invoice.

ED Amount

The total earned discount amount for this invoice and the sum of the earned discount amount in the child level lines. Displayed in the invoice currency.

ED Open Balance

The total earned discount open balance for this invoice and the sum of the earned discount open balance in the child level lines. Displayed in the invoice currency.

CC Open Balance

The total claim currency open balance for this invoice and the sum of the claim currency open balance in the child level lines.

Full

When you click the Full button, the open balance of the claim amount is applied to this earned discount, not to exceed the open balance of the earned discount. If this value is unselected, the Amount to Allocate reverts back to zero.

Amount to Allocate

Specify the amount to allocate to this earned discount. You can either manually enter the amount or choose Full to let the system calculate the amount.

Tax Amount

The tax amount calculated for this earned discount. Taxes are calculated/updated each time you save the claim.

Total Amount

The total amount calculated for this earned discount, representing the allocated amount plus the tax amount. Taxes are calculated/updated each time you save the claim.

Allocations Panel Invoice Grid Child Level Fields

Line

The invoice line number.

Item

Displays the item that the earned discount applies to.

Agreement

Displays the agreement associated with this earned discount.

Deal

Displays the deal associated with this earned discount.

ED Amount

The accumulated earned discount amount for the item within the agreement deal, displayed in the Agreement currency.

ED Open Balance

The item open balance of the earned discount, displayed in the agreement currency.

CC Open Balance

The item open balance of the earned discount, displayed in the claim currency.

Tax Level

Indicates the tax level associated with this item.

Full

When you click the Full button, the open balance of the claim amount is applied to this earned discount, not to exceed the open balance of the earned discount. When Full is unchecked, the Amount to Allocate will revert back to zero.

Amount to Allocate

Specify the amount to allocate on this earned discount. You can either manually enter the amount or choose Full to let the system calculate the amount.

Tax Amount

The tax amount calculated for this earned discount. Taxes are calculated or refreshed when saving a claim.

Total Amount

The total amount calculated for this earned discount, representing the allocated amount plus the tax amount. Taxes are calculated or refreshed when saving a claim.

Taxable

If the claim taxable value is set to true, the item Taxable field displays the taxable setting of the item. If the claim taxable value is false, then the Taxable flag at the item level will be false, regardless of the taxable setting of the item.

If the Tax Level on the deal is Non-taxable, the Taxable flag will be false regardless of the taxable setting on the claim or the item.

Tax Class

The tax class assigned to the item as specified in the item data.

- If Tax Level is Tax by Customer, Tax Class in the invoice line grid should be the Tax Class as seen in the claim header.
- If the Tax Level is Tax by Item, Tax Class in the invoice line grid should be the item Tax Class.

- If the Tax Level is Non-Taxable, Tax Class in the invoice line grid should be blank.

Deal Start

Indicates the date the deal associated with this earned discount started.

Deal End

Indicates the date the deal associated with this earned discount ended.

Pending Claims

The amount of the earned discount for the item that is attached to Pending status claims.

Note The Pending Claims balance which appears does not include the current claim amount.

Claim Taken

The amount of this item earned discount currently attached to claims in an Approved status.

Payment Method

Displays the payment method, either Customer Credit Note or Supplier Invoice, depending on the deal-specific setting on the agreement. It is for reference only as the payment method on the claim header determines the resulting document for all earned discounts attached to the claim.

Item Description

Displays the description of the item as defined in the Items record.

Product Line

Displays the product line for the item as defined in the Items record.

Billing Panel

The Billing panel lets you view the bill-to attached to the claim customer as well as the default claim credit terms specified in **TAM Control**. Update these fields to any valid, active values as needed.

Note When the claim Payment Method field is set to Customer Credit Note, an approved status claim results in a customer credit note written against the bill-to, containing credit terms as specified on the claim.

When the claim Payment Method field is set to Supplier Invoice, then an approved status claim results in a supplier invoice written against the claim supplier containing credit terms as specified on the supplier record.

Also found in the Billing panel is the Tax Settings subpanel. The tax settings values default as expected and you can update them as needed. When the claim payment method is updated and a supplier is added or removed, the system updates the tax data.

Bill-To

Indicates the bill-to code, which defaults based on the claim customer specified. Customer credit notes resulting from approved claims reference the claim bill-to, not the claim customer.

Note You can maintain the claim bill-to in the Main panel as well as the Billing panel.

Credit Terms

This value defaults to the claim Credit Terms value specified in **TAM Control**. Update this field to any valid, active value as needed.

When the claim Payment Method field is set to Customer Credit Note, an approved status claim results in a customer credit note written against the bill-to, containing credit terms as specified on the claim.

When the claim Payment Method field is set to Supplier Invoice, an approved status claim results in a supplier invoice written against the claim supplier, containing credit terms as specified on the supplier record.

Tax Settings Sub Panel

Tax Class

Defaults to the customer or supplier's tax class. Update to any valid value as needed.

Tax Environment

The default tax environment is based on:

- The To tax zone, determined by the customer or supplier's head office address. If a customer tax zone is not found, the system uses the tax zone specified in **Global Tax Management Control**.
- The From tax zone, determined by the customer or supplier's site for the current domain. If a tax zone for the site is not found, the system searches for the zone associated with an environment set up for a blank From tax zone and then the tax environment in **Global Tax Management Control**. If no environment is defined in the control screen, taxes cannot be calculated and errors display.
- The customer or supplier's tax class, if any. If the customer or supplier does not have a tax class, the environment is based on tax zones only.

Tax Included

Currently for TAM the tax included value is set as disabled and unchecked.

Tax Usage

Defaults to the customer or supplier's Tax Usage value. Update to any valid value as needed.

Tax Date

Defaults to blank. Update to a valid date as needed.

Totals Panel

The Totals panel allows you to view the summarized total information for the claim. For ease of use, the Claim Amount value can be specified either in the Main panel or in the Totals panel. Allocated Amount and Balance field values are updated as the user allocates against earned discounts.

Note The Balance field displays with a shaded red background if the claim has not been allocated in full.

Fields related to taxes are updated as the claim is saved and relevant tax amounts are calculated or refreshed. The Claim Total amount represents the claim amount plus any tax amounts calculated by the system as of the last save.

Claim Amount

Enter the amount to claim either in the Main panel or in the Totals panel. This value represents the pre-tax amount to be claimed.

Allocated Amount

This system value defaults as $0 and changes as the claim amount is allocated against open earned discount records.

Note The Allocated Amount must match the Claim Amount if intending to save a claim in a Pending or Approved status.

Balance

This field displays the difference between the claim amount and the allocated amount. The claim open balance amount decreases as amounts are allocated to open earned discounts, eventually reaching zero when the claim amount has been fully allocated.

Taxable

When the claim is taxable, this is the portion of the claim amount to be evaluated for taxes.

Non-Taxable

This is the portion of the claim amount to be considered non-taxable (Tax Type is NON-TAX).

Subtotal

This is the total of the Taxable and Non-taxable claim amounts.

Total Tax

This is the total amount of calculated tax on the claim.

Claim Total

The Claim Total value represents the claim amount and taxes calculated.

Remarks Panel

Optionally, enter any remarks here.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Edit Action

Choose Actions > *Bulk* > Edit to apply changes to a group of TAM Claims all at once.

Users require the ability to apply changes to a group of TAM Claims all at once in order to operate most efficiently.To do so, they should use the TAM Claims Edit bulk action. Currently, users are able to update the Claim Date, Posting Date, Reason code, Responsible ,and Status fields across claims using this action.

The ability to select a group of claims and update to a new status all at once holds great value. This is especially true for users who enter or generate claims in either a Draft or Pending status then require another user to approve them.

Perhaps during the approval you also wish to update the posting date on all of the claims to the current system date. To accomplish this, you can select the Posting date field and specify the proper date value while also selecting the Status field and selecting the Approved value.

Another common area requiring bulk update is the ability to assign the responsibility of a group of claims to a single user which can easily be achieved using this action.

Each type of change is validated individually. This means that, for example, if an error is encountered changing one of the claims to a status Approved, that error will display. However, all other claims will still have their status changed to Approved successfully.

Options Panel

The Options panel contains a selection grid allowing the user to choose which field needs to be updated across the various TAM Claims selected.

Claim Date

When this row is selected, a valid claim date must be specified.

Posting Date

When this row is selected, a valid claim posting date must be specified.

Reason

When this row is selected, a valid claim reason must be specified.

Responsible

When this row is selected, a valid user must be specified (lookup provided).

Status

When this row is selected, the value field drop-down list is accessible. A status value of Approved, Draft, Pending, Rejected, or Reversed must be specified.

Criteria Panel

The Criteria panel displays the filter criteria used in the TAM Claims hybrid browse to isolate records to apply the bulk action to, as well as the required criteria by the bulk action itself.

Search Criteria

This matches the TAM Claims browse filter criteria used to isolate records to apply a bulk action to.

Required Criteria

The Required Criteria value for the TAM Claims Edit bulk action is fixed as Status >< Closed. This means that only records that are not currently saved as Status = Closed may be updated using this bulk action.

Note If the Search Criteria provided by the user does not initially remove any status closed promotions, the Required Criteria will do so.

Claims Panel

The available TAM Claim records which may be updated via the Edit bulk action appear in the Claims panel grid and are selected by default. Select/deselect individual claim records as needed, or select/de-select all using the check-box at the top left.

Upon Submit, any messages are displayed within a popup using a summarized approach to errors/warnings, rather than showing an error/warning per claim.

Upon completion of the Edit bulk action, users are returned to the hybrid browse where records displayed will now have been updated based upon the latest values.

For example, an initial filter of TAM Claims browse is Status = Pending and Claim date <= 12/31/20. The user submits a bulk change Edit action for these records to set the status to Approved. Upon return of Submit to this browse, every record which successfully had its status updated from Pending to Approved, no longer appears in the browse. Any claim record which had encountered an error preventing the status change to Approved, will remain as visible in the browse upon return.

Generate Action

Choose Actions > *Bulk* > Generate to have TAM generate claims based on customers' open Earned Discount balances.

Generating claims mimics the behavior found in TAM Claims when a user allocates an amount against an ED total record in the allocations grid for allocated by Earned Discount (Promotion) or Earned Discount (Contract) - Totals grid. That amount is prorated across the open balance item records, and the taxes are calculated per the deal settings. One major difference with Generate Claims is that the defaults for the tax and allocated item amounts will be used as is, while in TAM Claims a user can modify these defaults before saving.

Generation of claims is particularly useful if there are many deals active—saving time by generating claims rather than requiring users to manually enter individual claims in TAM Claims on a day-by-day, deal-by-deal basis. A business typically would take advantage of this function if claims are to be created at a known frequency for Earned Discount amounts and no customer requests for claims are first required. Claims can be generated in a Pending status first, to allow users the ability to review claims before approving. This also saves time over the alternative method of creating claims manually one-by-one in a Pending status.

Note This program will only select open deals that have the System Generate Claims option selected.

The program generates claims in a Claim Run batch when saved. A separate claim is created for each Earned Discount record. The claim Reference field will contain the Agreement against which the claim has

been generated. The Reference field of the resulting customer credit note or supplier invoice will contain the Agreement and Claim Number to which the document applies.

The Claim Run number is shown in a popup message when claims are generated successfully. Users can filter by the Claim Run number in TAM Claims browse to view the details of generated claims. Individual claims in the same Claim Run can be maintained using the TAM Claims program dependent on system settings.

Use the fields in the Criteria panel to specify selection criteria for finding deals with Earned Discounts that have the System Generate Claims option selected, then click Search to display matching deals in the Claims grid.

Use the filters on the column headings to sort and/or reduce the number of deals shown in the grid. Use the check box to select deals that will have claims generated when you click Submit. Use the checkbox column in the grid on to check or uncheck all lines.

Upon clinking Submit, the system creates claims for the selected deals with the specified status.

Main Panel

Claim Date

Defaults to the current system date indicating when the claim was generated.

Claim Posting Date

The Posting Date of the claim will be used as the Posting Date on any resulting Customer Credit Note or Supplier Invoice records, as well as Journal Entries posted to the general ledger for a claim saved as status Approved. The claim Posting Date also drives the exchange rates to be used where there are currency conversions to consider.

This defaults to the current system date and may be updated. Note that the Posting Date may not be earlier than any attached promotion or contract earned discount deal start dates.

Status

Specify the status code (Pending or Approved) for the claims to be generated.

The flexibility of this field depends on the Disallow Generate Approved Claims option in TAM Control. If this field in TAM Control is not selected, then the default status is Approved and can be changed to Pending to allow you to save the Claim Runs in either status as needed. If the Disallow Generate Approved Claims field in TAM

control is selected, then the Status defaults to Pending and cannot be changed.

To approve claims, you can change Status of a claim to Approved in the claim screen or use the Edit bulk action to change status of multiple claims to Approved.

Responsible

Optionally specify the user ID of the person who is responsible for this claim. The TAM Claims browse can be filtered by the Responsible field.

Criteria Panel

Agreement Category

Specify whether resulting deals selected are for all deals, or filtered for either contract or promotion claims. The default is All.

Deal Category

Enter a deal category to limit the selection to claims for deals of that type. The valid values are:

- Deferred Discount
- Allocated Funds
- Contract Pricing
- <blank> (All deal categories)

Customer

Enter a customer code to limit the selection to deals for that customer. You cannot access this field when Customer Group or Buying Group is specified.

Customer Group

Enter a customer group (previously defined in Analysis Code) to limit the selection to deals specific to those customer group members. You cannot access this field when Customer or Buying Group is specified.

Promotion

Enter a promotion ID to limit the selection to deals associated with that promotion. You cannot update this field if Agreement Category is Contract.

Promotion Deal

Enter a deal ID to limit the selection to that deal. You cannot update this field when Agreement Category is Contract.

Entity

Enter an entity to limit the selection to earned discount deals in a specific entity.

Responsible

Enter a user ID to limit the selection to promotions or contracts where that user is specified as the person responsible. The Responsible field of each agreement is maintained in TAM Promotions or TAM Contracts.

Buying Group

Enter a Buying Group (previously defined in Buying Groups) to limit the selection to deals for a particular Buying Group. You cannot access this field when Customer or Customer Group is specified.

Buying Groups are found only on Contracts.

Contract

Enter a contract ID to limit the selection to deals associated with that contract. You cannot update this field when Agreement Category is Promotion.

Contract Deal

Enter a deal ID to limit the selection to that deal. You cannot update this field when Agreement Category is Promotion.

Claims Panel

Use the Claims panel to review the claims which will be created. After reviewing the details, click Submit to create the selected claims.

TAM Accounts

TAM Accounts lets you define accounting for a specific combination of agreement type and deal profile, which allows for greater granularity in the general ledger as needed.

For example, consider that you have a range of deal profiles defined for use with the Product Launch initiative and require each deal to expense against a different general ledger account. First, define the various deals using **Deal Profiles**; define the Product Launch initiative as an agreement type using **Agreement Types**. Then, use **TAM Accounts** to specify the Promotion Discount account to be used for each combination of deal profile and agreement type.

If SAFs are required to further differentiate GL transactions, you can optionally enter both the SAF concept and related SAF code.

Main

The Main panel allows you to define the combination of agreement type and deal profile, and its related accounts.

Agreement Type

Specify a valid agreement type as defined in **Agreement Types**. Mandatory field.

Deal Profile

Specify a valid profile as defined in **Deal Profiles**. Mandatory field.

Deal Category

The system displays the deal category associated with the specified deal profile. Read-only.

Promotion Use

Specifies whether this agreement type can be applied to promotions as defined in **Agreement Types**. Read-only.

Contract Use

Specifies whether this agreement type can be applied to contracts as defined in **Agreement Types**. Read-only.

Promotion Discount Account

Specify the Income/Expense account, sub-account, and cost center used to record expenses for this agreement type/deal profile combination.

When the agreement type is set to Promotion Use, users can specify the Promotion Discount account in **TAM Accounts**.

Contract Discount Account

Specify the Income/Expense account, sub-account, and cost center used to record contract discounts for this agreement type/deal profile combination.

When the agreement type is set to Contract Use, users can specify the Contract Discount account in **TAM Accounts**.

Accrual Account

Specify the Liability account, sub-account, and cost center used to record accruals for this agreement type/deal profile combination.

Higher SA+CC

The purpose of this field is to allow you to reuse the account for the same combination of agreement type and deal profile, but potentially vary the sub-account and cost center depending on variables such as customer type and/or product line.

If the Higher SA+CC field is not selected, TAM takes the sub-account (SA) + cost center (CC) from here. If the Higher SA+CC field is selected, then TAM pulls the SA and CC from **Sales Accounts** based on the matching combinations of product line, site, channel, customer type, as defined in the existing QAD EE search logic. If no matching record is found in **Sales Accounts**, TAM pulls the SA + CC from **Product Lines** based on the matching product line.

Last Modified By

Indicates the user to last modify this record.

Last Modified Date

Indicates the date and time this record was last modified.

Expense SAFs

Optionally, enter the appropriate SAF concepts and codes to be written onto expense GL transactions related to this agreement type and deal profile combination.

Note You must specify both a valid non-system SAF concept and related non-system SAF code to use SAFs.

TAM Accruals

Use the **TAM Contracts** or **TAM Promotion Earned Discount Balances** reports to view open deal balance information as needed.

Note It is easy to view general ledger journal entries resulting from Approved-status TAM accruals using the drill-down links located on the side panel.

Typical accounting practices dictate that companies must log open liabilities on their accounting books at the end of every period or quarter. TAM allows you to view accruals related to promotion and contract deals at any time, with the optional ability to save the accrual, print the accrual via a report, export the accrual numbers to Excel, and post those accrual numbers to the general ledger when saved as status Approved.

For promotions, the deal categories whose earned discount open balances may accrue include Allocated Funds, Deferred Discounts, and Scan-backs.

For contracts, the deal categories include Deferred Discounts and Contract Pricing deals that have the Chargeback field selected.

Note Only TAM contracts and promotions with status set to Open are available to generate accruals.

Important: Earned discount records must be up-to-date for all promotion and contract deals to ensure that accrual calculations are accurate. Be sure that **TAM Earned Discount Calculation** has been run for all relevant earned discount types before generating accruals.

An accrual run is a snapshot in time—nothing prevents users from creating further activity on the same day that an accrual run has previously been generated. To ensure that accruals remain accurate when posted to the general ledger, it is necessary to verify that:

- Invoice postings have been completed for the day (when Deferred Discount deals are involved).
- Indirect sales have been loaded and approved with invoice effective dates in the month.
- **TAM Earned Discount Calculation** has been run, ensuring that earned discount balances are up-to-date.
- No promotions or contracts effective in this period, or prior periods, are yet to be set as status Open, or changed from status Open to Closed.
- You have halted all deduction/claim processing effective on or prior to the posting date of the accrual run after the run has been generated and saved in the approved status.

As evidenced by these precautions, it is best to generate accruals as the final activity on any given day.

TAM accruals can be saved in either a Pending or Approved status setting:

- Pending: View potential accrual results without posting them to the general ledger GL. The Pending status allows for running accruals throughout the day/month to provide a snapshot of open deal balances in the system, without having any accounting effects in the GL. Also, this status can be used to save an accrual run, which can then be exported to Excel for further analysis and updating. After that, optionally create a manual journal entry directly in the GL to accrue as desired. This option may be attractive if your company has custom weightings to apply to various deals before posting to the general ledger.
- Approved: For saved status Approved accruals, the system posts the appropriate journal entries to the general ledger based on the selected and saved accrual records.

For example, if the company business process requires manual adjustments to accruals, you can save the record as status Pending. Then, print the accrual run using the **TAM Accruals** report, or export the accrual run detail using the **TAM Accruals** browse and use it as the basis for creating manual journal entries.

Recommended: Use the **TAM Accrual Detail** browse and the **TAM Accruals** report to view detailed information about saved accruals runs.

When calculating accruals, the system considers the contract or promotional deal open earned discount balance, which represents the accumulated earned discount amount minus any approved claims. It also factors in the optional deal limit. For example, if a customer's accumulated earned discount is $120 but the deal limit is set to $100, the accrual cannot exceed $100.

You can enter a value in Entity to generate a list of potential accruals relevant to a single entity. Leave Entity blank to generate accruals for all entities found in the domain.

After you click Search, the system displays a list of potential accrual records relevant to deals with open amounts. By default, all are selected. Clear the Selected checkbox on individual lines as needed, or clear the checkbox on the header row to deselect all records at one time. After confirming that the desired lines are selected, you commit the accrual for the selected records by clicking Save, after which the system assigns an accrual run number and saves the record in the status specified.

Note All resultant accrual records are set to the status specified; individual accrual line status cannot be updated.

The Accrual Debit Account Type setting in **TAM Control** dictates how accrual accounting is to be expressed in the general ledger:

- Expense: The accrual run, when approved, will debit the expense account/sub-account/cost center located in each relevant earned

discount record. This will also credit the summarized accrual account/sub-account/cost center found in **TAM Accounts**, based on agreement type and deal profile combination. Reverses out the first day of the next period.

- Sales Contra: Debit the sales contra account/sub-account/cost center found in **TAM Control** with one summarized amount. Credit the accrual account/sub-account/cost center for each agreement type and deal profile combination found in **TAM Accounts**.

Note You can delete prior saved accrual runs only if the status is Pending. Approved accruals have affected the GL: they cannot be deleted.

** For detailed information related to the accounts used and journal entries created by approved TAM accruals, see TAM Finance and Accounting on page 2064.

Main Panel

Use the Main panel to specify the status and posting date to be used for the accrual.

Accrual

A system-generated reference number that identifies a batch of accrual records. Read-only.

When creating new accruals, the field is initially blank. After you search for deals and click Save, the system assigns the next available reference based on the ACCRRUN sequence defined in **Number Ranges**.

If you have selected a prior saved accrual run, then the saved accrual code will display.

Status

Specify whether the accruals selected and saved as part of this accrual run have a status of Pending or Approved. The default status is Pending.

Note Journal entries are created in the general ledger for approved accruals, but not for pending accruals.

Posting Date

Specify the posting date recorded on journal entries created for the selected accruals. It defaults to the current system date. Typically,

this program is run on the last day of the accounting period, with an effective posting date set to the last day of the period.

For Deferred Discount, Allocated Funds, Scan-back and Contract Pricing Chargeback deal categories, the posting date drives what activity is considered for the accrual run.

For example, consider that an earned discount for a Deferred Discount deal represents activity in both January and February. If the accrual posting date is set to January 31, then activity after that date is removed from the accrual. This means that any posted invoices dated in February will not be considered by this accrual. For Contract Pricing Chargeback, Allocated Funds, and Scan-back deals, the earned discount of the period of the accrual posting date and all previous periods will be considered. On the claims side, any TAM approved status claims dated after the accrual posting date will not be considered in the accrual calculation.

Reversal Posting Date

The system sets this date to the first day of the next period based upon the accrual posting date. When saved as status Approved, a reversing accrual entry is automatically generated and posted in the general ledger.

Accrual Daybook

This is the daybook where Approved status accrual journal entries are registered.

Value is specified in **TAM Control**.

Last Modified By

Indicates the user to last modify this record.

Last Modified Date

Indicates the date this record was last modified.

Sales Contra Account

The system displays the sales contra account value from **TAM Control** if the Accrual Debit Account Type field is set to Sales Contra.

The sales contra account is the single summary accrual account for the entire accrual run amount. Offsetting accounts can be managed at the Agreement Type + Deal profile level as defined in **TAM Accounts**.

Accrual Detail Panel

Use the Accrual Detail panel to pre-filter accruals based on the values of Agreement Category (Promotion or Contract), Deal Category,Entity, Promotion range, and Contract range as needed.

Click the Search button to return a list of potential accrual records relevant to deals with open earned discount balances. By default, all are selected.

Clear the Selected checkbox on individual lines as needed, or clear the overall checkbox in the top left of the grid to deselect all records at once.

When pending claims exist for filtered agreements, the system displays a message warning that the user might want to approve any pending status claims before saving accruals: Approved status claims reduce the open balance of associated earned discounts and thus would lower the amount of a subsequent accrual run.

Click the Load Accrual Detail button to load the Accrual Detail data when checking or updating an existing accrual record since the system does not load the data by default.

Each accrual detail record displays the relevant information to each agreement/deal to be accrued.

- Agreement - a code identifying the agreement.
- Agreement Category - TAM Promotion or TAM Contract.
- Deal - the deal on the agreement which is being accrued.

  Note Agreements may have multiple deals attached.
- Deal Start and End dates
- Entity - the entity associated with the agreement/deal/earned discount (this will be recorded on the resulting accrual journal entry when a TAM accrual is saved as status Approved).
- Status - the status of the accrual when saved.
- Currency - the currency assigned to the agreement.
- Accrual Amount - the amount to be accrued as expressed in the agreement currency. The accrual amount is calculated as the accumulated earned discount balance as of the accrual posting date (up to the deal limit), and subtracts the claims taken (approved TAM claims) with claim posting dates effective up through the accrual posting date.

  Note To allow negative accruals, select the Allow Negative Accruals checkbox in the Accruals panel in TAM Control.
- Deal Limit - the deal limit specified on the deal. TAM accumulates earned discounts past the deal limit, since the limit may be extended on live deals; however, accruals only consider earned discount amounts up to the current deal limit.
- Earned Discount - the accumulated earned discount balance as of the accrual posting date and expressed in the agreement currency.

- Claims Taken - the claims taken amount expressed in the agreement currency. This is calculated based upon approved TAM claims with claim posting dates effective up through the accrual posting date.
- Accrual Account/ Sub-Account/ Cost Center - these values are defined in **TAM Accounts** and may be used be used on resulting journal entries for this accrual depending on the Accrual Debit Account Type value in **TAM Control**.
- Expense Account/ Sub-Account/Cost Center - these values are defined in the earned discount being accrued and may be used be used on resulting journal entries for this accrual depending on the Accrual Debit Account Type value in **TAM Control**.
- Daybook, Posting Date and Reversal Posting Date - these values are used on resulting journal entries for this accrual.
- SAF Concepts and related SAF Codes - these values are recorded on the earned discount being accrued.

After confirming that the desired lines are selected, formally commit the accrual lines selected by clicking Save. The system assigns an accrual run number and saves the record in the status specified.

Recommended: Use the drill-down links available in the side panel to view relevant information related to the saved accrual.

Note The Accrual Detail data refreshes each time you click the Search button even if it has not been saved.

Agreement Category

Specify whether to generate accruals for TAM promotions, contracts, or both types of agreements (All).

Entity

Optionally, enter an entity to filter the generated list of records. If you leave the field empty, the list includes accruals for earned discounts with deals for all entities found in the current domain.

Agreement Types

Agreement types are used to differentiate TAM promotions and contracts by type.

Agreement types are optionally associated with accounting information, in combination with deal profiles, using **TAM Accounts**.

Agreement types are mandatory on both TAM promotions and TAM contracts.

You can define just one general code to be used by all, but this limits the usefulness of TAM agreement types. For example, a contract analyst can use agreement types to differentiate contracts by type to define whether a contract is a master agreement contract with a GPO, a distributor contract, or another form of contract, such as a direct contract with a member or a specialty contract.

Another example could be where a promotion analyst creates the following types to group and identify all promotions with a similar initiative or usage:

- MDF – Market development fund
- Contest – In-store contests
- Marketing – Promotional fliers/handouts
- Prod Launch – New product launch initiative

Associate agreement types with promotions in **TAM Promotions** or with contracts in **TAM Contracts**, based on the settings of Promotion Use and Contract Use. When saving as active, the system displays a warning if the agreement type is not flagged for either Promotion Use or Contract Use.

Use **TAM Accounts**, when appropriate, to associate combinations of agreement type and deal profile codes with specific general ledger accounts, sub-accounts, cost centers, and SAF codes. This allows users to further differentiate TAM general ledger transactions as needed.

Note Agreement type codes cannot be deleted if they have been used in **TAM Promotions**, **TAM Contracts**, or **TAM Accounts**.

Main Panel

Agreement Type

Enter up to a 20-character code for an agreement type. Mandatory field. Once saved, the agreement type code cannot be modified.

This must be a unique code; you cannot reuse an existing saved agreement type code.

Description

Enter a meaningful text description of this agreement type.

Active

Select this field to make this agreement type available for potential use in **TAM Promotions**, **TAM Contracts**, and **TAM Accounts**.

By default, new records are active.

Note Setting an agreement type from active to inactive is not allowed if the code has been used in **TAM Accounts**.

Promotion Use

Specify whether this agreement type can be applied to TAM promotions. The same type can apply to both TAM promotions and contracts.

If you do not select either this field or Contract Use, the system displays a warning message.

Contract Use

Specify whether this agreement type can be applied to TAM contracts. The same type can apply to both TAM contracts and promotions.

If you do not select either this field or Promotion Use, the system displays a warning message.

Buying Groups

Indirect customers typically do not buy goods directly from manufacturers; instead, they do business with distributors, wholesalers, or resellers who have initially bought from the manufacturer. Often, the indirect customers belong to a buying group (for Food and Beverage, Industrial and Consumer Products industries) or a group purchasing organization (GPO - for Life Science industry). These entities exist to obtain discounts from vendors based on the collective buying power of the group members. These better prices are recorded on a contract, and the contract price is the price at which the indirect customers can buy from the distributors (or directly from the manufacturer on rare occasions).

In the medical industry, hospitals are constantly under pressure to cut costs. It is common for a hospital to belong to multiple buying groups, which can help to get a better price. As there are numerous medical products available, hospitals also use GPOs to manage product catalogs.

Members may belong to a group for a limited period, and may even leave a group and then rejoin it later. Membership in these groups, therefore, must include an effective date range.

This changing matrix of customers creates administrative challenges to ensure that only eligible discounts are taken. As a result, some companies provide monthly files to communicate membership changes.

Use **Buying Groups** to define the various groups necessary to support the indirect/contract sales process and features of TAM contracts. Then, associate a buying group with the appropriate members/indirect customers it represents using **Indirect Addresses**.

Main

Buying Group

Enter up to a 20-character code for the buying group/GPO. Once saved, the buying group code cannot be modified.

Description

Enter a meaningful text description of this buying group.

Supplier

Enter a valid supplier code defined in **Suppliers** to represent the buying group or GPO. The system uses this supplier when creating supplier invoices for the GPO/buying group in response to defined Deferred Discount deals on TAM contracts.

In a practice most typically found in the Life Sciences industry, the GPO is due back a 3% commission (also known as an administrative fee) for contract sales made to its group members.

Active

Select this field to make this buying group available for use in other screens. By default, all new records are active. Note that regardless of whether the buying group is active, you can still attach members to the group and define contracts for the buying group.

Last Modified By

Indicates the user who last modified this record.

Last Modified Date

Indicates the date and time on which this record was last modified.

Address

Address information related to the specified supplier displays in the Address panel. Fields in the panel are read-only.

Remarks

Optionally, enter any remarks here.

Deal Profiles

Use **Deal Profiles** to create general templates for deals to be placed onto TAM promotions and contracts. It is more efficient to define multiple deal profiles using the common settings that your company associates with deals of a specific type, rather then constantly adjusting the deal's details each time it is used. When you then apply the deal profile to a TAM promotion or TAM contract, you can update fields defaulted from the deal profile as needed.

The Main panel includes fields that identify the profile and associate it with a category. The subsequent panels and fields relate only to the deal category specified.

Note Some fields found within a deal category panel are relevant only when another field has a specific value. For example, for an Immediate Discount deal category, the Freight Terms field is accessible only when the Discount Level field is set to Order and the Amount Type field is set to Freight Terms. When a field is fixed or does not apply, it becomes display only.

Main Panel

Deal Profile

Enter up to a 20-character code for a deal profile.

Consider setting up naming conventions to categorize deal profile codes, making them easier to identify.

Note You cannot update this field after you have saved the record.

Description

Enter a meaningful text description for this profile.

Deal Category

Select the category which indicates how the deal is used. The options are:

- Allocated Funds - Fixed amounts of money are provided on a specified schedule based on criteria not related to sales activity. For example, an amount provided to a retailer for placing a product in a prime store location. These deals are sometimes called Lump-Sum, and apply only to TAM promotions.
- Bonus Goods - During sales order/quote entry, extra goods can be offered for free or at a discount, based on the order quantity of given items on previous lines. For example, buy 10 of item A and get a free item B. This deal type applies only to TAM promotions.
- Contract Pricing - For master agreement type contracts, the deal price is negotiated between the manufacturer and a buying group, whose members can get the negotiated price when they buy the item either from a distributor or directly from the manufacturer. For

distributor type contracts, the contract pricing represents the sales price of items directly to the distributor. This deal type applies only to TAM contracts.

- Deferred Discount - Deferred Discount deals on TAM promotions involve discounts based on actual sales, as an amount per unit sold or a percentage of sales. These deals are sometimes called Bill-Backs, Rebates, or Commissions. The discount rate structure can be either tiered or a flat rate. This deal type can also be used on a TAM contract as a method of paying administrative and service fees.
- Immediate Discount - The discount is available during order entry, based on a price list generated when the associated promotion is set to status Open. An immediate discount can apply at either the line or the order level. It can be applied as an amount or a percentage of the price, or as credit or freight terms. These deals are sometimes called Off-Invoice, and apply only to TAM promotions.
- Scan-back - Planned item quantities and discount amounts specified on the deal result in relevant earned discounts. Retailers/wholesalers/grocers provide the summarized scanned sales information back to the manufacturer, serving as necessary claim documentation on which the actual claim amount is then based. This deal type applies only to TAM promotions.

Note The system may allow you to change the Deal Category value after you have saved the deal profile. However, all fields associated with the original Deal Category selection are reset to their default values. Modification of the existing deal category is only allowed if the deal profile has not been used on TAM promotions or contracts.

Active

Select this field to make this deal profile available for use on TAM promotions and/or contract agreements. Note that clearing the Active field will prevent that deal profile code from being added onto new agreements; however, it has no impact on deals already attached to existing agreements. Likewise, claims can still be entered against open agreements referencing the deal.

By default, new records are active.

Allocated Funds Panel

Payment Method

Specify the resulting claim document for this allocated funds deal: Customer Credit Note or Supplier Invoice. When you use the **TAM Claims Generate** action, resulting claims for this deal will use this payment method.

Claim Over Excess

Indicate how the system responds when users access **TAM Claims** and attempt to process a claim where the amount to allocate exceeds the open earned discount balance:

- Warning: The system displays a warning, but allows the claim.
- Error: The system displays a hard error and does not allow the claim.

Spread Method

Specify how the allocated funds are distributed:

- All funds are available in the first promotion period.
- Funds are not available until the last promotion period.
- Funds are evenly spread across the promotion periods.

View planned quantities using the **Planned Quantities by Item** browse or the **Promotion Deal Item Period** browse.

Tax Level

Specify the tax level for the deal:

- Non-taxable: No tax is calculated for the deal regardless of customer/item tax settings.
- Tax by Customer: Apply the customer tax settings to all items on this deal.
- Tax by Item: Apply the individual item-level tax settings for this deal.

Payment Cycle

This value is related to the System Generate Claims field. When that field is selected, the Generate bulk action for **TAM Claims** considers generating claims for this deal. In that case:

- When Payment Cycle is Current, the system generates a claim for the current period and any previous unclaimed periods when you generate claims.
- When Payment Cycle is End of Deal, the Generate bulk action only creates a claim if the deal end date has been reached.

System Generate Claims

Specify whether claims associated with this deal can be automatically created by the system using the Generate bulk action in **TAM Claims**.

Items Required

Specify whether the Allocated Funds deal is a general deal or item-specific. When this field is selected, you must specify at least one item on the promotion deal.

Bonus Goods Panel

Discount Base

Specify whether the discount is to be calculated off the List price or the Net price of the sales order/quote line.

Contract Pricing Panel

Discount Level

Specify whether discount calculations during sales order entry apply to individual lines or to the entire order.

On a multi-line order, customers can optionally qualify for discounts based on the entire order rather than individual lines.

For Contract Pricing deals, this field is fixed as Line.

Quantity Type

For Contract Pricing deals, the Quantity Type value is fixed as Quantity, indicating that discount calculations during order entry are based on the quantity of items ordered.

Pricing Point

For contract deals only, specify which price the system uses in calculating service fees in a distributor/member (indirect customer) relationship:

- Direct: The price paid by the direct customer, or distributor, is used.
- Indirect: The price paid by the indirect customer, or member, is used.

Claim Over Excess

Indicate how the system responds when users access **TAM Claims** and attempt to process a claim where the amount to allocate exceeds the open earned discount balance:

- Warning: The system displays a warning, but allows the claim.
- Error: The system displays a hard error and does not allow the claim.

Payment Method

Specify the default resulting document for claims related to this Deferred Discount deal: Customer Credit Note or Supplier Invoice.

When the Generate bulk action for **TAM Claims** is used, resulting claims for this deal will use this payment method.

Combination Type

For Contract Pricing deals, Combination Type is set as Exclusive, indicating that this may not be combined with any other pricing. This is considered to be the exclusive net price.

Amount Type

Specifies how the customer receives the discount. For Contract Pricing deals, the Amount Type value is fixed as Net Price, indicating that this will be the price assigned to the item.

Chargeback

Specify whether the distributor is allowed to charge back to the manufacturer for the difference between the price the distributor pays and the lower contract resale price paid by the distributor's customer (that is, the indirect customer, or group member, in TAM).

This field applies when Pricing Point is set to Indirect.

System Generate Claims

Specify whether claims associated with this deal can be automatically created by the system using the Generate bulk action in **TAM Claims**.

When Chargeback is cleared, this field is also cleared. You cannot select it.

Payment Cycles

This value is related to the System Generate Claims field. When that field is selected, the Generate bulk action for **TAM Claims** considers generating claims for this deal. In that case:

- When Payment Cycle is Current, the system generates a claim for the current period and any previous unclaimed periods when you generate claims.
- When Payment Cycle is End of Deal, the Generate bulk action only creates a claim if the deal end date has been reached.

Deferred Discount Panel

Promotion Use

Specify whether this deal profile can be applied to promotions in **TAM Promotions**. If clear, the deal cannot be attached to a promotion.

Note A deferred discount deal profile can be applied to both promotions and TAM contracts.

Amount Type

Specify how the buyer receives the discount—as a fixed amount per some ordering unit or as a discount percentage.

Quantity Type

Specify whether discount calculations are based on the number of items ordered (Quantity) or on the total monetary amount of the line or order (Amount).

Discount Base

Specify whether the discount is based on the List Price or the Net Price of the order line.

Spread Method

For Deferred Discounts, the Spread Method field is fixed as Even Spread and indicates how the planned quantities of promotional items are spread across the life of the promotion. View these planned quantities using the **Planned Quantities by Item** browse or the **Promotion Deal Item Period** browse.

Payment Method

Specify the default resulting document for claims related to this deferred discount deal: Customer Credit Note or Supplier Invoice. When the Generate bulk action for **TAM Claims** is used, resulting claims for this deal will use this payment method.

Accumulation Period

Specify the period over which discounts are accumulated and reset: Promotion/Contract (no reset; discounts continue to accumulate for the entire effective date range of the promotion/contract), Month, Quarter, or Year.

Claim Over Excess

Indicate how the system responds when users access **TAM Claims** and attempt to process a claim where the amount to allocate exceeds the open earned discount balance:

- Warning: The system displays a warning, but allows the claim.
- Error: The system displays a hard error and does not allow the claim.

Tax Level

Specify the tax level for the deal:

- Non-taxable: No tax is calculated for the deal regardless of customer/item tax settings.
- Tax by Customer: Apply the customer tax settings to all items on this deal.
- Tax by Item: Apply the individual item-level tax settings for this deal.

Note The Tax Level field only applies to Deferred Discounts that will be used on TAM promotions. The Tax Level field does not apply to TAM contracts.

Contract Use

Specify whether this deal profile can be applied to contracts in **TAM Contracts**. If cleared, the deal cannot be attached to a contract.

Sales Basis

Specify the basis used to determine which sales are to be considered for earned discount calculations in a distributor/member (end customer) relationship:

- Customer: The quantity purchased by the customer, or distributor, is used. For example, the distributor is entitled to 1% back of purchases during a certain period. The 1% is based on the invoiced sales contained in the system.
- Member: The quantity purchased by the member, or end user, is used. For example, a contract deal dictates that the distributor is entitled to 2% back of the resale of purchases to group members at the contracted price during a certain period. Since this applies to sales transactions outside the system, only approved indirect sales to members, reported back from the distributor to the manufacturer using indirect sales, should generate earned discounts back to the distributor for this deal. Another scenario where you would specify Member relates to buying groups, or GPOs. For example, a GPO is entitled to a 3% administrative fee for sales to its members at the contract price. These sales can take place either directly to the member from the manufacturer, or indirectly to the member from the distributor. Set Sales Basis to Member so that all sales to the members—both directly from the manufacturer and indirectly from the distributor—will qualify for the 3% administrative fee back to the GPO.

Fee Pricing Point

When Contract Use is selected and Sales Basis is set to Member, specify which price the system uses in calculating distributor fees in a distributor/member (indirect customer) relationship:

- Customer: The price paid by the direct customer, or distributor, is used. In this scenario, a distributor or customer does not qualify for any deferred discount until the purchased items are resold at the contract price to the group members (Sales Basis is set to Member). However, the deferred deal is based on the price at which the distributor or customer initially purchased the item from the manufacturer.
- Member: The price paid by the indirect customer, or member, is used.

All Items

Select this field to make the deal available for all items; in that case, item-specific information cannot be entered.

When the field is cleared, you can specify item numbers and/or item groups and corresponding deal information.

Fixed UM

Specify whether the Deferred Discount is to be applied only to invoice lines matching the unit of measure specified against the promotional item.

Payment Cycle

This value is related to the System Generate Claims field. When that field is selected, the Generate bulk action for **TAM Claims** considers generating claims for this deal. In that case:

- When Payment Cycle is Current, the system generates a claim for the current period and any previous unclaimed periods when you generate claims.
- When Payment Cycle is End of Deal, the Generate bulk action only creates a claim if the deal end date has been reached.

Apply Current Tier to Previous Sales

Select this option to have the discount specified in the current tier (as defined in the associated agreement) apply to the qualifying previous sales in earlier tiers.

For example, consider that the first tier specifies that a 1% discount applies to a minimum quantity of 0 and the next tier specifies a 2% discount to a minimum quantity of 1000. A customer places an order for 500, then an order for 1000. If Apply Current Tier to Previous Sales is selected, the customer would receive the 2% deferred discount on the entire quantity of 1500, instead of just the second order for 1000.

System Generate Claims

Specify whether claims associated with this deal can be automatically created by the system using the Generate bulk action in **TAM Claims**.

Immediate Discount Panel

Discount Level

Specify whether discount calculations during order entry apply to individual lines or to the entire order.

On a multi-line order, customers can optionally qualify for discounts based on the entire order, rather than on individual lines.

Quantity Type

Specify whether discount calculations during order entry are based on the number of items ordered or on the total monetary amount of the line or order.

When Discount Level is Order, the system sets Quantity Type to Amount. You cannot change it.

Amount Type

Specify how the customer receives the discount. For example, you can provide it by subtracting a percentage or amount from the line or order total, or by offering better credit or freight terms on the order.

- For line-level discounts, you can set Amount Type to Discount %, Discount Amount, or Net Price.
- For order-level discounts, you can set Amount Type to Discount %, Discount Amount, Credit Terms, or Freight Terms. If you select Credit Terms or Freight Terms, you can specify a terms code in the adjacent field.

Combination Type

Specify whether the price list generated when you apply this deal profile to a TAM promotion can be combined with other lists, or must be an exclusive, stand-alone list.

If Combination Type is Combinable, the price list created from a promotion can be combined with other price lists in Adaptive Pricing. It does not matter whether the price list is generated from a promotion or has been created using **Price Lists**.

For line-level discounts with Amount Type set to Net Price, the system fixes Combination Type to Exclusive.

Max Orders

Indicate the maximum number of times this price list related to this deal profile can be used for orders from the same customer. For example, for a one-time-only deal you would enter 1. The system allows each associated customer to use the deal only once.

Note The limitation does not apply to multiple lines on the same order. The deal can be used on all qualifying lines.

Leave the field set to the default (0) to allow unlimited use of the list.

Note When the promotion includes a Max Orders value, you can increase the value while the promotion is active. However, on an open promotional deal, you cannot reduce the value to less than the number of times the deal has been used by any customer on that promotion.

Discount Sequence

Optionally specify the discount sequence number to be written into the Discount Sequence value for the resulting price lists from this immediate discount deal.

The default value is 10.0.

Spread Method

For Immediate Discounts, the Spread Method field is fixed as Even Spread and indicates how the planned quantities of promotional items are spread across the life of the promotion. View these planned quantities using the **Planned Quantities by Item** browse or the **Promotion Deal Item Period** browse.

Volume Type

This field is read-only. It is set to <BLANK> for line-level discounts and Order Value for order-level discounts.

Apply To

Specify whether order-level discounts are applied at the line level or at the order trailer.

When Apply To is Line, the customer invoice shows the qualified discount against each order line.

Credit Terms

When Amount Type is Credit Terms for order-level discounts, specify the credit terms code for the order. Valid codes must be set up in **Credit Terms**.

Freight Terms

When Amount Type is Freight Terms for order-level discounts, specify the freight terms code for the order. Valid codes must be set up in **Freight Terms**.

Manual

If selected, price lists created from promotions using this deal profile will be considered as manual price lists.

Other price list criteria and best/advanced pricing logic still applies (provided the override field is false), so specifying a manual price list does not ensure or require that the manual price list will be applied.

Override

Select this field to have the system use the resulting price list even if Adaptive Pricing logic finds a better price.

When Override is selected, the system-generated price list created for the promotion is defined as Manual and Exclusive. Attempting to

define a deal with the Override option selected that is not Manual and not Exclusive will result in errors.

Print

Specify the setting of the Print field on resulting price lists generated using this deal profile. Discount information associated with a price list can be printed on documents such as invoices only when Print is selected.

Note The Print field can be changed while the promotion is status Open.

All Items

Select this field to make the deal available for all items; in that case, item-specific information cannot be entered.

When the field is cleared, you can specify item numbers and/or item groups and corresponding deal information.

Scan-back Panel

Amount Type

Specify how the buyer receives the discount—as a fixed amount per some ordering unit or as a discount percentage. Only Discount Amount is supported for Scan-back deals.

Claim Over Excess

Indicate how the system responds when users access **TAM Claims** and attempt to process a claim where the amount to allocate exceeds the open earned discount balance:

- Warning: The system displays a warning, but allows the claim.
- Error: The system displays a hard error and does not allow the claim.

Spread Method

For Scan-back deals, the Spread Method field is fixed as Even Spread and indicates how the planned quantities of promotional items are spread across the life of the promotion. View these planned quantities using the **Planned Quantities by Item** browse or the **Promotion Deal Item Period** browse.

Payment Method

Specify the default resulting document for claims related to this scan-back deal: Customer Credit Note or Supplier Invoice. When the Generate bulk action for **TAM Claims** is used, resulting claims for this deal will use this payment method.

Tax Level

Specify the tax level for the deal:

- Non-taxable: No tax is calculated for the deal regardless of customer/item tax settings.
- Tax by Customer: Apply the customer tax settings to all items on this deal.
- Tax by Item: Apply the individual item-level tax settings for this deal.

Indirect Addresses

Indirect customers typically do not buy goods directly from manufacturers; instead, they do business with distributors, wholesalers, or resellers who have initially bought from the manufacturer. Often, the indirect customers belong to a buying group for Food and Beverage, Industrial, and Consumer Products industries or to a group purchasing organization (GPO) for the Life Science industry). These entities exist to obtain discounts from vendors based on the collective buying power of the group members. These better prices are recorded on a contract, and that contract price is the price at which the indirect customers can buy from the distributors (or directly from the manufacturer on rare occasions).

In the medical industry, hospitals are constantly under pressure to cut costs. It is common for a hospital to belong to multiple buying groups, which can help in obtaining better prices. As there are numerous medical products available, hospitals often use GPOs to manage product catalogs.

Members may belong to a group for a limited period, and may even leave a group only to rejoin it later. Membership in these groups therefore must include an effective date range.

This changing matrix of customers creates administrative challenges to ensure that only eligible discounts are taken. As a result, some companies provide monthly files to communicate membership changes.

While **Indirect Addresses** is available to create or update individual records, buying groups may contain hundreds - if not thousands - of group members. Companies typically receive electronic files containing relevant membership details, and TAM allows users to electronically load the membership information using Excel. For example, Premiere Inc. - one of the largest GPOs in the US with thousands of member hospitals - will supply a file to a manufacturer, which contains all of its group members as of a specific date. The manufacturer would not realistically be expected to type in each member manually and would rather load the initial group membership using Excel. Once loaded, the manufacturer then typically loads or enters only the monthly updates to the group as the information is received. This electronic means of loading group membership saves countless hours of data entry and eliminates potential data entry mistakes.

Use **Indirect Addresses** to define information about indirect customers and associate them with the appropriate buying group(s).

Recommended: Use the **Buying Group Membership** browse to easily view which indirect addresses belong to which buying groups, as well as related pricing tier effectiveness.

Main

The Main panel allows you to define name information related to an indirect address, as well as to specify whether it is currently active.

Name

Enter the name used for this indirect customer. Mandatory field.

Search Name

Optionally, enter the name for this indirect customer that is used in searches. The search name can be an alternative form of the Name value.

Indirect Address

Provide a unique code for this indirect address.

Users can enter the code manually, or if left <blank>, the code will be generated by a **Number Ranges** sequence when saving the record.

Note A **Number Ranges** record for sequence INDADDR must exist in order for TAM to find the next code if a user does not manually enter the value.

Since the name may be common to several indirect addresses—for example, there are many St. Mary's hospitals across the US—the indirect address unique identifier allows users to update a specific record in Excel using this field.

Once a record is saved, this value cannot be changed.

Active

Select this field to make this indirect address record available for use in TAM contracts.

By default, new records are active.

Last Modified By

Displays the user to last modify this record.

Last Modified Date

Displays the date and time on which this record was last modified.

Address

Enter address and contact information here.

Address, Postal Code, City, State, County, and Country Fields

All optional. County, State, and Country codes are validated if entered.

Format

Specify whether the postal code displays before or after the address.

Phone 1/Phone 2

Enter optional telephone and fax numbers for this indirect customer address.

Email

Enter an optional email address for this indirect customer address.

Website

Enter an optional website URL for this indirect customer address.

Customer

Optionally enter a valid customer code—defined in **Customers**—that represents the customer to use on orders regarding this indirect address.

Indirect address customers or group members typically buy indirectly from a manufacturer through a distributor or reseller. However, at times they purchase directly from the manufacturer. In that case, a customer is defined for that indirect address so that a sales order can be created for the sale. TAM uses this value during order entry as a cross-reference to the indirect customer name. When a direct sale is made to this indirect address, the system first looks for a contract that applies to this customer, and if found, uses that price on the direct sale. Next, if no contract price is found, the system searches for contracts against buying groups to which this customer is attached as a group member.

Identifiers

Optionally enter the information used to uniquely identify this indirect address.

HIN

Enter the Health Industry Number (HIN) associated with this indirect customer. The HIN is a unique and standardized identifier for hospitals, providers, suppliers, and all other partners typically doing business in the medical supply chain.

If specified, HIN must be exactly 9 characters.

GLN

Enter the Global Location Number (GLN) associated with this indirect customer. A GLN is a globally unique identification number for locations and supply chain partners in the medical industry.

If specified, GLN must be exactly 13 characters.

IDN

Specify the Integrated Delivery Network (may also be referred to as an IDS or Integrated Delivery System) associated with this indirect customer. Up to 36 characters allowed.

An IDN is a network of facilities and providers working together to offer a continuum of care to a specific market or geographic area.

Corporate

Specify the corporate entity associated with this indirect customer. Up to 36 characters allowed.

Affiliate Group

Specify an affiliated entity associated with this indirect customer. Up to 36 characters allowed.

Class of Trade

Specify the primary class of trade associated with this indirect customer. In the medical industry, class of trade is a way of categorizing the type of service provided by a business—for example, acute care or ambulatory care. Valid values for Class of Trade are maintained in **Language Details**, where Dataset = "IndAddress" and Field Name = "ClassOfTrade".

Facility Type

Specify the type of facility associated with this indirect customer - for example, a hospital or physician's office. Valid values for Facility Type are maintained in **Language Details**, where Dataset = "IndAddress" and Field Name = "FacilityType".

DEA

Specify the registration number used by the US Drug Enforcement Agency to identify this indirect customer.

If specified, the DEA registration number must be 2 letters followed by 7 digits.

Medical License Dates

Specify the medical license start and end date.

Pricing Tiers

Specify the pricing tier information for this indirect address.

This pricing tier is used to obtain the proper contract price for any given member, as contracts allow for item pricing to vary based on the pricing tier. The number of pricing tiers and qualifications for each are negotiated between the GPO/buying group and the manufacturer. A specific indirect address pricing tier is typically determined by the group member’s purchasing history. A member currently at a certain pricing tier may be either downgraded or upgraded to another pricing tier as of some future

effective date. Any historical changes in pricing tiers are maintained using the Start Date and End Date fields. Indirect sales dates are compared against the effective pricing tier found here to determine the proper contract price for that group member, as of the indirect sales invoice date.

Recommended: Use the **Buying Group Membership** browse to easily view which indirect addresses belong to which buying groups, as well as related pricing tier effectiveness.

Pricing Tier

Mandatory. Valid values are 1-10. Specify the pricing tier and date range information for this indirect address.

Note If you enter a value greater than that defined in **TAM Control**, a warning will appear.

Tier Start Date

Enter the date when pricing for this tier is first effective. The tier dates are evaluated during contract pricing and deal validation to determine the specific price a member is entitled to.

Note The Tier date ranges cannot overlap.

Tier End Date

Enter the date when pricing for this tier is last effective. Only one tier date range can contain a <blank> value for End Date, indicating that specific tier effectiveness is ongoing from the start date.

The tier dates are evaluated during contract pricing and deal validation to determine the specific price a member is entitled to.

Note The tier date ranges cannot overlap.

Buying Groups

The Buying Groups panel lets you enter or select an existing buying group record to attach to the indirect address. If the buying group is not flagged as active in **Buying Groups**, the system displays a warning message when you save the indirect address record. An indirect address can belong to multiple groups at the same time, but only one must be marked as the preferred group.

Recommended: Use the **Buying Group Membership** browse to easily view which indirect addresses belong to which buying groups, as well as related pricing tier effectiveness.

Buying Group

Enter a valid buying group defined in **Buying Groups**. Indirect addresses can belong to multiple groups at the same time, but only one is marked as the preferred group.

Description

The description of this buying group as specified in **Buying Groups**.

Group ID

Optionally enter the unique group identifier to this group member for this particular buying group. Up to 30 characters allowed.

A group ID cannot be reused across members within the same buying group.

Start/End Dates

Optionally enter the start and end dates of effective group membership for this member. These dates are evaluated during contract pricing and deal validation to determine if an indirect address is a member of a particular group, and is entitled to that group's contract price as of a specific purchase date.

Preferred

Indicate whether this is the preferred buying group to which the member belongs. A group member must declare which group is the preferred group in order for the distributor and manufacturer to determine which contract selling price to use when multiple contracts exist for the different groups to which a member belongs. The system displays an error if no buying group record associated with the member is flagged as preferred.

Remarks

Optionally, enter any remarks here.

TAM Indirect Sales

Distributors purchase goods typically at a negotiated distributor contract price, then sell to indirect customers (entered as Indirect Addresses in TAM) which are also known as buying group members. These sales often occur at a lower price based on an existing master contract with a buying group. These sales from the distributor to the group members occurs outside the manufacturer's system, and as thus we refer to them as indirect sales. A distributor must report back to the manufacturer its sales to group members in order to recover chargebacks (the difference between their higher initial purchase price and subsequent lower resale price) and other fees such as a negotiated percentage as a service fee.

To receive reimbursement for the difference between the selling price and the contract price on sales made to indirect customers based on contract deals, distributors provide sales-tracing documents back to manufacturers outlining indirect sale details. When matched against contracts and approved, these records result in Earned Discounts for chargebacks and service fees for distributors as well as administrative fees for buying groups.

There are two ways of recording indirect sales:

- Manually creating indirect sales records via the Indirect Sales program.
- Importing Indirect Sales records using excel, then subsequently approving them via the application.

Main Panel

The Main panel allows you to define several main characteristics of a TAM Indirect Sales record.

Trace Code

Enter the trace code as 20 characters or less. Note that a dash (-) is allowed, but any special characters other than dash are not allowed, such as !.@#$%^&*()_+=.

If trace code is left blank, then upon saving the system populates the value using the next sequence available as defined on the "IndSales" Sequence ID within the Number Ranges program.

Customer

This is the customer (distributor) reporting back the indirect sales details to the manufacturer.

The customer entered must be a valid customer in the system.

You can type the customer code in manually or select from the look-up browse.

This field is mandatory.

Trace Date

This field is read-only and defaults to the current system date.

File Name

If the information is loaded using Excelerator, this field contains the name of the file.

Last Modified By

Indicates the user to last modify this record.

Last Modified Date

Indicates the date this record was last modified.

Lines Panel

Use the Lines panel to add the indirect sales information provided by the distributor.

After having specified the information in the Main panel, next click on the Lines panel to add specific information for each sales line provided back by the distributor.

Click +New to add a new line to gird, or click the Details button to open the Indirect Sales Line Details screen and maintain the sales data.

After line data has been entered, use the Action drop-down to process the lines. Possible values include:

- Approve
- Approve Distributor Chargeback
- Matching Process
- Reject
- Reverse

Given the value of the Status, you are able to carry out one or more of these actions.

Indirect Sales Line Detail

Maintain the indirect sales line data using the Indirect Sales Line details screen.

Enter the sales line information received from the distributor using this screen. When saved, TAM will use the data supplied to cross-reference what is stored in the system and determine the matching information, ultimately updating the line Status and Matching Message appropriately.

Indirect Sales Line Detail Main Panel

Start the indirect sales line data entry by specifying the Ship-To Name provided in the indirect sales file, as well as any optional information including the unique identifier values such as Group ID, HIN, GLN, DEA

and IDN. This information, including that provided in the Address panel, allows TAM to determine the matching internal Indirect Address and the applicable Buying Group and Pricing Tier, when found.

Note The fields on the left side are those potentially supplied in the indirect sales files and the fields on the right are returned by TAM upon saving.

Line

Indicates the current line item number.

This value is stored and incremented by the system.

Ship-To Number

An optional field where you can store any Ship-To number referenced by the distributor submitting the indirect sales line detail.

Ship-To Name

This field is mandatory and represents the name of the member to which the distributor has made the indirect sale.

You can physically type in the name and then enter all the address information supplied in the below grid, including unique identifier information. Alternatively, you can select the Ship-To Name from the look-up browse.

When you select an indirect address from the look-up browse, all the information that is stored in TAM about this Indirect Address is automatically populated into the Addresses panel.

Trace Buying Group

This field represents the buying group specified in the indirect sales file that the distributor provided back.

This optional field is the suggested buying group that your distributor feels the group member belongs. TAM uses the Indirect Address Name and Group ID to determine the Buying Group (separate field) of which it considers correct.

In cases where a Distributor supplies a Trace Buying Group value in the file, and TAM determines a different one as displayed in the Buying Group field, it is quite likely the distributor has sold items using incorrect contract information related to the wrong buying group.

Group ID

Enter the unique group identifier specific to this buying group member.

A Group ID cannot be reused across members within the same buying group.

HIN

Enter the Health Industry Number (HIN) associated with this indirect customer. If specified, HIN must be exactly nine alphanumeric characters.

The HIN is a unique and standardized identifier that enumerates hospitals, providers, suppliers, and all other partners doing business in the medical supply chain.

GLN

Enter the Global Location Number (GLN) associated with this indirect customer. If specified, GLN must be a thirteen digit number.

A GLN is a globally unique identification number for locations and supply chain partners in the medical industry.

DEA

Specify the registration number used by the US Drug Enforcement Agency to identify this indirect customer.

If specified, the DEA registration number must be two letters followed by seven digits.

IDN

Specify the Integrated Delivery Network associated with this indirect address. An IDN is a network of facilities and providers working together to offer a continuum of care to a specific market or geographic area.

Action

Change this field from the import Excel file to do the bulk actions. You can change the action values from the Excel import file. It is used when a large number of line records need to be processed.

Action Date

The system automatically fills this field with the current system date.

Status

Read-only field maintained by TAM. Possible values: Initial, Unmatched, Chargeback-Review, Match-Review, Match-Passed, Approved, Approved Distributor Chargeback, Rejected.

Indirect Address

When a line is saved, TAM uses the Ship-To Name and address information provided, as well as the unique identifier fields, to determine the matching internal Indirect Address. If no match is found and the Indirect Address value remains <BLANK>, you can manually populate the Indirect Address code. In this case, TAM learns as it goes; that is, if you have to physically enter the matching Indirect Address Name for a line, once that line is approved, TAM stores the

indirect address information. When the same address information is entered next time, TAM uses the Indirect Address Name from the prior approved line.

Example: Suppose you have indirect address “South Amboy Hospital” defined as 10 Main Street, South Amboy NJ, 08772. Indirect Sales supplied back from a distributor sometimes contain the exact matching address information, and at other times might truncate text such “10 Main St” or “S. Amboy”. The first time a line comes in as S. Amboy, perhaps a match is not found. So you have to physically enter in South Amboy Hospital as the Indirect Address and then approve the line. Every subsequent time a line is submitted as S. Amboy, TAM knows which indirect address to match to.

Buying Group

Indicates the buying group associated with this indirect address, as determined by TAM upon saving the record.

Pricing Tier

Indicates the pricing tier associated with this indirect address, as determined by TAM upon saving the record.

Last Modified By

Indicates the user to last modify this record.

Last Modified Date

Indicates the date this record was last modified.

Indirect Sales Line Detail Address Panel

Specify the submitted address-related information for each indirect sales line.

Region

The Region field is an optional field that is not validated anywhere in the system against an indirect address. A region is sometimes, by default, included in the data supplied by a distributor. The manufacturer may add this information before a load to indicate additional information for sales-related activities.

Indirect Sales Line Detail Sales Panel

Invoice Date

A mandatory field. The date when the sale occurred.

Invoice Number

Optionally enter the invoice number that your customer used when billing to the indirect customer for this sale.

Invoice Line

Optionally enter the invoice line number that your customer used when billing to your indirect customer for this sale.

Note Even though the Invoice Number and Invoice Line fields are optional, if this information is supplied, it is best to record this information. The invoice information is then available in the various browses and collections in TAM, and can expedite the process when you reconcile data with a customer later.

Trace Item

A mandatory field. This is the distributor item code as it appears in the sales trace file sent back to the manufacturer. Often, this matches the internal manufacturer item code appearing on the contract. If, however, the distributor codes the item in a different way, you can track this name for future reference and fill the Item field with the internal item number matching that found on the contract. Then, for future loaded indirect sales lines matching the Distributor Trace Item, the system will learn to match it to the internal manufacturer item code previously specified on the existing approved status line.

The Trace Item field is used to determine the Item field value, whereas the Item value is used during the contract matching process.

Trace Item Description

The description of the Trace Item optionally provided in the indirect sales file.

Currency

A mandatory field. Automatically set to the domain Base Currency and can be changed for multi-currency needs. You can select a currency from the lookup browse.

Selling Quantity

A mandatory field. Enter the quantity of items sold.

Selling UM

A mandatory field. Enter a valid unit of measure in which the item is sold. You can select a UM from the lookup browse.

Unit Price

A mandatory field. Enter the unit price for the distributor to sell the item.

Extended Price

After you have entered the Selling Quantity and Unit Price and either tabbed or clicked another field, the system automatically calculates the extended price. The result is the Selling Quantity multiplied by the Unit Price. The extended cost represents the distributor’s total selling cost to the end user for the items.

Item

You can either select an item code from the lookup browse or leave it blank for the system to determine the matching internal item number.

If you entered the item number and it exists in the system (item master table), the item is retained when closing the pop-up. If the item does not exist in the System, there is a hard error when closing the pop-up indicating “Invalid Item.”

If the item is left blank and a trace item is populated, as in the case of excel load, the matching logic is run when closing the pop-up. For this scenario, the matching algorithm is as follows:

Given a customer and a trace item, TAM checks the Contract History (also known as indirect sales history). If any record is found in the history that shares the customer and trace item of the new line, then the item specified in the history line is automatically used to assign to the item of the new indirect sales line. This feature requires you to initially specify the item the first time an indirect sales line is entered, but after that the item will be found using the trace item value.

For example, the distributor might send in a trace item that does not exist in the system and then the item field is left blank during the matching process, after which you must manually assign an item to the item field and approve that line. The goal is to ensure that this manual process is to be done only once. Next time an indirect sales line comes in with the same customer and trace item, the system can go through the TAM contract history and find the corresponding item for the new line.

Note The item description is automatically retrieved.

Indirect Sales Line Detail Chargeback Panel

Trace Contract

An optional field for reference only. TAM does not use this value for pricing validation.

A distributor might provide the Contract Code they believe should be used to determine the member pricing for this sale. If the trace contract has been provided, enter the value here.

Trace Dist Contract

An optional field for reference only.

A distributor might provide the Distributor Contract Code they believe should be used to determine their pricing for the item related to this sale. If the contract has been provided, enter the value here.

Trace Dist Unit Price

An optional field for reference only.

If the distributor provided the unit price, enter the price here. A distributor may provide the value which they believe represents the price they bought this item. TAM does not use this unit price to validate pricing.

Trace Contract Unit Price

An optional field for reference only.

If the distributor provided the price, enter it here. A distributor might provide the Contract Unit Price they believe should be used to determine their pricing for the item sold to this particular end user.

Note If a value is provided, it should match the Unit Cost value provided earlier under the Indirect Sales tab.

Trace Contract UM

Optional field for reference only. If the distributor provided the unit of measure, enter it here. TAM does not use the trace contract UOM for pricing validation.

Distributor Chargeback

The distributor chargeback is the distributor-assumed chargeback.

In other words, the amount distributors are asking for as compensation for the price they assume that they purchased the item at, and the lesser price they have resold the item for, multiplied by the quantity they have sold.

This value is compared against the system-calculated Extended Chargeback field, as displayed by default to the right of the Distributor Chargeback field. When everything is aligned properly between Manufacturer and Distributor, the chargeback value the distributor assumes they are owed matches that which TAM calculates.

Puchasing Days

Specify the number of historical days over which the system calculates the number of items purchased by a distributor. This value is used during the matching and approval of indirect sales against a contract. The field is read only and displays the value configured in TAM Control.

Setting this value to 0 turns off purchasing history validation during Indirect Sales line approval. New users are encouraged to begin with this value set to 0 if there is no invoice history already loaded into the system. Over time, as invoice history is built up sufficiently to support the evaluation of invoice sales against indirect sales being reported, then it is recommended to set this value to a number greater than 0. This number represents the days back in invoice history over which the system validates Distributor purchases from the manufacturer against

those being reported by the Distributor through Indirect Sales. If invoice history does not support the full quantity of the indirect sale, the system displays an error, and any quantity which is over that as calculated by the system, display in the Dispute Quantity field.

Contract

Retrieved by the system during the Matching process. The contract contains the pricing for the end user, also known as the group member or indirect address, to whom the distributor sold the item.

Distributor Contract

Retrieved by the system during the Matching process. The distributor contract contains the pricing that applies to the distributor for the item, as of the selling invoice date.

Note Sometimes manufacturers maintain distributor pricing using Price Lists rather than TAM contracts. In this case, do not set contract pricing for the distributor and clear the Distributor Contract Pricing Validation checkbox in TAM Control.

Entity

Retrieved by the system during the Matching process.

The value defaults to the Indirect Sales Entity value provided in the Contract Pricing Deal attached to the Contract found by TAM. You can optionally modify it to another valid and active entity in the given Domain.

Earned discount records based on approved indirect sales lines reference this entity.

Distributor Unit Price

When establishing the Distributor Unit Price during Indirect Sales validation, TAM uses the invoice date on the indirect sales line.

The system first looks for a Distributor Contract with pricing effective on that date to establish the distributor price. If no contract is found, then TAM uses a pricing API to see what the price would be calculated as of that date using price lists in the system. Next, if pricing still cannot be established, then the price is taken from the item master.

Contract Unit Price

A read-only field. This is the Contract price found by TAM from the Contract retrieved, which should have been used by the distributor when selling to the specified end user and item, on the invoice date.

Note The four suggested Trace fields/values appear on the left, and the corresponding values retrieved by TAM are directly across on the right. Thus, if the trace values are supplied by the distributor, they can be easily cross-referenced against what TAM has determined to be the appropriate values based on the information in the system.

Contract UM

This UOM is the item Unit of Measure reflected by the Contract Unit Price set on the indirect Contract retrieved by TAM.

Chargeback Per Unit

This is the extended chargeback amount divided by the units sold. It is calculated as:

Distributor Unit Price - Contract Unit Price

Extended Chargeback

Chargeback calculated by TAM based on the information found during the Matching process. The extended chargeback is calculated as:

Chargeback Per Unit

*Chargeback Per Unit * Chargeback Quantity*

Discrepency

For display only. The discrepancy is the difference between the system-calculated chargeback and the chargeback that the distributor assumed. The discrepancy is calculated as:

Distributor Chargeback - Extended Chargeback

Dispute Quantity

A read-only field.

Shows if the distributor tries to charge back a quantity greater than the quantity actually bought from the manufacturer. This validation checks the direct sales to this Customer in the last “Purchasing days” (set in TAM Control) going backward from the Invoice Date of this Line.

Indirect Sales Line Detail Remarks Panel

Optionally, enter any remarks here.

Importing Indirect Sales Lines Records

In **TAM Indirect Sales Lines**, data is imported using the standard Adaptive UX Export and Import functionality. Follow the steps below to prepare and import data.

First, export data to create an Excel file with import format;

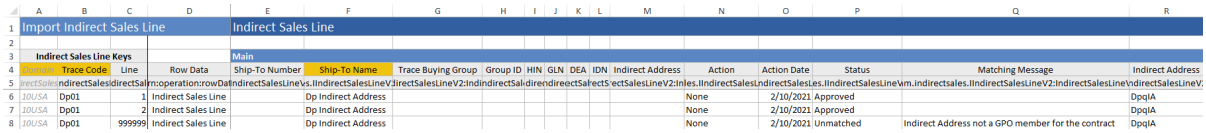
1. Go to the Indirect Sales browse.
2. Create a new indirect sales record. Go to the Lines grid and create a valid indirect sales line.
3. Go to the Indirect Sales Lines browse, use filters, and ensure that the browse does not include any unwanted data.
4. Select Export from the More drop-down menu to open the Export screen. Set Type to Export With Import Format.
5. Click Export.

6. Download the Excel file from the Inbox Notifications panel. This file includes all the fields in indirect sales header and lines, including user-defined fields.

Second, add data to the Excel file.

For field descriptions, check the field definitions in the online help for more information. Ensure that mandatory fields and valid values are entered in the file.

It is suggested that you only include the following fields in the Excel file:



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Import Indirect Sales Line				Indirect Sales Line													
2																		
3	Indirect Sales Line Keys				Main													
4	Domain	Trace Code	Line	Row Data	Ship-To Number	Ship-To Name	Trace Buying Group	Group ID	HIN	GLN	DEA	IDN	Indirect Address	Action	Action Date	Status	Matching Message	Indirect Address
5	irectSales	ndirectSales	irectSal	m.operation.rowDat	ndirectSalesLine	s.IIndirectSalesLineV	irectSalesLineV2:Ind	irectSal	dire	ndirectSal	ectS		ectSalesLineV2:Inles.II	ndirectSales	ndirectSales	Les.IIndirectSalesLine	m.indirectsales.IIndirectSalesLineV2:IndirectSalesLine	ndirectSalesLineV
6	10USA	Dp01	1	Indirect Sales Line		Dp Indirect Address								None	2/10/2021	Approved		DpqIA
7	10USA	Dp01	2	Indirect Sales Line		Dp Indirect Address								None	2/10/2021	Approved		DpqIA
8	10USA	Dp01	999999	Indirect Sales Line		Dp Indirect Address								None	2/10/2021	Unmatched	Indirect Address not a GPO member for the contract	DpqIA

TAM Indirect Sales Header Fields

- Domain - Mandatory field. It is the domain code.
- Trace Code - Mandatory field. You must create an Indirect Sales record first to get the trace code. The system only supports importing indirect sales lines to the existing indirect sales record.
- Line - Mandatory field. Line numbers should be unique.
- Ship-To Number - Optional field.
- Ship-To Name - Mandatory field.
- Ship-To Address / Address 2 / Address 3 / Postal Code / City / County / State / Country - These fields are not mandatory, but the indirect address record can be found during the matching process based on these values.
- Region - Optional field.
- HIN - The field is not mandatory, but the indirect address record can be found during the matching process based on this value.
- IDN - Optional field.
- DEA - The field is not mandatory, but the indirect address record can be found during the matching process based on this value.
- GLN - The field is not mandatory, but the indirect address record can be found during the matching process based on this value.
- Trace Buying Group - Optional field.
- Group ID - The field is not mandatory, but the indirect address record can be found during the matching process based on this value.
- Action - Users can perform all kinds of actions for lines by changing this value—for example, approve lines. It is used when many line records need to be processed.
- Invoice Date - Mandatory field.

- Invoice Number - Optional field.
- Invoice Line - Optional field.
- Trace Item - Mandatory field.
- Trace Item Desc - Optional field.
- Unit Price - Mandatory field.
- Currency - Mandatory field.
- Selling Quantity - Mandatory field.
- Selling UM - Mandatory field.
- Distributor Chargeback - Even though Distributor Chargeback is not mandatory, if the distributor assumes they are due back a chargeback amount, then they should include that amount in the file sent. If they do not, then TAM calculates a chargeback, compares it against the distributor-assumed chargeback value, and always sets the loaded line to status Chargeback-Review. However, if the distributor-assumed chargeback is included in the file, and if it matches the amount calculated by TAM, then the line goes to status Match-Passed.
- Item - Optional field.
- Trace Contract - Optional field.
- Trace Contract Unit Price - Optional field.
- Trace Contract UM - Optional field.
- Trace Dist Contract - Optional field.
- Trace Dist Unit Price - Optional field.
- Bill-To Name - Optional field.
- Bill-To Address / Address 2 / Address 3 / Postal Code / City / State / County / Country - Optional fields.
- Remarks - Optional field.

Note If the file contains only the ShipToName and no ShipTo address information or any unique identifier such as GroupID, GLN, HIN, IDN, and DEA, then TAM has issues in matching the end user to whom the distributor sold an item with an indirect address in your system. Typically, all or part of the ShipTo address information may be supplied in addition to one or more unique identifiers. See the Matching Process on page 2234section for more details.

Note The indirect sales line data should begin starting on the fourth row in the Excel file.

Last, import the Excel file into the system.

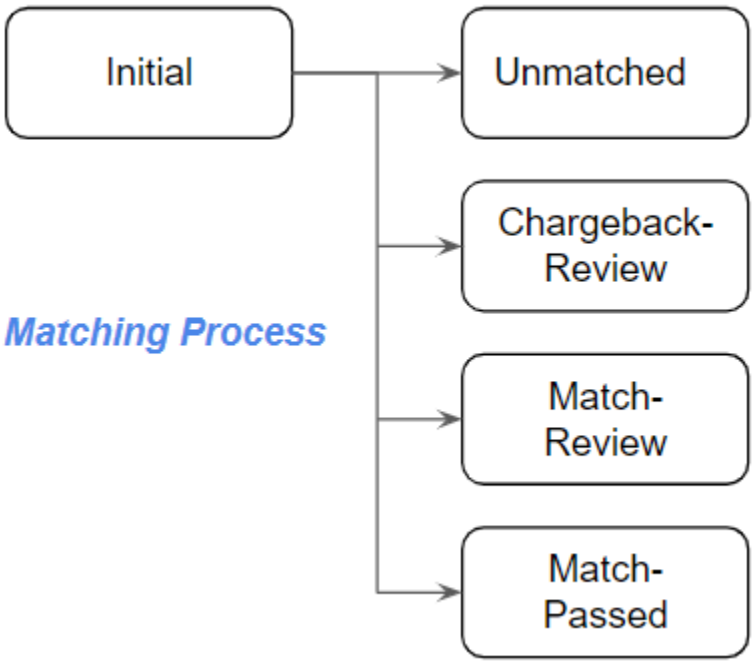
1. Go to **TAM Indirect Sales** and select Import from the More drop-down menu to open the Import screen. Choose the Excel file and click Import.
2. Check the import result in the Inbox Notifications panel.

   Note Any invalid data could cause an import failure. If import failed, correct import data based on the validation messages in the result file and then import again. During data import, errors could occur due to the following reasons:

   - Currency is not valid currency in the database.
   - Mandatory fields cannot be blank.
   - Selling UM is not a valid UM in the database.
   - A line number is duplicated.

Matching Process

The matching process is launched when you click Save in the Indirect Sales Line details screen as long as the status is Initial, Unmatched, Match-Review, Match-Passed, Match-Duplicated, or Chargeback-Review and Dispute Quantity (located in the Chargeback panel) is equal to 0.



Unmatched Status

The indirect sales record has an Unmatched status in the following scenarios:

- Indirect Address not found: System could not find a matching Indirect Address record using the address information provided. The following outlines the search order:
  - Find Indirect Address by looking at GLN
  - Find Indirect Address by looking at Group ID
  - Find Indirect Address by looking at HIN
  - Find Indirect Address by looking at DEA Number
  - Find Indirect Address by looking at Address information:
    - Find Indirect Address by looking at Address information and City but not Zip
    - Find Indirect Address by looking at Address information and Zip but not City
- Find Indirect Address by looking at Sale Trace records. Exact match of the following fields for approved lines:
  - GLN
  - GroupID
  - HIN1
  - DEANumber
  - shipToStateID
  - AddressName
  - AddressStreet1
  - AddressStreet2
  - AddressStreet3
  - AddressZip
  - AddressCity
  - billToStateID
  - BillToName
  - BillToStreet1
  - BillToStreet2
  - BillToStreet3
  - BillToZip
  - BillToCity
- Indirect Address not a GPO member for the Contract: Indirect address is not member of the GPO/buying group attached to the contract.
- Indirect address not on contract: This relates to contracts where the All Members option is not selected, and the member is not listed

individually on the contract members tab, nor part of a buying group listed on the contract members panel.

- Buying Group not found: A buying group cannot be found for this indirect address.
- Buying Group is inactive: A buying group is found but is inactive as specified in **Buying Groups**.
- Indirect Address is inactive: Indirect address is found but is inactive as specified in **Indirect Addresses**.
- Contract not found for Invoice Date: There is not an open contract for the given invoice date, based on match of contract buy date range, item, and indirect address/group member.
- Cannot find contract for item: A contract has not been found for this item.
- Cannot find an Indirect Address pricing tier matching the invoice date: The indirect sales line invoice date is not in the range of the indirect address pricing tier start date and end date, so the system cannot find a matching pricing tier.
- Distributor not on contract for Invoice Date: The distributor is either not listed individually on the Customers panel of the contract, or is part of a customer buying group attached to the contract, but they are not a member of the customer group as of that invoice date.
- Contract pricing deal not on contract: A contract has been found, but there is not a contract pricing deal on the contract.
- Contract found but currency differs: a contract open at the invoice date is found. That contract has a valid pricing deal for the item but the currency of the contract and the one from the indirect sales line are different.
- Item expired on contract for invoice date: The item is found on a contract; however, it is not specified on the contract pricing deal. How might this occur? Users are allowed to add items onto contracts with two methods: 1) using the Items panel, or 2) adding items onto Contract Pricing deals that the system then writes into the Items panel. In cases where an item has been added onto the contract Items panel, but no contract pricing deal information has been defined for it, this error will occur.
- Item price on Contract Pricing not effective as of Invoice Date: A contract has been found that contains contract pricing for this item. However, the date range or ranges on the contract pricing deal do not cover the invoice date; thus, there is no contract price to use for the invoice date. Items can be added onto contracts after the contract has gone live, with initial pricing dates beginning after the original contract Buy Start date.

- Pricing tier quantity break is not found: The item is found on the contract, and the item does have pricing on the contract pricing deal as of that invoice date. However, based on the quantity breaks defined in the pricing for this item, the pricing for the item does not exist at this quantity level.

  Note When defining pricing for an item, you can begin pricing at a minimum quantity greater than 0. This is not typical; however, it is allowed. Then, if an order line is entered for anything less than the minimum quantity defined in the contract pricing deal for that item, no contract pricing will exist.

- Item expired on Contract Pricing deal for Invoice Date: Item is found on the contract; however, it is not part of the contract pricing deal as of that invoice date.
- Distributor is not on the contract for the invoice date: The distributor is part of a group attached to the contract; however, it is not part of that group as of that invoice date.
- Distributor price UM cannot be converted to master contract UM: This message appears in two scenarios. First, if no distributor contract exists in the system and the price list (or the item master) UM conversion does not exist either between that UM and the buying group contract UM. (It is not possible to determine the distributor UM unless you view the UM in the price list or in the item master.) Second, the message is shown when the distributor contract exists but no UM conversion exists between the distributor contract and the buying group contract. However, in this case, it is possible to tell what UM conversion is missing, because both the distributor contract and the buying group contract appear in the Chargeback tab.

Match-Review Status

A Match-Review status occurs in the following scenarios:

- Distributor contract not found: A contract cannot be found to determine the initial selling price to the distributor.
- Selling UM cannot be converted to Contract UM: The UM of the sale by the distributor to the member cannot be converted to the UM listed on the contract pricing deal for that item. A unit of measure conversion does not exist in the system.

Chargeback-Review Status

The line is set to status Chargeback-Review when there is a discrepancy between the assumed Distributor Chargeback and the one calculated by the system with the information found. At this point, you can go to the Chargeback panel for the given line, and change the Chargeback Quantity, Distributor Unit Price, Distributor Chargeback fields as needed to solve the issue.

Another scenario where status is set to Chargeback-Review occurs when a Dispute Quantity has been calculated. Dispute Quantity is populated by the system while attempting to approve a line if: 1) the Purchasing Days field in TAM Control is greater than 0 and 2) all or part of the Selling Quantity is not supported in purchasing history.

TAM performs a search against purchasing history during indirect sales line validation if the Purchasing Days field in TAM Control is greater than 0. Validation occurs during indirect sales line status determination. TAM determines how many days in the past to go back to evaluate the distributor purchases, based on the Purchasing Days field value. Next, it looks at the accumulated distributor purchases of the item in the **TAM Contract History** records and determines what portion of the quantity purchased remains to be reported as indirect sales. If the indirect sales line quantity is less than or equal to the remaining portion of sales, then the line is approved. Any portion of the indirect sales line quantity which is greater than the “open” portion of past purchases will be placed into the Dispute quantity field of that line and status set to Chargeback-Review.

The following is a more detailed, technical description regarding the validation of purchasing history:

If the Purchasing Days field in TAM Control is greater than 0, the system checks whether the purchased quantity is legitimately given the sale to that customer in the specific period. The system updates **TAM Contract History** based on the captured direct sales information in the TAM subledger records. There are three meaningful fields to focus on in the **TAM Contract History** record for the direct sale: AllocatedQuantity, ReservedQuantity, and ReturnedQuantity. These fields are used to store the information of indirect sales lines already processed, so TAM can identify easily, without every time needing to go through all the indirect sales lines in the system, that the current sale is legitimate.

The following scenario illustrates how these fields are used:

Distributor buys from Manufacturer (direct sales):

100 Items - 04/08/2014

Distributor buys from Manufacturer (direct sales):

200 Items - 05/08/2014

Distributor now sends back two Indirect Sales lines (250 and 100 items, respectively). Let us say that today is 05/10/2014, and the Purchasing Days in TAM Control is 60 days.

When the system processes the first Line, and since there is not any discrepancy, the Line is set to Approved. These will be the updated values in the direct sales contract history record:

Direct Sales	AllocatedQuantity	ReservedQuantity	ReturnedQuantity
100 Items	100	0	0
200 Items	150	0	0

Next, TAM processes the second Indirect Sales line. Result is that 50 out of the 100 items goes to the second direct sales and the rest goes to ReservedQuantity. The second indirect sales line is held as Status Chargeback-Review:

Direct Sales	AllocatedQuantity	ReservedQuantity	ReturnedQuantity
100 Items	100	0	0
200 Items	200	50	0

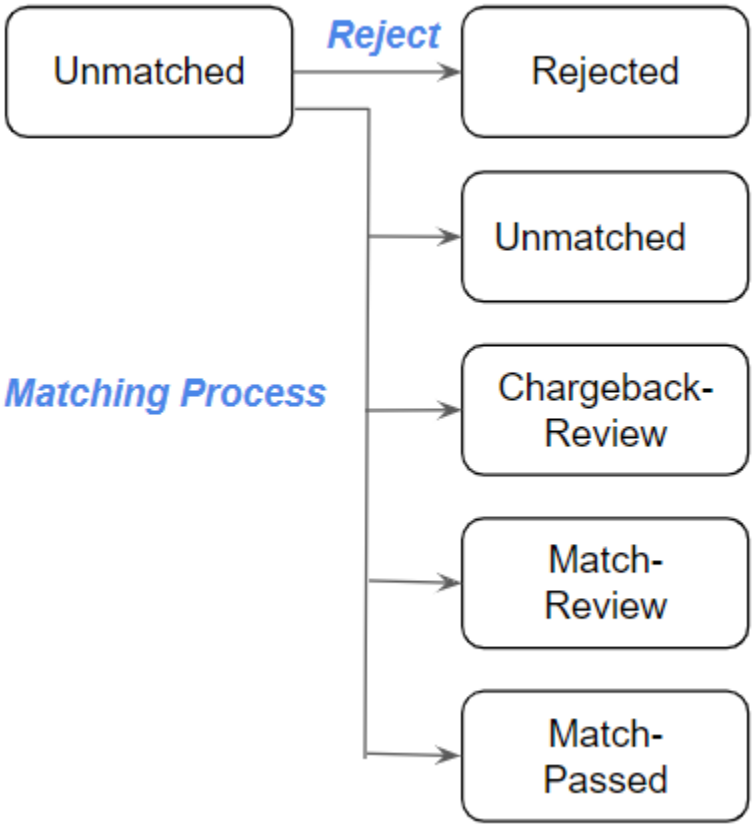
Finally, let us say a return of 80 items is reported in the next file. This results in the following:

Direct Sales	AllocatedQuantity	ReservedQuantity	ReturnedQuantity
100 Items	100	0	80
200 Items	200	50	0

Important: If you are running TAM for the first time and do not have prior sales to the distributor logged in the contract history tables, then the system is not able to validate past distributor sales against those indirect sales being reported. It is necessary to set the Purchasing Days value in **TAM Control** to 0 in order to bypass the purchasing history validation. Otherwise, all selling quantities registered as indirect sales will be seen as Dispute quantities. When you go live with TAM, it is expected that there will be distributor contracts defined for those initial sales to the distributors, and then these distributor sales, hereafter, will be written into the contract sales history as they occur. When sufficient time has passed to allow for the contract history to have been built up past a certain period, it is then recommended that you turn on the purchasing history validation by setting the Purchasing Days value greater than 0 in **TAM Control**. This value should represent the number of days in the past to which the system will evaluate contract history sales to that distributor against those being reported back to the manufacturer via the indirect sales data. The status of Match-Passed indicates that the system has succeeded in the matching process.

Actions Allowed Depending on Status

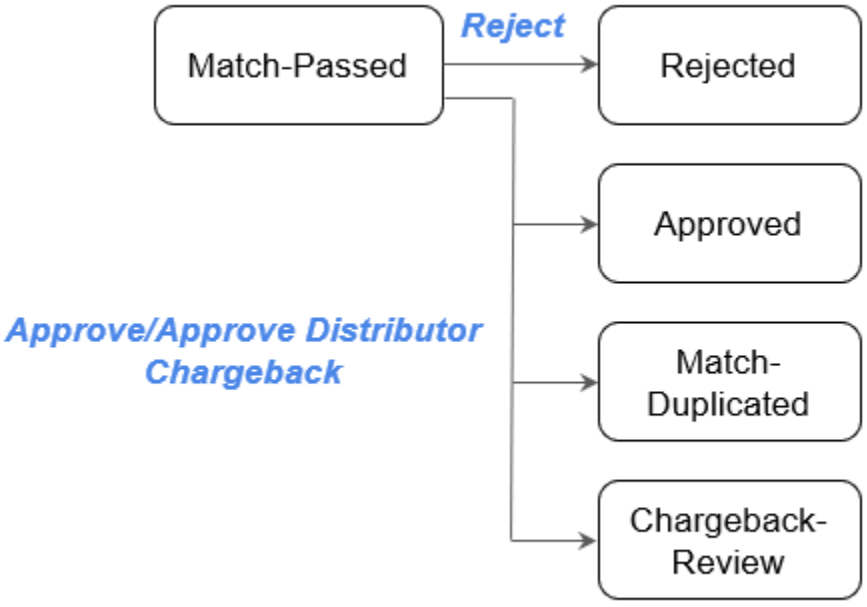
Unmatched



After the matching process, the line might be set to Unmatched. At this point, the system allows you to:

- Delete the line.
- Reject the line: It might not apply, but you do not want to delete it as it is what the distributor reported. In this case, set the line to Rejected and leave the line as it exists in **TAM Indirect Sales**.
- Matching process: Due to all kinds of reasons the line might be set to Unmatched after the matching process. For example, indirect address records cannot be found due to incorrect address information. After the address information is corrected, the matching process can be executed again.
- Leave it as Unmatched for potential use later.

Match-Passed



Match-Passed status indicates that the system found a contract given the information provided. For a Match-Passed status line there are three possible actions:

- Delete the line.
- Reject the line: It might not apply, but you do not want to delete it.
- Approve the line. During approval validations:
  - The system determines whether there is an approved indirect sales line with identical information to this line.

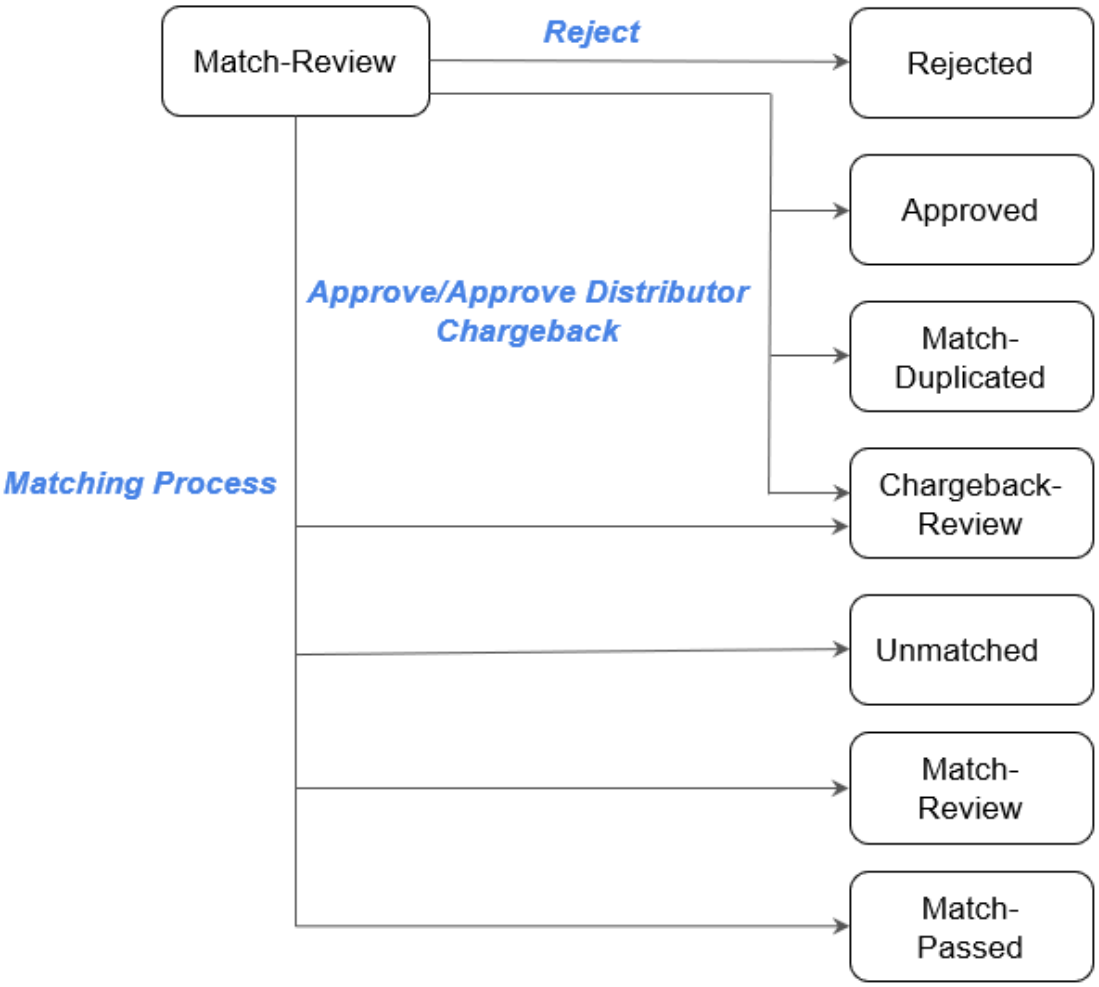
    This is necessary to prevent a distributor from recording more sales than actually occurred and potentially receiving more compensation back than is due. If a duplicate is found, then Line Status is set to Match-Duplicated.
  - If not, then the system next validates the selling quantity from the distributor against what the distributor has purchased from the manufacturer.

    To accomplish this, the system looks to **TAM Control** for the Purchasing Days value, to determine how many days back in contract history to evaluate the distributor sales.

Note If the Purchasing Days value is set to 0, then the purchasing history validation is bypassed. Next, the system accumulates the purchasing history and determines if the selling quantity, plus prior reported indirect sales (approved line status), is greater than the purchases from the manufacturer. If greater, then the line status is set to Chargeback-Review

and the value of Dispute Quantity (found on the Chargeback panel) is set to the quantity exceeded.

Match-Review

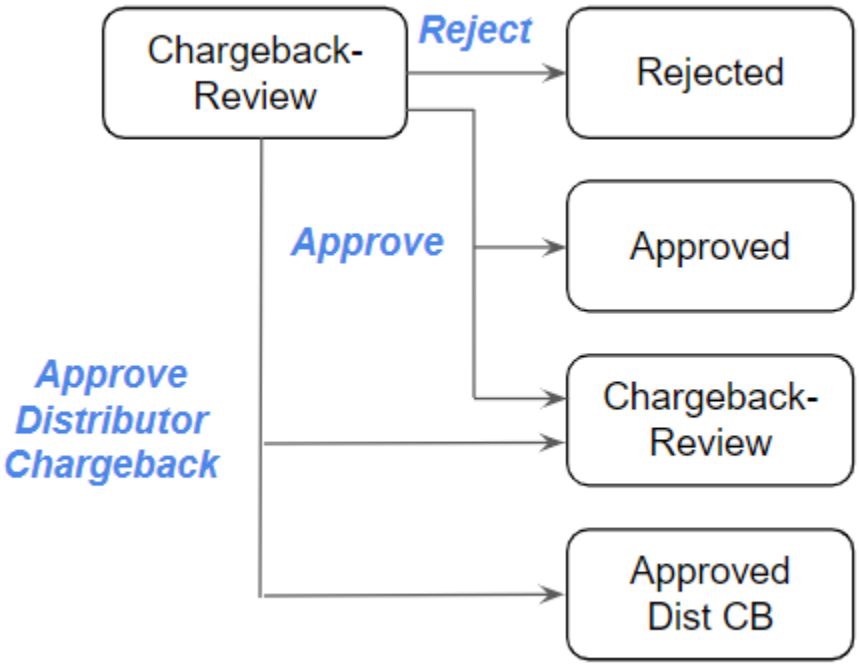


The previous section identifies the scenarios in which the line is set to Match-Review. This is a status where the line is not fully matched, but there is enough information for approval. The actions you can perform are:

- Delete the line.
- Reject the line: it might not apply, but you do not want to delete it.
- Approve the line. As seen in “Match-Passed”, the Line can be set to Match-Duplicated, Chargeback-Review, or Approved depending on the validations.

  Note It is possible to set a line to Approved status when there is a soft error indicating that no unit of measure conversion exists in the system. It is an end user decision to approve these lines.

Chargeback-Review



If there is a discrepancy between the assumed Distributor Chargeback and the Extended Chargeback values (calculated by the system with the information found), you can go to the Chargeback panel for the given line, and change the Chargeback Quantity, Distributor Unit Price, and Distributor Chargeback fields as needed to solve the issue.

If the system determines the distributor is selling more of an item than purchased from the manufacturer, the Dispute Quantity is set to part of or all the selling quantity considered to be unsupported by the purchasing history. The line requires your interaction due to the possible prevention of fraudulent activity.

The actions you can take are slightly different. For the first situation, you can:

- Delete the line.
- Reject the line: it might not apply, but you do not want to delete it.
- Approve the line.

For the second scenario, the following actions are allowed:

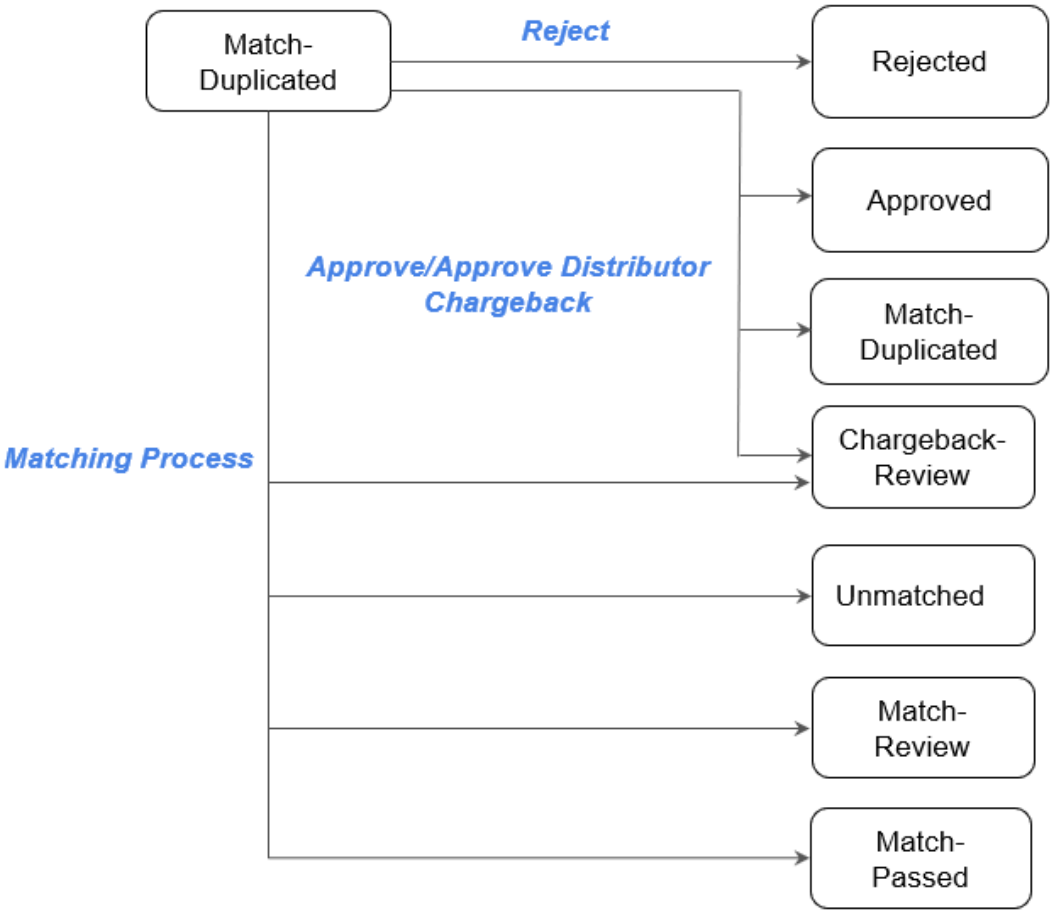
- Reject the line: for when it might not apply, but you do not want to delete it.
- Approve the line: After further clarification with the distributor, you might want to partially or totally approve the Selling Quantity. In the

Chargeback panel, the Chargeback Quantity can be changed to any quantity no larger than the Selling Quantity.

When there is a calculated Discrepancy (Extended Chargeback - Distributor Chargeback differs from 0), the line status is set to Chargeback-Review. At this point, you might approve the line, and the system then runs the purchasing history validation. If there is now a Dispute quantity, we can have a Chargeback-Review status issued again, but for this last reason.

- Approve Distributor Chargeback of the line: This second approval option, available only for Chargeback-Review status lines, has been created to allow for situations where the manufacturer wants to accept the amount that the distributor is assuming for chargeback instead of the extended chargeback calculated by TAM. Business reasons for this include situations where the price at which the distributor purchases from the manufacturer fluctuates frequently. TAM uses the distributor price as of the selling invoice date to calculate the chargeback. However, the distributor may be using a price from the past which the manufacturer feels is acceptable. When a line is saved as this status, the Distributor Chargeback value, not the Extended Chargeback value, is used to create earned discount records in **TAM Earned Discount Calculation** > Contract - Chargeback. The status might be set to Chargeback-Review again if there is a dispute on the quantity they want to charge back.

Match-Duplicated



Once in Match-Duplicated, the manufacturer is able to review or edit the record and then take one of the following actions:

- Reject the line: it might not apply, but you do not want to delete it.
- Approve the line. The system then sets line status to:
  - Chargeback-Review, if there is a dispute on the quantity they want to charge back.
  - Approved if the quantity applies.
  - Match-Duplicated, only if the record has been edited and a new duplicate is found.

Approved



When the line is set to Approved, the only action you can take is to reverse the line. However, the reverse is only possible as long as the line has not been processed. Therefore, if any of the background processes have been launched (**TAM Earned Discount Calculation** > Contract - Chargeback or Contract - Earned Discount), the line cannot be reversed, prompting you with the error accordingly.

If the line is reversed, the status is set to Initial, and the line can be changed as needed.

Approved Dist CB



When the line is set to Approved Dist CB, the only action you can take is to reverse the line. However, the reverse is only possible if the line has not been processed. Therefore, if any of the background processes have been launched (**TAM Earned Discount Calculation** > Contract - Chargeback or Contract - Deferred Discount), the line cannot be reversed, prompting you with the error accordingly.

If the line is reversed, the status is set to Initial, and the line can be changed as needed.

Rejected



An indirect sales line is set to Rejected when it is rejected. You can reverse a rejected line back to the Initial status for later changes.

Field Modification Depending on Status

Note Most fields, excluding those which are read only or system calculated, can be changed when the status is Initial, Unmatched, Match-Review, or Chargeback-Review (when there is not a discrepancy).

If the status is set to Chargeback-Review after the system attempted to approve because Dispute Quantity has been populated as a result of a purchasing history validation, then the only fields available for modification are Chargeback Quantity, Distributor Chargeback, and Distributor Unit Price. You are allowed to modify the system-calculated

quantity to potentially match the selling quantity that was reported. In essence, even though the contract sales history to the distributor does not support the selling quantity, the manufacturer is telling the system to allow the full quantity for the chargeback.

QAD CRM for Manufacturers

Use QAD Customer Relationship Management (CRM) for Manufacturers to help grow sales and improve customer service through providing an interface for efficient and effective interaction with current and potential customers.

CRM is a strategy or approach that allows you to respond to the market place and your customers quickly and effectively through tracking and managing your sales, marketing, and services functions easily and effectively. A sound CRM strategy enables your business to be efficient, productive, and responsive to the demands of your customers and improve your internal communications. Using QAD CRM for Manufacturers allows you to manage, organize, and harmonize the various facets of customer and lead interaction while maximizing the production of your sales, marketing, and customer support teams.

When fully integrated with the rest of your ERP system, QAD CRM for Manufacturers provides a 360-degree view of your customer, pulling together customer information from every part of your organization. Built on an industry-leading platform with extension capabilities, deployment can be as flexible and tailored as needed while the Action Center dashboards and analytics keep your teams informed and responsive to the needs of your customers.

Whether you need to review a customer’s order history, credit limit, complaints or other issues, or just find out who their decision makers are, you will find all of the information you need in QAD CRM for Manufacturers.

The Value of QAD CRM for Manufacturers:

- Improve internal team and department communications
- Expand funnel management opportunities
- Increase attention to winnable opportunities
- Generate greater customer satisfaction and loyalty
- Increase cross-sell and up-sell successes
- Improve sales forecasting
- Improve customer responsiveness with access to relevant and timely data

The following hybrid views are documented here:

- Sales Opportunities
- Leads
- Lead Contacts
- CRM Accounts

- CRM Contacts
- Marketing Campaigns
- My Calendar Events
- Campaign Stages
- Events
- Tasks
- Task Lists
- Visit Reports
- Territories
- Action Requests
- Sales Workflows

CRM Number Ranges Setup

To generate record codes automatically, users need to set up data in **Number Ranges** for all QAD CRM business components. Users can define their own code formats.

Required Data

Below is the required data for setup:

Business Component	Sequence ID	Target Dataset	Internal	Segment List
CRM Accounts	CRMACC	Sequence ID	Selected	INT
CRM Contacts	CRMCON	Sequence ID	Selected	INT
Sales Opportunities	CRMOPR	Sequence ID	Selected	INT
Leads	CRMLEAD	Sequence ID	Selected	INT
Lead Contacts	LEADCON	Sequence ID	Selected	INT
Tasks	CRMTASK	Sequence ID	Selected	INT
Events	CRMEVENT	Sequence ID	Selected	INT
Marketing Campaigns	CRMCAMP	Sequence ID	Selected	INT
ERP and Other Contact in Visit Report and Event Participants	OTHERCON	Sequence ID	Selected	INT
CRM Visit Report	CRMVISIT	Sequence ID	Selected	INT

Example Setup Steps:

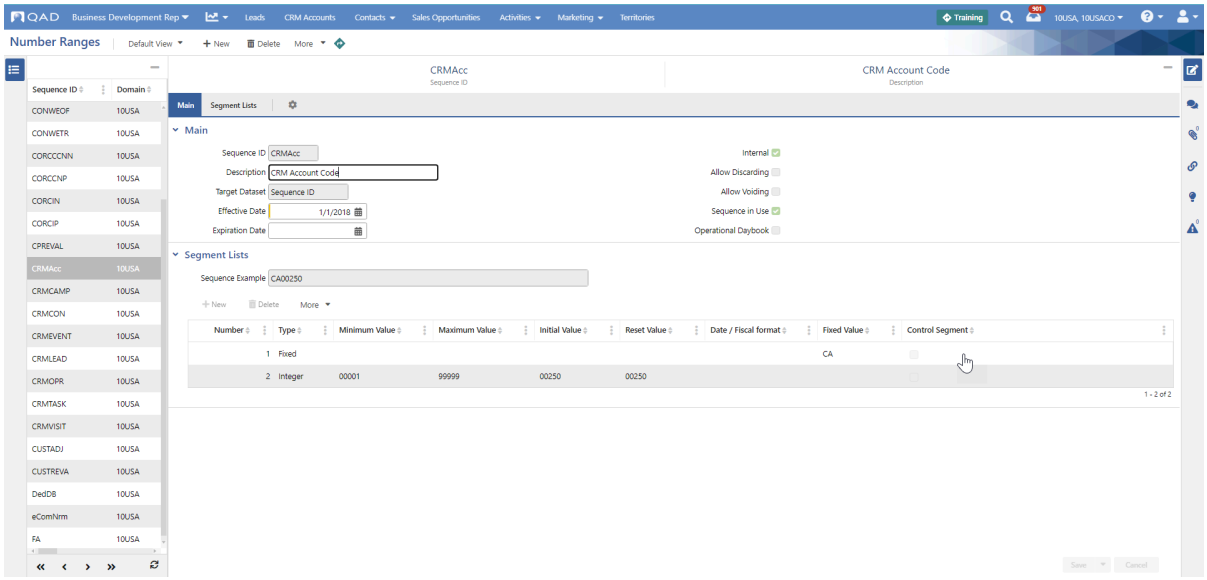
1. Log in to the QAD Web UI and navigate to Number Ranges.
2. To set up a CRM Account code, enter CRMACC as the Sequence ID.
3. Enter a value in the Description field; for example, CRM Account Code.
4. Indicate Sequence ID as the Target Dataset.
5. Ensure that the Internal field is selected.

6. In Segment Lists, create the first segment. In the Number field enter a value of 1.
7. In type, select Fixed from the lookup browse.
8. Enter a Fixed Value—for example, CA—and press Next.
9. Now create the second segment. In the Number field, enter a value of 2.
10. Select INT from the lookup browse. Define the Minimum Value, Initial Value, Maximum Value, and Reset Value fields—for example, 1,1,999999,1.

In this example, when creating a CRM Account record, the first code generated by the system will be CA000001.

Similarly, follow these steps to set up the other business components.

Example:



CRM Calendar Integration

QAD CRM for Manufaturers allows you to create events that seamlessly integrate with your calendar client.

A bidirectional integration solution is presented for both Microsoft 365 Calendar and Google Calendar. For other calendar apps, a one-way directional integration solution from CRM to the calendar is available.

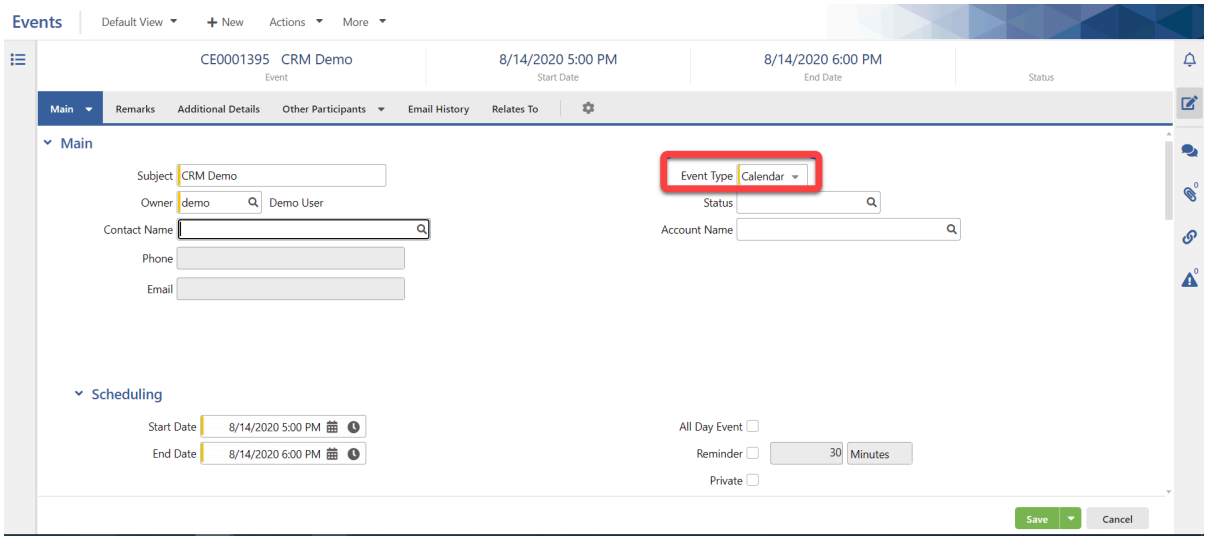
For instructions on setting up calendar integration, please see the section on **CRM Calendar Integration** section of the QAD Adaptive UX Implementation Guide.

Maintaining Calendar Events in QAD CRM

When creating an event in CRM, the Event Type defaults to Calendar. Only events with an Event Type of 'Calendar' will be integrated. Events with any other type will not be integrated.

If the event owner has enabled Calendar Integration in the Profile/Users screen and the Event Type is Calendar, the event will appear in the event owner's primary calendar and email notifications will be sent to all participants.

Any updates for the integrated events will be synced and update notification will be sent to all participants. Deleting an integrated event from CRM will delete the event in the calendar and a cancelled meeting notification will be sent to all participants.



Maintaining Events in Microsoft 365 or Google Calendar

If Calendar Integration is enabled for the user, the events created in the primary calendar of Microsoft 365 Outlook Calendar or Google Calendar will be synced to QAD CRM.

Any updates will also be synced.

Deleting an event in the calendar will delete the event in QAD CRM.

Maintaining Events in Other Calendars

QAD CRM does not support syncing events maintained in other calendars.

When Calendar Integration is enabled for a Calendar Type of "Other", only one-direction integration from QAD CRM to other calendars is supported.

CRM Email Integration

Email Integration Overview

QAD CRM for Manufacturers offers the ability to seamlessly integrate with your email clients, allowing you to send emails directly from various QAD CRM screens. The various configuration and setup steps required to use this functionality are outlined below.

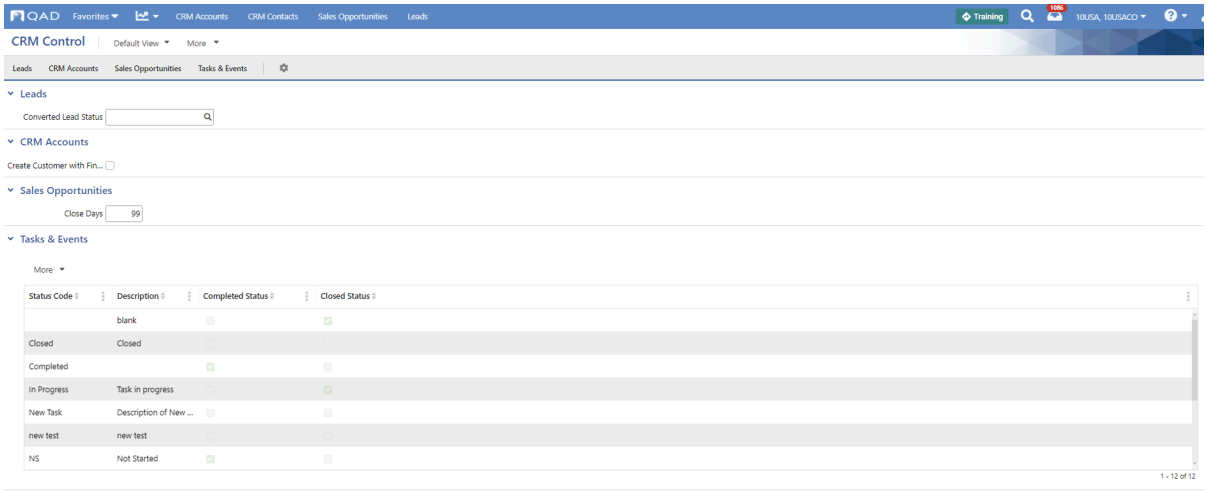
Some features of email integration within the system include:

- Using an email poller program to attach email messages to proper CRM records such as CRM contacts, CRM accounts, leads, opportunities, marketing campaigns and events.
- Sending batch emails which are handled via background processing. This function offers an email template feature where the field values of the email template can be replaced for each contact. For example, if a user want to send a marketing email to all customers, the contact name in the template can be replaced with the contact's real name and each contact will receive their own customized email.
- A bounced email account can be configured to identify which emails are bounced. These bounced contacts can be reviewed later to correct the email ID.
- A solution to let customers unsubscribe from emails.

An Email Contacts action to send emails to multiple contacts is included for the CRM Contacts, CRM Accounts, and Lead Contacts screens as well as select other browses and grids.

For more information on setting up email integration, please see the section on **CRM Email Integration** in the QAD Adaptive UX Implementation Guide.

CRM Control



Leads Panel

Converted Lead Status

When the Leads Convert action is used to convert a lead into a sales opportunity or a CRM account, the Lead Status fields on those records default to the value selected here.

Values available for selection here are configured in **Generalized Codes**.

CRM Accounts Panel

Create Customer with Financial Details

Affects the Create Customer action in **CRM Accounts**. If selected, when using this action the Financial Details panel becomes available to interact with when creating a customer record.

Sales Opportunities Panel

Close Days

Affects the Close Date field in **Sales Opportunities**. The Close Date on opportunities defaults to the current date plus the value entered here.

Tasks & Events Panel

The Tasks & Events panel displays status codes used for tasks and events. Use the grid to maintain status information for records to be considered completed or closed in status.

The grid lists all task and event statuses as configured in **Generalized Codes**. Users can define which statuses are given a Completed status and which statuses are given a Closed status.

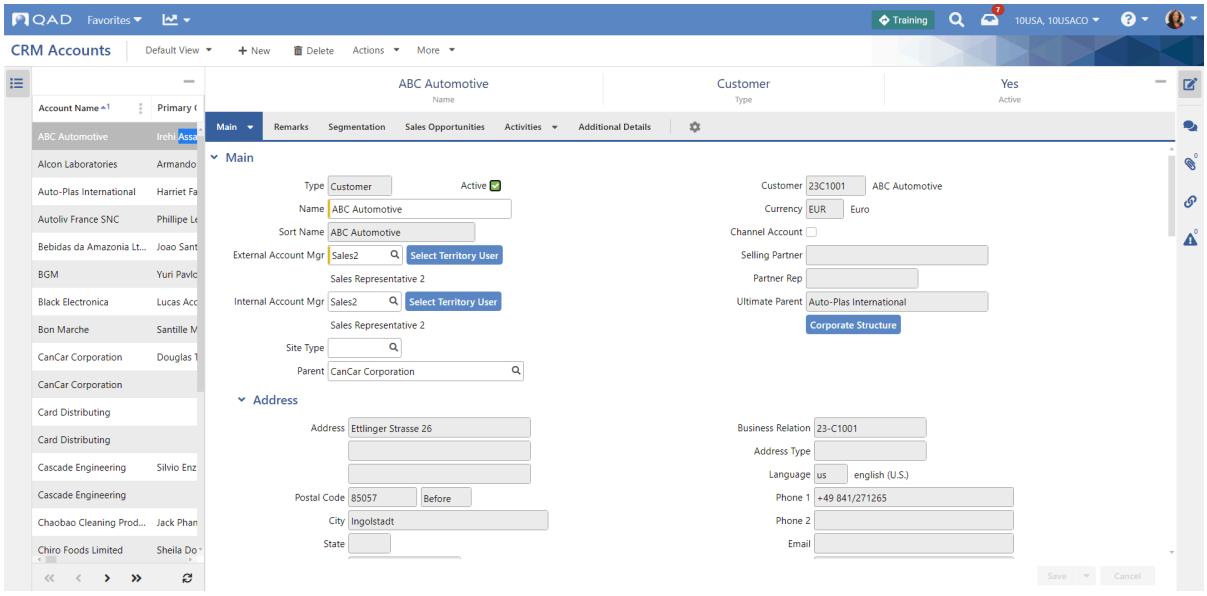
When changing an event status to a Completed status, the system changes the Last Contact Date of the contacts in the event to the event's due date.

Indicate the status of each line by using the Completed Status and Closed Status checkbox columns.

Note In the Reassign Owner actions, when Linked Open Events is set to Yes the owner is changed for all open events. All events statuses not marked as Completed or Closed statuses are considered as open events.

Note Must be Completed in **Tasks** can be checked and attached to an opportunity stage. A warning message is displayed if the task status is not a Completed or Closed status when changing the stage in the Change Stage action.

CRM Accounts



CRM accounts are a fundamental building block in attaining a 360-degree view of your customer or other related organizations. CRM accounts are generally a precursor to general customer accounts.

CRM accounts can take a variety of forms—a potential customer, partner, supplier, and so on. For example, you can set up partners as CRM accounts to track deals and opportunities with which you are involved.

CRM accounts are generally created when you are pursuing a specific piece of business with a prospect.

You can create accounts directly using **CRM Accounts** or by converting leads.

Accounts can be linked to existing customers or CRM contacts within the system.

The **CRM Accounts** view includes drill-down links to the following screens:

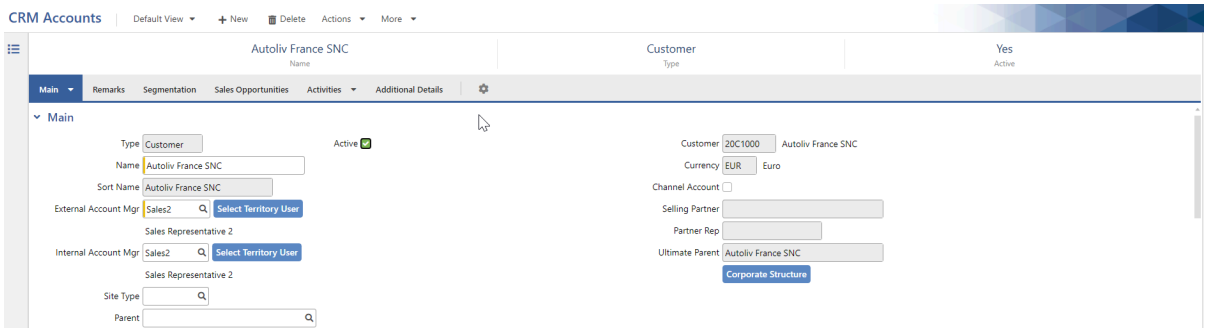
- Action Requests
- Addresses
- Contacts
- Customer Invoices
- Customers
- End Users
- Installed Base
- Sales Orders

- Sales Quotes
- Service Contracts
- Service Orders
- Ultimate Parent
- Ultimate Parent Contacts
- Ultimate Parent Opportunities
- Users
- Visit Reports

The **CRM Accounts** view also includes predefined KPI visuals, accessible from the right-hand navigation bar. These KPI visuals are:

- Summary of Open Sales Order Lines
- Events by Status
- Past Due Tasks by Status
- Service Orders by Status
- Late Open Payments
- Sales Orders on Hold
- Action Requests by Status

Main Panel



Type

Indicate the account type from the drop-down menu.

The default value is Prospect. If a CRM account is converted to type Customer using the Create Customer action, this value will update to Customer automatically.

Users can create their own types using the field name RecordType in **Language Details**. Deleting or changing an existing type in **Language Details** is not recommended.

Active

If selected, this account is considered active. This field can be used for planning purposes and its value does not affect any other fields.

Name

Enter a name for the account.

Sort Name

Enter an alias name for sorting purposes.

Defaults from the Name field.

External Account Mgr

Indicate the external account manager associated with this account.

Defaults to the current user.

Click Select Territory User to open a browse listing all users who are in the account's territory. Territory and account relationships can be modified using **Territories**.

Internal Account Mgr

Indicate the internal account manager associated with this account, if necessary.

Click Select Territory User to open a browse listing all users who are in the account's territory. Territory and account relationships can be modified using **Territories**.

Site Type

Indicate the site type associated with this account. Values here are affected by the Type field value.

Parent

Indicate the parent company associated with this account.

Customer/Supplier

When the Type field is set to Customer or Supplier, the Customer or Supplier field iswill be visible and you can link this account to an existing customer/supplier. Once a customer/supplier is linked, currency and address data are populated from the existing customer/supplier record and must be maintained there.

Currency

Enter the primary currency for transactions involving this account. This value defaults from the base currency.

Channel Account

If selected, the Selling Partner and Partner Rep fields are enabled.

Selling Partner

Indicate the selling partner for this account.

Partner Rep

Indicate the partner representative for this account. This field is only active if a valid Selling Partner is indicated.

Ultimate Parent

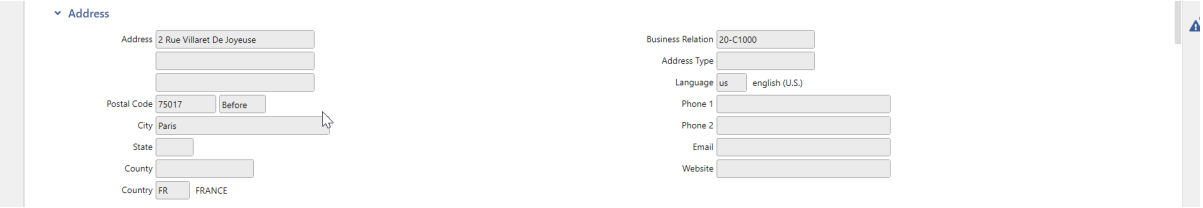
When applicable, specifies the ultimate parent company associated with the company specified in the Parent field.

The system populates this field based on the parent field setup for this account.

If the parent account also has a parent, this field reads as the ultimate parent account. If the parent account is blank, then this field populates with the account itself.

Click Corporate Structure for a detailed look into the parent hierarchy for this account.

Address Subpanel



If a customer or supplier is linked to this account, address information must be modified in the associated **Customers** or **Suppliers** record.

Address

Enter the mailing address associated with this account.

Postal Code

Enter the postal code associated with the mailing address of this account.

City

Enter the city associated with the mailing address of this account.

State

Enter the state associated with the mailing address of this account.

County

Enter the county associated with the mailing address of this account.

Country

Enter the country associated with the mailing address of this account.

Business Relation

Specifies a code identifying the associated business relation, when applicable. This field is read only.

This field is only visible when the Type field value is Customer or Supplier. Once a customer or supplier is linked, the system populates this field with the associated business relation code.

Address Type

Specifies the associated address type, when applicable. This field is read only.

This field is only visible when the Type field value is Customer or Supplier. Once a customer or supplier is linked, the system populates this field with the associated Address Type.

Language

Enter the primary language used for interacting with this account.

Phone Number

Enter the phone numbers used for contacting this account.

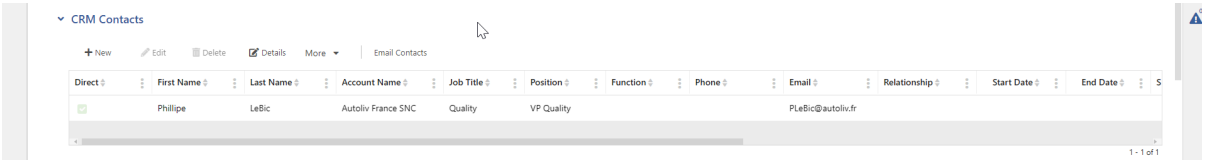
Email

Enter the primary email associated used for contacting this account.

Website

Enter the website associated with this account.

CRM Contacts Subpanel



Use the CRM Contacts subpanel to associate new or existing contacts with this account.

You can also link an existing contact to the account as indirect contact. For example, if the contact worked in the company previously, you can maintain the contact's relationship with the account using the Start Date and End Date fields.

Click +New to add a new line. You can only edit direct contacts.

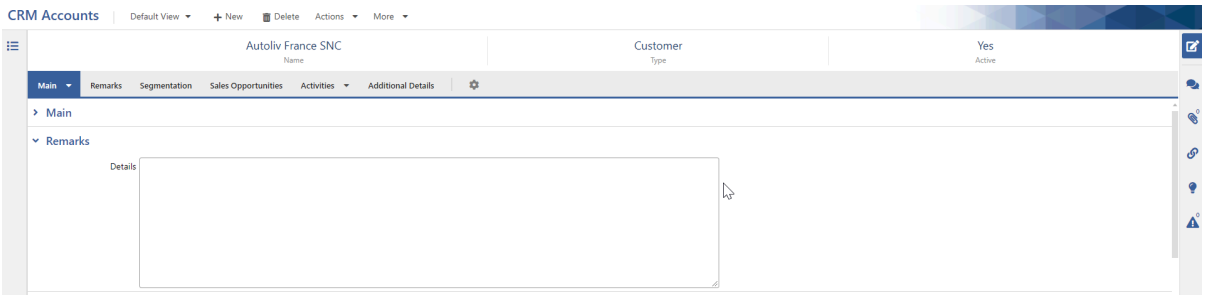
If the Direct column is selected for a record, then that contact belongs to this account and can be edited.

Click Email Contacts to open the Email Contacts action window, allowing you to send an email to any or all contacts listed as external participants.

See the Email Contacts action section for more information on this functionality.

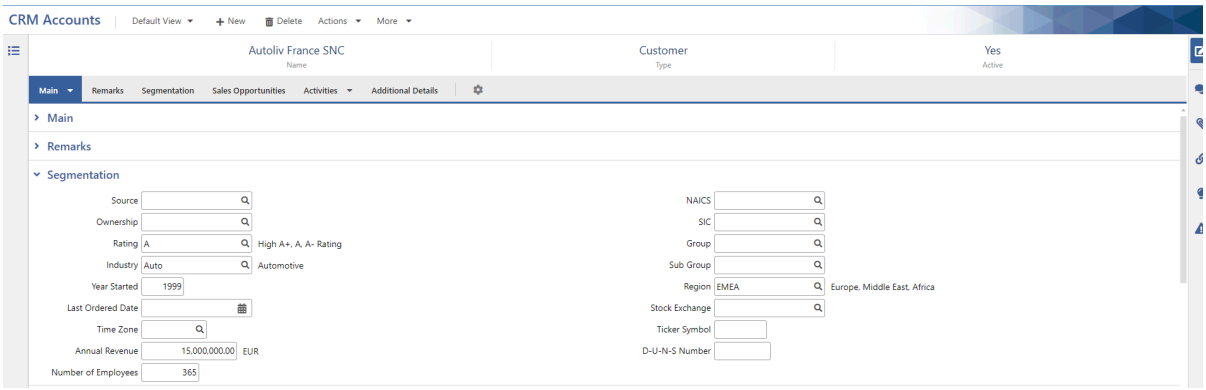
Click Details to open the CRM Contacts window and edit contact information further.

Remarks Panel



Optionally, enter any remarks.

Segmentation Panel



Source

Indicate the source of this account.

The values available for selection are defined in **Generalized Codes**.

Ownership

Indicate the ownership type for this account.

The values available for selection are defined in **Generalized Codes**.

Rating

Indicate a rating for this account.

Ratings can be customized based on your own criteria.

The values available for selection are defined in **Generalized Codes**.

Industry

Indicate the industry associated with this account.

The values available for selection are defined in **Generalized Codes**.

Year Started

Enter a start year for this account.

Last Ordered Date

Indicates the date you last ordered from this account.

Time Zone

Indicate the time zone associated with this account.

Annual Revenue

Enter the amount of annual revenue for this account.

Number of Employees

Enter the number of employees associated with this account.

NAICS

Enter the North American Industry Classification System (NAICS) code associated with this account.

The values available for selection are defined in **Generalized Codes**.

SIC

Enter the Standard Industrial Classification (SIC) code associated with this account.

The values available for selection are defined in **Generalized Codes**.

Group

Indicate the group associated with this account.

The values available for selection are defined in **Generalized Codes**.

Sub Group

Enter the sub group associated with this account.

The values available for selection are defined in **Generalized Codes**.

Region

Enter the primary region associated with this account.

The values available for selection are defined in **Generalized Codes**.

Stock Exchange

Indicate the primary stock exchange for this account.

The values available for selection are defined in **Generalized Codes**.

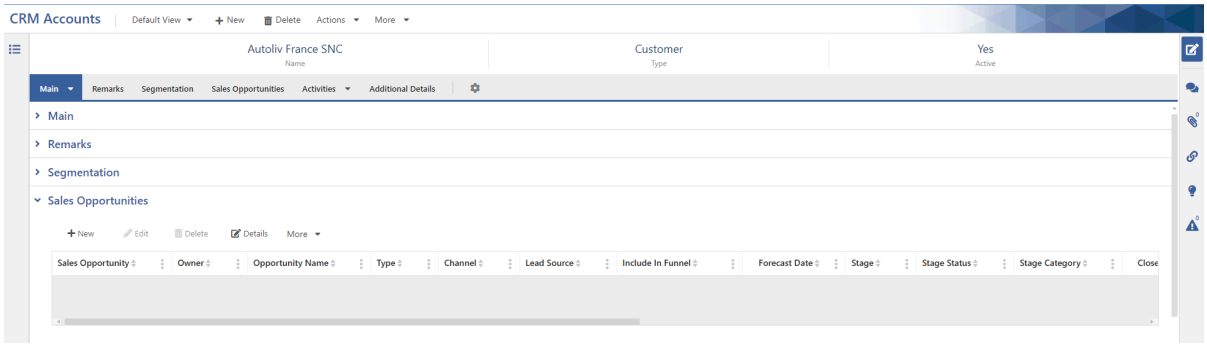
Ticker Symbol

Enter the stock exchange ticker symbol associated with this account.

D-U-N-S Number

Enter the Dun & Bradstreet number associated with this account.

Sales Opportunities Panel



Use the Sales Opportunities panel to add or edit sales opportunities associated with this account.

Owner defaults from the Account External Account Manager.

Opportunity Name defaults from the Account Name.

Click +New to add a new line.

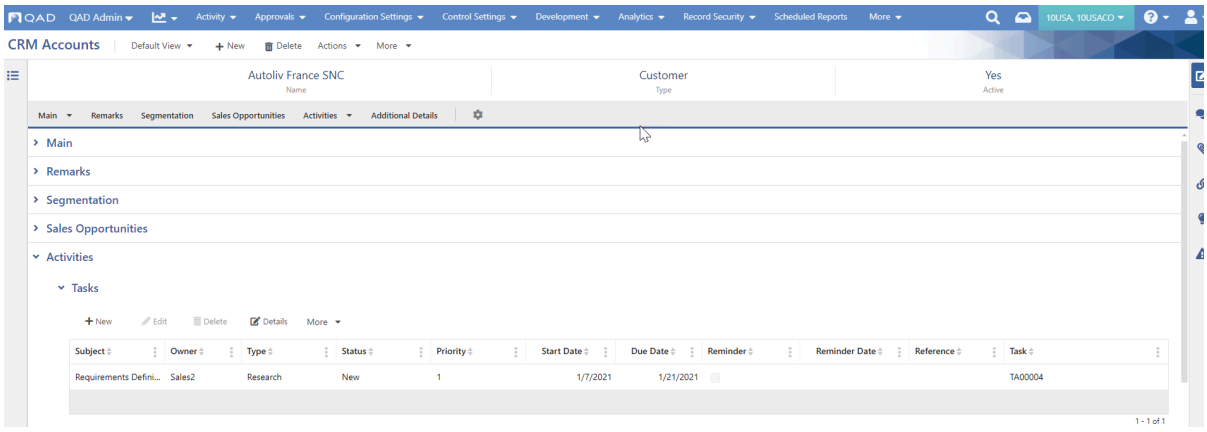
Click Details to open the Sales Opportunities window and further define opportunity information.

Activities Panel

Use the Activities panel to associate various activities with this account in the Activities panel.

The Activities panel contains the Tasks, Events, and Email History subpanels.

Tasks Subpanel

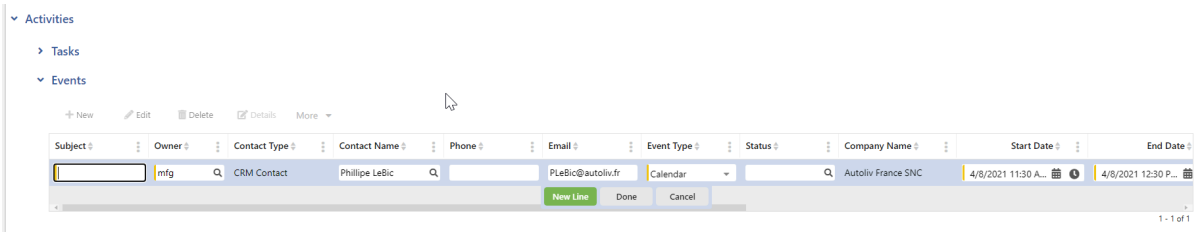


Use the Tasks subpanel to add or edit tasks associated with this account.

Click +New to add a new line.

Click Details to open the Tasks window and further define Task information.

Events Subpanel

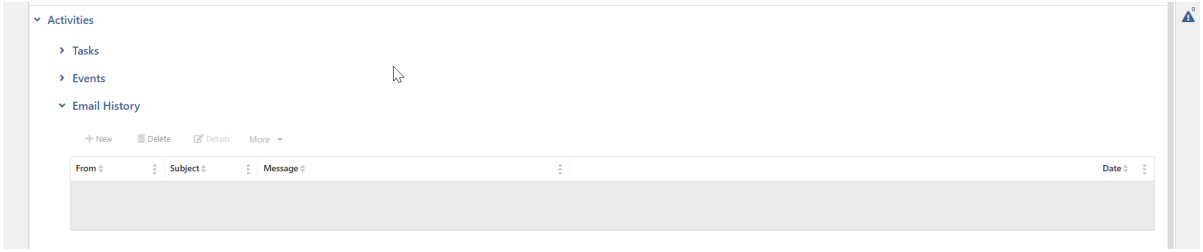


Use the Events subpanel to add or edit events associated with this account.

Click +New to add a new line.

Click Details to open the Events window and further define Event information.

Email History Subpanel



Use the Email History subpanel to view or add email correspondence associated with this account.

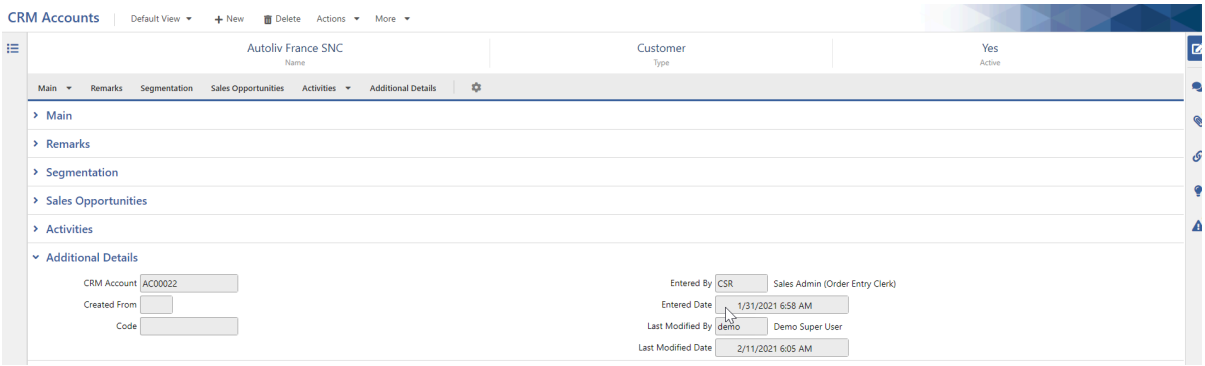
If a contact can be found associated with the email address in the email history, then the email history is linked to the contact and contact's account automatically through QAD CRM's email integration feature. For more information, please see the section on Email History on page 2429

For more information on this process, see the section on CRM Email Integration on page 2254 .

Click +New to add a new line.

Click Details to open the Email History window and check message details.

Additional Details



CRM Account

Indicates the CRM account number. This number is generated by the system based on configurations set up in **Number Ranges**.

For more information, please see CRM Number Ranges Setup on page 2250.

Created From

If this account was created through the **Leads Convert** action, than this field value is Lead.

A blank value indicates that this account was manually created.

Code

Contains the associated lead code if the Created From value is Lead.

If no value is present in the Created From field, this field remains blank.

Entered By

Indicates the user who created this account in the system.

Last Modified By

Indicates the last user to modify account information.

Entered Date

Indicates the date this account was created in the system.

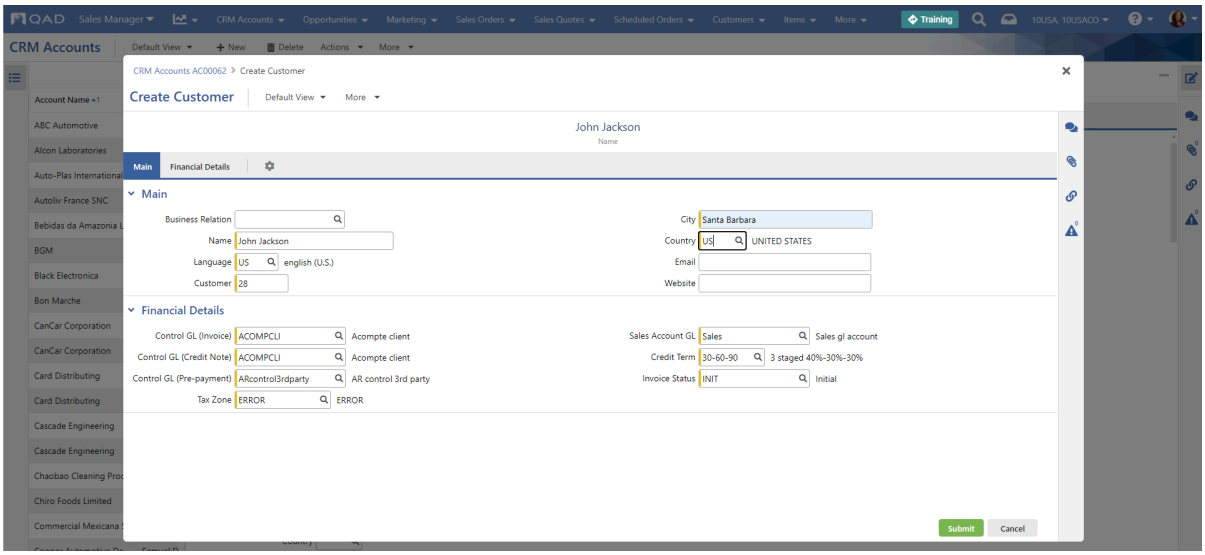
Last Modified Date

Indicates the date account information was last modified.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria.

Create Customer Action



Choose Actions > *Individual* > Create Customer to create a customer record in the system.

If the CRM account has evolved to become a customer, then use this action to create a record in **Customers** in the system. The address information will be copied to the customer record.

If Create Customer with Financial Details is selected in **CRM Control**, all fields described below are displayed. Submitting this action creates the customer record along with a business relation record. The **Customers** screen opens, and you can continue customer setup directly.

If this field remains unselected, the Financial Details panel and some fields do not display here. Upon submitting this action, a business relation record is created. A user with proper role permission then needs to use the Convert CRM Accounts to Customers action in **Customers** to create customers records from CRM accounts.

Main

Customer

Optionally, indicate a code to represent the customer being created.

If left blank, the system generates a customer code automatically.

Business Relation

Indicate the associated business relation for this customer.

Name

Enter the customer name or organization.

Defaults from the CRM account.

City

Enter the city where this customer is based.

Defaults from the CRM account.

Country

Indicate the country where this customer is based.

Defaults from the CRM account.

Email

Indicate the email address associated with this customer.

Defaults from the CRM account.

Website

Indicate the website associated with this customer.

Defaults from the CRM account.

Financial Details

Control GL (Invoice)

Specify the valid, active GL profile of type Customer Account used to determine the accounts receivable GL control account for invoices.

Control GL (Credit Note)

Specify the valid, active GL profile of type Customer Account used to determine the accounts receivable GL control account for credit notes.

Control GL (Pre-payment)

Specify the valid, active GL profile of type Customer Account used to determine the accounts receivable GL control account for prepayments.

All functions that create prepayments use the GL account linked to this profile, including Banking Entry, Open Item Adjustment, Customer Payments, and Supplier Payments.

Sales Account GL

Specify the valid GL profile of type Sales Account used to determine the account for sales.

Credit Term

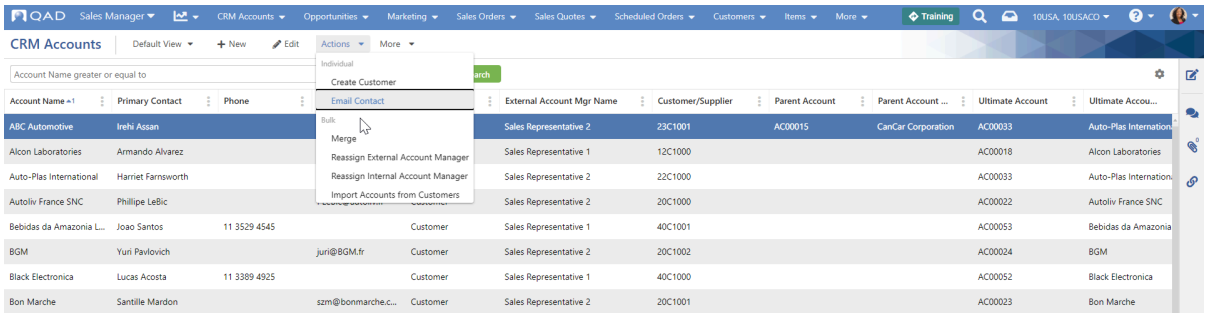
Specify the default credit terms for this customer.

Invoice Status

Specify the default invoice status for invoices for this customer.

Generally, you specify a status that indicates invoices are uncontested. A contested invoice is typically a special condition.

Email Contact Action



Choose Actions > *Individual* > Email Contact to send an email to the primary contact associated with this account.

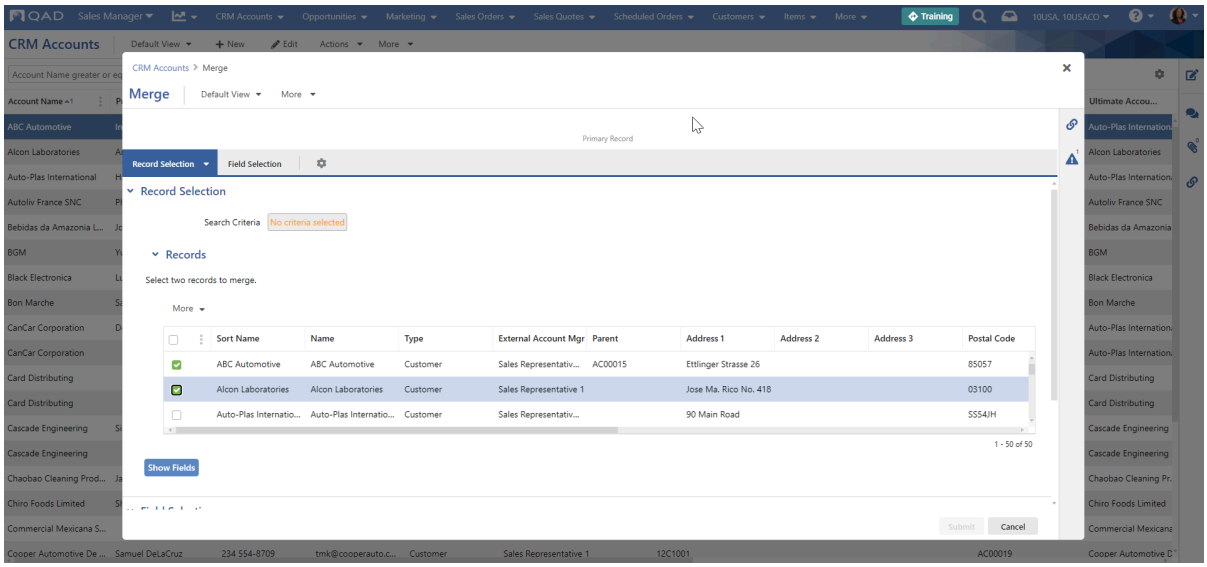
After you select this action, your default email client appears with the primary contact's email address populated. Your message is now ready to be typed.

Note: The email's cc will be populated with the email account configured for syncing the email history. Without that email address present as the cc, the email history cannot be logged by the system.

For more information on this process, see the section on CRM Email Integration on page 2254 .

After sending the email, you can see it populated in the Email History section of the record.

Merge Action



Choose Actions > *Bulk* > Merge to combine accounts while maintaining specific data.

If you find two duplicated CRM account records, use this action to merge those records. Merging records combines duplicated data shared by the account records.

In the Field Selection panel, there is Primary Record field which indicates which account is the Primary record. The primary record is kept and the other one is deleted.

Account Selection

Search Criteria

Displays the search criteria used to display records for merge.

Record Selection

Using the checkboxes in the Selection column, indicate which two records you want to merge.

The Show Fields button must be selected if there are more than two records showing in Records grid. This populates data in Field Selection grid.

Only two records can be merged.

Field Selection

Indicate which values you want to retain for each field. All fields of the first account are selected by default.

The following buttons are available above on the grid:

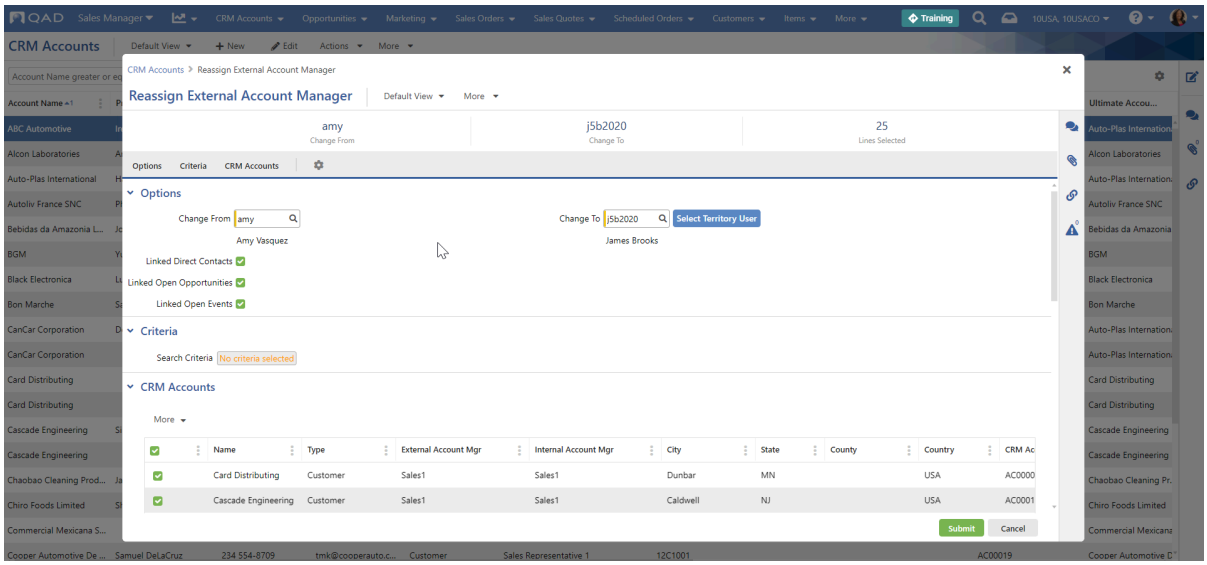
- **Select All - Account 1-** Select all fields of Account 1.
- **Select All - Account 2 -** Select all fields of Account 2.
- **Hide Fields with Same Values -** Remove all fields from the grid that already share the same value.

By default, the Field Selection grid lists all fields with non-blank values of the two accounts.

Upon clicking submit, all related records of the deleted account are merged into the primary record.

For example, if Account 1 is the primary record, then all contacts, opportunities, and activities from Account 2 are merged into Account 1.

Reassign External Account Manager Action



Choose Actions > *Bulk* > Reassign External Account Manager to reassign the external account manager associated with this account.

Use this action when you need to reassign all accounts and related data from one person to another person. For example, you might want to reassign an account when an account manager has left the company and someone external is taking over their duties.

Options

Change From

Indicate the user from which the account should be reassigned.

Change To

Indicate the user to which the account should be reassigned.

Click Select Territory User to open a browse listing all users who are in the same territory as the user listed in the Change From field. Territory users are defined in **Territories**.

Linked Direct Contacts

Indicate whether to include linked direct contacts on the reassigned record.

If selected, the owner of all direct contacts of the reassigned account is also reassigned to the same user if the original owner is the same as the value in Change From.

Linked Open Opportunities

Indicate whether to include linked open opportunities on the reassigned record.

Open opportunities are all opportunities with a status of Open.

Linked Open Events

Indicate whether to include linked open events on the reassigned record. Open events are events with a status other than Completed or Closed. Configure Completed/Closed event statuses in **CRM Control**.

Users can define what status constitutes a completed or closed status. All are other statuses will be considered open by the system.

If selected, the owner of all open events of the reassigned account are also reassigned to the same user if the original owner is same as the value in Change From.

Criteria

Search Criteria

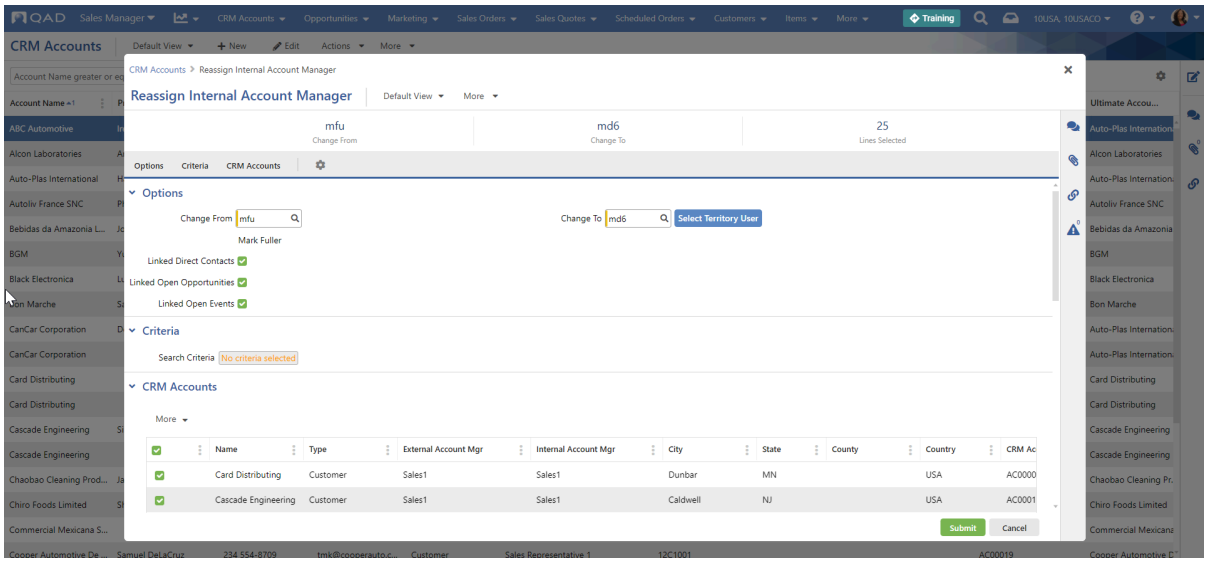
Indicates the search criteria used to display records in the CRM Accounts panel.

CRM Accounts

Displays all possible leads based on the current search criteria.

Use the checkbox columns to determine which CRM accounts should be reassigned to the new external account manager.

Reassign Internal Account Manager Action



Choose Actions > *Bulk* > Reassign Internal Account Manager to reassign the internal account manager associated with this account.

Use this action when you need to reassign all accounts and related data from one person to another person. For example, you might want to reassign an account when an account manager has left the company and someone internal is taking over their duties.

Options

Change From

Indicate the user from which the account should be reassigned.

Change To

Indicate the user to which the account should be reassigned.

Click Select Territory User to open a browse listing all users who are in the same territory as the user listed in the Change From field. Territory users are defined in **Territories**.

Linked Direct Contacts

Indicate whether to include linked direct contacts on the reassigned record.

If selected, the owner of all direct contacts of the reassigned account is also reassigned to the same user if the original owner is the same as the value in Change From.

Linked Open Opportunities

Indicate whether to include linked open opportunities on the reassigned record.

Open opportunities are all opportunities with a state status of Open.

Linked Open Events

Indicate whether to include linked open events on the reassigned record.

Open events are events with a status other than Completed or Closed. The Closed/Completed status type values are defined in **CRM Control**.

Users can define what status constitutes a completed or closed status. All are other statuses are considered open by the system.

If selected, the owner of all open events of the reassigned account is also reassigned to the same user if the original owner is the same as the value in Change From.

Criteria

Search Criteria

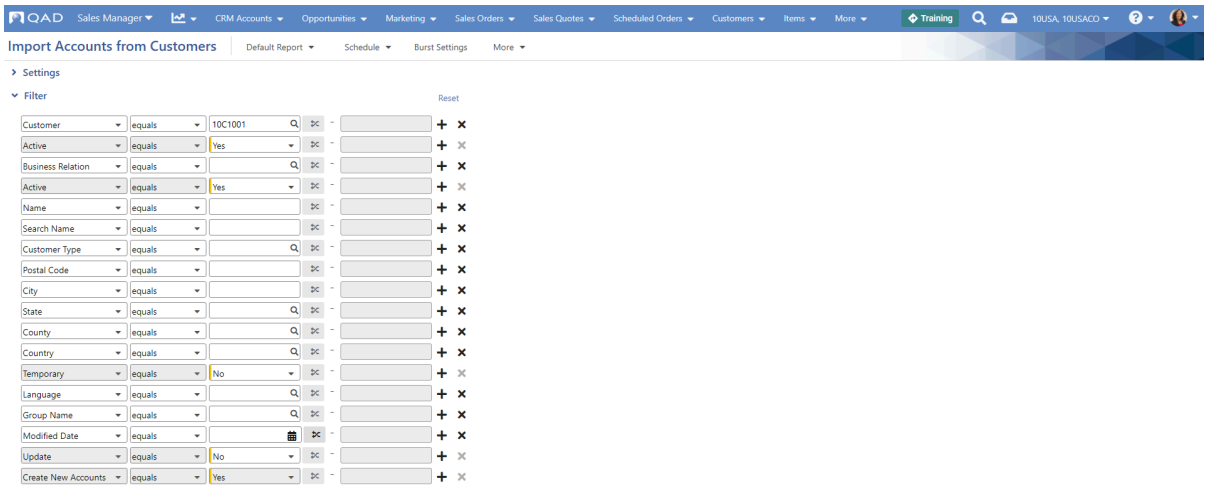
Indicates the search criteria used to display records in the CRM Accounts panel.

CRM Accounts

Displays all possible CRM accounts based on the current search criteria.

Use the checkbox columns to determine which CRM accounts should be reassigned to the new internal account manager.

Import Accounts from Customers Action



Choose Actions > *Bulk* > Import Accounts from Customers to open the Import Accounts from Customers report screen.

Use this action when your company wants to create CRM account records in bulk from your existing customer records.

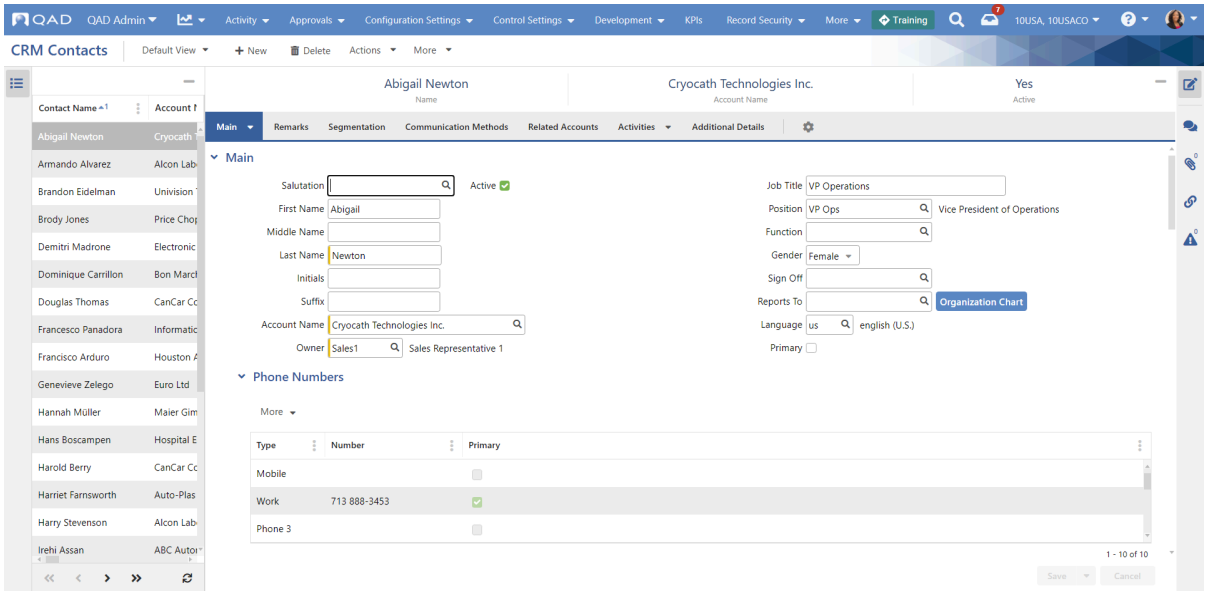
Use the filters to specify which customer records you want to import.

Click Run to generate all results based on your filter inputs.

If Update is set No, the report shows only the simulated result. If the Update value is Yes, the action generates CRM accounts from filtered customers.

After a CRM account is generated, the Customer field of the account is populated with the customer code, and Account Type is set to Customer.

CRM Contacts



CRM contacts allow you to maintain and organize information about your business contacts. Compared to lead contacts, CRM contacts are more than just a business card and generally reflect a deeper relationship where more detailed information about the contact is required.

CRM contacts can also be created using the Lead Contact Convert action. Once a conversion has occurred, the lead contact is removed and replaced by the CRM contact.

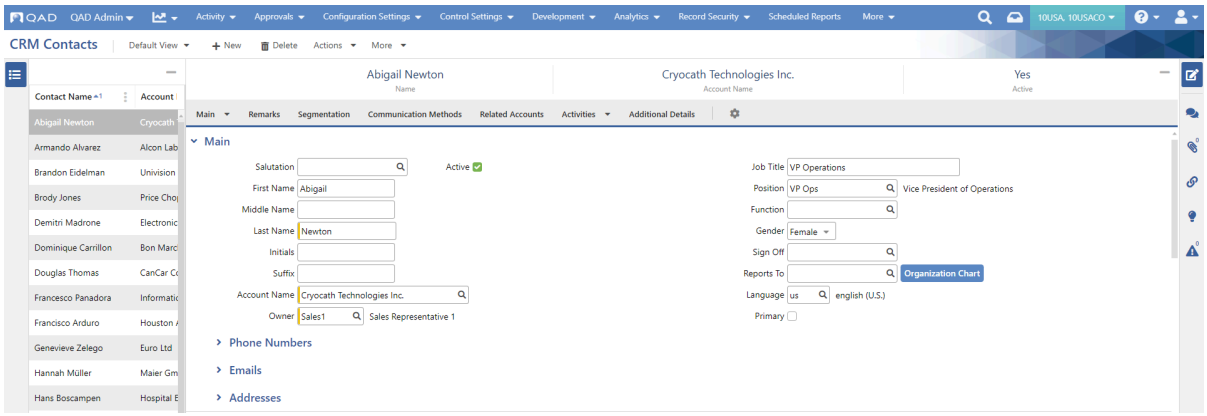
The **CRM Contacts** view includes drill-down links to the following screens:

- CRM Accounts
- CRM Contact Leads
- CRM Contact Sales Opportunities
- Campaign Stage Members
- Users

The **CRM Contacts** view includes the following actions, accessible from the drop-down menu:

- Create Lead individual action
- Copy Individual action
- Email Contact individual action
- Merge bulk action
- Add to Campaign bulk action
- Email Contacts bulk action

Main Panel



Salutation

Indicate the preferred salutation for this contact.

Active

If selected, this contact is considered active by the system.

This field can be used for planning purposes and its value does not affect any other fields.

First Name

Enter the contact's first name.

Middle Name

Enter the contact's middle name.

Last Name

Enter the contact's last name.

Initials

Enter the contact's initials.

Suffix

Enter a preferred suffix for the contact.

Account Name

Enter the account name associated with this contact.

Owner

Indicate the internal user associated with this contact.

Value defaults from the account's external account manager.

Job Title

Indicate the title associated with this contact.

Values available for selection are configured in **Generalized Codes**.

Position

Indicate the position associated with this contact.

Values available for selection are configured in **Generalized Codes**.

Function

Indicate the function associated with this contact.

Values available for selection are configured in **Generalized Codes**.

Gender

Select the contact's gender.

Sign Off

Indicate the preferred sign-off phrase (complimentary close) for correspondence with this contact—for example, "Yours truly" or "Sincerely."

Values available for selection are configured in **Generalized Codes**.

Reports To

Indicate who this contact reports to.

Click Organization Chart to view the organizational hierarchy for this contact.

Language

Indicate the primary language associated with this contact.

Defaults to the language associated with the CRM account.

Primary

If selected, this becomes the primary contact for the associated account.

There can be only one primary contact for a CRM account.

If enabled, other contacts associated with the same CRM account cannot be considered the primary contact.

Phone Numbers Subpanel

The Phone Numbers summary panel displays phone numbers associated with this contact.

The Primary column indicates which phone number is the primary number displayed in the **CRM Contacts** browse and Contacts grids.

Emails Subpanel

The Emails summary panel displays email addresses associated with this contact.

The Primary column indicates which email is the email displayed in the **CRM Contacts** browse and Contacts grids.

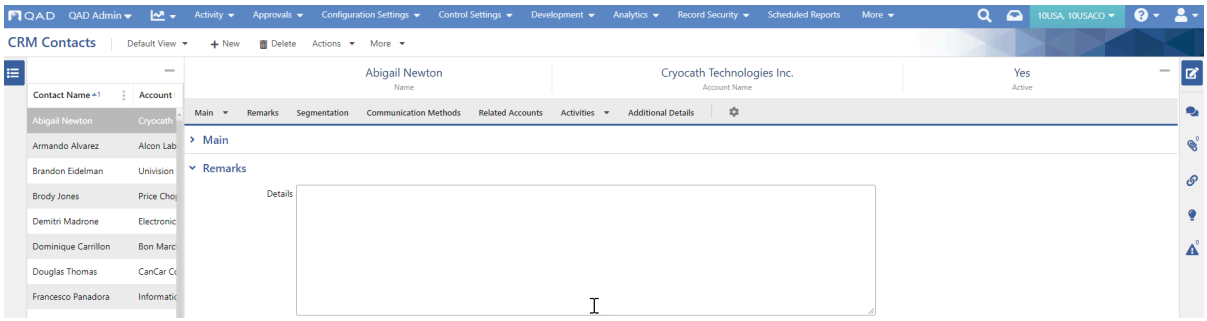
Note If the email address is not valid, you can indicate Email Bounced and Bounced Date manually. The system then automatically sets these fields if a sent email is bounced. For more information on this process, see the section on CRM Email Integration on page 2254 .

Addresses Subpanel

The Addresses summary panel displays mailing addresses associated with this contact.

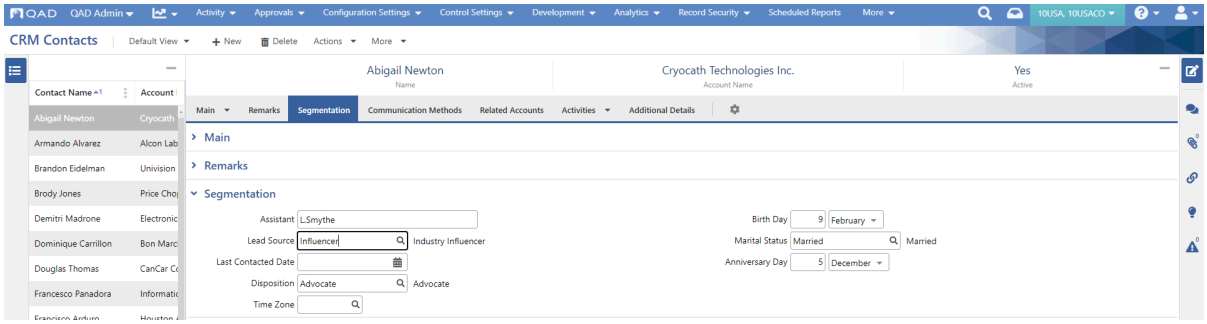
The Account Type address is read only and shows the contact's account address. The other three addresses are editable.

Remarks Panel



Optionally, enter any remarks here.

Segmentation Panel



Assistant

Enter the name of the contact's assistant, if applicable.

Lead Source

If this CRM contact was converted from a lead, indicates the lead source.

Values available for selection are configured in **Generalized Codes**.

Last Contacted

Indicate the date last contacted.

The system automatically sets Last Contacted to the event's due date when an event created for this contact has been completed.

Completed/Closed status types for events can be defined in **CRM Control**. Once the event's status is changed to a completed status, the system updates the date in the Last Contacted field for the event's associated contacts.

Disposition

Indicate the customer’s disposition.

Values available for selection are configured in **Generalized Codes**.

Time Zone

Indicate the contact’s time zone.

Birthday

Enter the contact’s date of birth.

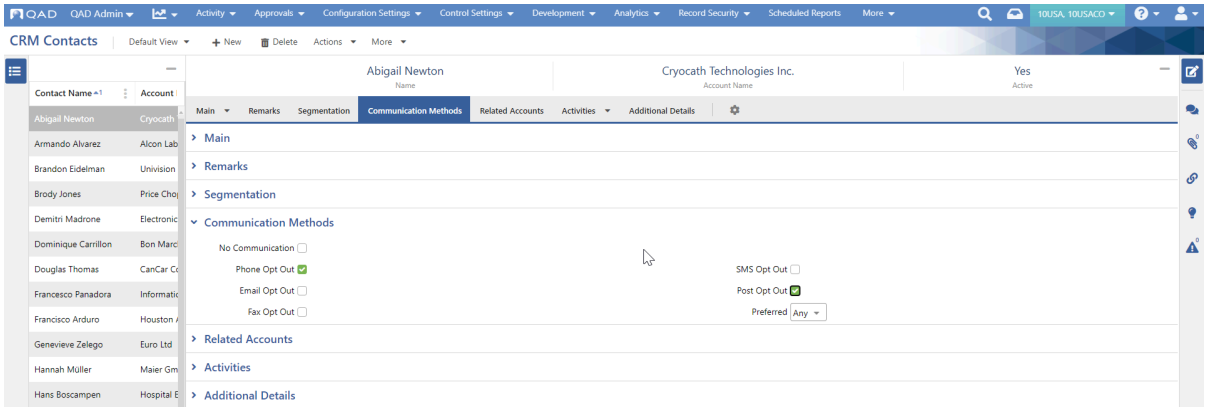
Marital Status

Indicate the contact’s marital status.

Anniversary Day

Indicate the contact’s anniversary date.

Communication Methods Panel



No Communication

If selected, this contact is opted out of all communication attempts.

Phone Opt Out

If selected, this contact is opted out of being communicated with by phone.

Email Opt Out

If selected, this contact is opted out of being communicated with by email.

Fax Opt Out

If selected, this contact is opted out of being communicated with by fax.

SMS Opt Out

If selected, contact is opted out of being communicated with by SMS.

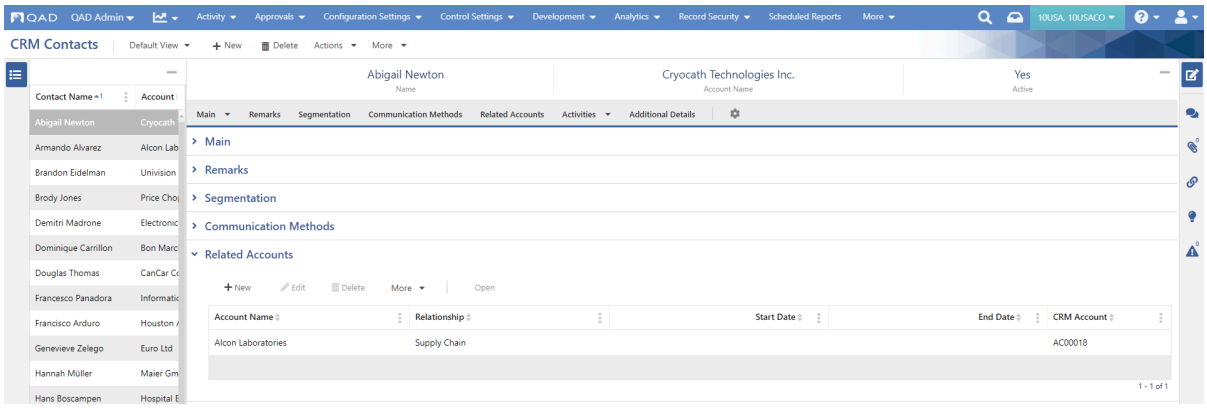
Post Opt Out

If selected, this contact is opted out of being communicated with by courier mail.

Preferred

Indicate the contact's preferred method of communication.

Related Accounts Panel



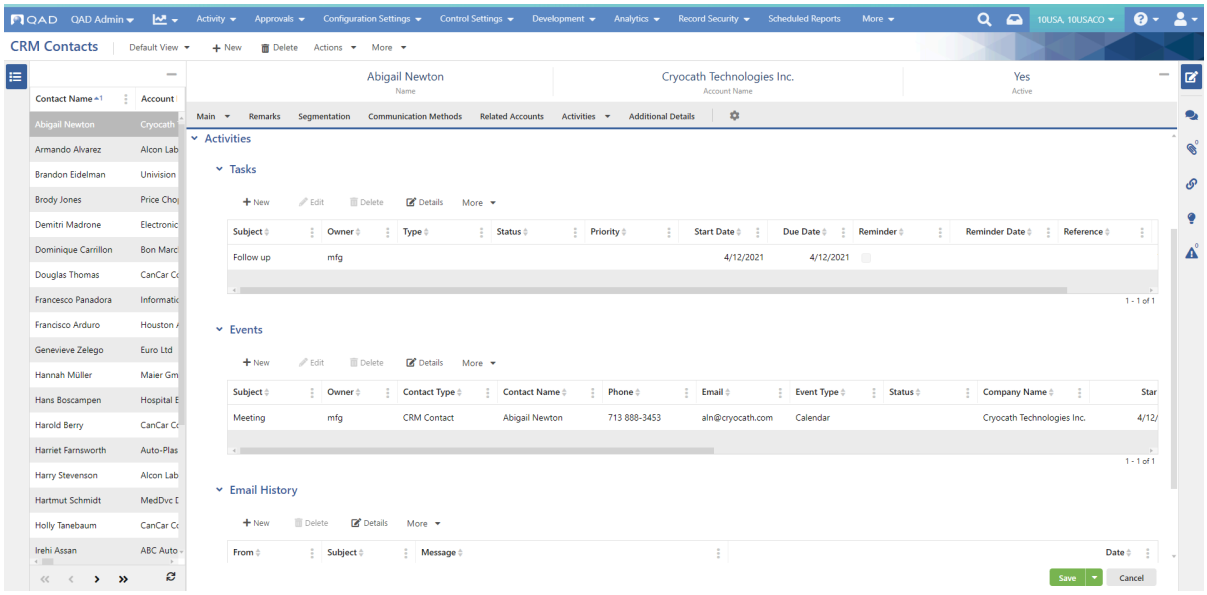
The Related Accounts panel displays accounts associated with this contact.

This contact is considered as indirect by all accounts listed here.

Click +New to add a new line.

Click the Open button above the grid to view these CRM accounts in a new window.

Activities Panel



The Activities panel contains the Tasks, Events, and Email History subpanels.

Tasks Subpanel

Use the Tasks panel to add or edit tasks associated with this contact.

Click +New to add a new line.

Click Details to open the Tasks window.

Events Subpanel

Use the Events panel to add or edit events associated with this contact.

Click +New to add a new line.

Click Details to open the Events window.

Email History Subpanel

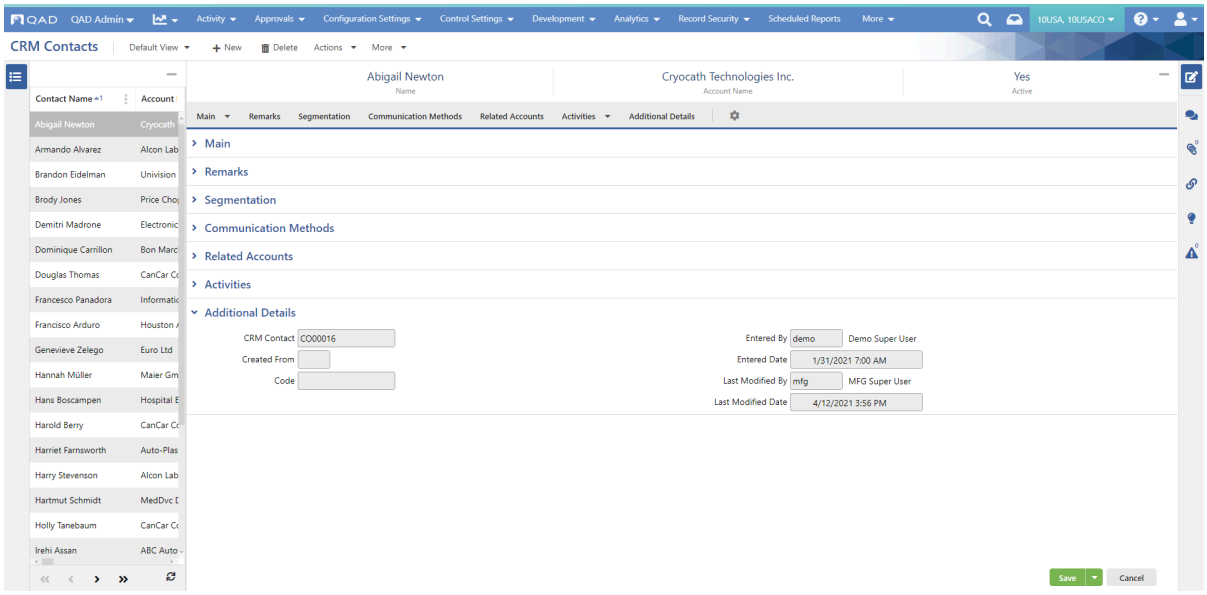
Use the Email History panel to view or add email correspondence associated with this contact.

If a contact can be found associated with the email address in the email history, then the email history is linked to the contact and contact's account automatically.

Click +New to add a new line.

Click Details to open the Email History window.

Additional Details Panel



CRM Contact

Indicates the CRM contact.

Created From

Indicates whether this contact was created from a lead or a campaign.

A blank value here indicates that this account was manually created.

Entered By

Indicates the user who created this contact in the system.

Last Modified By

Indicates the last user to modify contact information.

Code

Contains a lead code or campaign code.

If no value is present in the Created From field, this field remain blanks.

Entered Date

Indicates the date this contact was created in the system.

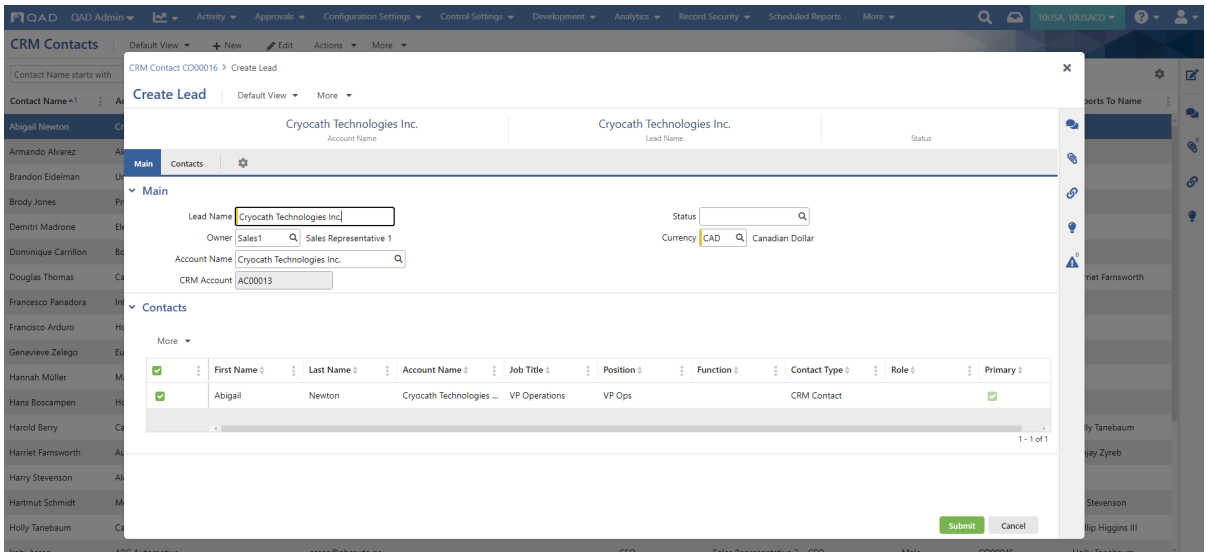
Last Modified Date

Indicates the date contact information was last modified.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria.

Create Lead Action



Choose Actions > *Individual* > Create Lead to create a new lead from an existing contact.

Main

Lead Name

Enter a name for this lead.

Owner

Indicate the owner for this lead.

Account Name

Indicate an account to be associated with this lead.

CRM Account

Indicates the CRM account associated with the account name, when applicable.

Status

Indicate a status for this lead.

Currency

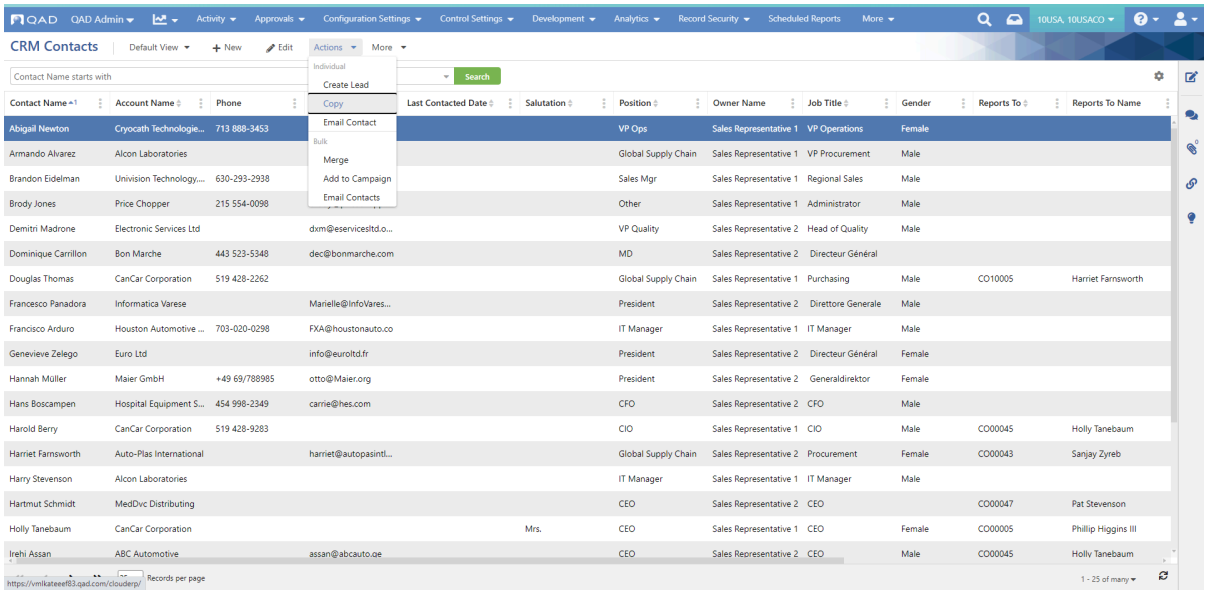
Indicate the default currency associated with this lead.

Contacts

The Contacts panel displays the associated lead contacts based on your search parameters.

Use the checkbox column to select the contacts you want added to the new lead.

Copy Action



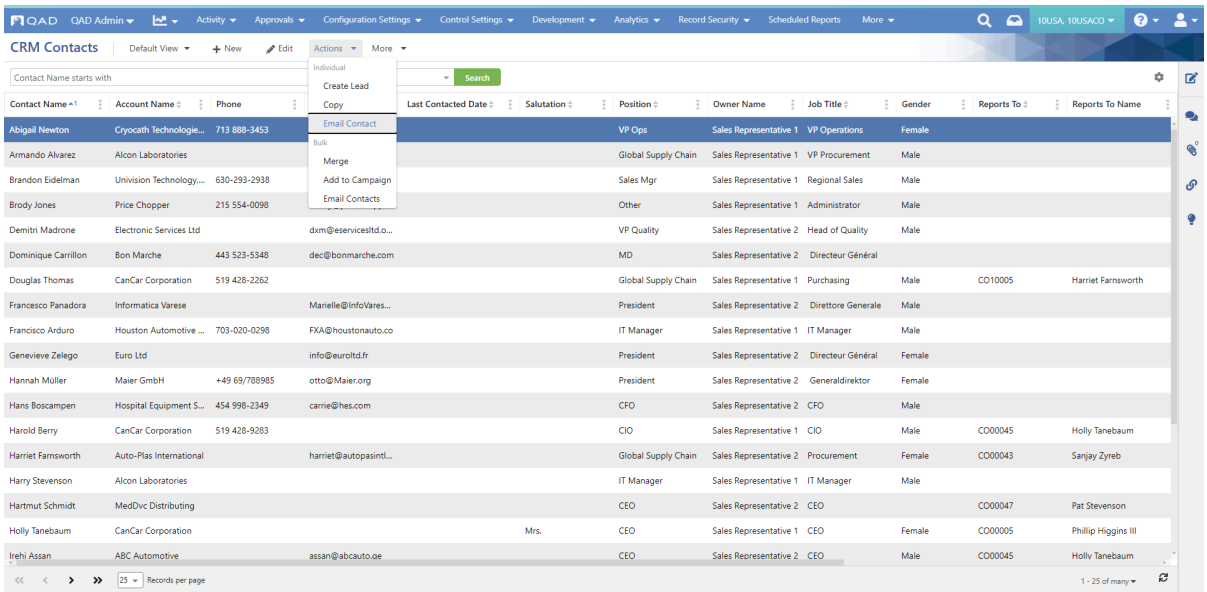
Choose Actions > *Individual* > Copy to create a new contact from an existing contact.

Selecting this action will allow you to change or retain any fields you want to appear on the copied contact.

Duplicate email addresses from other contacts are not accepted by the system.

Click Save to submit the copied information.

Email Contact Action



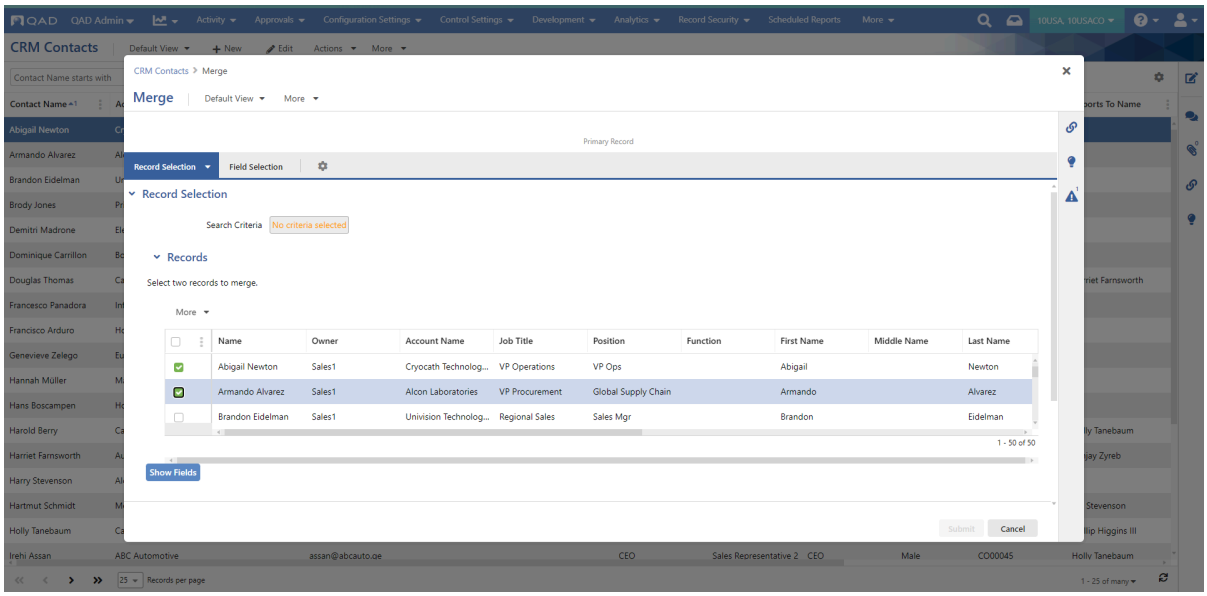
Choose Actions > *Individual* > Email Contact to send an email to this CRM contact.

After you select this action, your default email client appears with the contact's primary email address populated. Your message is now ready to be typed.

After sending the email, you can see it populated in the Email History section of the record.

Note The email account accessed by the email poller for batch emails is CC'd on all emails sent using the system. The poller copies all emails from this account, allowing these messages to be stored by QAD CRM and linked with the associated contacts. See the section on **Email Integration** for more information.

Merge Action



Choose Actions > *Bulk* > Merge to combine contacts while maintaining specific data.

In the Field Selection panel, the Primary Record field indicates which account is the primary record. The primary record will be kept and the other one will be deleted.

Contact Selection

Search Criteria

Displays the search criteria used to display records for merge.

Contacts

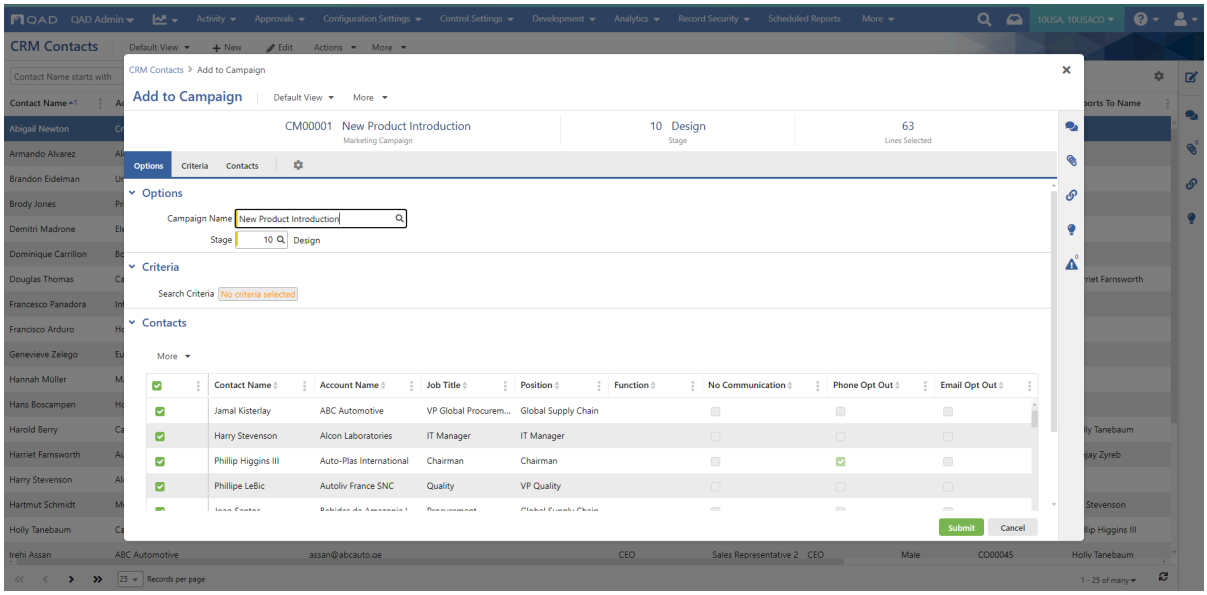
Using the checkboxes in the Selection column, indicate which two records you want to merge.

You must select the Show Fields button if there are more than two records showing in the Contacts grid. This will populate data in Field Selection grid.

Field Selection

Indicate the fields you want to retain in the merged record.

Add to Campaign Action



Choose Actions > *Bulk* > Add to Campaign to attach a group of contacts to a marketing campaign.

Options

Campaign Name

Indicate the campaign to which the contacts will be added.

Stage

Select the specific stage of the campaign these contacts will be attached to.

Criteria

Search Criteria

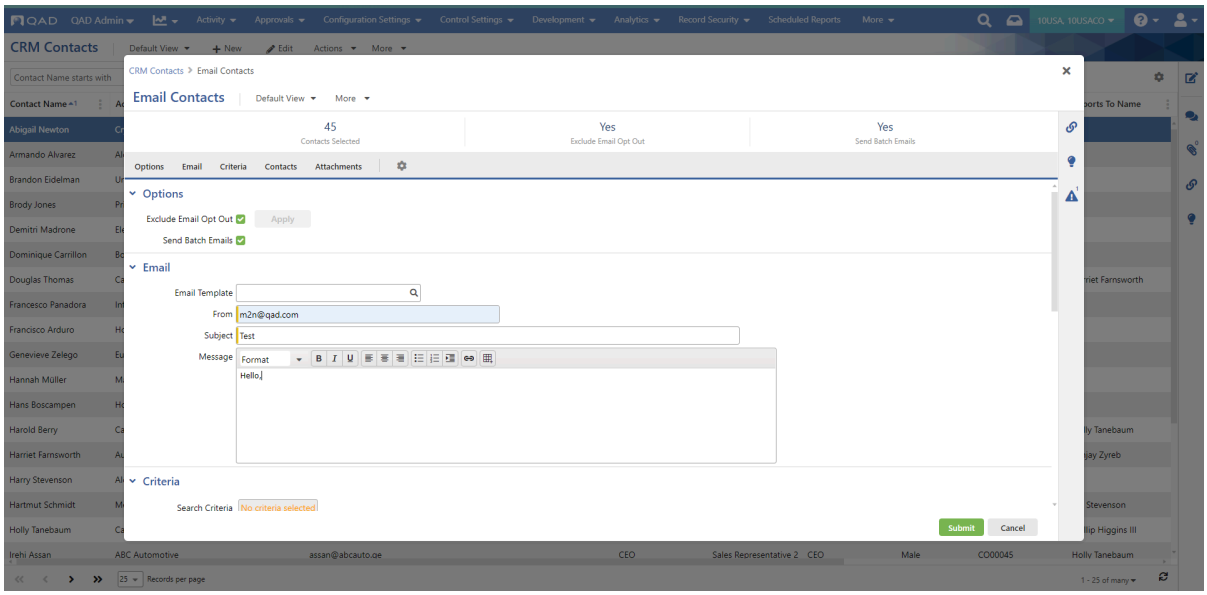
Indicates the search criteria used to display records in the Contacts panel.

Contacts

Displays the contacts specified by the search criteria.

Use the checkbox column to specify which records should be added to the marketing campaign.

Email Contacts Action



Choose Actions > *Bulk* > Email Contacts to send an email to any or all contacts associated with this record.

There are two methods you can use to send emails using this action. One uses your preconfigured email client and the other uses batch processing to send batch emails.

When Send Batch Emails is not selected and you click Submit, your email client appears in a new window with the selected contact email addresses already populated. Enter your subject and message, and then send.

If Send Batch Emails is selected, enter your content in the Emails panel. After clicking the Submit button, the emails are sent via background processing. The action does not open your email client at any point.

Note The email account accessed by the email poller for batch emails will be CC'd on all emails sent using the system. The poller copies all emails from this account, allowing these messages to be stored by QAD CRM and linked with the associated contacts.

For more information on this process, see the section on CRM Email Integration on page 2254 .

Options

Exclude Email Opt Out

If selected, all contacts that have been opted out of email communication via the Email Opt Out field in **CRM Contacts** or **Lead Contacts** will be removed from the Contacts panel.

Click Apply to have the system remove these contacts from selection.

To make these contacts available in the Contacts grid once again, clear this field and click Apply.

Send Batch Emails

If indicated, the Email panel will populate below. Use this panel to draft a predefined batch email.

Email

Email Template

Optionally, use the lookup icon to select an email template for this batch email message.

Values available for selection here are configured in **Notification Templates**.

If the email template contains placeholder fields, those fields are replaced with real values. For example, if the email template contains "Dear {contactsalutation} {contactname}", {contactsalutation} and {contactname} are replaced with the appropriate values for each email sent to those contacts.

From

Indicate the message sender's name or title. Mandatory field.

This is used as the "Send From" email address value.

Subject

Indicate the email's subject. Mandatory field.

Message

Enter your email's message.

Criteria

Required Criteria

Indicates the search criteria used to display records in the Contacts panel.

Contacts with blank email IDs are not listed in Contacts panel grid.

Contacts

The Contacts panel displays all contacts associated with this record.

Use the checkbox columns to specify which contacts you want to receive this email.

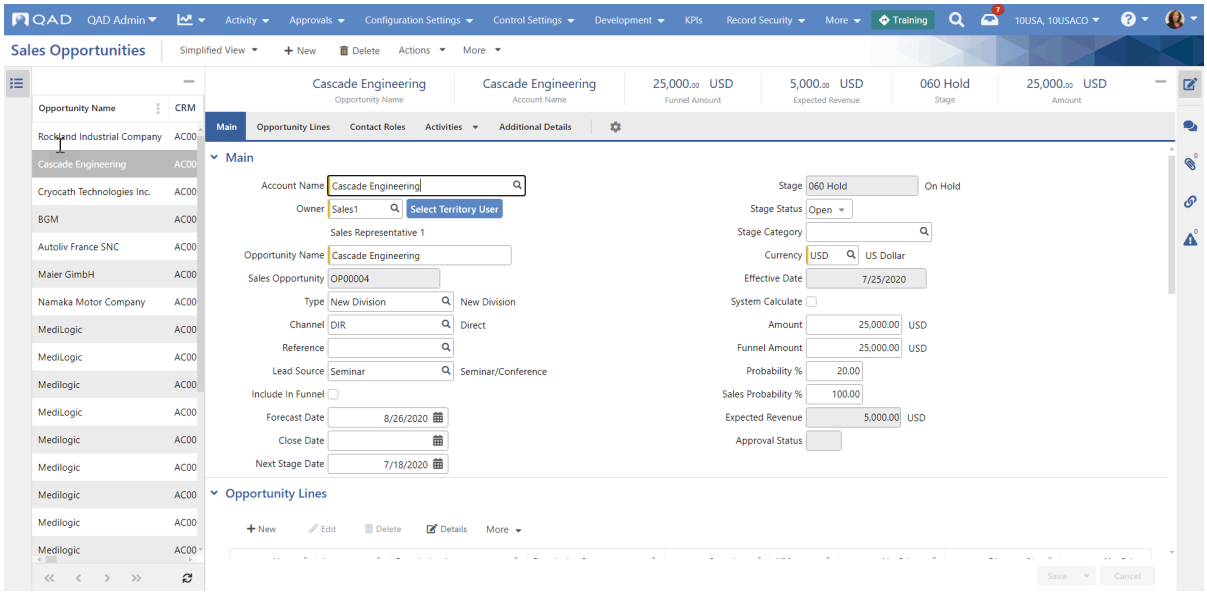
Contacts who have opted out of email communication are indicated in the Email Opt Out column.

Attachments

The Attachments panel only displays when Send Batch Emails in the Options panel is selected.

Users can use this panel to add attachments to batch emails.

Sales Opportunities



Managing business opportunities is an integral part of business generation efforts. It involves identifying business opportunities and following them up in an effort to convert them into actual business. It increases sales potential, which in turn increases profitability.

Business opportunities offered by profiles and contacts must be managed effectively to translate into actual sales and expand business. Effectivly manage your opportunities by using the Sales Opportunities hybrid view.

Many organizations have formalized methodologies to control opportunity management; however, even the simplest of opportunity management requirements will benefit from the assignment of tasks and activities to the deal to ensure the deal is progressing and not neglected. The Activities panel contains the tools needed to accomplish these assignments.

Leads can be converted to sales opportunities through using the Leads Convert action.

The Sales Opportunities hybrid view includes one insight, Opportunity Stage Progression, which allows users to view what percentage of its workflow has already been completed for that opportunity. This insight uses data from the Sales Opportunity Workflow Steps browse, accessed from the search menu.

The Sales Opportunities hybrid view includes drill-down links to the following screens:

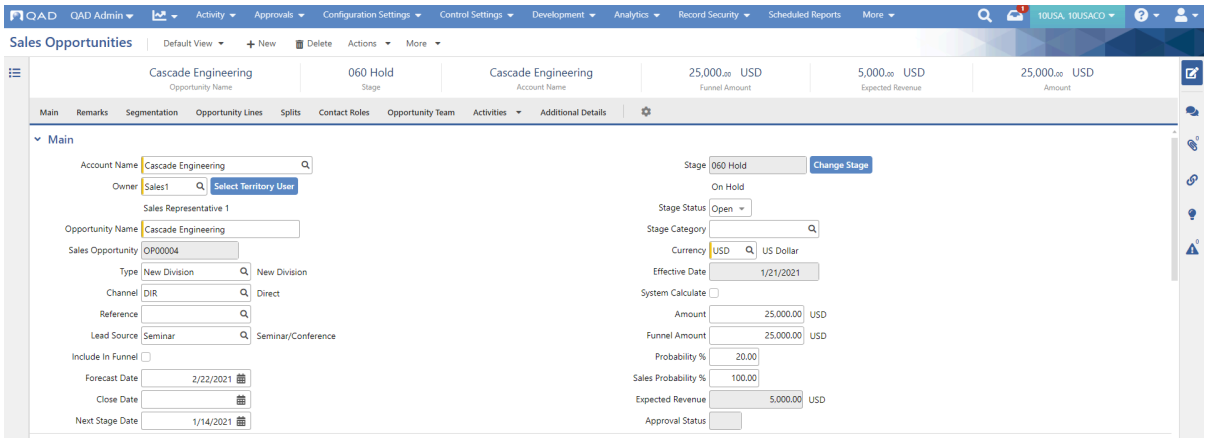
- CRM Accounts
- Invoice History
- Originating Lead

- Sales Opportunity History
- Sales Orders
- Sales Quotes
- Sales Opportunity Print

The following actions are available from the drop-down menu:

- Create Lead individual action
- Copy individual action
- Change Stage individual action
- Create Sales Quote individual action
- Create Sales Order individual action
- Reassign Owner bulk action

Main Panel



Account Name

Enter the name of the account associated with this opportunity.

Owner

Enter the internal account owner of this opportunity.

Click the Select Territory User button to select a user from the associated territory.

Opportunity Name

Enter a name for this opportunity.

Defaults to account name.

Sales Opportunity

A unique code that identifies this sales opportunity within the system.

Type

Enter the opportunity type.

This is most commonly the type of industry associated with this account.

Values available for selection here are configured in **Generalized Codes**.

Channel

Enter the sales channel associated with this opportunity, if any.

Values available for selection here are configured in **Generalized Codes**.

Reference

Enter a reference for this sales opportunity.

Values available for selection here are configured in **Generalized Codes**.

Lead Source

Enter the source of this sales opportunity.

Values available for selection here are configured in **Generalized Codes**.

Include in Funnel

Select to indicate the system should include the lead lines of this sales opportunity in funnel calculations.

The Include in Funnel field in Opportunity Lines defaults to this selection.

Forecast Date

Select the forecast and due dates from the calendar provided.

The forecast date is used primarily by reports that show forecast information.

Close Date

Select the close date for this sales opportunity.

Opportunity close date defaults to today + Close Days. This value is configured in **CRM Control**.

Next Stage Date

Enter an approximate date when the opportunity is likely to progress to the next stage.

This value drives some sales reporting along with the alerting function, which can email selected individuals when opportunities have become (or are about to become) past due.

Stage

Enter the stage of this opportunity.

This field is disabled if a sales workflow is applied.

Stage must be changed through the Change Stage action when a workflow is applied.

Click Change Stage to change this value. This prompts the Change Stage action window to appear. The button is disabled when a workflow is not applied.

Stage Status

Select the stage status using the drop-down menu. Options are:

- Closed/Lost
- Closed/Won
- Open

If a sales workflow is applied, Stage Status defaults from the stage attribute settings.

Stage Category

Indicate the stage category of this opportunity.

If a sales workflow is applied, Stage Category defaults from the stage attribute settings.

Currency

Enter the currency of the transaction to be used once this opportunity turns into a sales order.

Effective Date

Select the effective date of the transaction from the calendar.

The system uses this date to calculate the exchange rate if the opportunity results in a quote or an order.

System Calculate

Select to indicate the system should automatically calculate the Amount and Funnel Amount fields. Otherwise, these fields can be updated manually.

Amount

Indicates the total value amount of all opportunity lines.

Funnel Amount

Indicates the total value amount of opportunity lines with the Include with Funnel option selected.

Probability%

Enter an appropriate probability percentage. Probability refers to the likelihood of translating an opportunity into an actual sale and is used by the system (in conjunction with project probability) when calculating the Weighted Forecast amount for the opportunity.

If a sales workflow is applied, Probability % defaults from the stage attribute settings.

Sales Probability%

Enter an appropriate sales probability percentage.

Sales probability can be used as a general-purpose modifier of the Sales Probability value.

Expected Revenue

Indicates the expected revenue for this sales opportunity.

Expected Revenue is calculated as Funnel Amount x Probability x Sales Probability.

Approval Status

Displays the opportunity's approval status.

Sales opportunity approvals are supported by Generic Approvals. You can enable Sales Opportunity and Sales Opportunity Line approval in Approval Configuration.

In **Sales Workflows** when a stage is configured with Approval Required, the opportunity is sent for approval when moving to this stage. Please review the documentation on Generic Approvals. for more details.

Exchange Rate Subpanel

Exchange Rate From

Displays the first component in an exchange rate relationship—the "from" value.

Exchange Rate To

Displays the second component in an exchange rate relationship—the "to" value.

Fixed Rate

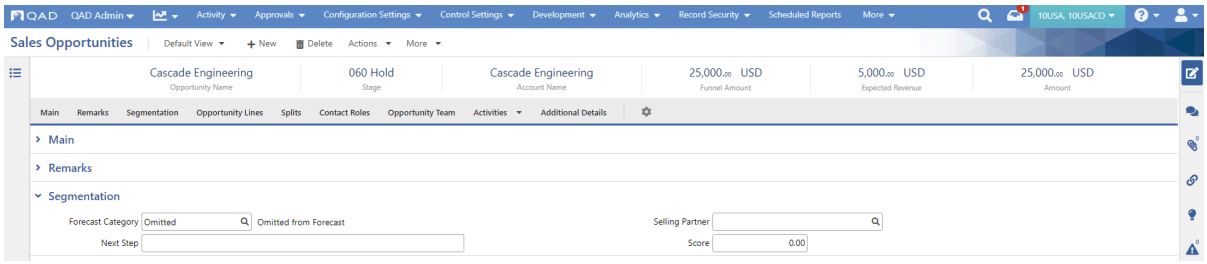
Select to indicate that the exchange rate relationship is fixed on this transaction.

Remarks Panel



Optionally, enter any remarks here.

Segmentation Panel



Forecast Category

Indicates the category for the current state of the forecast.

Next Step

Enter a description outlining the next step planned for this opportunity.

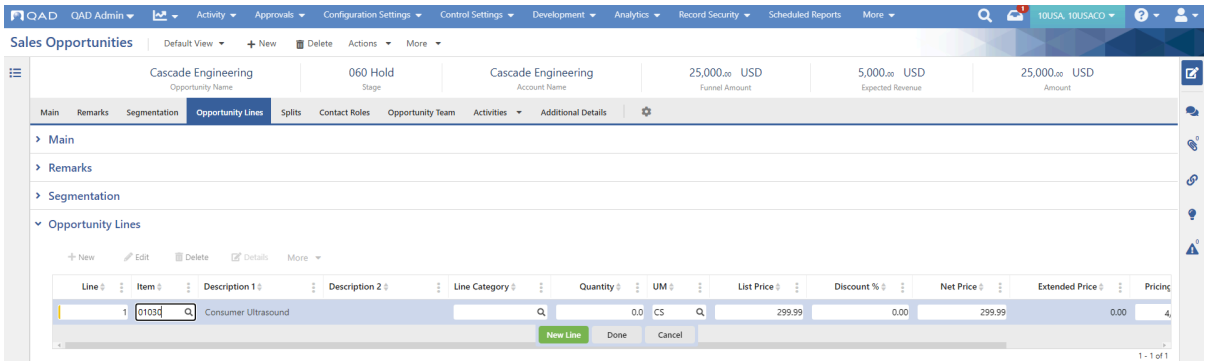
Selling Partner

Indicate a selling partner, if applicable.

Score

Assign a score to this opportunity based on internal scoring guidelines.

Opportunity Lines Panel

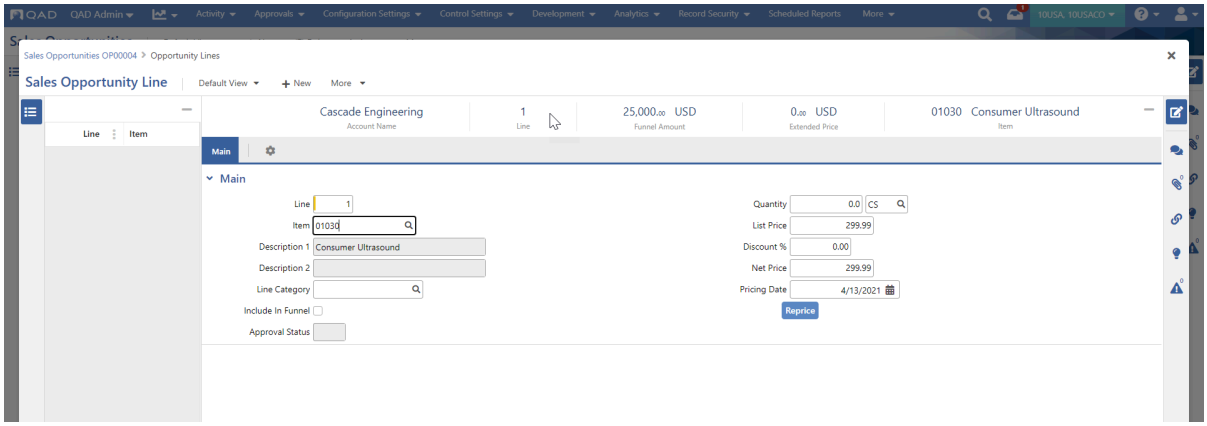


Use Opportunity Lines to add product or service information of interest to this opportunity.

Click +New to add a new line.

Click Details to open the Opportunity Lines window.

Opportunity Lines Main Panel



Click +New to add a new line.

Line

Indicates the current line number.

Item

Indicate an item or service being rendered.

Description 1

Enter a description about this item or service.

Description 2

Enter a secondary description about this item or service.

Line Category

Indicate a category for this line item.

Values here are maintained in **Generalized Codes**.

Include in Funnel

Select to indicate the system includes this line in funnel amount calculations.

Approval Status

Displays the opportunity line's approval status.

Sales opportunity approvals are supported by Generic Approvals. Users can enable Sales Opportunity and Sales Opportunity Line approval in **Approval Configuration**.

In **Sales Workflows** when a stage is configured with Approval Required, the opportunity is sent for approval when moving to this stage. Please review the documentation on Generic Approvals. for more details.

Quantity

Indicate the item or service quantity.

List Price

Indicates the list price value for this item.

Discount%

Enter the percentage of discount to be applied to this item, if applicable.

Net Price

Indicates the net price value for this item.

Best Pricing logic is applied by default and it gets the best price based on the price list configuration.

Pricing Date

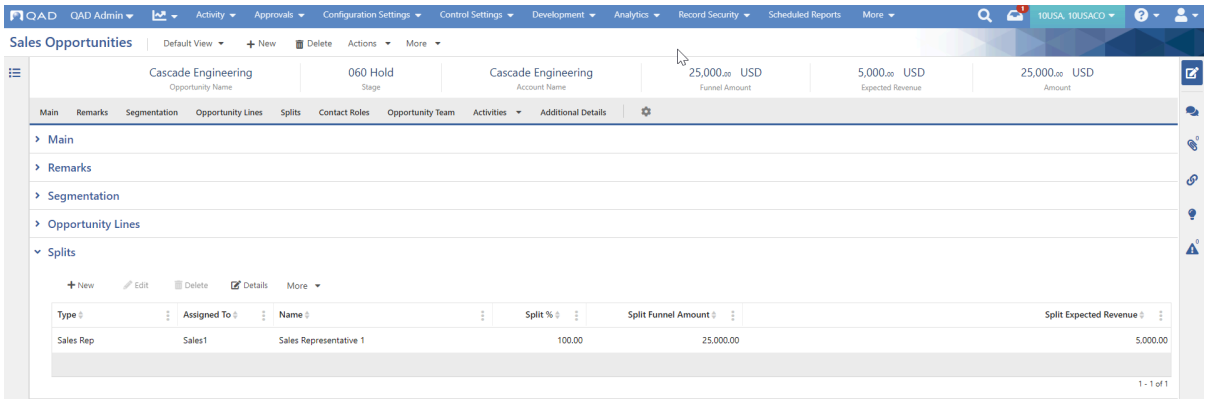
Indicates when this item was last priced.

Reprice

If reprice is needed, click reprice to adjust the funnel amount and extended price based on your adjusted inputs.

If the Reprice/Edit setting is disabled for this step in **Sales Workflows**, this field is disabled here.

Splits Panel



The Splits panel displays the current split information between salespersons and partners.

Revenue splits are a means to enable sales recognition for funnel achievement by more than a single individual.

A primary salesperson may have responsibility for a deal, but other salespeople with sales targets may be asked to contribute. Revenue splits give an opportunity to provide that funnel recognition for all salespeople associated with a deal.

When an owner is assigned to an opportunity, a revenue split of 100% is also assigned. If desired, recognition to another salesperson can be given by adding a split record. While the system displays a warning when the split total is not 100%, this does not prevent the record from being completed.

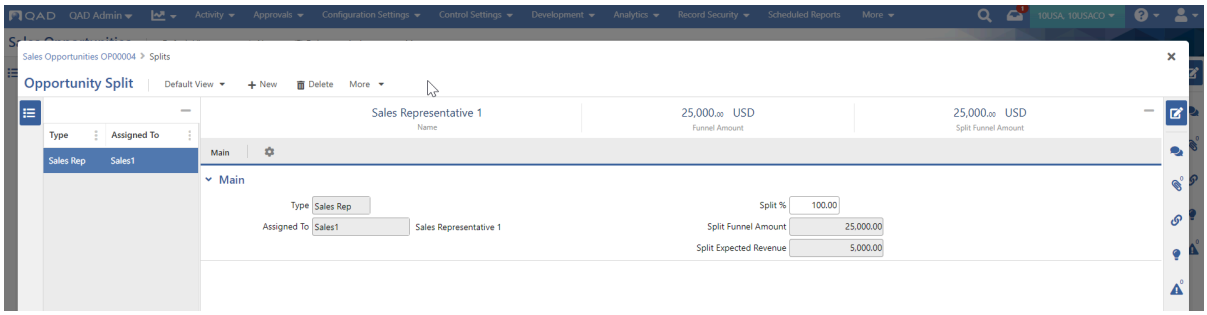
Remember that this function is for funnel recognition and is not directly tied to commission.

The current splits value defaults to the current owner with a percentage of 100.

Click +New to add a new line.

Click Details to open the Splits detail window.

Opportunity Splits Main Panel



Type

Select the type using the drop-down menu.

Assigned To

Indicate the internal user responsible for the current line user.

When Type is Sales Rep or Other, this value is a user. When Type is Partner, this value must be a CRM account.

Split%

Indicate the split % assigned to the current line user.

Split % must be a number between zero and one hundred.

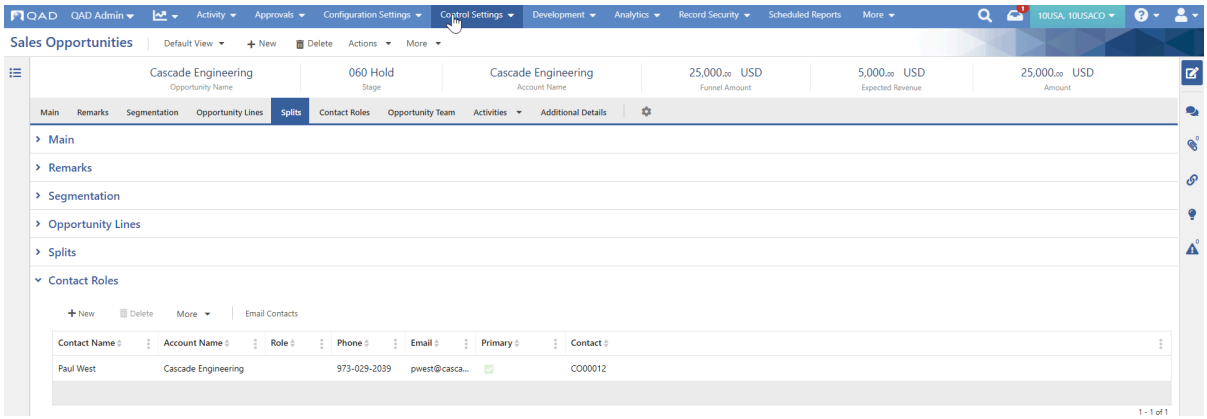
Split Funnel Amount

Displays the total funnel amount based on split % for each line.

Split Expected Revenue

Displays the total expected revenue by line and split %.

Contact Roles Panel



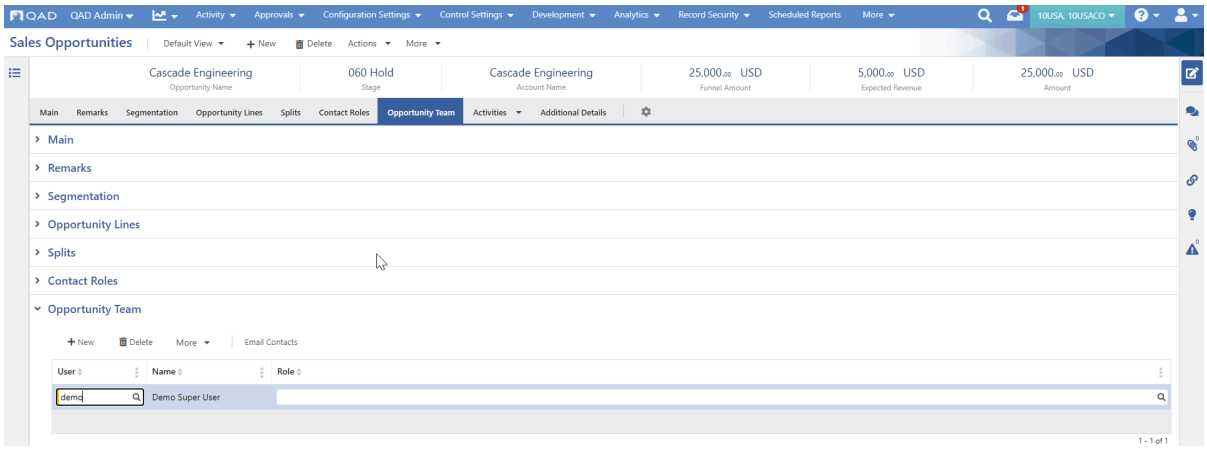
The Contact Roles panel displays the various contacts and the roles they play with this opportunity.

Click +New to add a new line.

Click Email Contacts to open the Email Contacts action window, allowing you to send an email to any or all contacts listed as internal participants.

For more information on this process, see the section on CRM Email Integration on page 2254.

Opportunity Team Panel



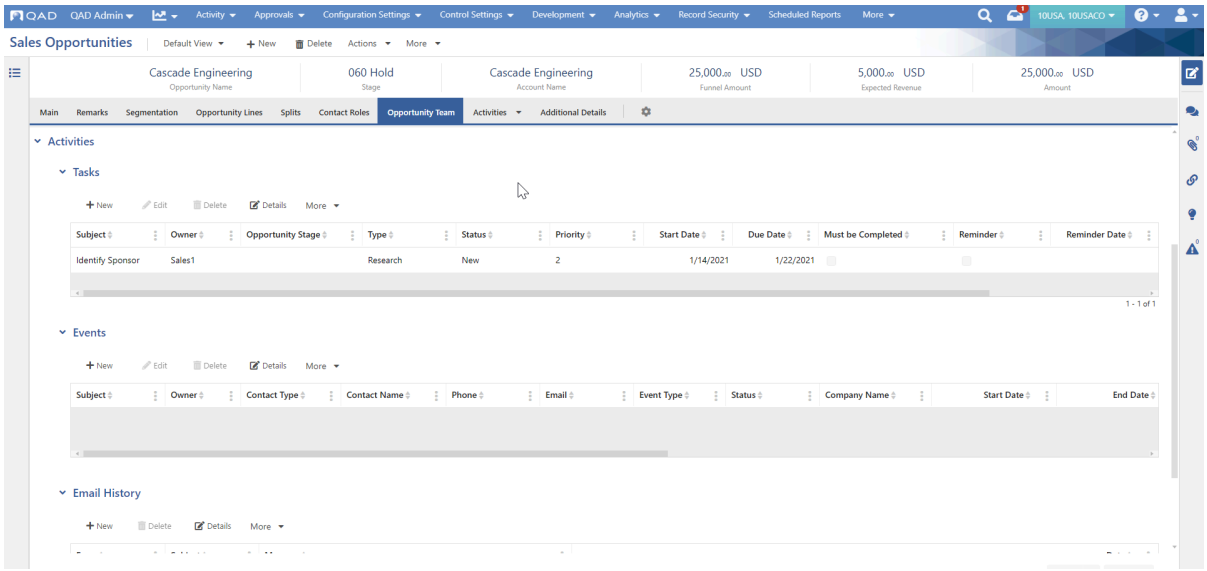
The Opportunity Team panel displays the users who compose the opportunity team.

Click +New to add a new line.

Click Email Contacts to open the Email Contacts action window, allowing you to send an email to any or all contacts listed as internal participants.

For more information on this process, see the section on CRM Email Integration on page 2254.

Activities Panel



The Activities panel contains the Tasks, Events, and Email History subpanels.

Tasks Subpanel

Use the Tasks panel to add or edit tasks associated with this account.

Click +New to add a new line.

Click Details to open the Tasks window and define task information further.

Events Subpanel

Use the Events panel to add or edit events associated with this account.

Click +New to add a new line.

Click Details to open the Events window and define event information further.

Email History Supanel

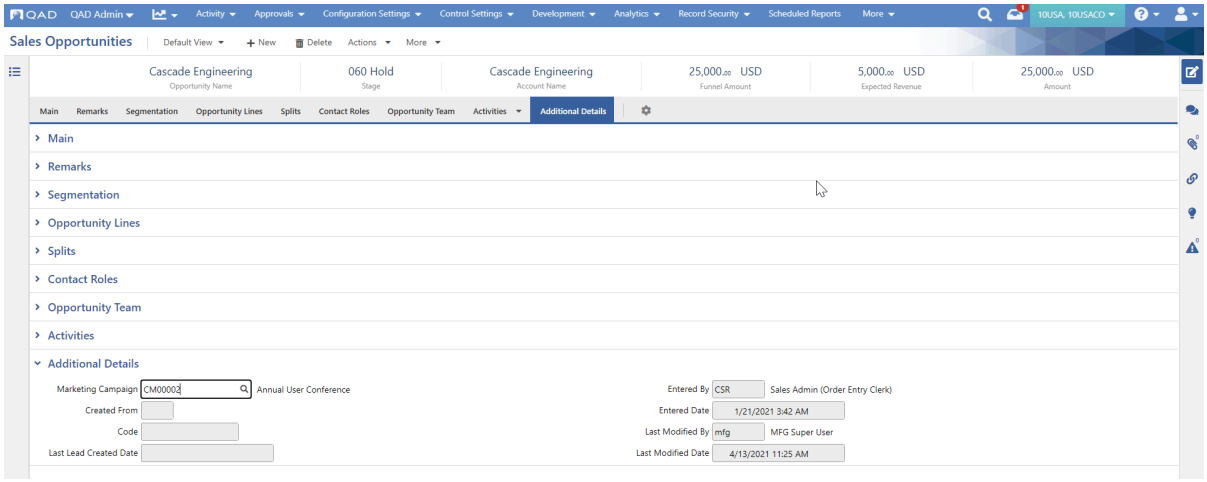
Use the Email History panel to view or add email correspondence associated with this account.

If a contact can be found associated with the email address in the email history, then the email history is linked automatically to the contact and contact's account .

Click +New to add a new line.

Click Details to open the Email History window.

Additional Details



Marketing Campaign

If this opportunity was converted from a lead, the associated marketing campaign is copied from the lead.

Created From

Indicates whether this account was created from a lead or a campaign.

A blank value indicates that this account was manually created.

Code

Contains a lead code or campaign code.

Value can only be a lead code.

If no value is included in the Created From field, this field remains blank.

Last Lead Created Date

Displays the date in which a lead was last created for this opportunity via the Create Lead action.

Entered By

Indicates the user who entered this record.

Last Modified By

Indicates the last user to save changes on this record.

Entered Date

Indicates when this record was first created.

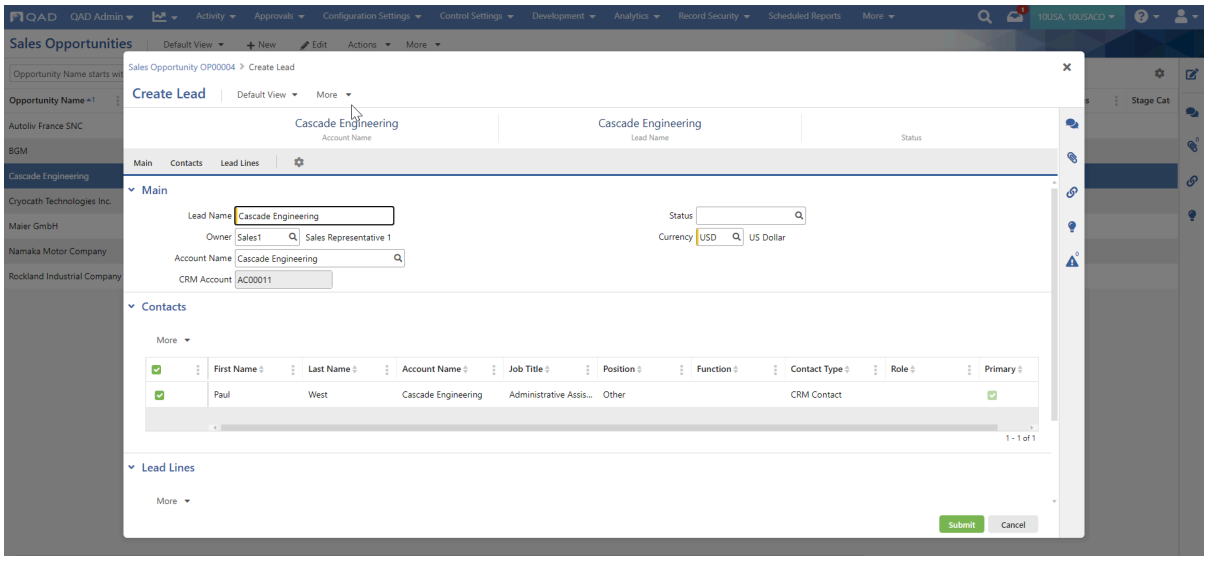
Last Modified Date

Indicates when this record was last edited.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode.

Create Lead Action



Choose Actions > *Individual* > Create Lead to create a lead from a sales opportunity.

Main

Lead Name

Enter a name identifying the new lead.

Defaults to the opportunity name.

Owner

Indicates the internal user to be responsible for this lead.

Defaults to opportunity owner.

Account Name

Indicates the account associated with this lead.

CRM Account

Indicates the CRM account number designated to the new lead by the system.

Defaults to the opportunity account.

Status

Indicate the status of the new lead.

Currency

Indicates the primary currency to be used for transactions with this lead.

Defaults to the currency of the opportunity.

Contacts

The Contacts panel displays the contacts to be copied to the new lead.

At least one contact must be copied.

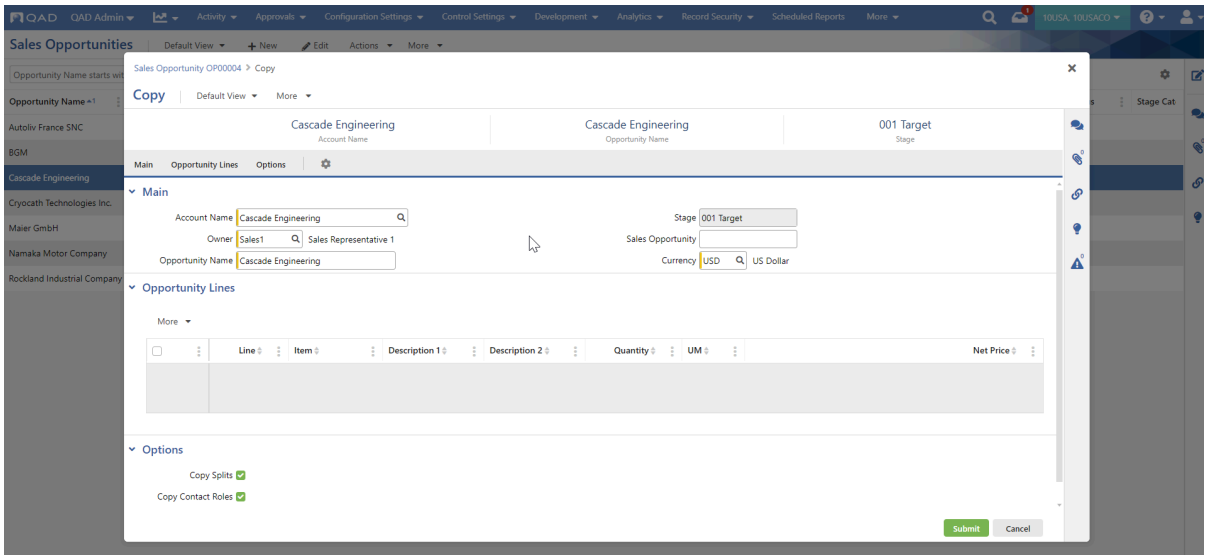
You can manually select contacts you want to be copied by indicating each line in the checkbox column.

Lead Lines

The Lead Lines panel displays the lead lines to be copied to the new lead.

You can manually select lines you want to be copied by indicating each line in the checkbox column.

Copy Action



Choose Actions > *Individual* > Copy to copy data from the selected sales opportunity into a new sales opportunity.

Clicking Submit automatically brings up the new opportunity.

Main

All values here are copied to the new opportunity and are defaulted from the copied opportunity.

Account Name

Indicates the account associated with this opportunity.

Owner

Indicates the internal user to be responsible for this opportunity.

Opportunity Name

Indicates the name of this sales opportunity.

Stage

Indicates the current stage of the opportunity to be copied.

Sales Opportunity

Indicates the opportunity code.

It is generated automatically by the system if it is blank.

Currency

Indicates the primary currency to be used for transactions with this opportunity.

Defaults from the copied opportunity.

Opportunity Lines

The Opportunity Lines panel displays the opportunity lines to be copied to the new sales opportunities.

You can manually select lines you want to be copied by indicating each line in the checkbox column.

Options

Copy Splits

If selected, splits information is copied to the new opportunity.

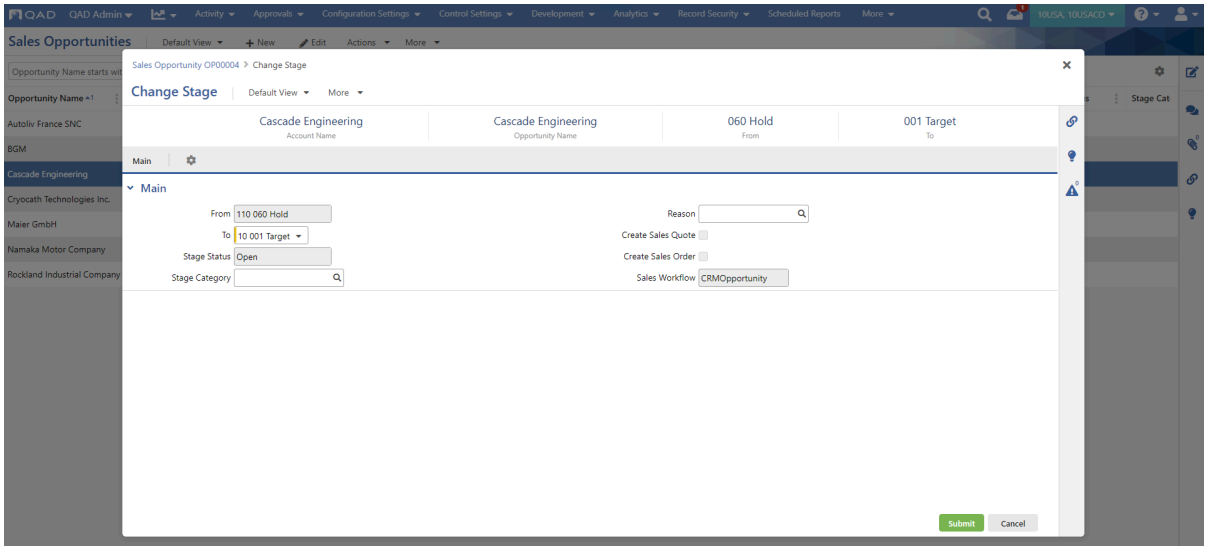
Copy Contact Roles

If selected, contact roles are copied to the new opportunity.

Copy Opportunity Team

If selected, opportunity team information is copied to new opportunity.

Change Stage Action



Choose Actions > *Individual* > Change Stage to change the opportunity stage as defined in **Sales Workflows**.

This action cannot be used if no sales workflow is applied.

If the To stage field value is linked with a Task List, then once the Change Stage action is complete the associated tasks from this list are created for this opportunity automatically.

If the tasks associated with the From stage field value are marked as Must be Completed and those tasks are still open, a warning message displays.

Main

From

Displays the current stage of the opportunity.

To

Indicate the stage the opportunity should be changed to.

The system displays available stages the current stage can change to based on the sales workflow definition.

Stage Status

Displays the status of the current stage.

Displays the default Stage Status of the To stage based on the sales workflow definition.

Stage Category

Indicate the stage category.

Displays the default Stage Category of the To stage based on the sales workflow definition.

Reason

Indicate the reason for the change.

If the Reason Required option of the To stage is selected in **Sales Workflows**, then Reason is mandatory. The reason codes that can be used are based on Reason Type in the To stage in **Sales Workflows**.

Create Sales Quote

The Create Sales Quote action screen is displayed if this option is selected.

You can choose to create a sales quote later.

The default value is defined by the Create Sales Quote setting of the To stage in **Sales Workflows**.

Create Sales Order

The Create Sales Order action screen is displayed if this option is selected.

The default value is defined by the Create Sales Quote setting of the To stage in **Sales Workflows**.

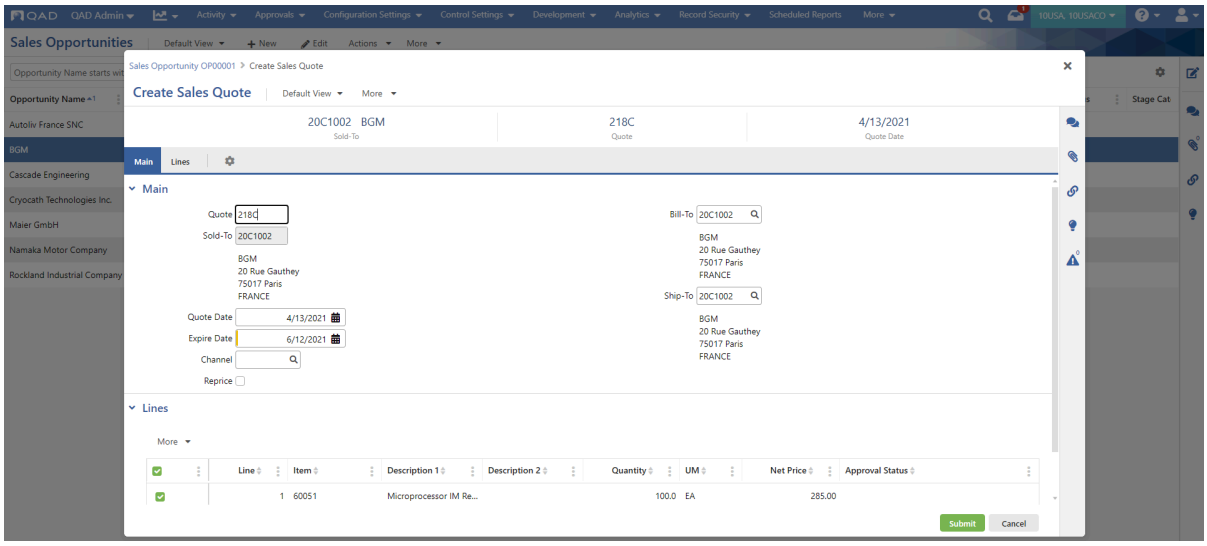
You can choose to create a sales order later.

The default value is defined by the Create Sales Order setting of the To stage in **Sales Workflows**.

Sales Workflow

Displays the master sales workflow associated with this opportunity.

Create Sales Quote Action



Choose Actions > *Individual* > Create Sales Quote to create a sales quote from a sales opportunity.

Main

Quote

Indicates a code identifying the sales quote.

The system generates the quote code automatically if it is blank.

Sold-To

Indicates the sold-to customer.

Quote Date

Indicates the date that the quote was created.

Expire Date

Indicates the date that the quote will expire.

Reprice

If selected, the system reprices line items of the quote.

Bill-To

Indicates the customer paying the invoice

Ship-To

Enter the shipping address.

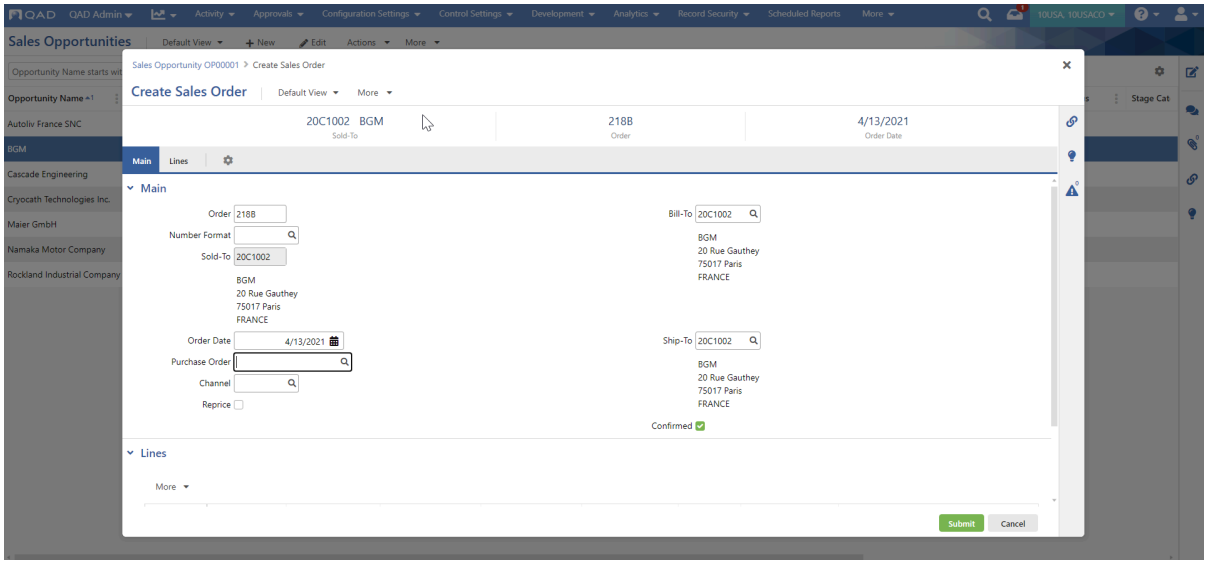
This value defaults from the Sold-To field.

Lines

The Lines panel displays the line items to be carried over to the sales quote.

You can manually select lines you want to be included in the sales quote by indicating each line in the checkbox column.

Create Sales Order Action



Choose Actions > *Individual* > Create Sales Order to create a sales order from a sales opportunity.

Main

Order

Indicates a sales order number.

Number Format

Indicate a number format for the sales order.

Sold-To

Indicate the sold-to customer.

Order Date

Indicates the date that the order was created.

Expire Date

Indicates the day the quote will expire.

Purchase Order

Indicate an associated purchase order, if applicable.

Channel

Indicate the sales channel associated with this sales order.

Reprice

If selected, line items are repriced during creation of the sales order.

Bill-To

Indicates the customer paying the invoice

Ship-To

Enter the shipping address.

This value defaults from the Sold-To field.

Confirmed

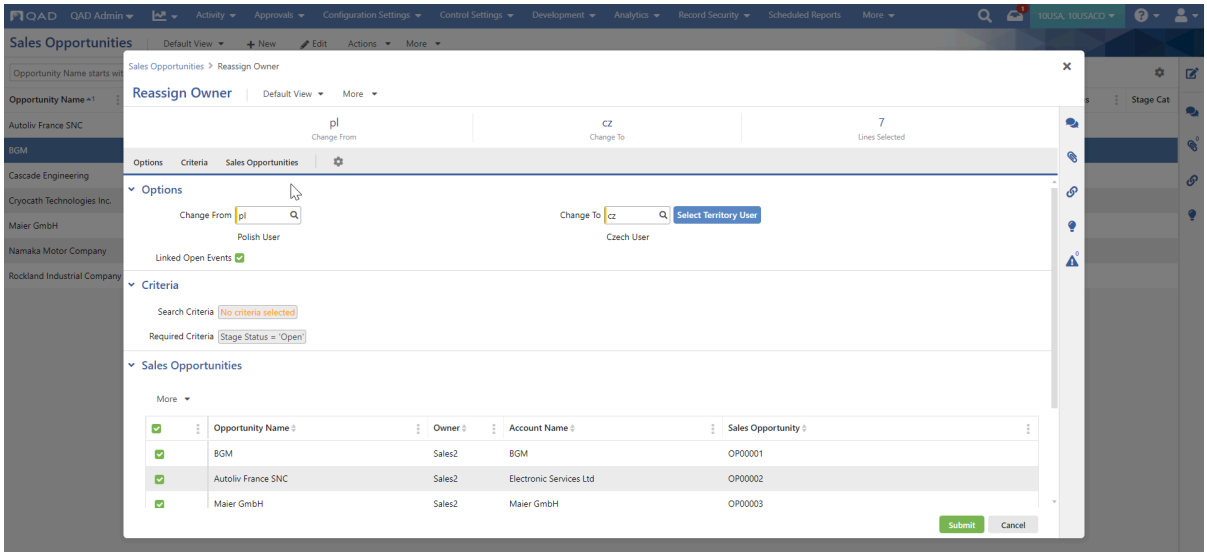
If selected, indicates the sales order is considered as having a status of Confirmed.

Lines

The Lines panel displays the line items to be carried over to the sales order.

You can manually select lines you want to be included in the sales order by indicating each line in the checkbox column.

Reassign Owner Action



Choose Actions > *Bulk* > Reassign Owner to reassign the owner of one or more sales opportunities.

Options

Change From

Indicate the user from which the sales opportunity should be reassigned.

Change To

Indicate the user to which the sales opportunity should be reassigned.

Click Select Territory User to open a browse listing all users who are in the same territory as the user listed in the Change From field. Territory users are defined in **Territories**.

Linked Open Events

Indicate whether to include linked open events on the reassigned record.

Criteria

Search Criteria

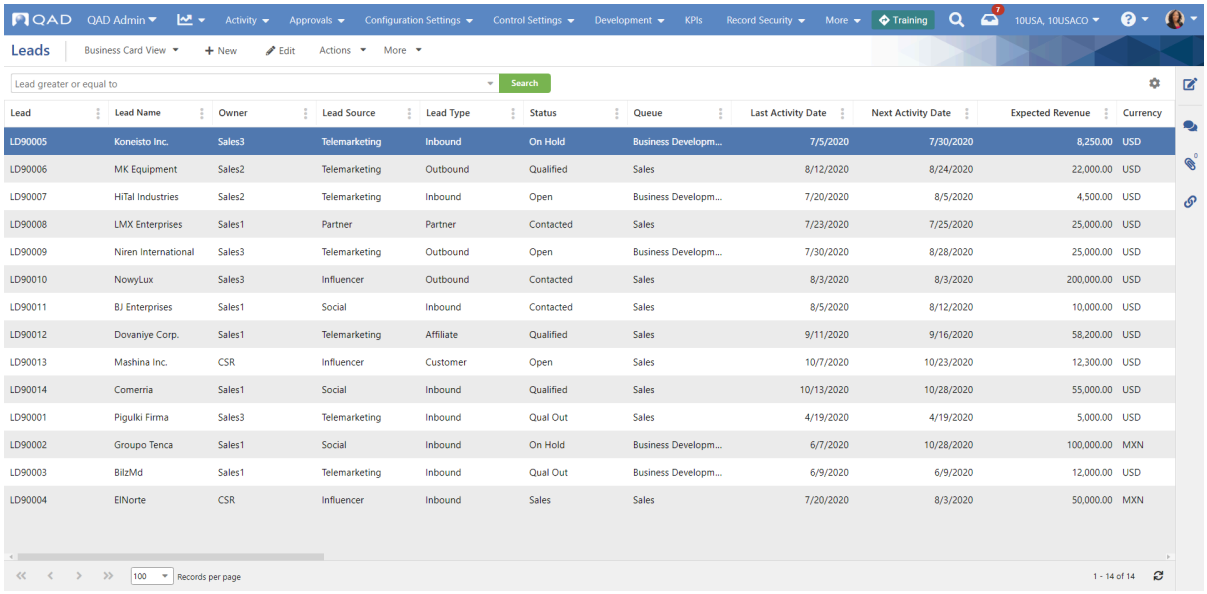
Indicates the search criteria used to display records in the Sales Opportunities panel.

Sales Opportunities

Displays all possible sales opportunities based on the current search criteria.

Use the checkbox columns to determine which sales opportunities should be reassigned.

Leads



Leads are typically the initial involvement you have with potential customers.

In interactions with clients or potential clients, business cards often exchanged. You can use the Leads hybrid view to record the information received on that business card.

Leads can also derive from marketing activities. For example, information gathered from marketing campaigns can be used to determine people interested in a product. Use the Leads hybrid view to record and nurture these potential sales.

Leads generally precede sales opportunities. Once ready, leads can be converted into a sales opportunity using the Convert action. Unlike sales opportunities, leads do not require an existing account.

The Leads view includes drill-down links to the following screens:

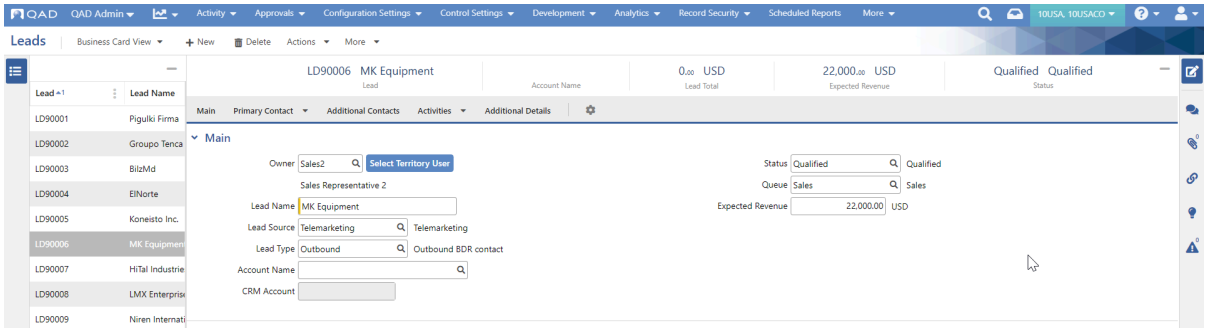
- CRM Accounts
- Converted Accounts
- Converted Contacts
- Converted Opportunities
- Users
- Visit Reports
- LinkedIn (External)

The following actions are available from the Actions drop-down menu:

- Copy individual action

- Convert individual action
- Email Contact individual action
- Merge bulk action
- Reassign Owner bulk action
- Email Contacts bulk action

Main Panel



Owner

Indicate the internal user responsible for this lead.

Defaults to the current user for new leads.

Lead Name

Enter a name identifying this lead.

Lead Source

Indicate the source of this lead.

Values available for selection here are configured in **Generalized Codes.**

Lead Type

Indicate the type of lead.

Values available for selection here are configured in **Generalized Codes**.

Account Name

Select an existing CRM account or list an account not recorded in the system.

CRM Account

Indicates the CRM account number associated with the associated account.

This field populates automatically based on the Account Name field.

Status

Indicate the current status of this lead.

Values available for selection here are configured in **Generalized Codes**.

Queue

Indicate the queue associated with this lead.

Values available for selection here are configured in **Generalized Codes**.

Currency

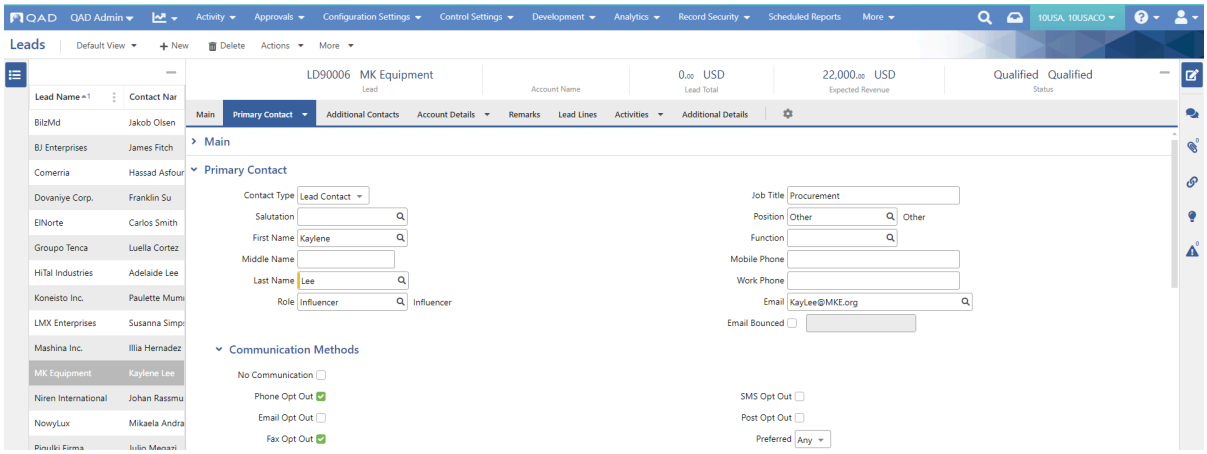
Indicates the primary currency used for transactions with this lead.

Defaults to the base currency.

Expected Revenue

Enter this lead's potential worth.

Primary Contact Panel



Contact Type

Specify whether this contact is a CRM Contact or a Lead Contact.

If Lead Contact, an existing Lead Contact record can be linked or a new Lead Contact can be created directly within the Primary Contact panel.

If CRM Contact, an existing CRM Contact record must be linked.

Salutation

Indicate the preferred salutation for this contact.

Values available for selection here are configured in **Generalized Codes**.

First Name

Enter the contact's first name.

Middle Name

Enter the contact's middle name.

Last Name

Enter the contact's last name.

Role

Indicate the contact's role in the lead process.

Job Title

Enter the contact's title within the company.

Position

Enter the contact's position with the company.

Function

Enter the contact's function within their company; for example, sales or finance.

Mobile Phone

Enter the mobile phone number associated with the contact.

Work Phone

Enter the work phone number associated with the contact.

Email

Indicate the email address associated with the contact.

Email Bounced

If email correspondence bounced, or was returned to sender, select this field.

Use the calendar to enter the date this occurred.

Communication Methods Subpanel

No Communication

Select to indicate this contact has opted out of all communications.

Phone Opt Out

Select to indicate this contact has opted out of being contacted via phone.

Email Opt Out

Select to indicate this contact has opted out of being contacted via email.

Fax Opt Out

Select to indicate this contact has opted out of being contacted via fax.

SMS Opt Out

Select to indicate this contact has opted out of being contacted via SMS.

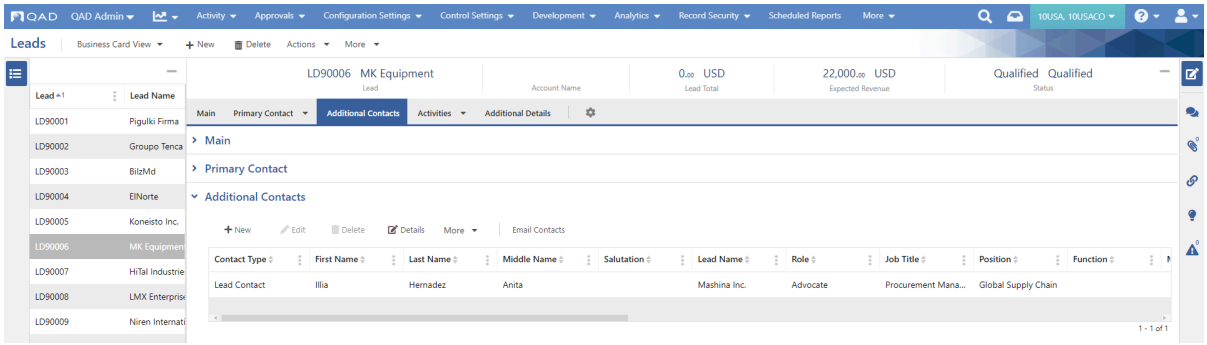
Post Opt Out

Select to indicate this contact has opted out of being contacted via postal mail.

Preferred

Indicate the contact's preferred method of communication.

Additional Contacts Panel

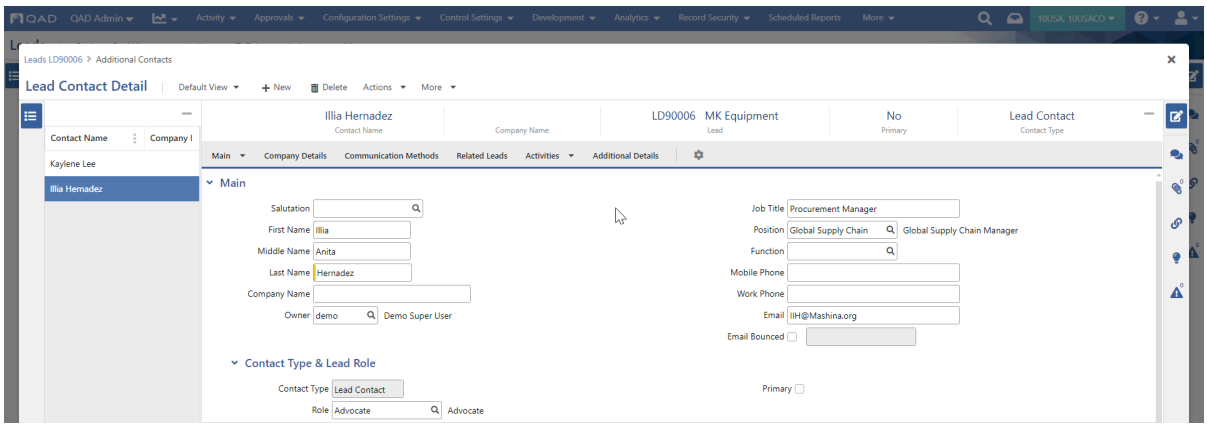


Use the Additional Contacts panel to update information for other contacts associated with this lead.

Click New to add a new line.

Click Details to open the Lead Contact Detail window and further define lead contact information.

Lead Contact Detail Main Panel



Salutation

Indicate the preferred salutation for this contact.

Values available for selection here are configured in **Generalized Codes**.

First Name

Enter the contact's first name.

Middle Name

Enter the contact's middle name.

Last Name

Enter the contact's last name.

Company Name

Indicate the company associated with this lead contact.

Owner

Indicate the internal user responsible for this account.

Job Title

Select the contact's job title within the company.

Values available for selection here are configured in **Generalized Codes**.

Position

Select the contact's position within the company.

Values available for selection here are configured in **Generalized Codes**.

Function

Select the contact's function within the company.

Values available for selection here are configured in **Generalized Codes**.

Mobile Phone

Enter the mobile phone number associated with the contact.

Work Phone

Enter the work phone number associated with the contact.

Email

Indicate the email address associated with the contact.

Email Bounced

If email correspondence bounced, or was returned to sender, select this field.

Use the calendar to enter the date.

Lead Contact Detail Contact Type & Lead Role Subpanel

Contact Type

Specify whether this contact is a CRM Contact or a Lead Contact.

If Lead Contact, an existing Lead Contact record can be linked or a new Lead Contact can be created directly within the Contact Type & Lead Role subpanel.

If CRM Contact, an existing CRM Contact record must be linked.

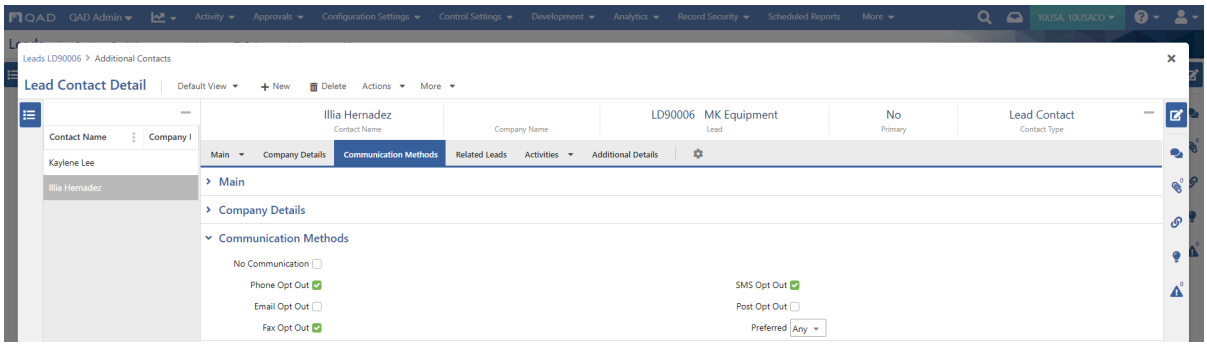
Role

Indicate the contact's role in the lead process.

Primary

Select to indicate this is the primary contact associated with the lead.

Lead Contact Detail Communications Methods Panel



No Communication

Select to indicate this contact has opted out of all communications.

Phone Opt Out

Select to indicate this contact has opted out of being contacted via phone.

Email Opt Out

Select to indicate this contact has opted out of being contacted via email.

Fax Opt Out

Select to indicate this contact has opted out of being contacted via fax.

SMS Opt Out

Select to indicate this contact has opted out of being contacted via SMS.

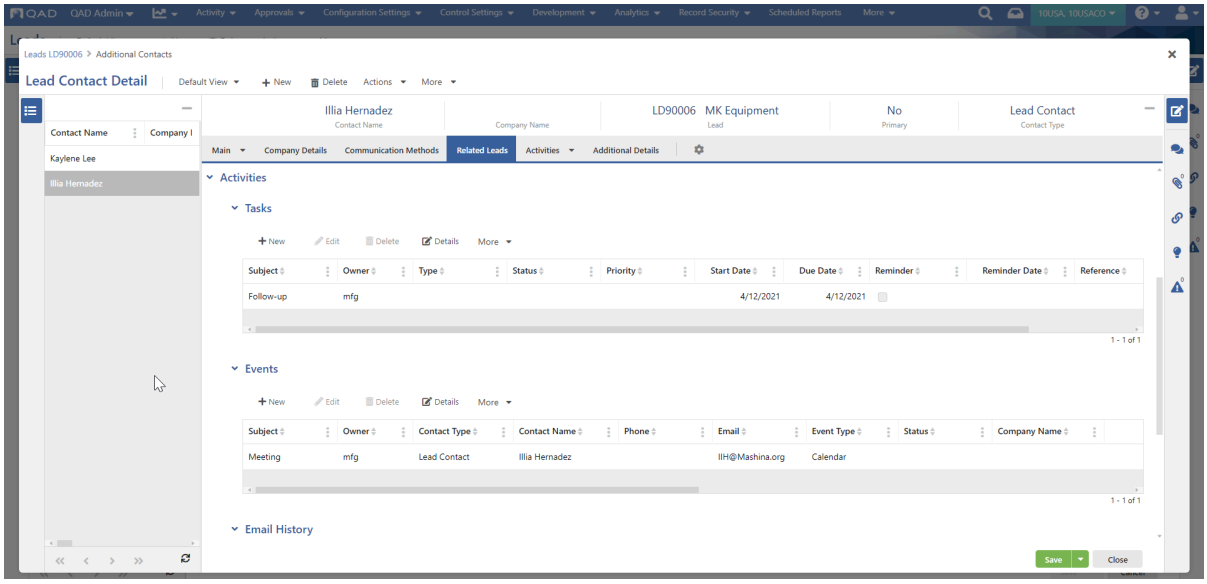
Post Opt Out

Select to indicate this contact has opted out of being contacted via postal mail.

Preferred

Indicate the contact's preferred method of communication.

Lead Contact Activities Panel

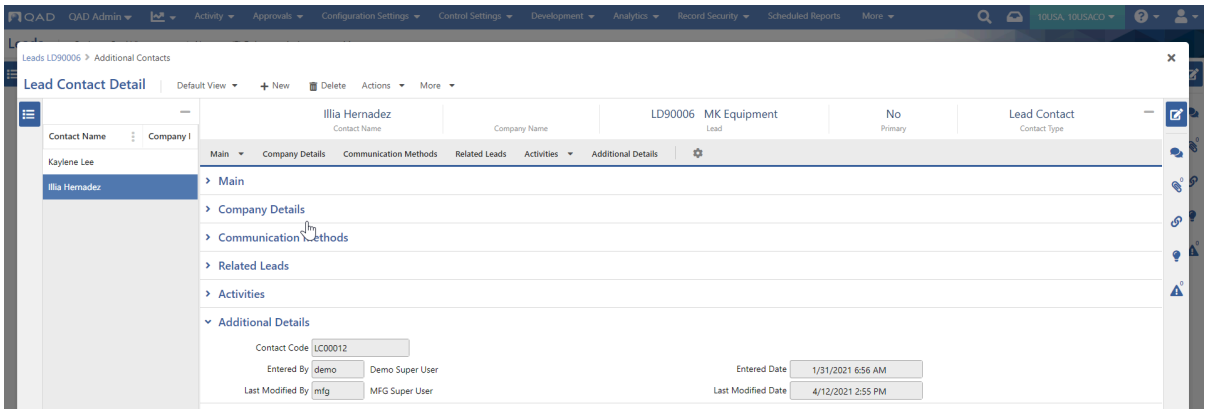


The Activities panel displays the Tasks, Events, and Email History subpanels.

The Email History panel displays all email correspondence that has taken place with this lead contact using the Email Contact action.

Click New to manually add a new line, or click Details on a panel to further maintain record information.

Lead Contact Detail Additional Details Panel



Contact Code

Indicates a unique code for this contact.

Entered By

Indicates the user who entered this record.

Last Modified By

Indicates the last user to save changes to this record.

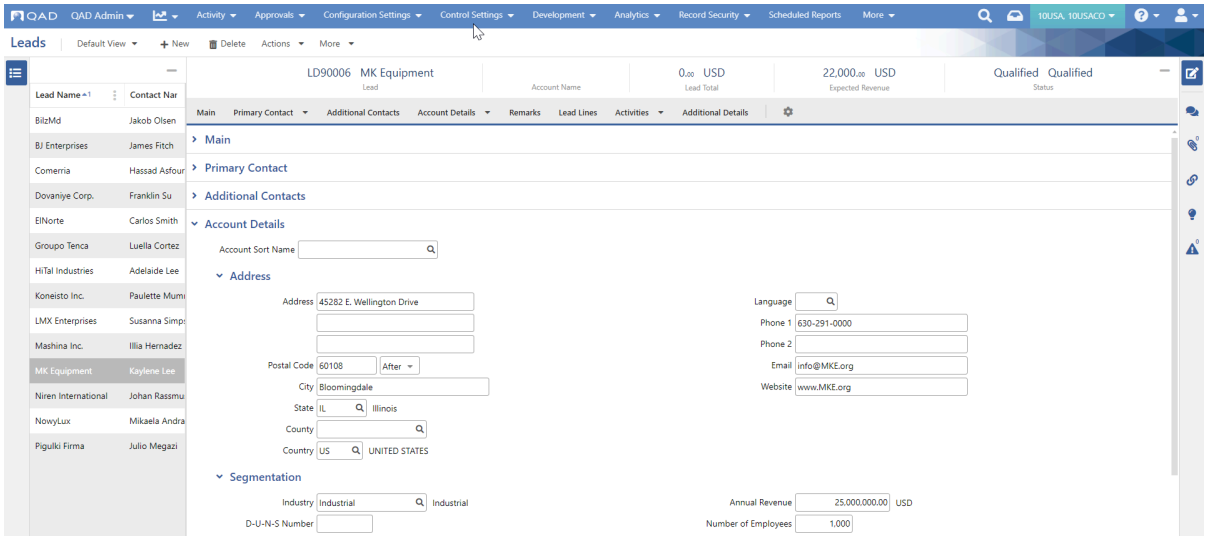
Entered Date

Indicates when this record was first created.

Last Modified Date

Indicates when this record was last edited.

Account Details Panel



Account Sort Name

Defaults from Account Name field in the Main panel.

Address Subpanel

If an existing account is linked, fields here default to account address information.

Address

Enter the mailing address associated with this account.

Postal Code

Enter the postal code associated with this account address.

City

Enter the city associated with this account address.

State

Enter the state associated with this account address.

County

Enter the county associated with this account address.

Country

Enter the country associated with this account address.

Language

Enter the primary language used for communicating with this account.

Phone 1

Enter the primary phone number for this account.

Phone 2

Enter a secondary phone number for this account.

Email

Enter an email address for this account.

Website

Enter a website associated with this account.

Segmentation Subpanel

If an existing account is linked, fields here default from account segmentation information.

Industry

Indicate the industry associated with this account.

D-U-N-S Number

Enter the Dun & Bradstreet number associated with this account.

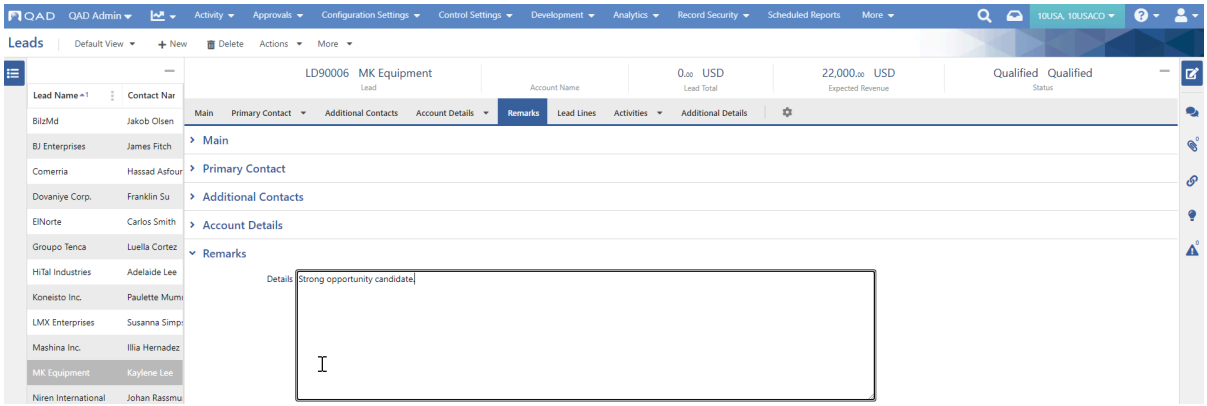
Annual Revenue

Enter the amount of annual revenue for this account.

Number of Employees

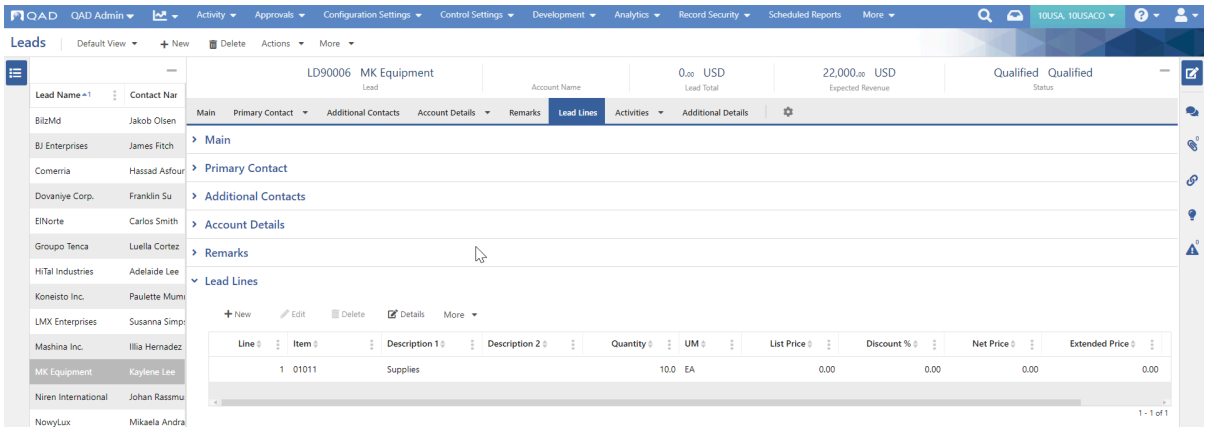
Enter the number of employees associated with this account.

Remarks Panel



Optionally, enter any remarks.

Lead Lines Panel



Use Lead Lines to add product or service information of interest to this lead.

Click New to add a new line.

Click Details to open the Lead Lines window.

Lead Lines Main Panel

Click New to add a new line.

Lines

Indicates the current line number.

Item

Indicate an item or service being rendered.

Description 1

Enter a description about this item.

Description 2

Enter a second description about this item.

Quantity

Indicate the quantity of this item.

List Price

Indicates the list price value for this item.

Discount%

Enter the percentage of discount to be applied to this item, if applicable.

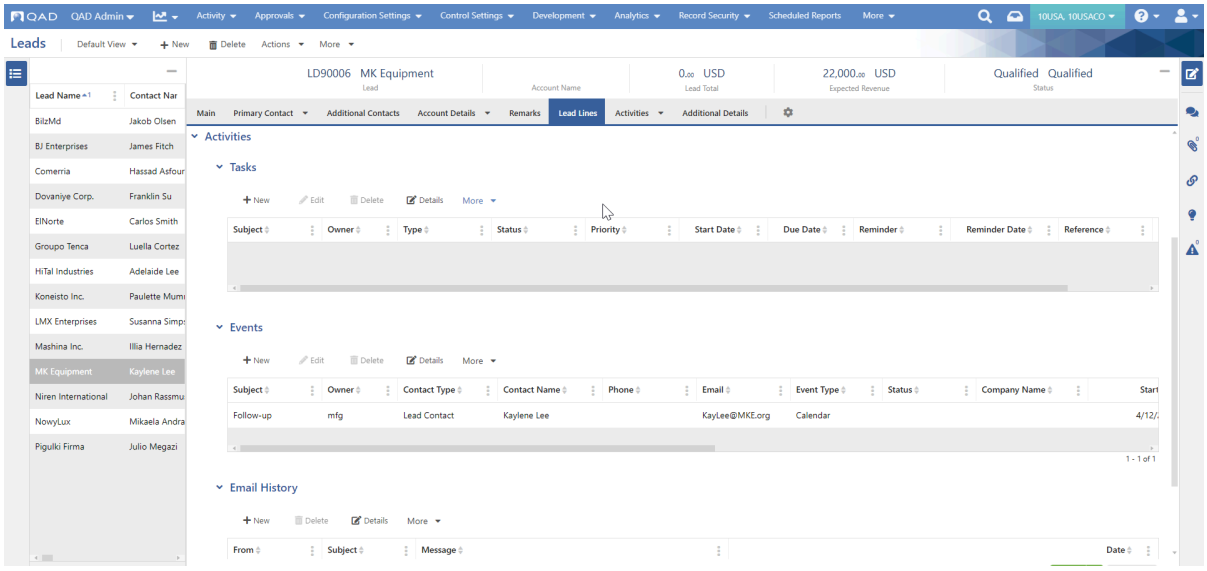
Net Price

Displays the net price value for this item.

Pricing Date

Displays when this item was last priced.

Activities Panel



The Activities panel contains the Tasks, Events, and Email History subpanels.

Tasks Subpanel

Use the Tasks panel to add or edit tasks associated with this lead.

Click New to add a new line.

Click Details to open the Tasks window.

Events Subpanel

Use the Events panel to add or edit events associated with this lead.

Click New to add a new line.

Click Details to open the Events window.

Email History Subpanel

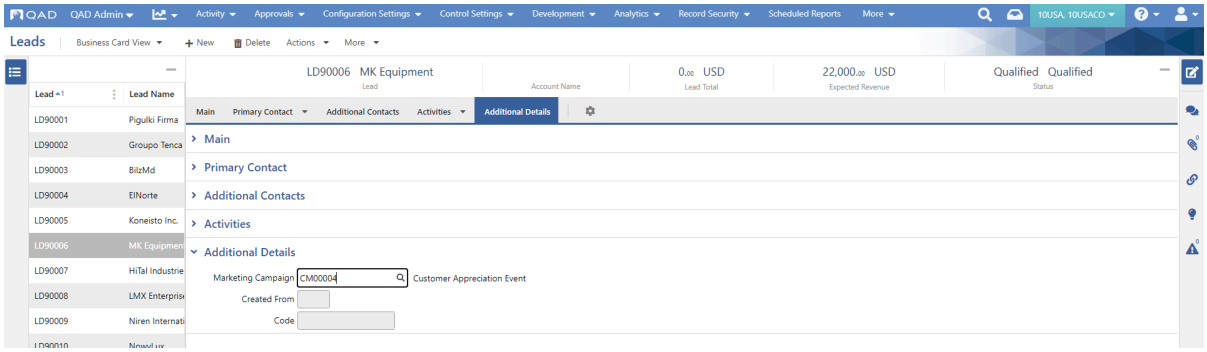
Use the Email History panel to view or add email correspondence associated with this lead.

All emails sent using the Email Contact action will populate here.

Click New to add a new line.

Click Details to open the Email History window.

Additional Details Panel



Marketing Campaign

Use the lookup to attach a lead to a previously created marketing campaign.

Note Leads created directly from **Marketing Campaigns** display the campaign code here upon creation.

Created From

Indicates whether this lead was created from a sales opportunity or a marketing campaign.

Entered By

Displays the user who entered this record.

Last Modified By

Displays the last user to save changes on this record.

Entered Date

Displays when this record was first created.

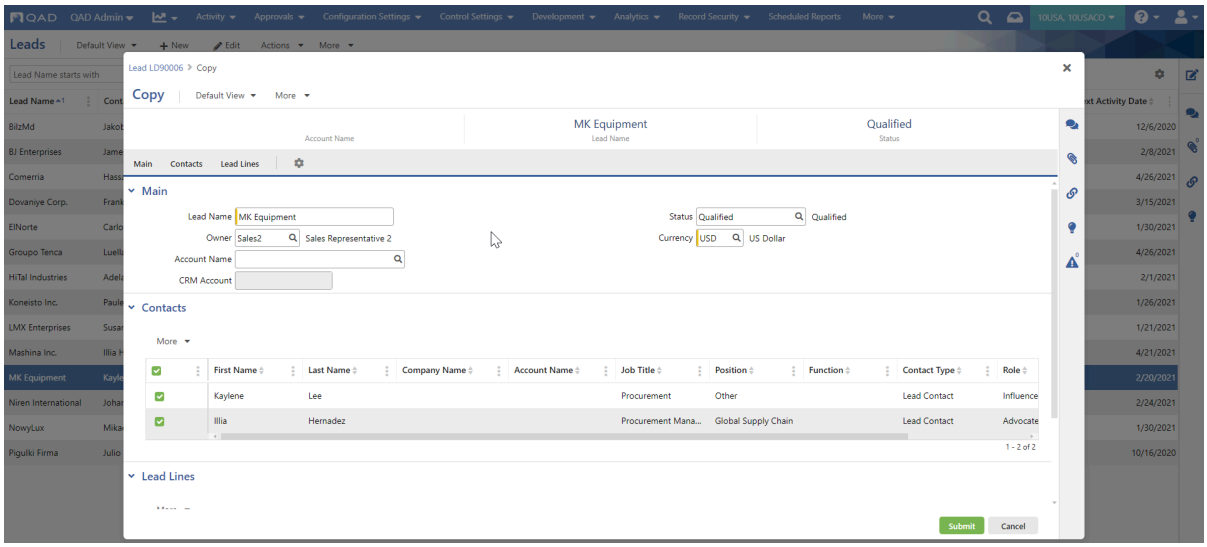
Last Modified Date

Displays when this record was last edited.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode.

Copy Action



Choose Actions > *Individual* > Copy to create a new lead by copying the selected record.

Clicking Submit will automatically display the newly created lead.

Fields here will populate automatically based on the source lead and can be updated as required.

Main

Lead Name

Update the lead name as required.

Owner

Indicates the internal user to be responsible for this lead.

Account Name

Indicates the account associated with this lead.

CRM Account

Indicates the CRM account number assigned to the new lead by the system.

Status

Indicates the status of the new lead.

Currency

Indicates the primary currency to be used for transactions with this lead.

Defaults to the currency of the lead being copied.

Contacts

The Contacts panel displays the contacts to be copied to the new lead.

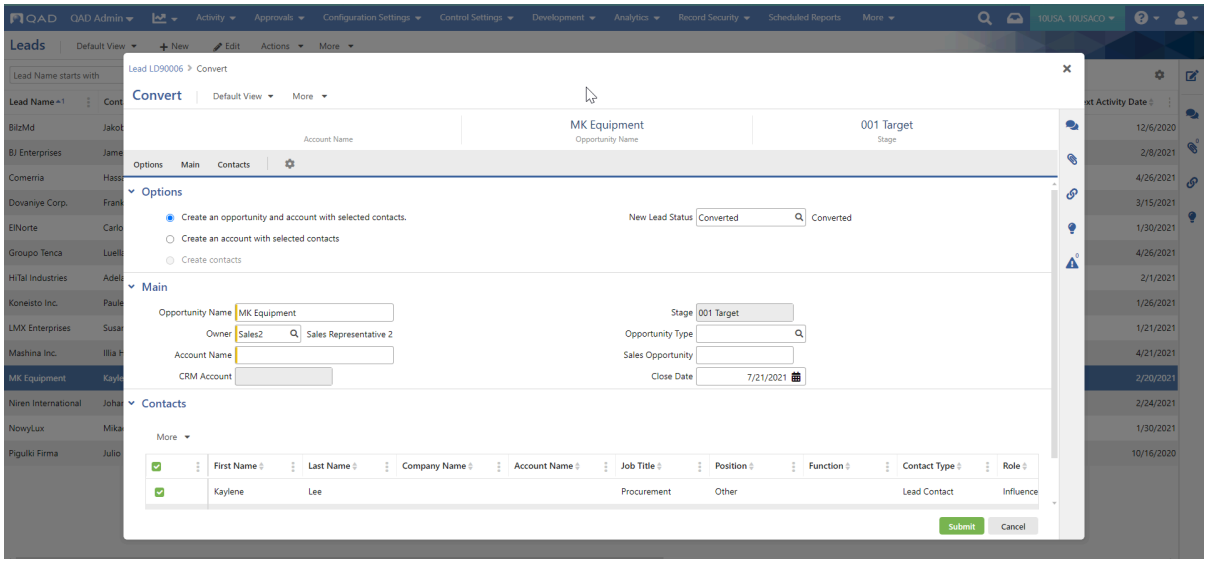
You can manually select contacts you want to be copied by indicating each line in the checkbox column.

Lead Lines

The Lead Lines panel displays the lead lines to be copied to the new lead.

You can manually select lines you want to be copied by indicating each line in the checkbox column.

Convert Action



Choose Actions > *Individual* > Convert to convert a lead into a sales opportunity.

Your selection in the Options panel influences which fields are read-only.

Options

Create an opportunity with selected contacts

This option converts the lead into a sales opportunity with associated contacts based on data you specify in the Contacts panel.

If the account associated with this lead is not an existing CRM account, the system creates one as part of the conversion process.

Create an account with selected contacts

This option creates an account using existing lead information and contacts based on data you specify in the Contacts panel.

If the account associated with this lead is not an existing CRM account, the system creates one as part of the conversion process.

This field is disabled if an existing CRM account is linked.

Create contacts

This option creates contacts based on data you specify in the Contacts panel.

This field is disabled if all contacts are CRM contacts.

Main

Opportunity Name

Enter the name of the sales opportunity to be created from this lead.

Owner

Indicates the internal user to be responsible for the converted lead.

Account Name

Indicates the account associated with this converted lead.

CRM Account

Indicates the CRM account number.

This field is validated upon clicking Submit should a new account be created.

Stage

Enter the current stage of this sales opportunity.

If a workflow is applied, this field populates automatically; you cannot modify it.

If no workflow is applied, you must update this field manually.

Opportunity Type

Enter the opportunity type. This is often the type of industry associated with this account.

Sales Opportunity

A unique code that identifies this sales opportunity within the system.

A code is generated automatically if this field is left blank.

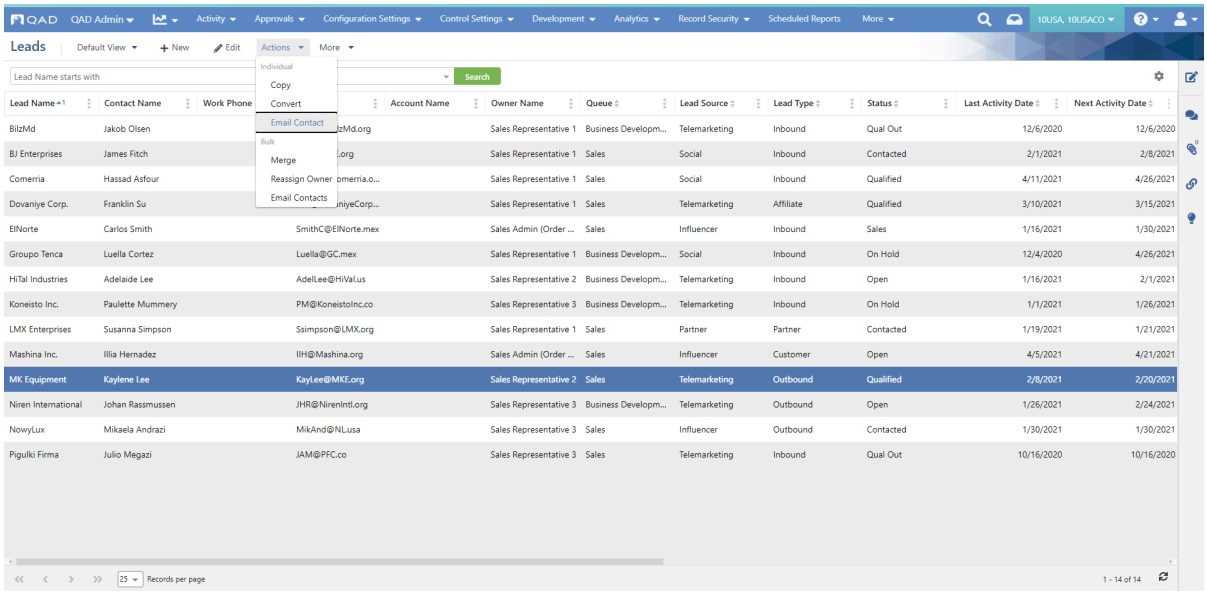
Contacts

The Contacts panel displays the contacts associated with the account to be converted.

You can manually select contacts you want to be copied by indicating each line in the checkbox column.

If the contact is already a CRM contact, it is attached to the new opportunity. If the contact is a lead contact, the system converts that contact to a CRM contact and attach it to the opportunity.

Email Contact Action

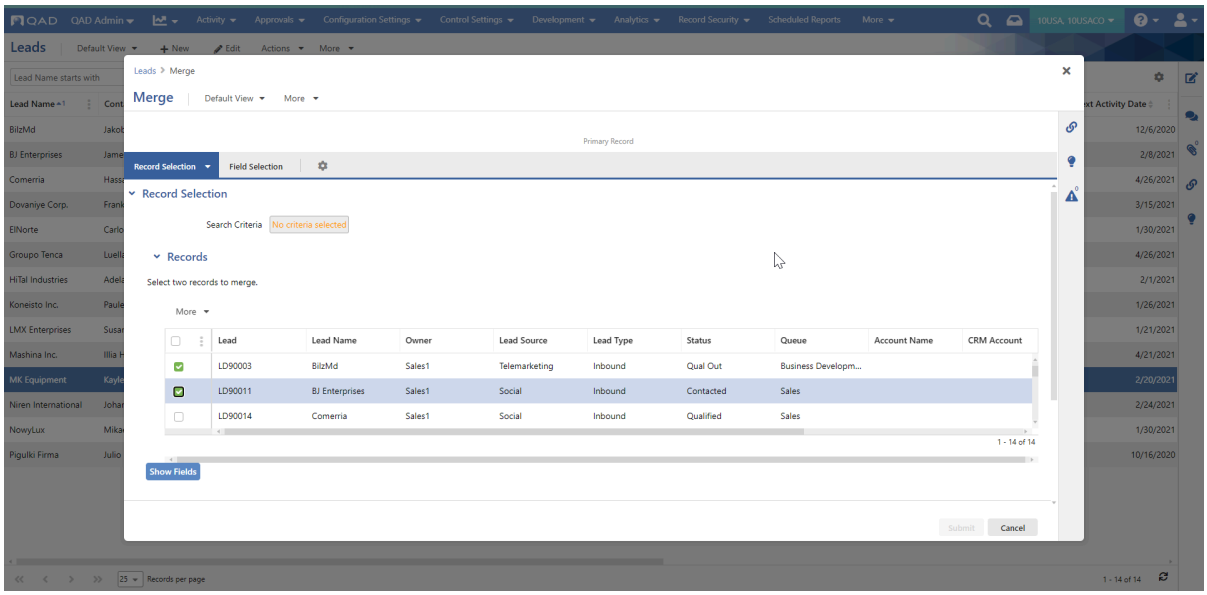


Choose Actions > *Individual* > Email Contact to send an email to the primary contact associated with this lead.

After you select this action, your default email client appears with the primary contact's email address populated. Your message is now ready to be typed.

After sending the email, you will see it populated in the Email History section of the record.

Merge Action



Choose Actions > *Bulk* > Merge to combine leads while maintaining specific data.

Use the search filter to select records for merge.

Record Selection

Search Criteria

Indicates the search criteria used to display records in the Records panel.

Records

The Records panel displays the records returned from the browse based on the search criteria.

Select two records you want to merge by selecting the checkbox for those records in the Selected column.

Click the Show Fields button to populate the Field Selection panel with data from the two selected records.

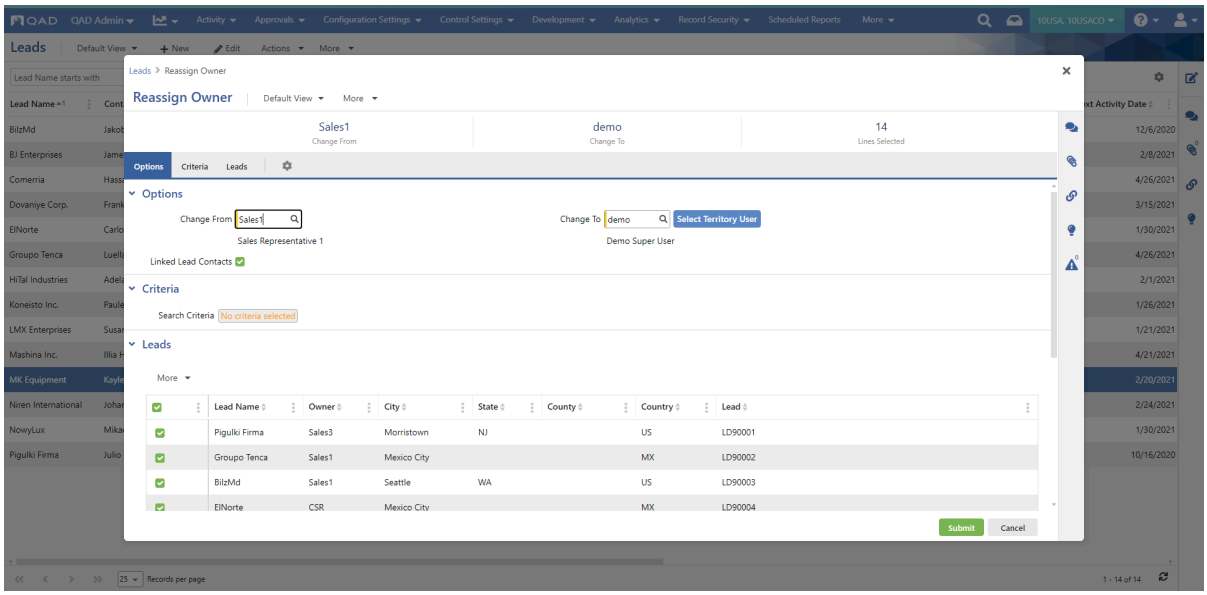
Field Selection

Displays the fields to be maintained in the merged record.

Use the checkbox columns to determine which data should remain in the merged record.

The secondary record will be deleted upon successful action.

Reassign Owner Action



Choose Actions > *Bulk* > Reassign Owner to reassign the owner of one or more leads.

Options

Change From

Indicate the user from which the lead should be reassigned.

Change To

Indicate the user to which the lead should be reassigned.

Click Select Territory User to open a browse listing all users who are in the same territory as the user listed in the Change From field. Territory users are defined in **Territories**.

Linked Lead Contacts

Indicate whether to include linked lead contacts on the reassigned record.

Criteria

Search Criteria

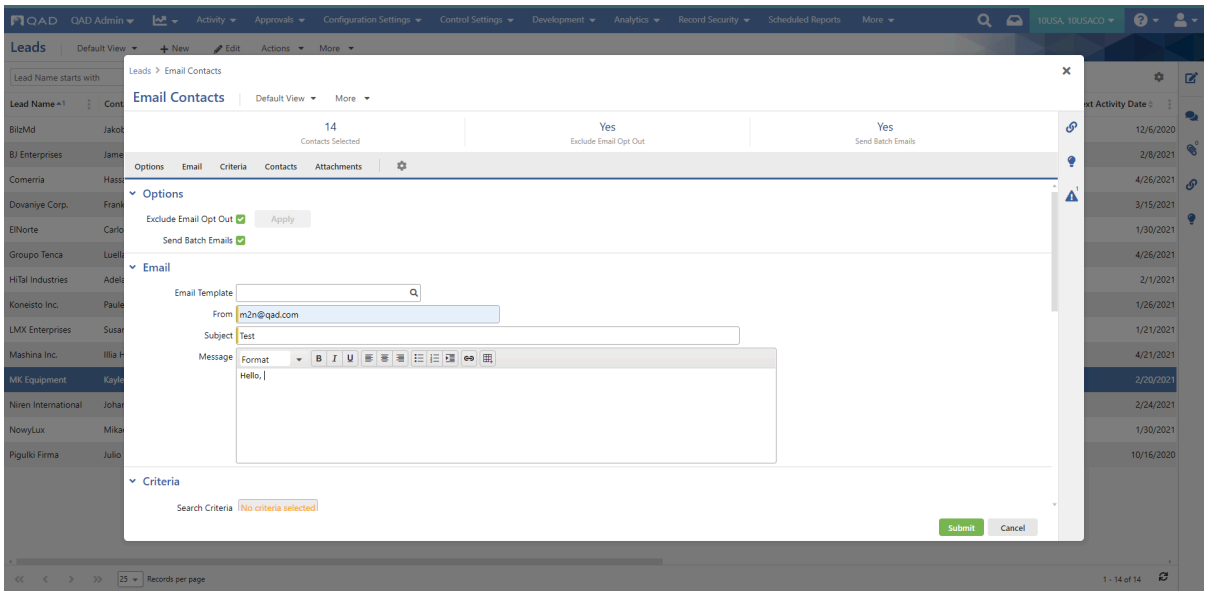
Indicates the search criteria used to display records in the Leads panel.

Leads

Displays all possible leads based on the current search criteria.

Use the checkbox columns to determine which leads should be reassigned.

Email Contacts Action



Choose Actions > *Bulk* > Email Contacts to send an email to any or all contacts associated with this record.

There are two methods you can use to send emails using this action. One uses your preconfigured email client and the other uses batch processing to send batch emails.

When Send Batch Emails is not selected and you click Submit, your email client appears in a new window with the selected contact email addresses already populated. Simply enter your subject and message, and then send.

If Send Batch Email is selected, you need to enter your content in the Emails panel. After clicking the Submit button, the emails are sent via background processing. Your email client does not open at any point.

Note The email account accessed by the email poller for batch emails is CC'd on all emails sent using the system. The poller copies all emails from this account, allowing these messages to be stored by QAD CRM and linked with the associated contacts.

For more information on this process, see the section on CRM Email Integration on page 2254 .

Options

Exclude Email Opt Out

If selected, all contacts that have been opted out of email communication via the Email Opt Out field in **CRM Contacts** or **Lead Contacts** are removed from the Contacts panel.

Click Apply to have the system remove these contacts from selection.

To make these contacts available within the Contacts grid once again, clear this field and click Apply.

Send Batch Emails

If indicated, the Email panel populates below. Use this panel to draft a predefined batch email.

Email

Email Template

Optionally, use the lookup icon to select an email template for this batch email message.

Values available for selection here are configured in **Notification Templates**.

If the email template contains placeholder fields, those fields are replaced with real values. For example, if the email template contains "Dear {contactsalutation} {contactname}", {contactsalutation} and {contactname} are replaced with the appropriate values for each email sent to those contacts.

From

Indicate the message sender's name or title. Mandatory field.

This is used as the "Send From" email address value.

Subject

Indicate the email's subject. Mandatory field.

Message

Enter your email's message.

Criteria

Required Criteria

Indicates the search criteria used to display records in the Contacts panel.

Contacts with blank email IDs will not be listed in the Contacts panel grid.

Contacts

The Contacts panel displays all contacts associated with this record.

Use the checkbox columns to specify which contacts you want to receive this email.

Contacts who have opted out of email communication are indicated in the Email Opt Out column.

Attachments

The Attachments panel only displays when Send Batch Emails in the Options panel is selected.

Use this panel to add attachments to batch emails.

Advancing a Lead to a Sales Opportunity

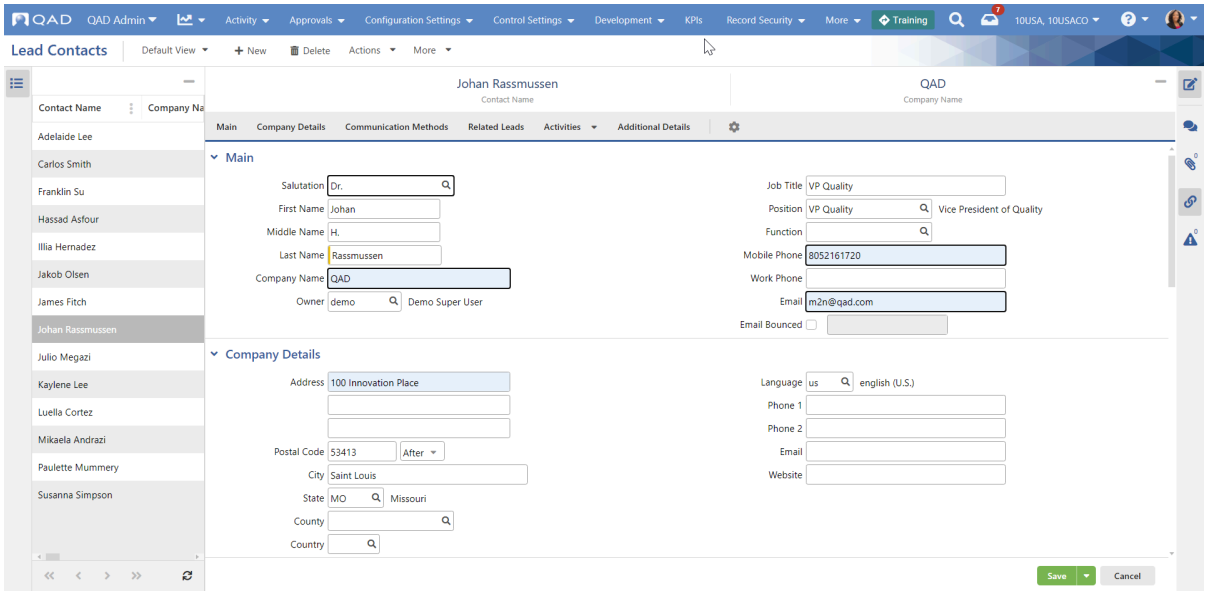
A lead has been nurtured to the point of becoming a potential sale and should be converted into a sales opportunity.

1. Navigate to the Lead record you want advanced to a sales opportunity.
2. Select Actions > Convert.
3. In the Options panel, select the option to create an opportunity with selected contacts.
4. In the Main panel, enter the following information:
   a. Opportunity Name: Enter the name of the sales opportunity created from this lead.
   b. Owner: Indicate the internal user to be responsible for the sales opportunity created from this lead.
   c. Stage: Enter the desired starting stage for the sales opportunity created from this lead.
5. In the Contacts panel, use the checkbox column to manually select contacts you want copied over to the sales opportunity created from this lead.
6. Review that all information is correct and click Submit.

The lead has been advanced into a sales opportunity.

Add tasks and other activities to your newly created opportunity using the Sales Opportunities screen.

Lead Contacts



In the process of accumulating and nurturing leads, there is often more than one contact associated with each lead. There may also be more than one lead active with a prospect at the same time. For these reasons, **Lead Contacts** enables you to maintain contacts specific to leads.

Once a lead is converted through the Create Lead action, then its contacts can also be created as CRM contacts.

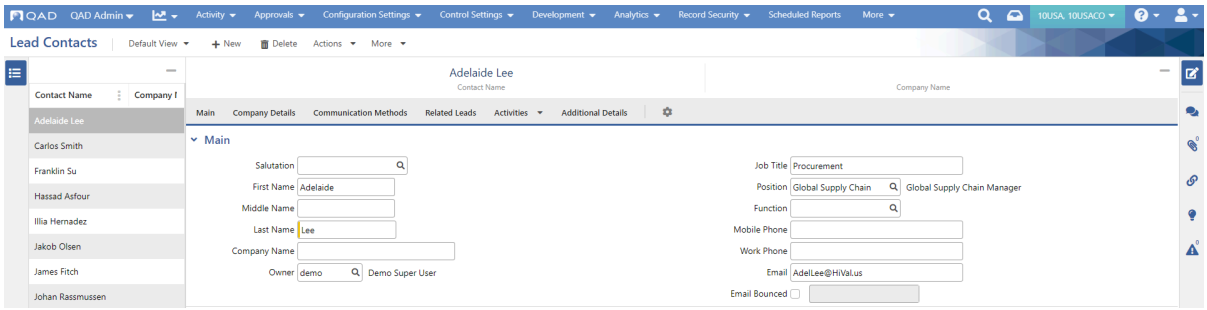
The **Lead Contacts** view includes drill-down links to the following screens:

- Campaign Stage Member
- Users
- LinkedIn (External)

The following actions are available from the Actions drop-down menu:

- Create Lead individual action
- Convert individual action
- Email Contact individual action
- Add to Campaign bulk action
- Email Contacts bulk action

Main Panel



Salutation

Indicate the preferred salutation for this contact.

Values available for selection here are configured in **Generalized Codes**.

First Name

Enter the contact's first name.

Middle Name

Enter the contact's middle name.

Last Name

Enter the contact's last name.

Company Name

Enter the company name associated with this contact.

Owner

Indicate the internal user responsible for this contact.

Job Title

Enter the contact's job title within the company.

Position

Select the contact's position within the company.

Values available for selection here are configured in **Generalized Codes**.

Function

Select the contact's function within the company.

Values available for selection here are configured in **Generalized Codes**.

Mobile Phone

Enter the mobile phone number associated with the contact.

Work Phone

Enter the work phone number associated with the contact.

Email

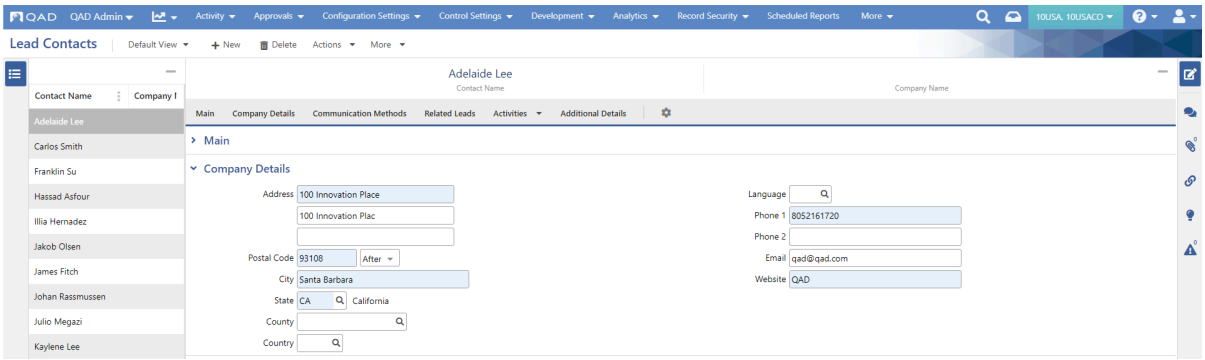
Indicate the email address associated with the contact.

Email Bounced

If email correspondence bounced, or was returned to sender, indicate here.

Use the calendar to enter the date this occurred.

Company Details Panel



Address

Enter the mailing address associated with this contact.

Postal Code

Enter the postal code associated with this account address.

City

Enter the city associated with this account address.

State

Enter the state associated with this account address.

County

Enter the county associated with this account address.

Country

Enter the country associated with this account address.

Language

Enter the primary language used for communicating with this account.

Phone

Enter the primary phone number for this account.

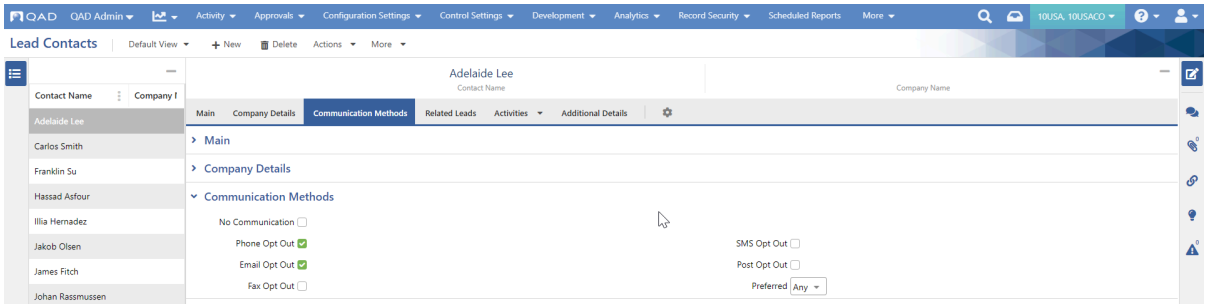
Email

Enter an email address for this account.

Website

Enter a website associated with this account.

Communication Methods Panel



No Communication

If selected, this contact is opted out of all communication.

Phone Opt Out

If selected, this contact is opted out of phone communication.

Email Opt Out

If selected, this contact is opted out of email communication.

Fax Opt Out

If selected, this contact is opted out of fax communication.

SMS Opt Out

If selected, this contact is opted out of SMS communication.

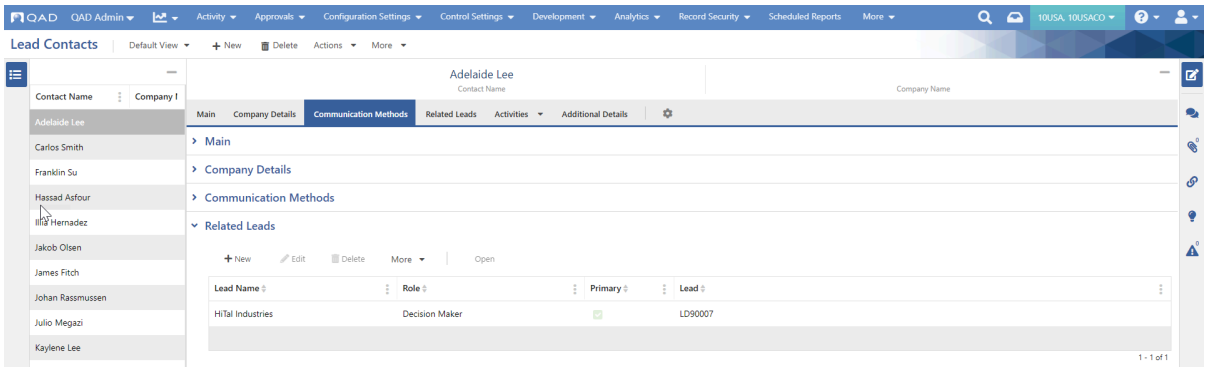
Post Opt Out

If selected, this contact is opted out of postal mail communication.

Preferred

Indicate the contact’s preferred method of communication.

Related Leads Panel



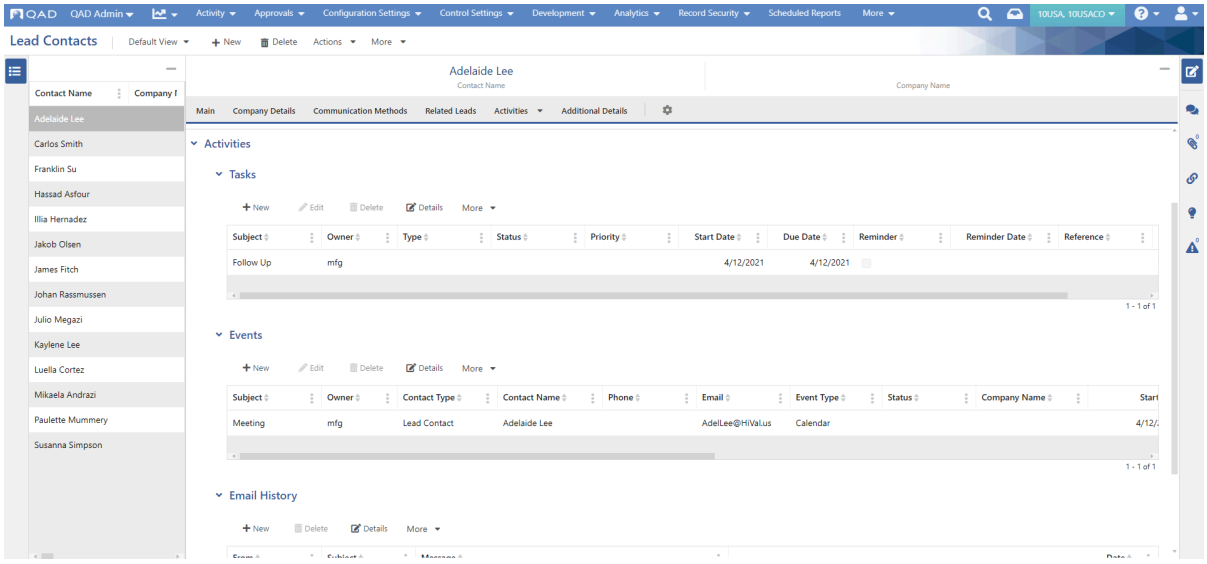
The Related Leads panel displays the leads this contact is currently associated with.

Click +New to link the contact to an existing lead.

Click Edit to edit the contact's role with a lead or make this person the primary contact for that lead.

Click the Open button above the grid to open Leads in a new window.

Activities Panel



The Activities panel contains the Tasks, Events, and Email History subpanels.

Tasks Subpanel

Use the Tasks panel to add or edit tasks associated with this lead contact.

Click +New to add a new line.

Click Details to open the Tasks window.

Events Subpanel

Use the Events panel to add or edit events associated with this lead contact.

Click +New to add a new line.

Click Details to open the Events window.

Email History Subpanel

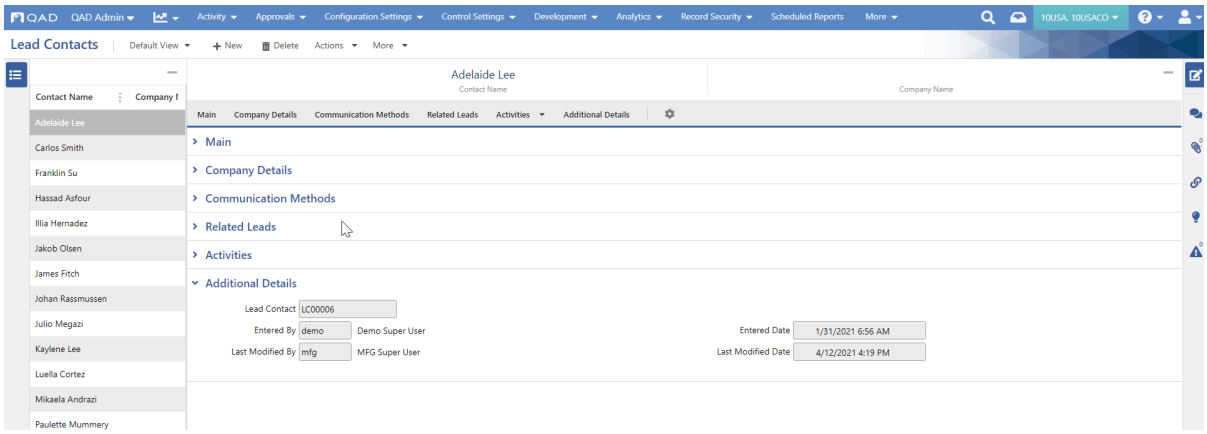
Use the Email History panel to view or add email correspondence associated with this lead contact.

All emails sent using the Email Contact action are populated here.

Click +New to add a new line.

Click Details to open the Email History window.

Additional Details Panel



Lead Contact

Indicates a unique code identifying the lead contact.

Entered By

Indicates the user who entered this record.

Last Modified By

Indicates the last user to save changes on this record.

Entered Date

Indicates when this record was first created.

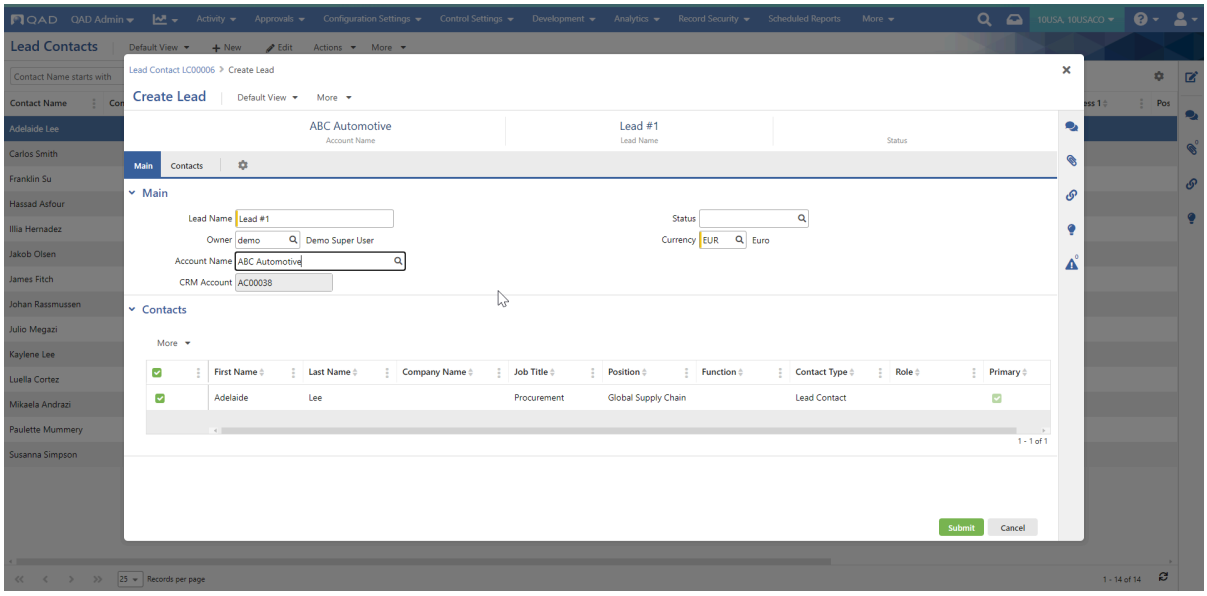
Last Modified Date

Indicates when this record was last edited.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode.

Create Lead Action



Choose Actions > *Individual* Create Lead to create a lead using lead contact information.

Main

Lead Name

Enter a name for this lead.

Owner

Indicate the owner for this lead.

Defaults to the Lead Contact owner.

Account Name

Indicate an account to be associated with this lead.

CRM Account

Indicates the CRM account associated with the account name, when applicable

Status

Indicate a status for this lead.

Currency

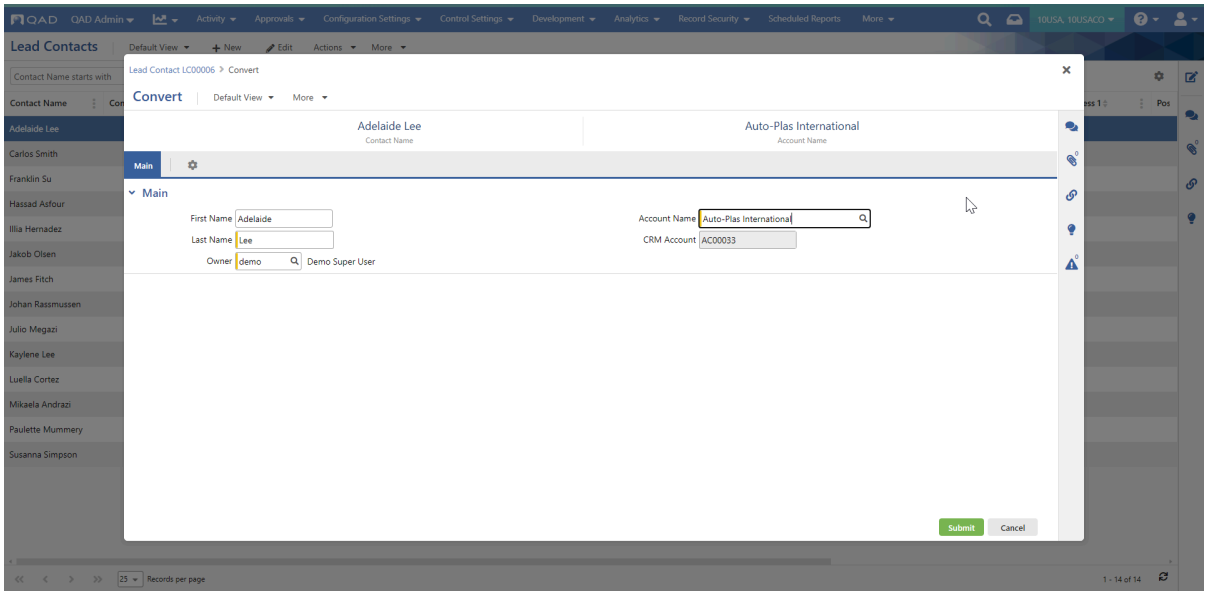
Indicate the default currency associated with this lead.

Contacts

The Contacts panel displays the associated lead contacts based on your search parameters.

Use the checkbox column to select the contacts you want added to the new lead.

Convert Action



Choose Actions > *Individual* > Convert to convert a lead contact into a CRM contact.

Main

First Name

Enter the first name of this contact.

Last Name

Enter the last name of this contact.

Owner

Indicate the internal user to be responsible for this contact.

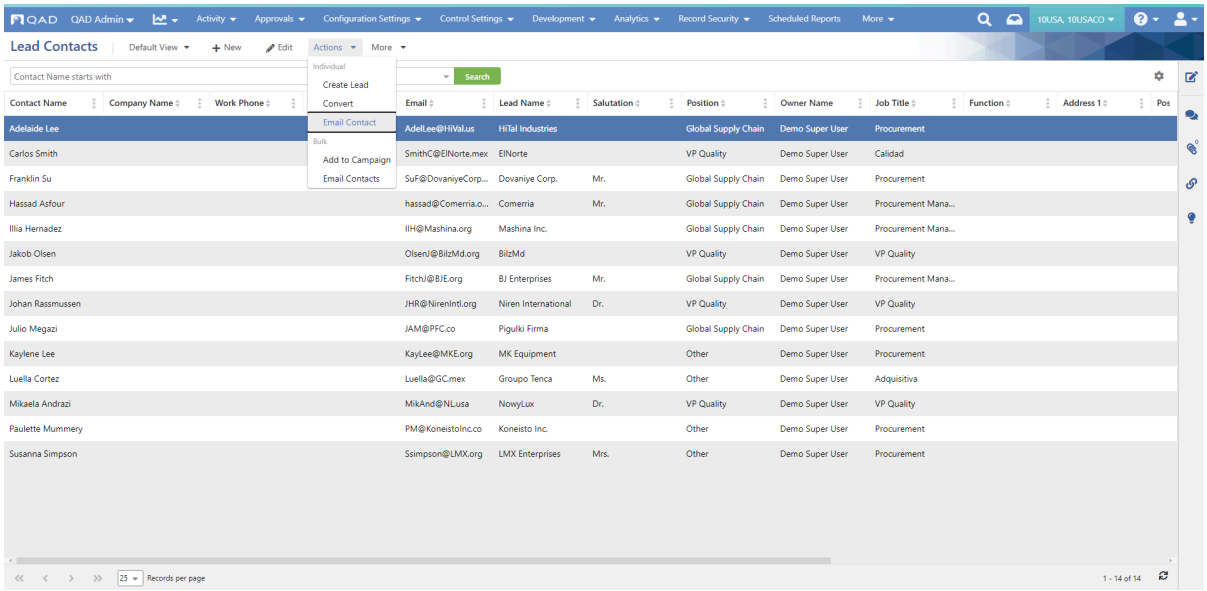
Account Name

Indicate the account associated with this contact.

CRM Account

Populates based on the input to Account Name.

Email Contact Action



Choose Actions > *Individual* > Email Contact to send an email to this lead contact.

After you select this action, your default email client appears with the contact's primary email address populated. Your message is now ready to be typed.

The CC address populates automatically; this allows for the email history to be synced as seen in the Email History section of the record. See the section on **Email Integration** for more information.

Add to Campaign Action

Choose Actions > *Bulk* > Add to Campaign to add selected contacts to a particular marketing campaign stage.

Options

Campaign Name

Select the campaign that you want to add the selected contacts to.

Stage

Select the stage within the campaign that you want to add the contacts to.

Criteria

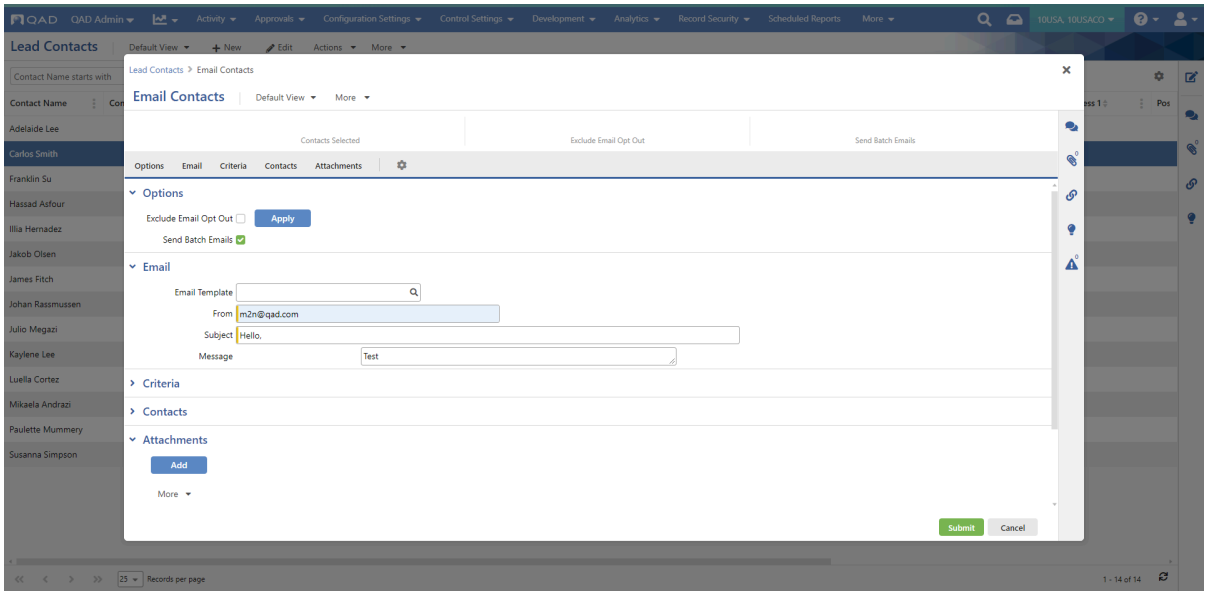
Displays the search criteria used to display records for merge.

Contacts

The Contacts panel displays the associated lead contacts based on your search parameters.

Use the checkbox column to select the records you want to add to the campaign.

Email Contacts Action



Choose Actions > *Bulk* > Email Contacts to send an email to any or all contacts associated with this record.

There are two methods you can use to send emails using this action. One uses your preconfigured email client and the other uses batch processing to send batch emails.

When Send Batch Emails is not selected and you click Submit, your email client appears in a new window with the selected contact email addresses already populated. Simply enter your subject and message, and then send.

If Send Batch Emails is selected, you need to enter your content in the Emails panel. After clicking Submit, the emails are sent via background processing. Your email client does not open at any point.

Note The email account accessed by the email poller for batch emails is CC'd on all emails sent using the system. The poller copies all emails from this account, allowing these messages to be stored by QAD CRM and linked with the associated contacts.

For more information on this process, see the section on CRM Email Integration on page 2254 .

Options

Exclude Email Opt Out

If selected, all contacts that have been opted out of email communication via the Email Opt Out field in **CRM Contacts** or **Lead Contacts** are removed from the Contacts panel.

Click Apply to have the system remove these contacts from selection.

To make these contacts available within the Contacts grid once again, clear this field and click Apply.

Send Batch Emails

If indicated, the Email panel is populated below. Use this panel to draft a predefined batch email.

Email

Email Template

Optionally, use the lookup icon to select an email template for this batch email message.

Values available for selection here are configured in **Notification Templates**.

If the email template contains placeholder fields, those fields are replaced with real values. For example, if the email template contains "Dear {contactsalutation} {contactname}", {contactsalutation} and {contactname} are replaced with the appropriate values for each email sent to those contacts.

From

Indicate the message sender's name or title. Mandatory field.

This is used as the "Send From" email address value.

Subject

Indicate the email's subject. Mandatory field.

Message

Enter your email's message.

Criteria

Required Criteria

Indicates the search criteria used to display records in the Contacts panel.

Contacts with blank email IDs are not listed in the Contacts panel grid.

Contacts

The Contacts panel displays all contacts associated with this record.

Use the checkbox columns to specify which contacts you want to receive this email.

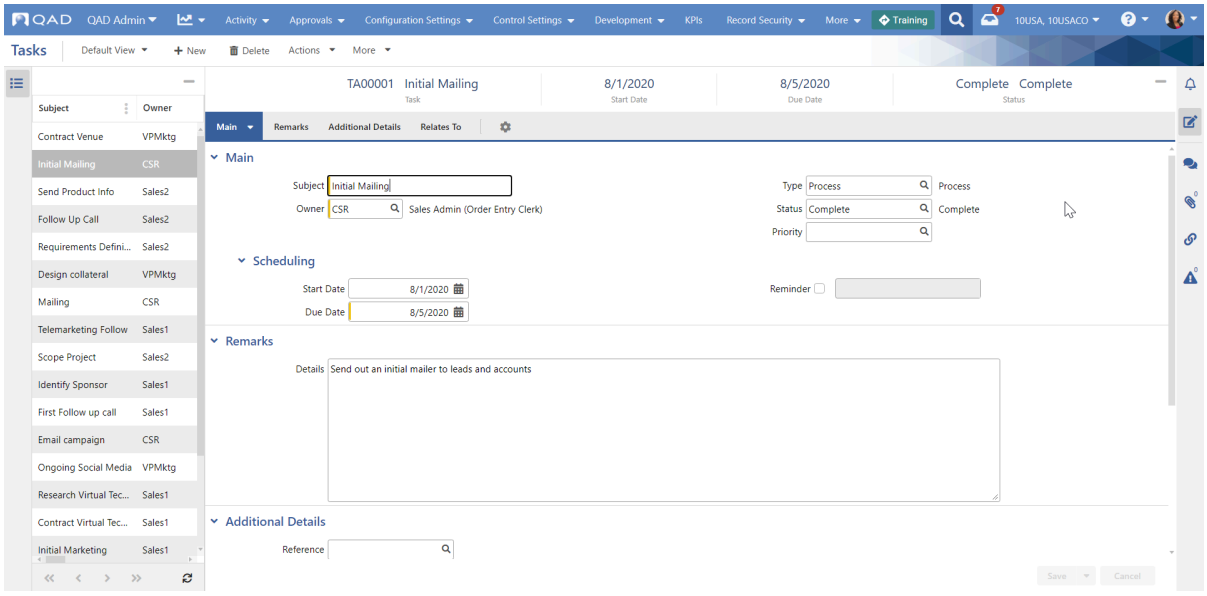
Contacts who have opted out of email communication are indicated in the Email Opt Out column.

Attachments

The Attachments panel only displays when Send Batch Emails in the Options panel is selected.

Users can use this panel to add attachments to batch emails.

Tasks



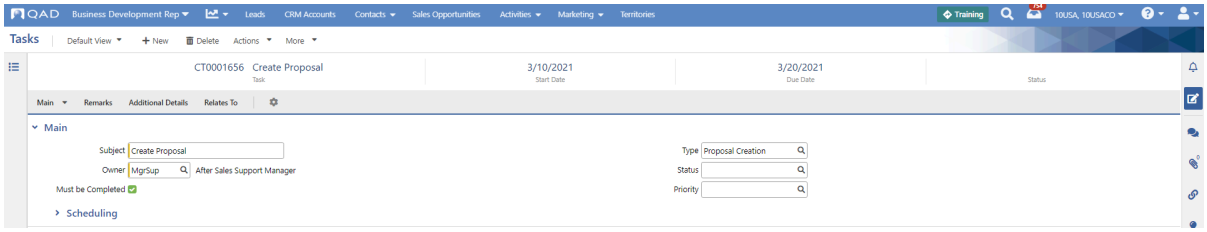
Tasks are business or non-business related activities that you can assign to yourself or to others in your team. They often take place in support of accounts, sales opportunities, campaigns, and action requests.

For example, a task for a sales opportunity might be created to provide a specific deliverable required to support the final bid.

Tasks can be predefined and placed on a task list which can be automatically attached to an opportunity at specified stages.

The Create Follow Up Task individual action is available from the Actions drop-down menu.

Main Panel



Subject

Enter a name or sentence to identify this task.

Owner

Indicate the internal user who is responsible for this task.

Defaults to the current login user.

Must be Completed

If selected, this task will be considered as mandatory by any sales opportunity that has the task on its task list.

When the Change Stage action is used in **Sales Opportunities**, any sales opportunity stage that has an uncompleted task marked as Must be Completed displays a warning message.

Note This message does not block the stage from being changed.

Any task with non-closed/completed status is considered an open task.

Closed/completed status definitions can be configured in **CRM Control**.

Type

Select the task type.

Values available for selection here are configured in **Generalized Codes**.

Status

Select the current status of this task.

Values available for selection here are configured in **Generalized Codes**.

Priority

Select the current priority of this task.

Values available for selection here are configured in **Generalized Codes**.

Scheduling Subpanel



Start Date

Enter a start date for this task.

You can manually enter a starting date, or you can click the calendar icon to select one.

Due Date

Enter the due date for this task.

You can manually enter a due date, or you can click the calendar icon to select one.

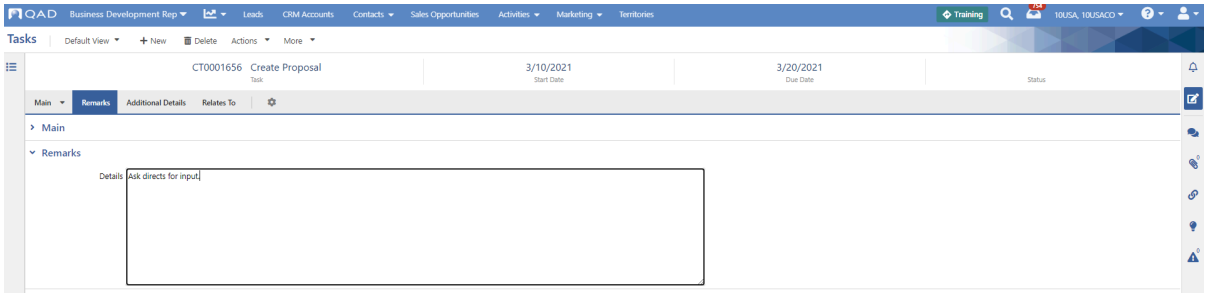
Reminder

Select this field to set up a reminder for this task.

Once selected, use the calendar icon to set the date and time for your reminder, or enter it manually.

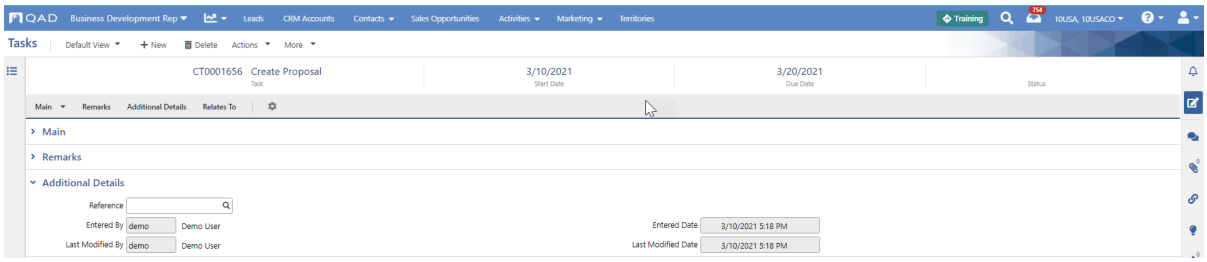
The system issues a reminder automatically if an alert has been configured.

Remarks



Optionally, enter any remarks.

Additional Details



Reference

Enter a reference for this task.

Values available for selection here are configured in **Generalized Codes**.

Entered By

Indicates the user who created this task in the system.

Read only.

Last Modified By

Indicates the last user to modify this task.

Read only.

Entered Date

Indicates the date this task was created in the system.

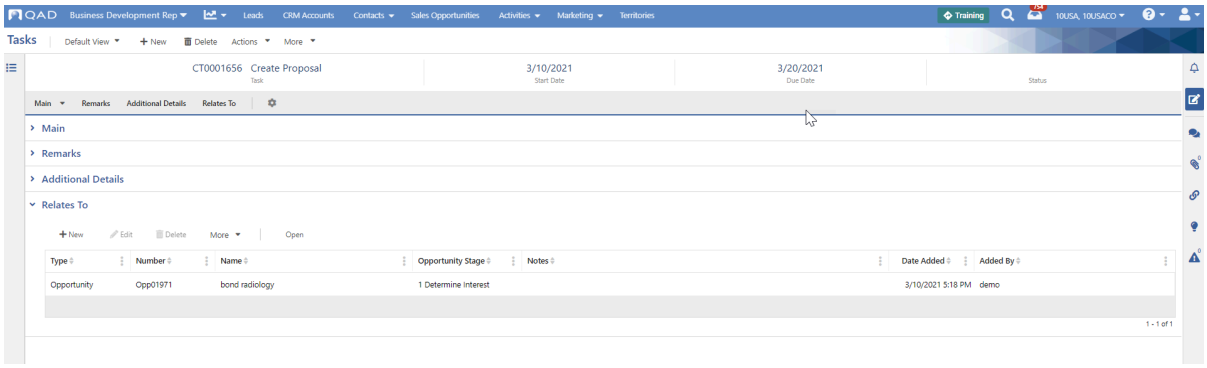
Read only.

Last Modified Date

Indicates the date task information was last modified.

Read only.

Relates To



The Relates To panel displays the related accounts, contacts, opportunities, leads, lead contacts, marketing campaigns, and action requests linked to this task.

Click Open to open the selected line's record in a new window.

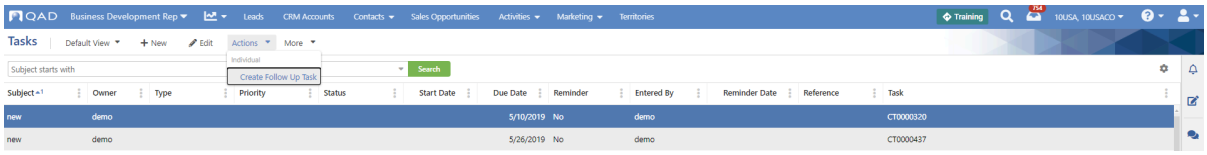
Click +New to add a new relationship to the grid.

Click Edit to add a note to a line.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

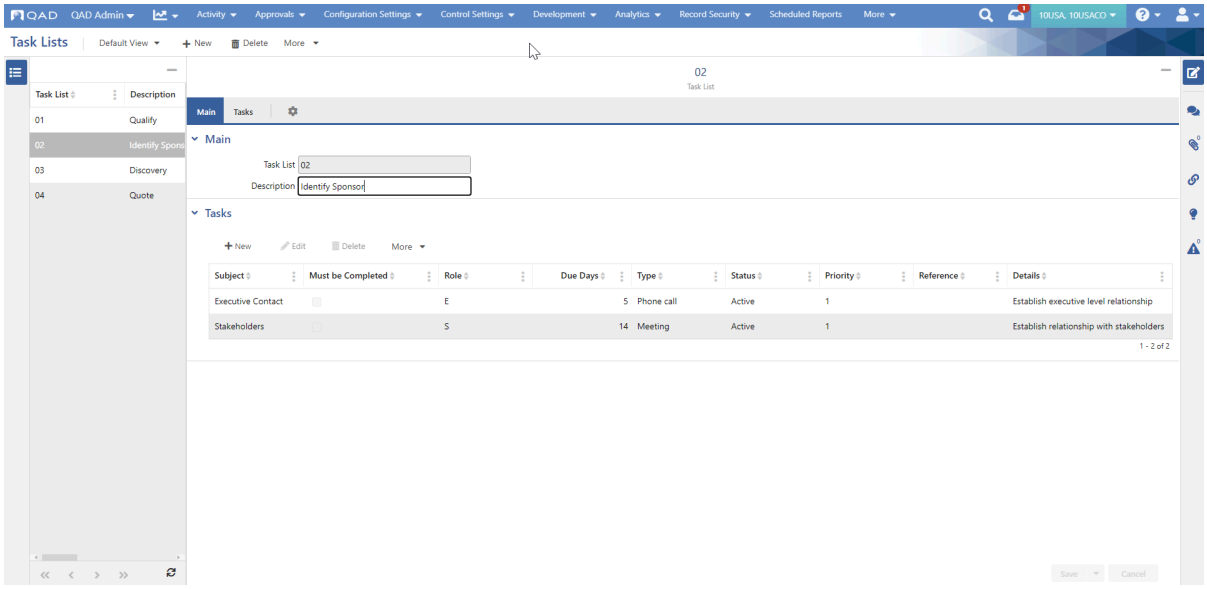
Create Follow Up Task



Choose Actions > *Individual* > Create Follow Up Task to create a new task while maintaining the current task record's information.

Once created, the new task is linked with the original task. In the Relates To panel, you can see the original task.

Task Lists



Task lists are lists of predefined tasks you want associated with different stages of sales opportunities.

Link task lists to the steps of sales workflows directly in **Sales Workflows Step Detail** using the Task List field.

Main Panel

Task List

Enter a name for this task list.

Description

Optionally, enter a brief description of this task list.

Tasks Panel

Use the Tasks panel to associate individual tasks you want on this task list.

Click +New to add a new line to the grid. The subject field is mandatory.

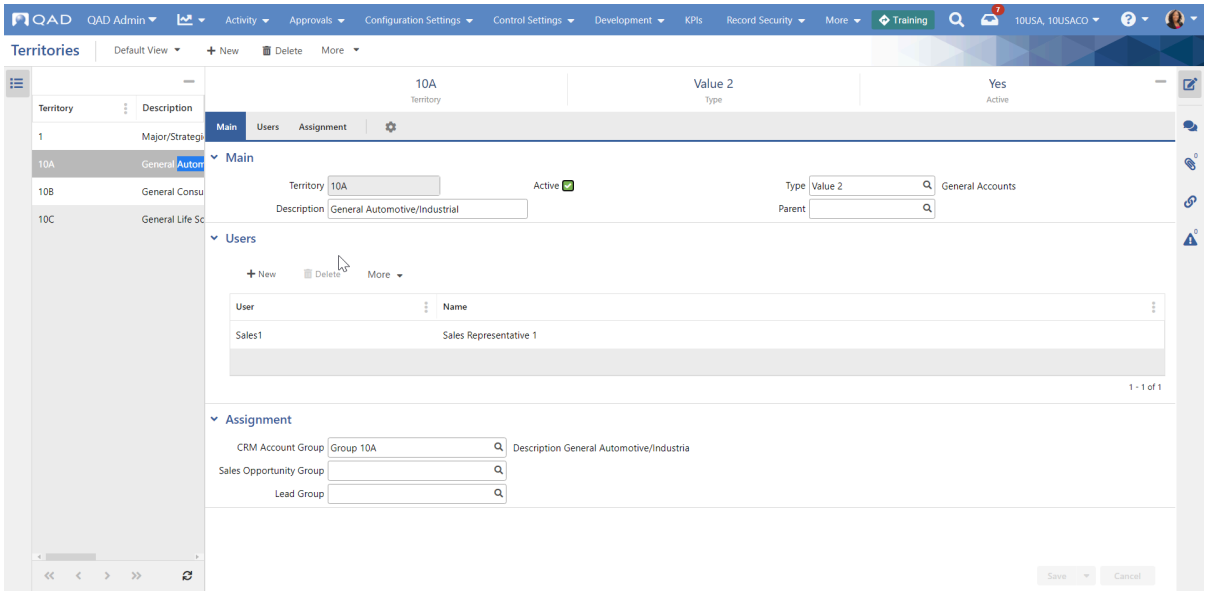
Once a sales opportunity stage is changed to the stage linked with this task list, tasks are created automatically based on the settings established here.

The Due Date field is the current date + Due Days as defined here.

The owner is the user in the associated opportunity team if the user's role matches the task role in the task list. If multiple users have the same role, the system assigns the task to the first user. If the role in the task list is blank or the role cannot be matched, the system assigns the task to the opportunity owner.

If a task must be completed before moving on to the next stage, indicate using the Must be Completed checkbox column. If you attempt to change a sales opportunity stage before finishing a must-be-completed task, an error message prompts you to complete the task first.

Territories

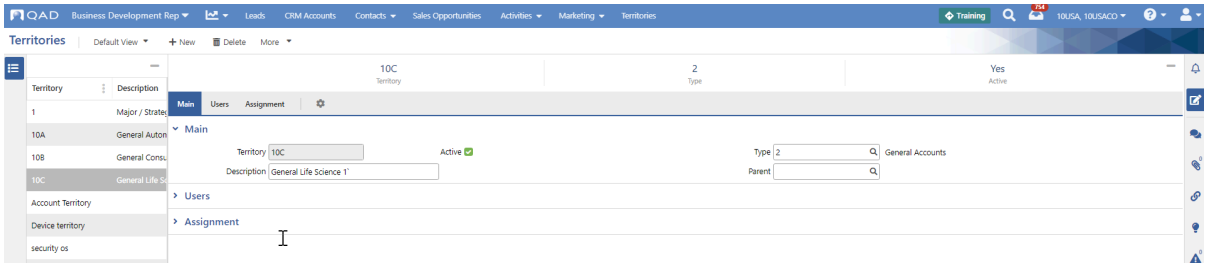


With **Territories**, you can define information related to the various territories in which your sales teams interact.

Determine which sales reps are in charge of a territory in the Users panel.

The Reassign Owner bulk action is available from the Actions drop-down menu.

Main Panel



Territory

Enter a code designating the current territory.

Active

If selected, indicates that the territory is currently considered active.

This field can be used for planning purposes and its value does not affect any other fields.

Description

Optionally, enter a brief description.

Type

Select a type for this territory.

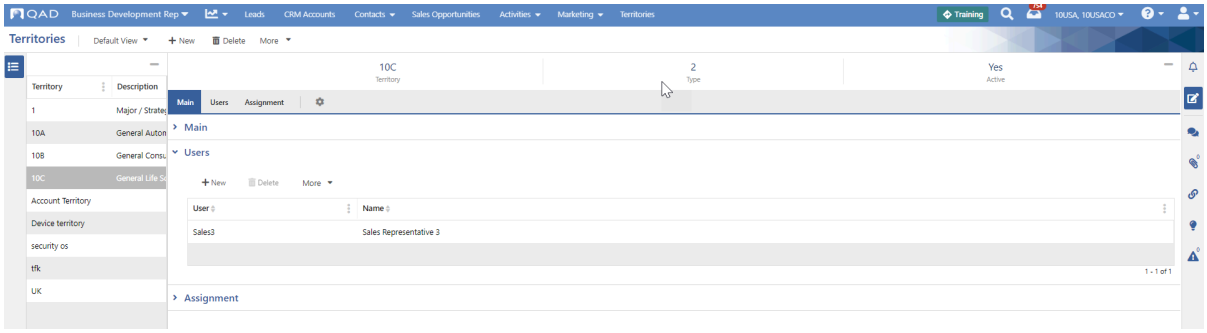
Values available for selection here are configured in **Generalized Codes**.

Parent

Select a parent territory, if applicable.

If this territory falls within the purview of another territory, you can nest is under that territory by indicating it as the parent territory.

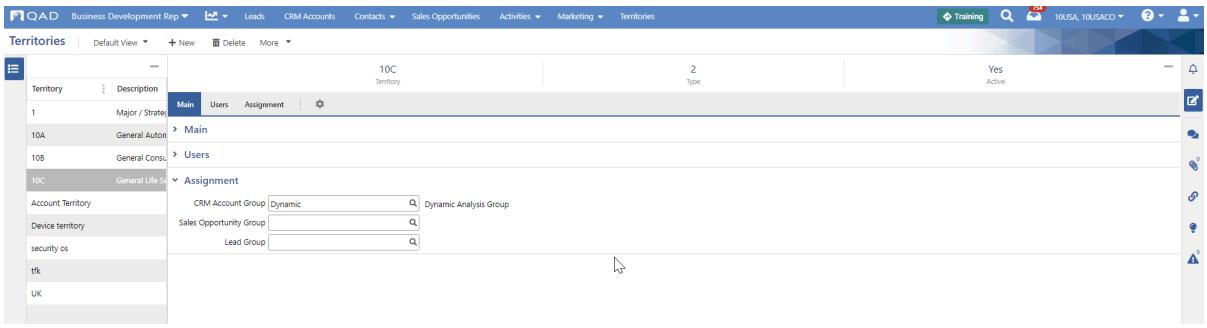
Users Panel



Use the Users panel to associate internal users with this territory.

Click +New to add a new line. Use the User lookup to add internal users to the grid.

Assignment Panel



CRM Account Group

Indicates the assigned CRM account group for this territory.

Values here are configured in **Analysis Groups**.

Sales Opportunity Group

Indicates the assigned sales opportunity group for this territory.

Values here are configured in **Analysis Groups**.

Lead Group

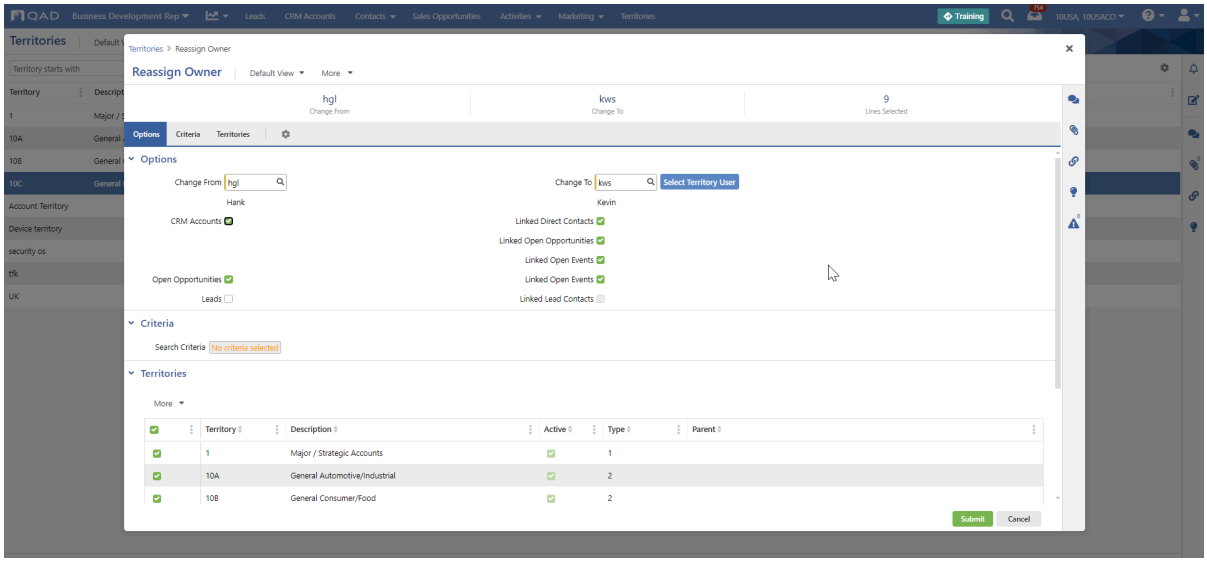
Indicates the assigned lead group for this territory.

Values here are configured in **Analysis Groups**.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode.

Reassign Owner Action



Choose Actions > *Bulk* > Reassign Owner to reassign the owner of CRM accounts/open opportunities/leads in one or more territories.

For example, if Salesperson A leaves your company, you could use this action to reassign all the accounts owned by Salesperson A to another salesperson.

Options

Change From

Indicate the user from which the records should be reassigned.

Note The value in the Change From field must match the owner of the records being reassigned.

Change To

Indicate the user to which the records should be reassigned.

Click Select Territory User to choose from a list of predefined territory users. The users listed here are in the same territory as the Change From user.

CRM Accounts

If selected, associated CRM accounts are reassigned.

Selecting this allows you to interact with the Linked Direct Contacts, Linked Open Opportunities, and Linked Open Events fields.

Linked Direct Contacts

If selected, all linked direct contacts associated with the CRM account being reassigned are included.

Linked Open Opportunities

If selected, all linked open opportunities associated with the CRM account being reassigned are included.

Open opportunities are opportunities with a stage status of Open.

Linked Open Events

If selected, all linked open events associated with the reassigned CRM account are included.

Open events are determined by the configuration of non-closed/completed event statuses in **CRM Control**.

Open Opportunities

If selected, associated open sales opportunities are reassigned.

Selecting this allows you to interact with the Linked Open Events field.

Linked Open Events

If selected, all linked open events associated with the reassigned sales opportunity are included.

Leads

If selected, associated leads are reassigned.

Selecting this allows you to interact with the Linked Lead Contacts field.

Linked Lead Contacts

If selected, all linked lead contacts associated with the reassigned lead are included.

Criteria

Search Criteria

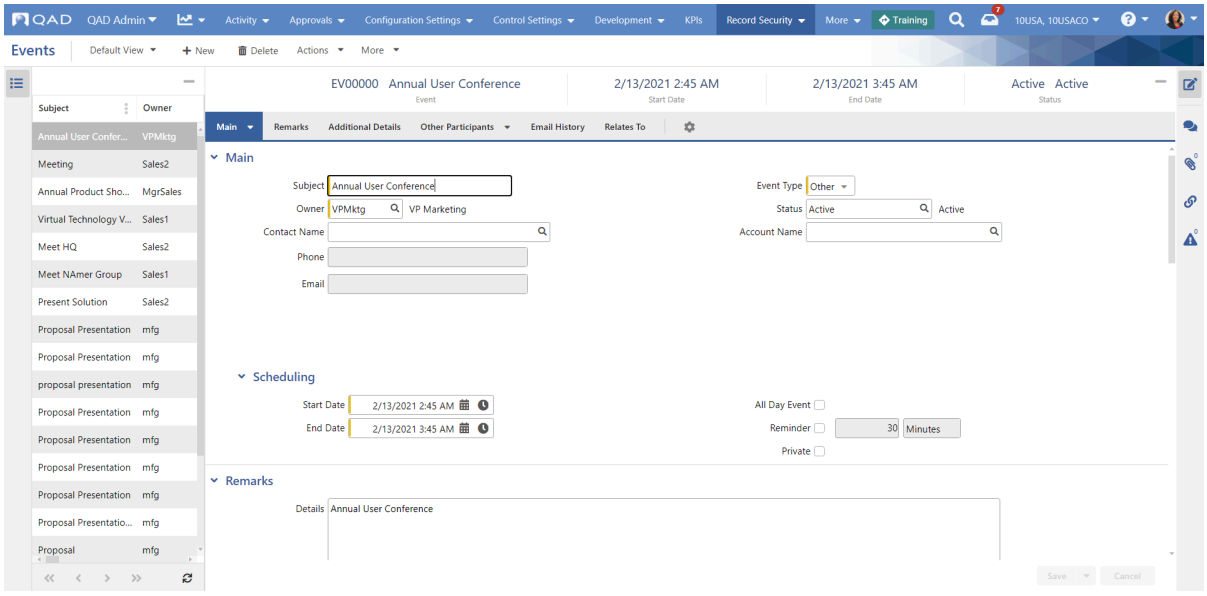
Indicates the search criteria used to display records in the Territories panel.

Territories

Displays all possible territories based on the current search criteria.

Use the checkbox columns to determine which territories should be reassigned.

Events



Events in QAD CRM are equivalent to calendar entries and relate to specific interactions with customers, other stakeholders, or internal users.

You can categorize events. If your event type is defined as a calendar event, then the event synchronizes with your calendar if your login account has been configured to allow for synchronization. See the section on CRM Calendar Integration on page 2252 for more information.

Events are by default associated with a contact and an account. It is also possible for events to be associated with other areas such as sales opportunities, action requests, and accounts.

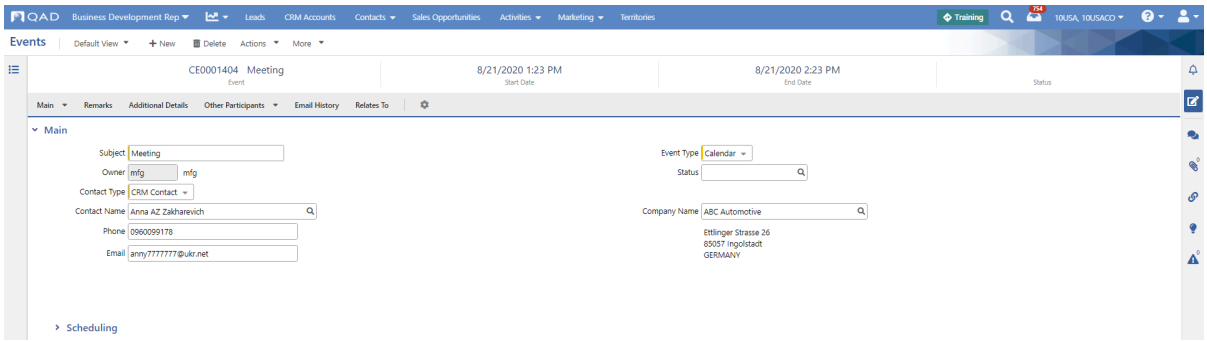
This view includes drill-down links to the following screens:

- CRM Accounts
- CRM Contacts
- Users

The following actions are available from the Actions drop-down menu:

- Create Follow Up Event individual action
- Email Contacts individual action
- Reassign Owner bulk action

Main Panel



Subject

Enter a subject description for this event.

Owner

Indicate the owner of this event.

Defaults to the user who created the event.

Contact Type

Indicate the contact type from the following options:

- Contact
- ERP Contract
- Lead Contact
- Other

The value selected here affects which values are available for selection in the Contact Name field.

If you choose Other, then the lookup icon disappears from the Contact Name field and you can enter any value.

Contact Name

Indicate the contact for this event.

Values available for selection here are based on the input to the Contact Type field.

If the value in Contact Type is Other, than no lookup icon is present on this field and you can enter any value.

Phone

Displays the phone number associated with the contact.

Email

Displays the email address associated with the contact.

Event Type

Select an event type. Options are:

- Calendar
- Other
- Phone Call

Type defaults to Calendar.

If Calendar Integration is enabled for the event owner, then events with a type of Calendar will be integrated into the event owner's calendar.

Status

Select an event status.

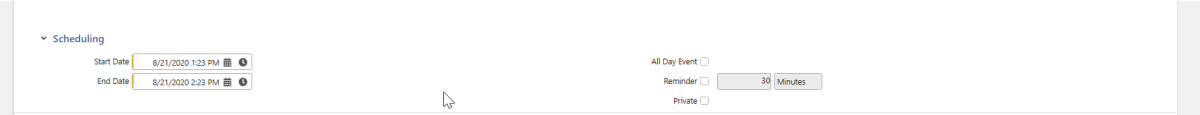
Values available for selection here are configured in **Generalized Codes**.

Company Name

Indicates the company associated with this contact.

If the value in Contact Type is Other, than no lookup icon is present on this field and you can enter any value.

Scheduling Subpanel



Start Date

Enter a starting date and time for the event.

You can either enter these values manually, or interact with the calendar and clock icons to select a date and time.

End Date

Enter an ending date and time for the event.

You can either enter these values manually, or interact with the calendar and clock icons to select a date and time.

All Day Event

If selected, indicates an event that lasts the whole day.

Reminder

Select this field to set up a reminder for this event.

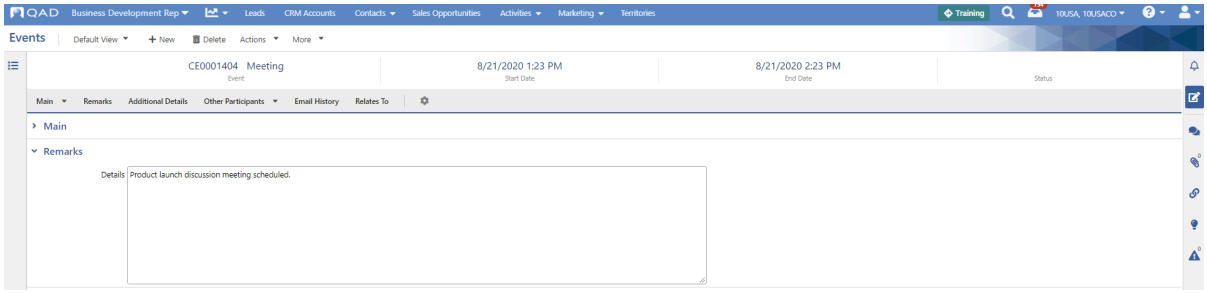
Once selected, use the Calendar icon to set the date and time for your reminder, or enter it manually.

The system will issue a reminder automatically if an alert has been configured.

Private

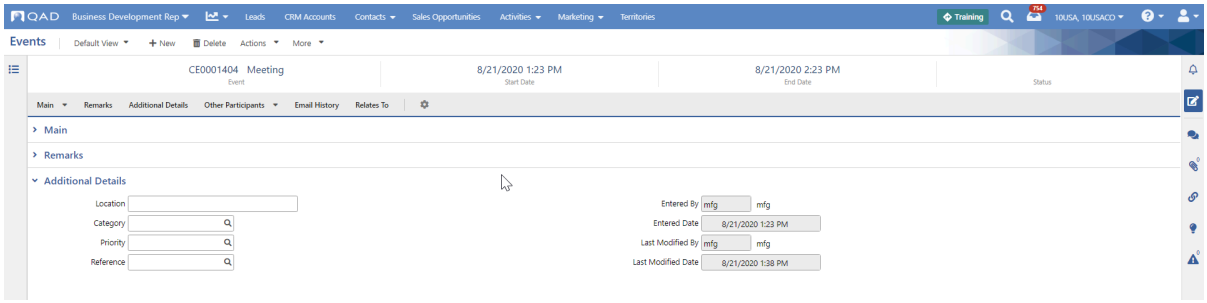
If selected, indicates that this event is private.

Remarks Panel



Optionally, enter any remarks.

Additional Details Panel



Location

Enter the event location.

Category

Indicate a category for the event.

Values available for selection here are configured in **Generalized Codes**.

Priority

Select a priority for the event.

Values available for selection here are configured in **Generalized Codes**.

Reference

Select a reference for this event.

Values available for selection here are configured in **Generalized Codes**.

Entered By

Indicates the user who created this record.

Read only.

Last Modified By

Indicates the last user who edited this record.

Read only.

Entered Date

Indicates the date and time the event was created.

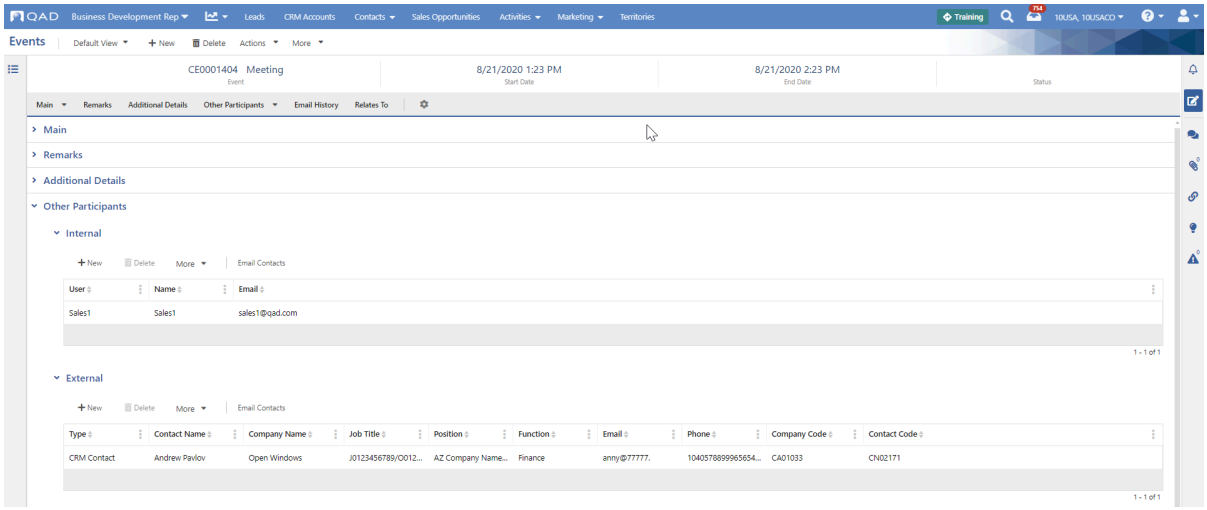
Read only.

Last Modified Date

Indicates the date and time the event was last edited.

Read only.

Other Participants Panel



Internal Subpanel

Click +New to add an internal user to this event.

Click Email Contacts to open the Email Contacts action window, allowing you to send an email to any or all contacts listed as internal participants.

See the Email Contacts action section for more information on this functionality.

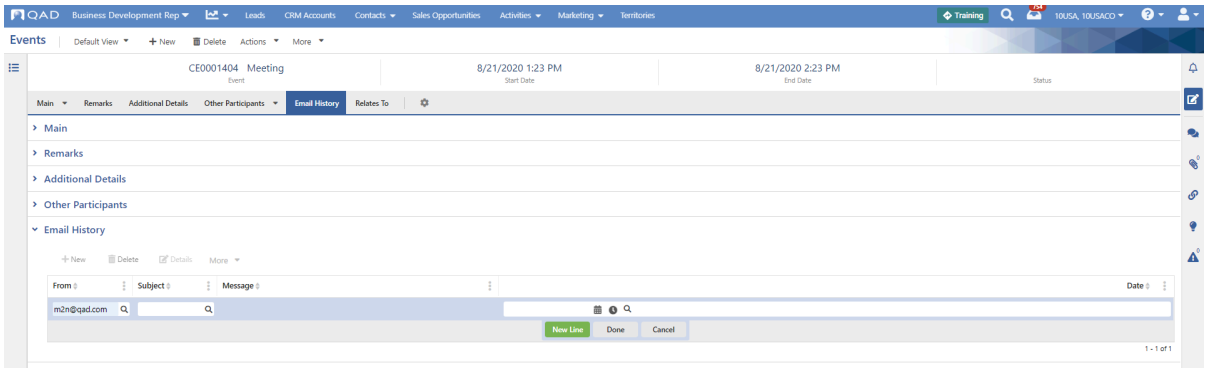
External Subpanel

Click +New to add an existing CRM contact to this event.

Click Email Contacts to open the Email Contacts action window, allowing you to send an email to any or all contacts listed as external participants.

See the Email Contacts action section for more information on this functionality.

Email History Panel

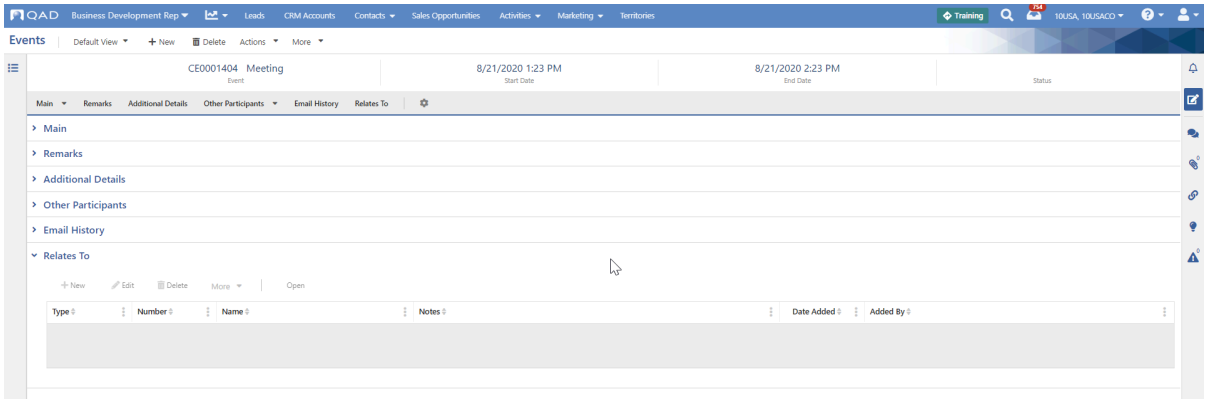


Use the Email History panel to view or add email correspondence associated with this event.

Click +New to add a new line.

Click Details to open the Email History window and check the message details.

Relates To Panel



If the event is related to an Action Request, CRM Account, CRM Contact, Lead, Lead Contact, Sales Opportunity, or another Event, you can use the Relates To panel to add that information here.

Click the Open button to open the selected line's record in a new window.

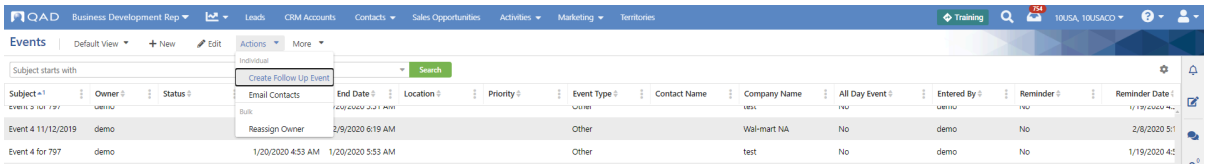
Click +New to add a new relationship to the grid.

Click Edit to add a note to a line.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria.

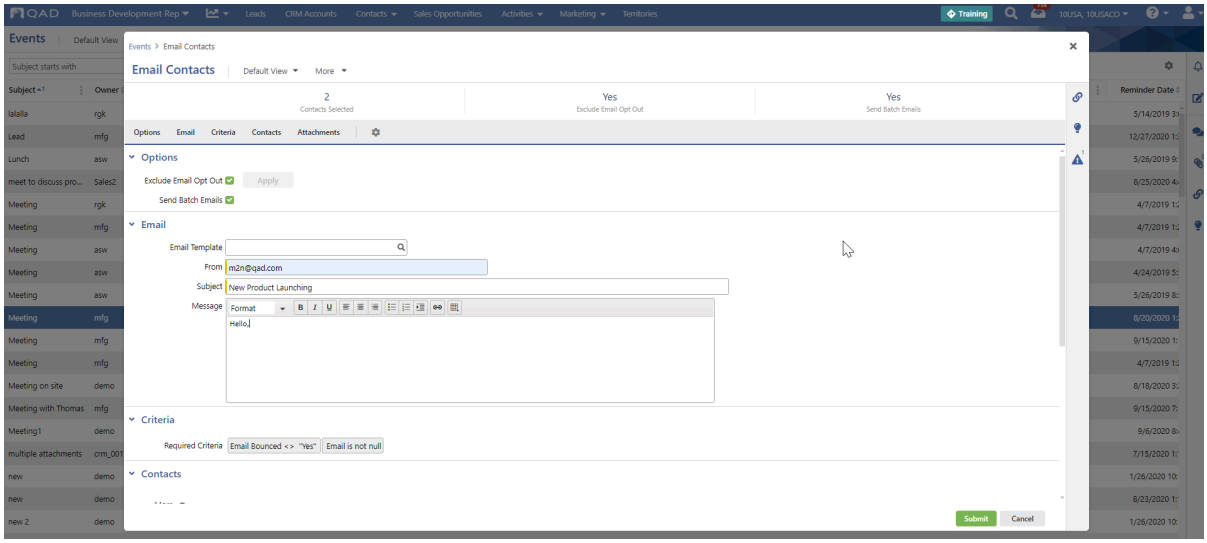
Create Follow Up Event



Choose Actions > *Individual* > Create Follow Up Event to copy the values of the event into a new event.

Once created, the new event will be linked with the original event. The user can view the original event in the Relates To panel.

Email Contacts Action



Choose Actions > *Individual* > Email Contacts to send an email to any or all contacts associated with this record.

There are two methods you can use to send emails using this action. One uses your preconfigured email client and the other uses batch processing to send batch emails.

When Send Batch Emails is not selected and you click the Submit button, your email client appears in a new window with the selected contact email addresses already populated. Simply enter your subject and message, and then send.

If Send Batch Emails is selected, you need to enter your content in the Emails panel. After clicking the Submit button, the emails are sent via background processing. Your email client does not open at any point.

Note The email account accessed by the email poller for batch emails will be CC'd on all emails sent using the system. The poller copies all emails from this account, allowing these messages to be stored by QAD CRM and linked with the associated contacts.

For more information on this process, see the section on CRM Email Integration on page 2254 .

Options

Exclude Email Opt Out

If selected, all contacts that have been opted out of email communication via the Email Opt Out field in **CRM Contacts** or **Lead Contacts** are removed from the Contacts panel.

Click the Apply button to have the system remove these contacts from selection.

To make these contacts available within the Contacts grid once again, clear this field and click Apply.

Send Batch Emails

If selected, the Email panel is populated below. Use this panel to draft a predefined batch email.

Email

Email Template

Optionally, use the lookup icon to select an email template for this batch email message.

Values available for selection here are configured in **Notification Templates**.

If the email template contains placeholder fields, those fields are replaced with real values. For example, if the email template contains "Dear {contactsalutation} {contactname}", {contactsalutation} and {contactname} are replaced with the appropriate values for each email sent to those contacts.

From

Indicate the message sender's name or title. Mandatory field.

This is used as the "Send From" email address value.

Subject

Indicate the email's subject. Mandatory field.

Message

Enter your email's message.

Criteria

Required Criteria

Indicates the search criteria used to display records in the Contacts panel.

Contacts with blank email IDs are not listed in Contacts panel grid.

Contacts

The Contacts panel displays all contacts associated with this record.

Use the checkbox columns to specify which contacts you want to receive this email.

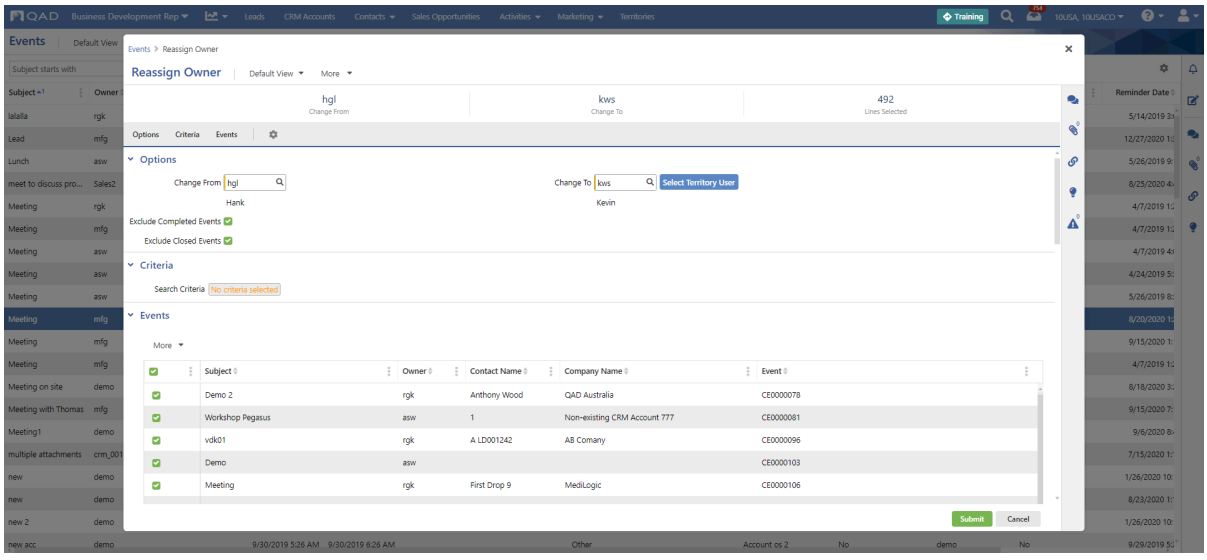
Contacts who have opted out of email communication are indicated in the Email Opt Out column.

Attachments

The Attachments panel only displays when Send Batch Emails in the Options panel is selected.

Users can use this panel to add attachments to batch emails.

Reassign Owner



Choose Actions > *Bulk* > Reassign Owner to reassign the owner or one or more events.

Options

Change From

Indicate the user from which the event should be reassigned.

Note The value in the Change From field must match the owner of the records being reassigned.

Change To

Indicate the user to which the event should be reassigned.

Click Select Territory User to choose from a list of predefined territory users.

Exclude Completed Events

If selected, completed events are not considered for reassignment.

Completed status types are configured in **CRM Control**.

Exclude Closed Events

If selected, closed events are not considered for reassignment.

Closed status types are configured in **CRM Control**.

Criteria

Search Criteria

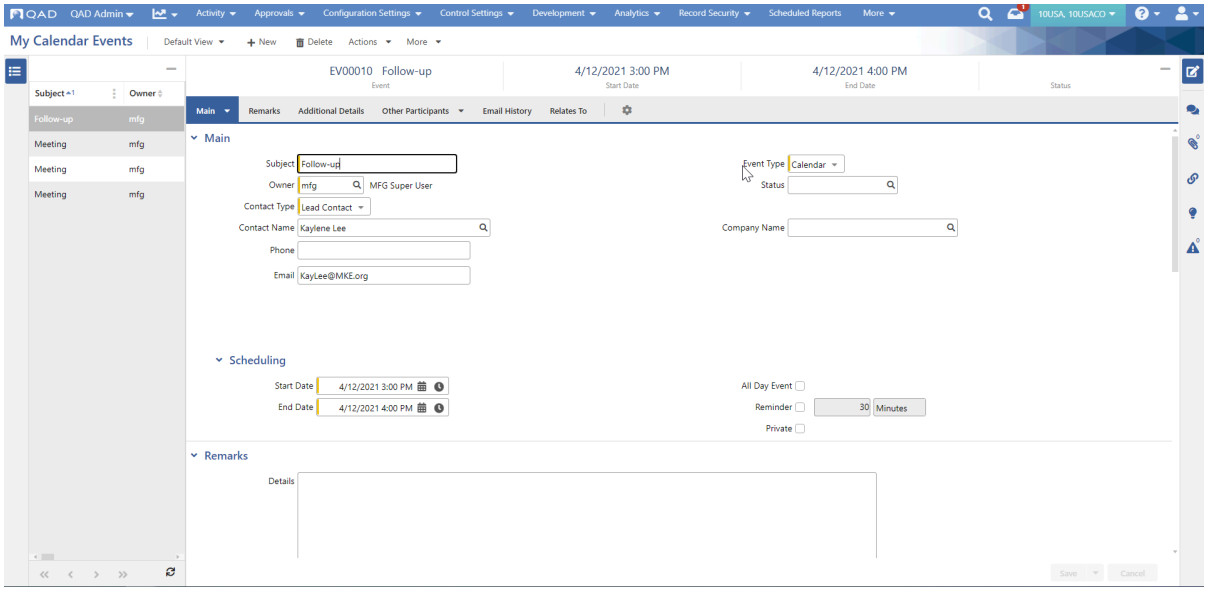
Indicates the search criteria used to display records in the Events panel.

Events

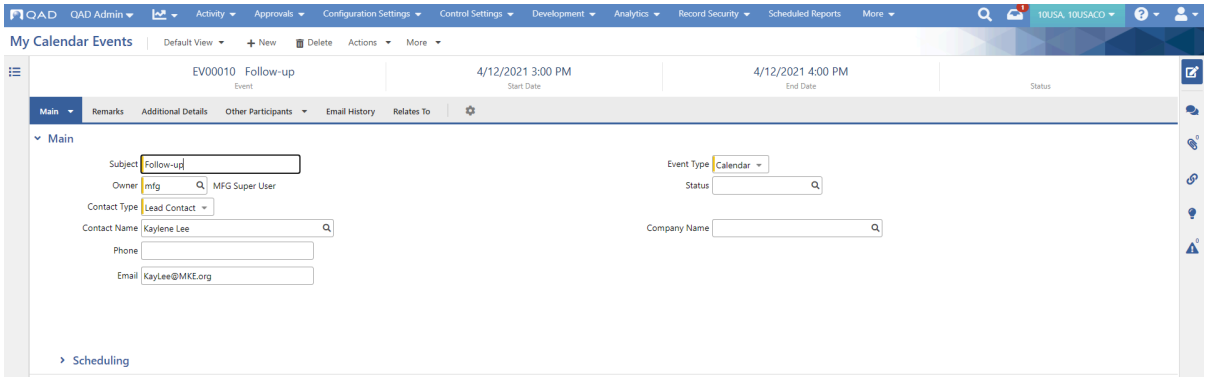
Displays all possible events based on the current search criteria.

Use the checkbox columns to determine which events should be reassigned.

My Calendar Events



Main Panel



Subject

Enter a subject description for this event.

Owner

Indicate the owner of this event.

Defaults to the user who created the event.

Contact Type

Indicate the contact type from the following options:

- Contact
- ERP Contact
- Lead Contact

- Other

The value selected here affects which values are available for selection in the Contact Name field.

If you choose Other, then the lookup icon disappears from the Contact Name field and you can enter any value.

Contact Name

Indicate the contact for this calendar event.

Values available for selection here are based on the input to the Contact Type field.

If the value in Contact Type is Other, no lookup icon is present on this field and you can enter any value.

Phone

Displays the phone number associated with the contact.

Email

Displays the email address associated with the contact.

Event Type

Select an event type. Options are:

- Calendar
- Other
- Phone Call

Type defaults to Calendar. If Calendar Integration is enabled for the event owner, then events with a type of Calendar are integrated into the event owner's calendar.

Status

Select an event status.

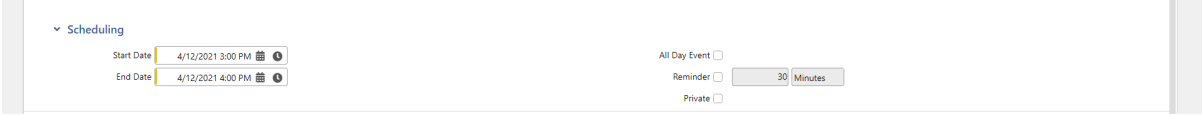
Values available for selection here are configured in **Generalized Codes**.

Account Name

Indicates the company associated with this contact.

If the value in Contact Type is Other, no lookup icon is present on this field and you can enter any value.

Scheduling Subpanel



Start Date

Enter a starting date and time for the event.

You can either enter these values manually, or interact with the calendar and clock icons to select a date and time.

End Date

Enter an ending date and time for the event.

You can either enter these values manually, or interact with the calendar and clock icons to select a date and time.

All Day Event

If selected, indicates an event that lasts the whole day.

Reminder

Select this field to set up a reminder for this event.

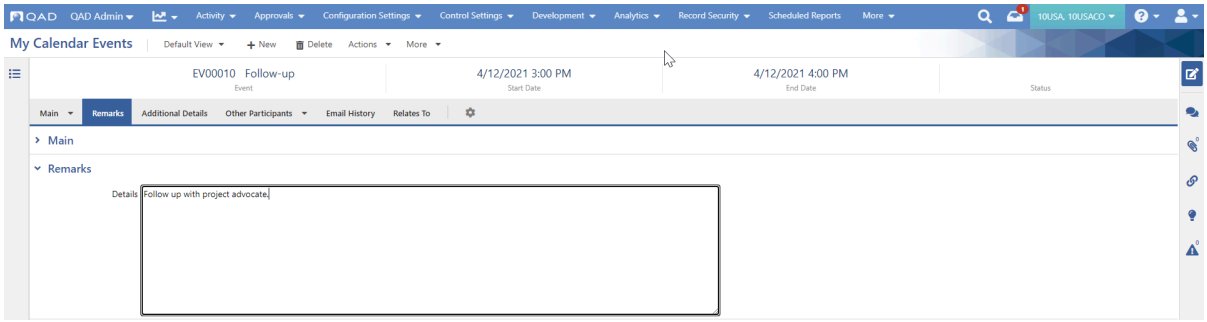
Once selected, use the Calendar icon to set the date and time for your reminder, or enter it manually.

The system issues a reminder automatically if an alert has been configured.

Private

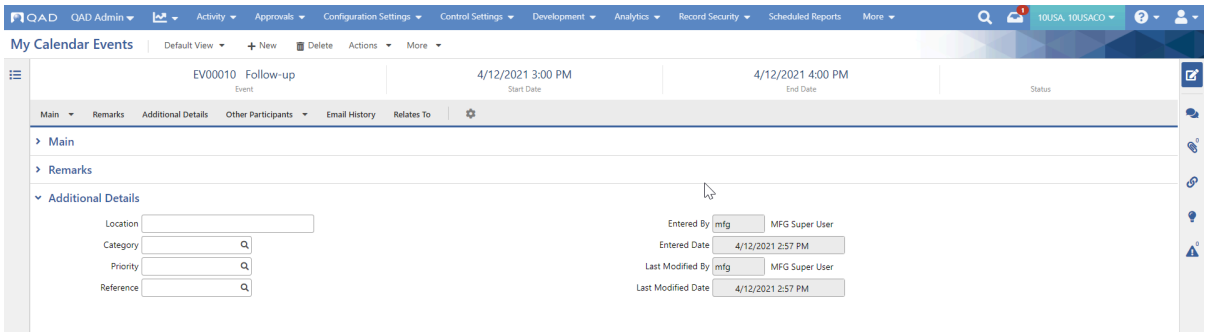
If selected, indicates that this event is private.

Remarks Panel



Optionally, enter any remarks.

Additional Details Panel



Location

Enter the event location.

Category

Indicate a category for the event.

Values available for selection here are configured in **Generalized Codes**.

Priority

Select a priority for the event.

Values available for selection here are configured in **Generalized Codes**.

Reference

Select a reference for this event.

Values available for selection here are configured in **Generalized Codes**.

Entered By

Indicates the user who created this record.

Read only.

Entered Date

Indicates the date and time the event was created.

Read only.

Last Modified By

Indicates the last user who edited this record.

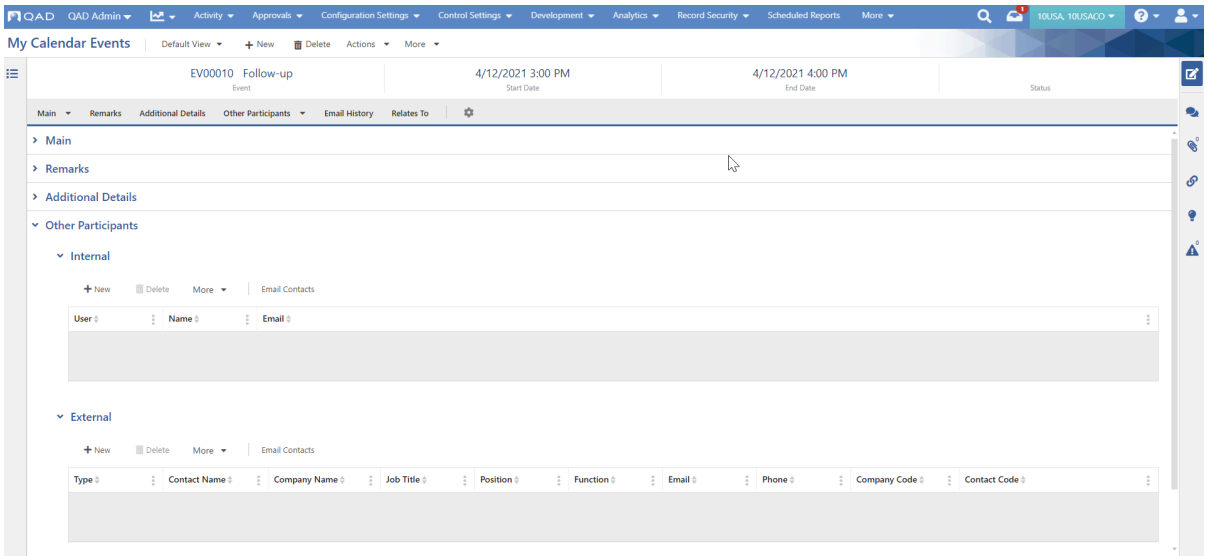
Read only.

Last Modified Date

Indicates the date and time the event was last edited.

Read only.

Other Participants Panel



Internal Subpanel

Click +New to add an internal user to this event.

Click Email Contacts to open the Email Contacts action window, allowing you to send an email to any or all contacts listed as internal participants.

See the Email Contact action section for more information on this functionality.

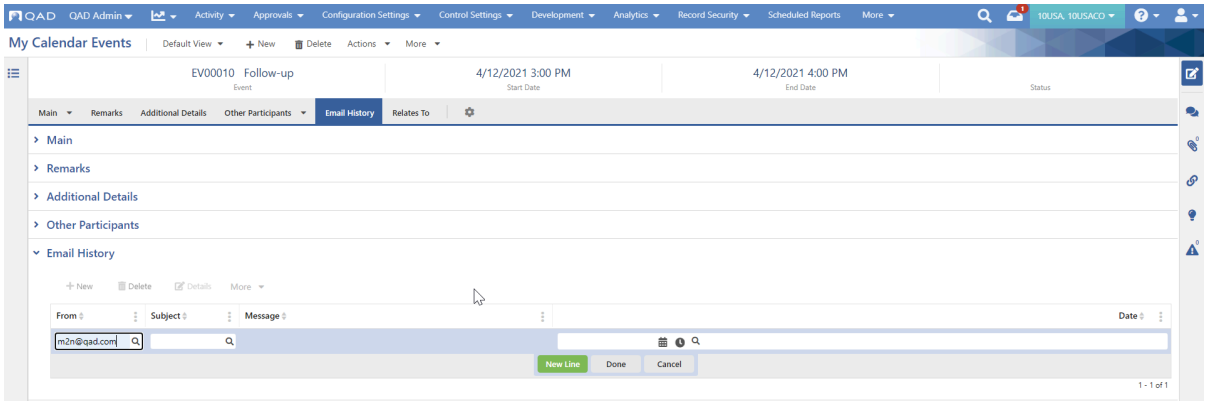
External Subpanel

Click +New to add an existing CRM contact to this event.

Click Email Contacts to open the Email Contacts action window, allowing you to send an email to any or all contacts listed as external participants.

See the Email Contact action section for more information on this functionality.

Email History Panel

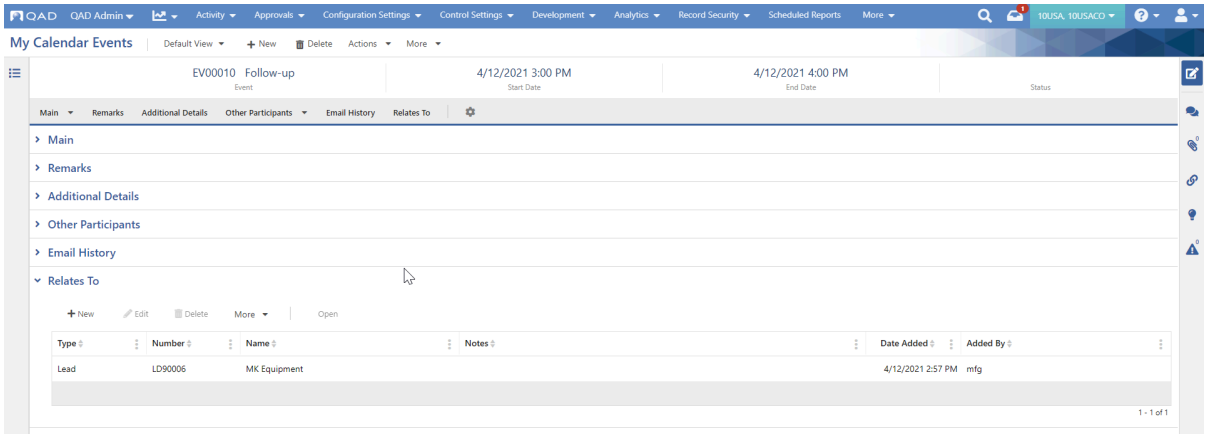


Use the Email History panel to view or add email correspondence associated with the primary contact of this event.

Click +New to add a new line.

Click Details to open the Email History window and view message details.

Relates To Panel



If the event is related to an action request, CRM account, CRM contact, lead, lead contact, sales opportunity, or another event, you can use the Relates To panel to add that information here.

Click Open to open the selected line's record in a new window.

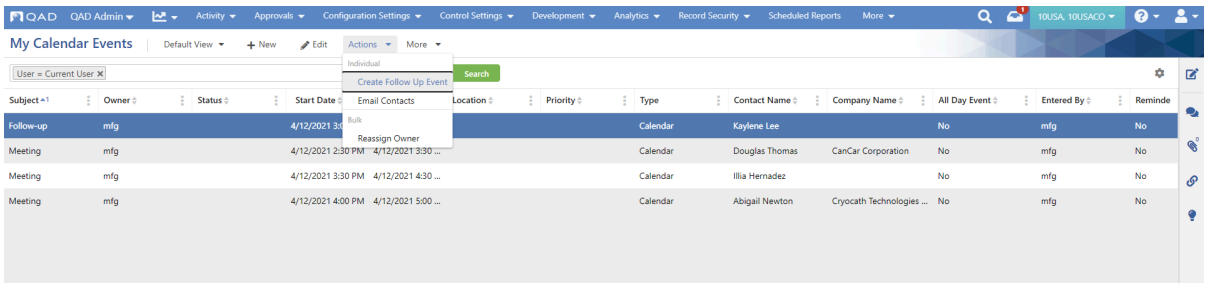
Click +New to add a new relationship to the grid.

Click Edit to add a note to a line.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria.

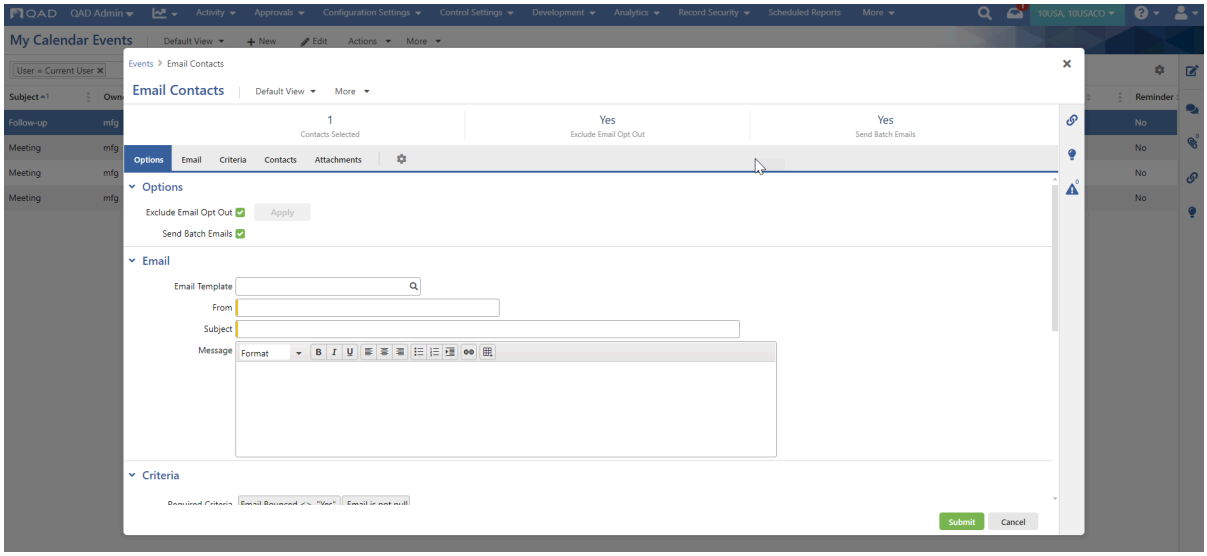
Create Follow Up Event



Choose Actions > *Individual* > Create Follow Up Event to copy the values of the event into a new event.

Once created, the new event will be linked with the original event. The user can view the original event in the Relates To panel.

Email Contacts Action



Choose Actions > *Individual* > Email Contacts to send an email to any or all contacts associated with this record.

There are two methods you can use to send emails using this action. One uses your preconfigured email client and the other uses batch processing to send batch emails.

When Send Batch Emails is not selected and you Submit, your email client appears in a new window with the selected contact email addresses already populated. Simply enter your subject and message, and then send.

If Send Batch Emails is selected, you need to enter your content in the Emails panel. After clicking Submit, the emails are sent via background processing. Your email client does not open at any point.

Note The email account accessed by the email poller for batch emails is CC'd on all emails sent using the system. The poller copies all emails from this account, allowing these messages to be stored by QAD CRM and linked with the associated contacts.

Options

Exclude Email Opt Out

If selected, all contacts that have been opted out of email communication via the Email Opt Out field in **CRM Contacts** or **Lead Contacts** are removed from the Contacts panel.

Click Apply to have the system remove these contacts from selection.

To make these contacts available within the Contacts grid once again, clear this field and click Apply.

Send Batch Emails

If indicated, the Email panel is populated below. Use this panel to draft a predefined batch email.

Email

Email Template

Optionally, use the lookup icon to select an email template for this batch email message.

Values available for selection here are configured in **Notification Templates**.

If the email template contains placeholder fields, those fields are replaced with real values. For example, if the email template contains "Dear {contactsalutation} {contactname}", {contactsalutation} and {contactname} is replaced with the appropriate values for each email sent to those contacts.

From

Indicate the message sender's name or title. Mandatory field.

This is used as the "Send From" email address value.

Subject

Indicate the email's subject. Mandatory field.

Message

Enter your email's message.

Criteria

Required Criteria

Indicates the search criteria used to display records in the Contacts panel.

Contacts with blank email IDs are not listed in the Contacts panel grid.

Contacts

The Contacts panel displays all contacts associated with this record.

Use the checkbox columns to specify which contacts you want to receive this email.

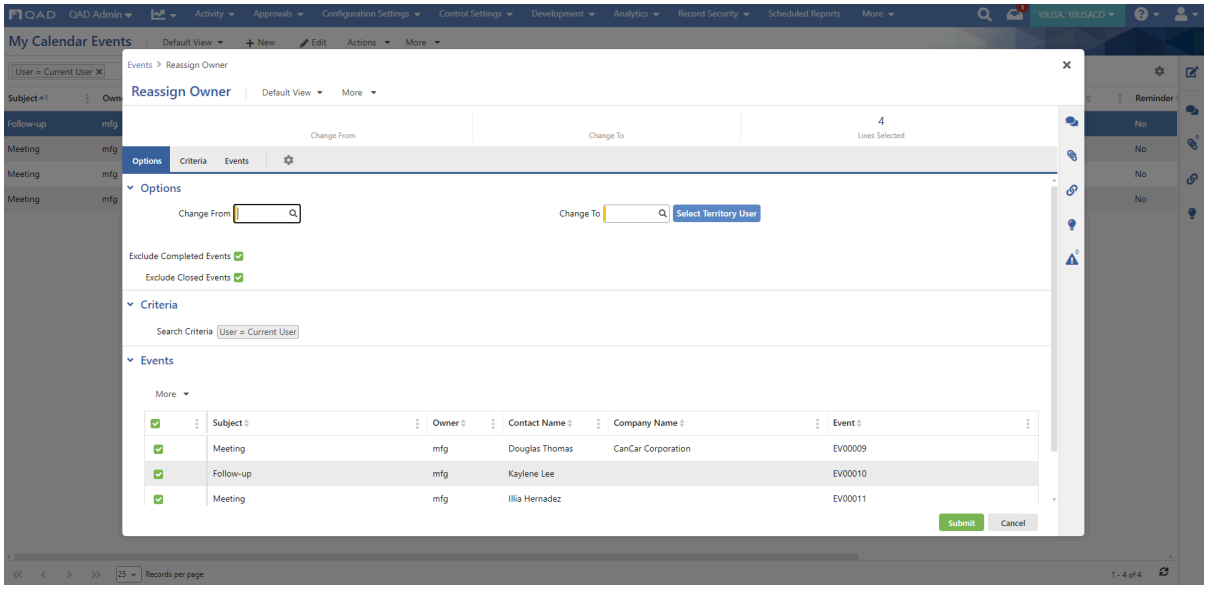
Contacts who have opted out of email communication are indicated in the Email Opt Out column.

Attachments

The Attachments panel only displays when Send Batch Emails in the Options panel is selected.

Users can use this panel to add attachments to batch emails.

Reassign Owner



Choose Actions > *Bulk* > Reassign Owner to reassign the owner or one or more events.

Options

Change From

Indicate the user from which the event should be reassigned.

Note The value in the Change From field must match the owner of the records being reassigned.

Change To

Indicate the user to which the event should be reassigned.

Click Select Territory User to choose from a list of predefined territory users.

Exclude Completed Events

If selected, completed events are not considered for reassignment.

Completed status types are configured in **CRM Control**.

Exclude Closed Events

If selected, closed events are not considered for reassignment.

Closed status types are configured in **CRM Control**.

Criteria

Search Criteria

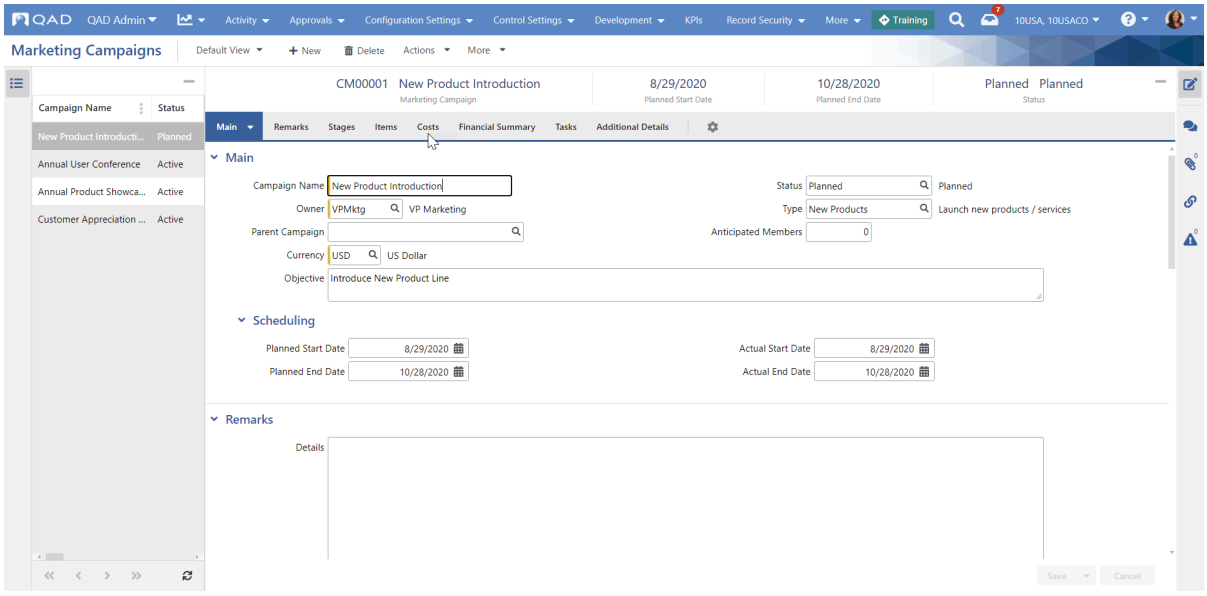
Indicates the search criteria used to display records in the Events panel.

Events

Displays all possible events based on the current search criteria.

Use the checkbox columns to determine which events should be reassigned.

Marketing Campaigns



Marketing consists of all activities designed to plan, price, promote, and distribute products or services to target markets. The key task of marketing personnel is to make people aware of your business, products, or services, and convince them to buy. This task is accomplished through marketing campaigns.

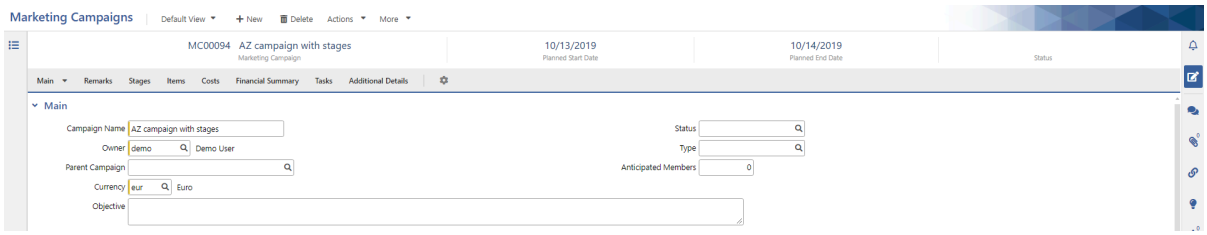
A marketing campaign is a series of operations pursued to promote a product or service. A successful campaign increases company credibility, sales, and profits.

Campaigns are targeted at specific market segments. A typical marketing campaign aims to promote a certain product or product line, and includes predefined sequential stages.

Campaigns can be focused around direct customer contact campaigns, digital marketing, conferences, or other strategies. Regardless of the type of campaign, they all involve tactics that are tied in CRM to campaign stages, identifying an ultimate list of leads who can be the target of further campaigns or can be directly engaged with as leads.

The Copy individual action is available from the Actions drop-down menu.

Main Panel



Campaign Name

Enter the name for this marketing campaign.

Owner

Indicate the user responsible for this campaign.

Parent Campaign

Indicate the associated parent campaign, if applicable.

Currency

Indicate the base currency associated with this campaign.

Objective

Enter a summary of the campaign objective or goals.

Status

Indicate the campaign status.

Values available for selection here are configured in **Generalized Codes**.

Type

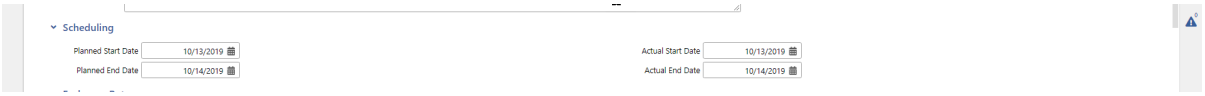
Indicate the campaign type.

Values available for selection here are configured in **Generalized Codes**.

Anticipated Members

Enter a number value for the total number of expected members.

Scheduling Subpanel



Planned Start Date

Use the Calendar icon to select or manually enter a planned start date for this campaign.

Planned End Date

Use the Calendar icon to select or manually enter a planned end date for this campaign.

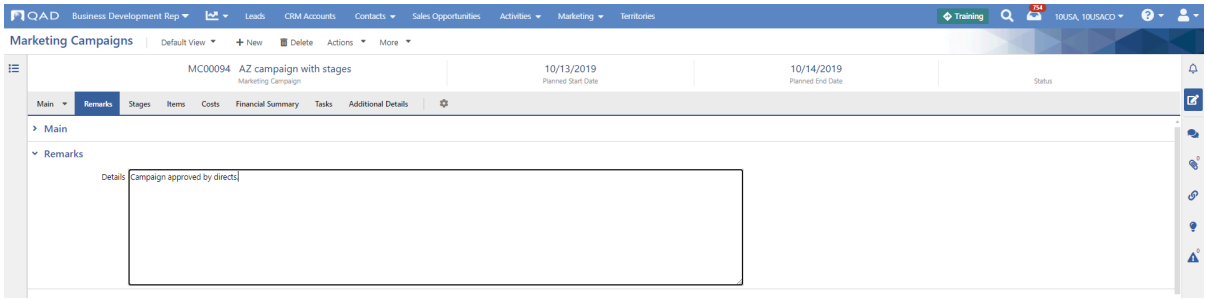
Actual Start Date

Use the Calendar icon to select or manually enter the actual start date of this campaign.

Actual End Date

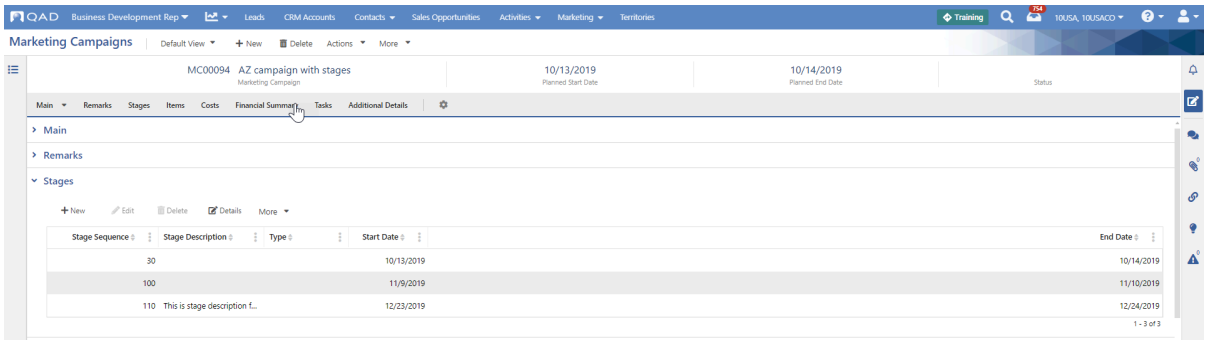
Use the Calendar icon to select or manually enter the actual end date of this campaign.

Remarks Panel



Optionally, enter any remarks.

Stages Panel

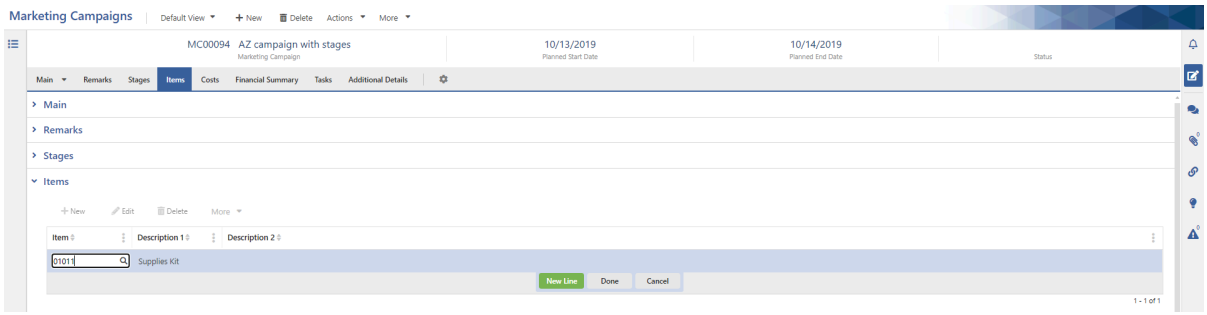


The Stages panel displays the various stages associated with this campaign.

Click +New to add a new line.

Click Details to open the Campaign Stages detail window.

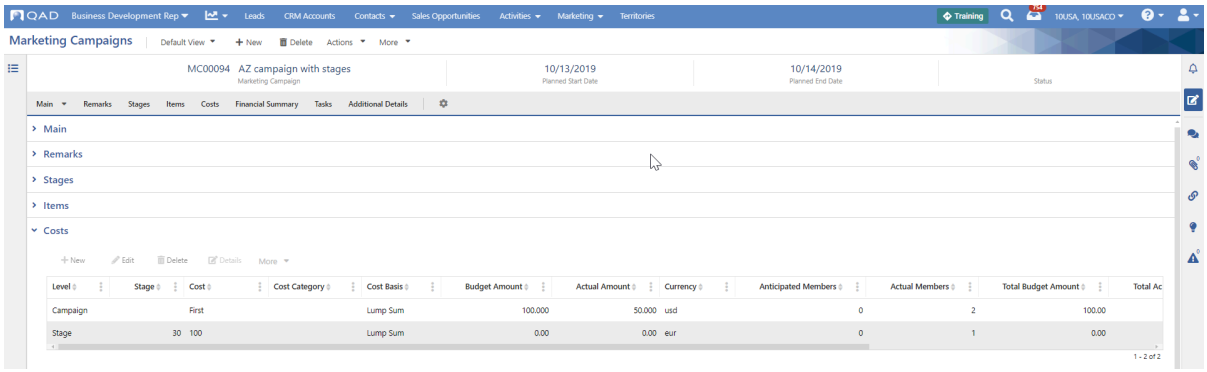
Items



The Items panel displays items associated with this campaign.

Click +New to add a new line.

Costs

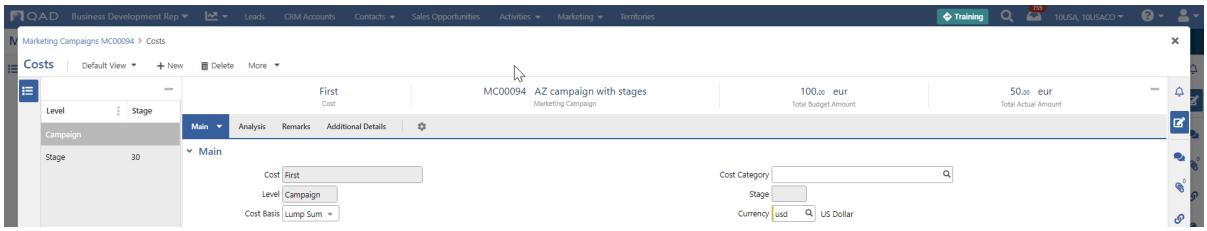


The Costs panel displays costs associated with this campaign.

Click +New to add a new line.

Click Detail to open the Costs detail window.

Costs Main Panel



Cost

Enter a name for this line item that represents a cost for this campaign.

Level

Select whether this is a campaign or stage level cost.

Cost Basis

Select whether this a lump sum or per member cost.

Cost Category

Indicate a category for this cost.

Values available for selection here are configured in **Generalized Codes**.

Stage

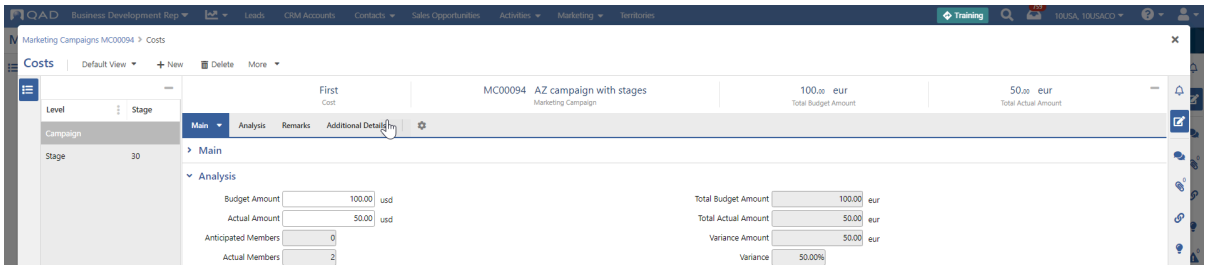
When the value in Level is set to Stage, select the stage this cost is related to.

Defaults to the first stage.

Currency

Indicate the base currency for this cost.

Costs Analysis Panel



Budget Amount

Indicates the budget amount of the cost line item.

Actual Amount

Indicates the actual amount spent on the cost line item.

Anticipated Members

When the value in Level is set to Campaign, this field displays the Anticipated Members value from the campaign header.

When the value in Level is set to Stage, this field displays the Anticipated Members value from the selected stage.

Actual Members

Displays the total actual number of members for this campaign.

Total Budget Amount

Displays the total budget amount allocated to this campaign or campaign stage.

If Cost Basis is Lump Sum, Total Budget Amount = Budget Amount.

If Cost Basis is Per Member, Total Budget Amount = Budget Amount * Anticipated Members.

Total Actual Amount

Displays the total actual amount spent on this campaign.

If Cost Basis is Lump Sum, Total Actual Amount = Actual Amount.

If Cost Basis is Per Member, Total Actual Amount = Actual Amount * Actual Members.

Variance Amount

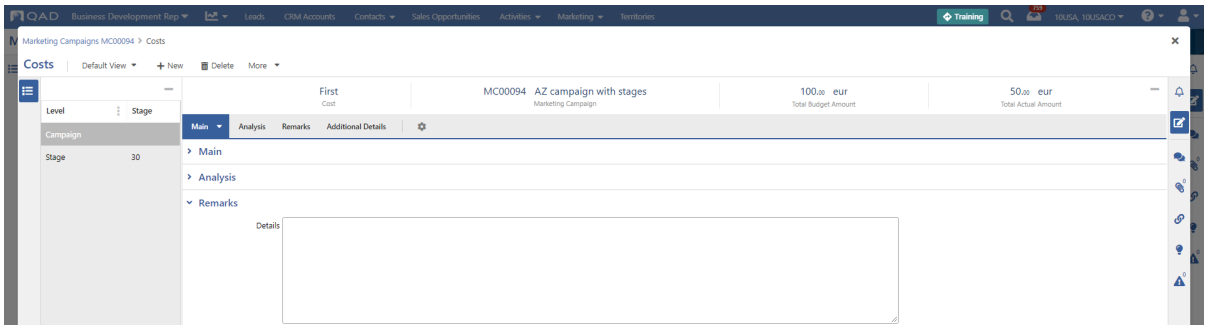
Displays the total variance amount for this cost line item.

Variance Amount = Total Budget Amount - Total Actual Amount.

Variance

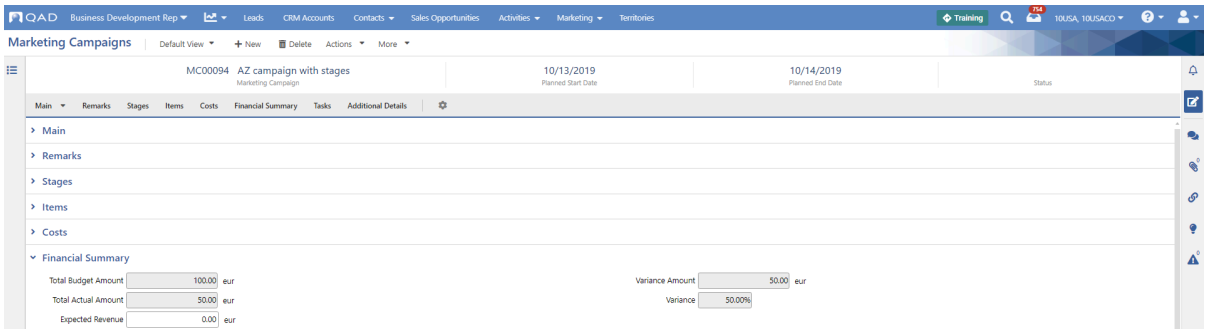
Indicates the total variance in percentage terms.

Costs Remarks Panel



Optionally, enter any remarks here.

Financial Summary



Total Budget Amount

Displays the total budget amount allocated to this campaign.

Total Actual Amount

Displays the total actual amount spent on this campaign.

Expected Revenue

Indicate the total expected revenue for this campaign.

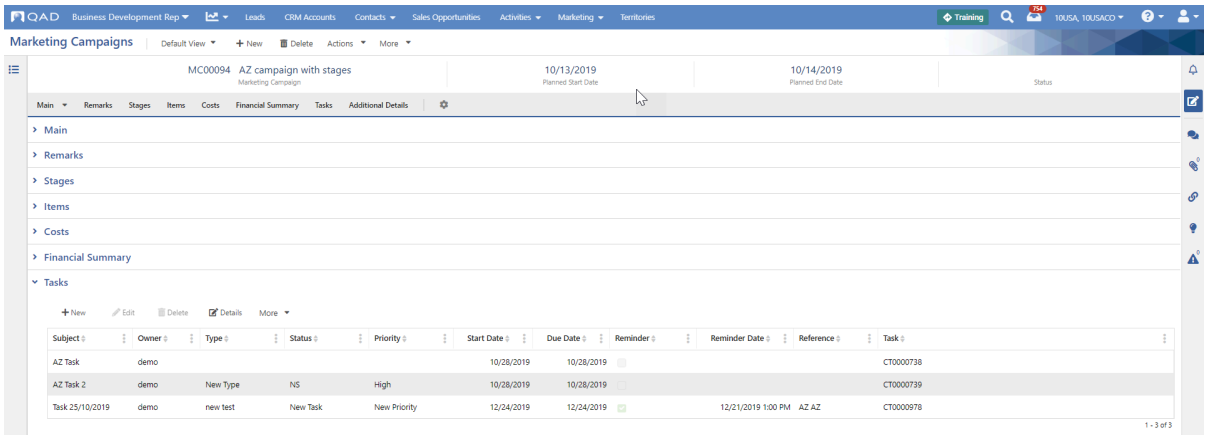
Variance Amount

Displays the total variance amount for this campaign.

Variance

Indicates the total variance in percentage terms.

Tasks

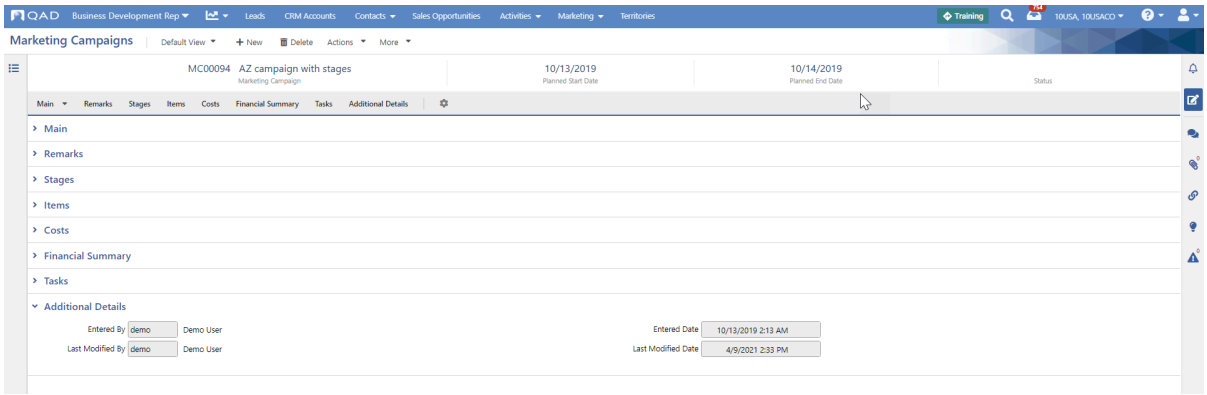


The Tasks panel displays tasks associated with this campaign.

Click +New to add a new line.

Click Details to open the Tasks detail window and further define task information .

Additional Details



Entered By

Indicates the user who entered this record.

Last Modified By

Indicates the last user to save changes on this record.

Entered Date

Indicates when this record was first created.

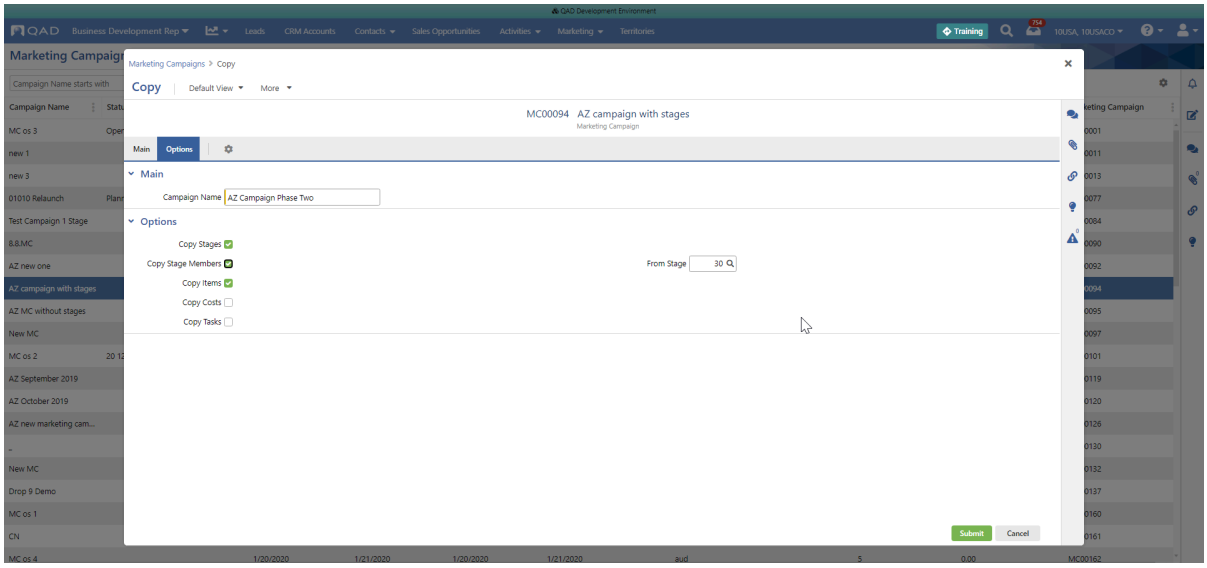
Last Modified Date

Indicates when this record was last edited.

Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria. Bulk actions are only available for a hybrid view in browse-only view mode. For bulk actions, once you select the records and set options, you can simulate or submit the action.

Copy Action



Choose Actions > *Individual* > Copy to copy data from the selected marketing campaign into a new marketing campaign.

Clicking Submit will automatically bring up the new marketing campaign.

Main

Campaign Name

Enter a name for campaign you are creating.

Options

Copy Stages

If selected, the stages of this marketing campaign are copied to the new campaign.

Copy Stage Members

If selected, stage members associated with this marketing campaign are copied to the new campaign.

Selecting this field allows you to interact with the From Stage field.

From Stage

Indicate the stage from which current members should be copied.

Copy Items

If selected, item associated with this marketing campaign are copied to the new campaign.

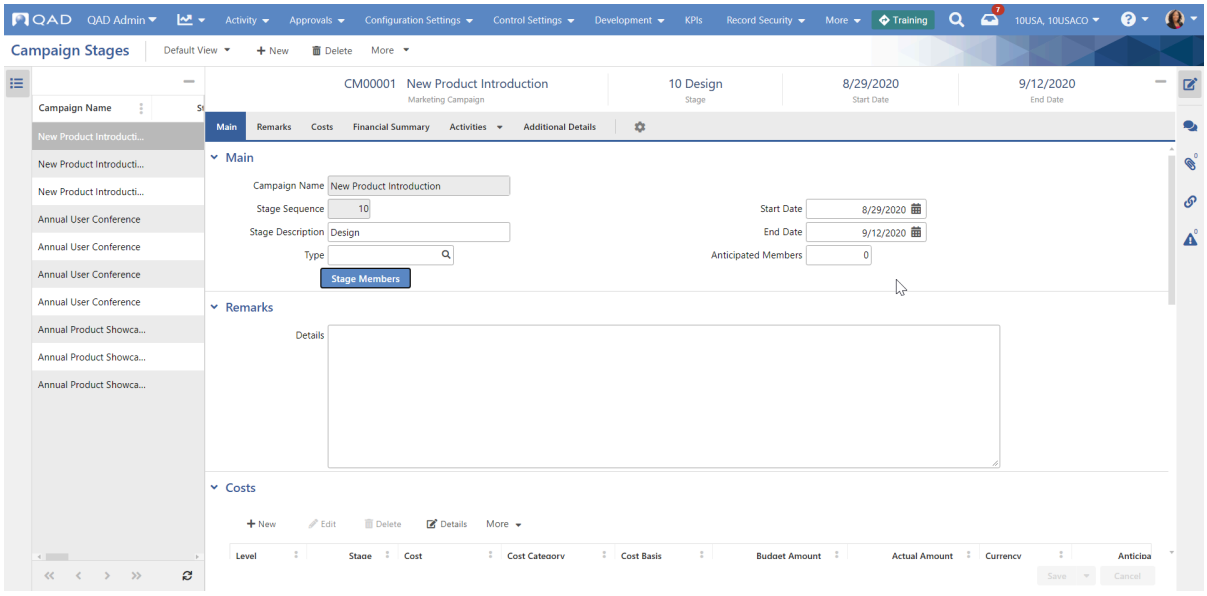
Copy Costs

If selected, costs associated with this marketing campaign are copied to the new campaign.

Copy Tasks

If selected, tasks associated with this marketing campaign are copied to the new campaign.

Campaign Stages



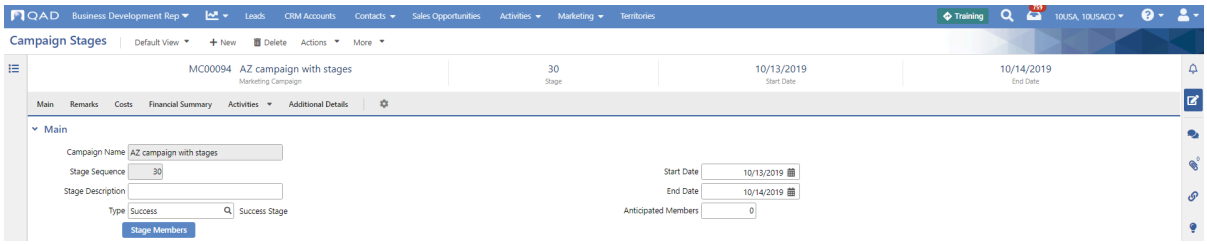
In QAD CRM, campaigns are composed of various stages. The stages are generally the qualification steps required for moving through the campaign.

Campaign stages represent a transition in awareness and receptiveness to engage with the company and products. Vital information for future analysis is gathered through each of the campaign stages.

Campaign stages generally involve individuals targeted by the campaign at each stage. These can be managed by clicking the Stage Members button, which opens the Campaign Stage Members window.

The Email Contacts bulk action is available from the Actions drop-down menu.

Main Panel



Campaign Name

Indicate the associated campaign name.

Value must be an existing marketing campaign.

Stage Sequence

Enter the stage sequence number.

This number should reflect the progression of the stages through the campaign.

Stage Description

Enter a brief description of this stage.

Start Date

Enter the intended start date for this stage.

End Date

Enter the intended end date for this stage.

Type

Indicate a type for this campaign stage.

Values available for selection here are configured in **Generalized Codes**.

Anticipated Members

Enter the total number of expected members for this stage.

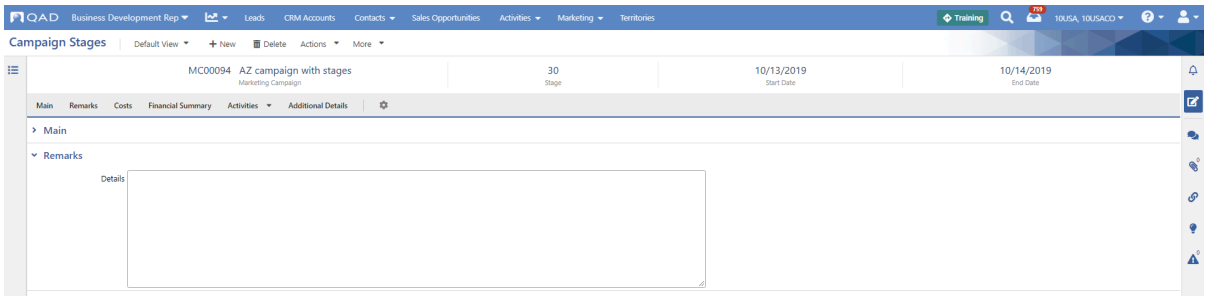
Stage Members

Click the Stage Members button to open the Campaign Stage Members window.

Displayed will be all members associated with the current campaign stage.

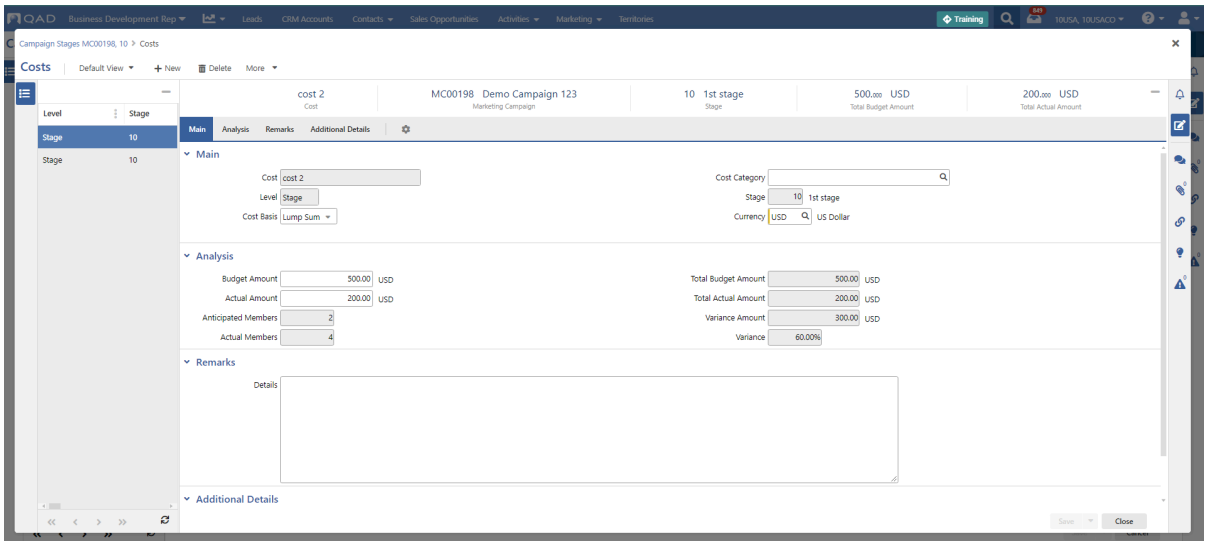
See the section on Campaign Stage Members for more information on this screen.

Remarks Panel



Optionally, enter any remarks here.

Costs Panel

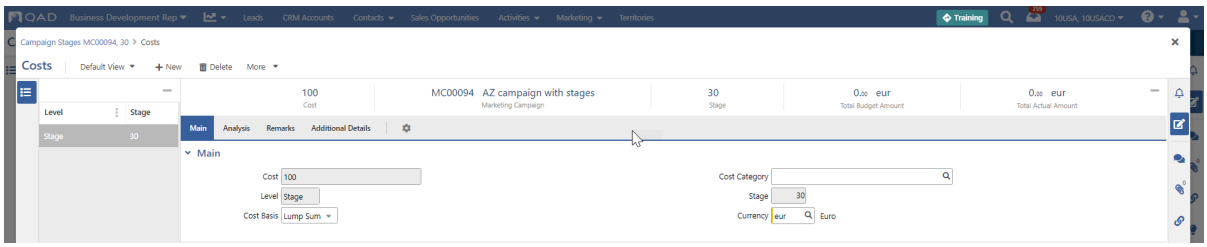


The Costs panel displays costs associated with this campaign stage.

Click +New to add a new line.

Click Details to open Costs Detail.

Costs Main Panel



Cost

Enter a name for this line item representing a cost for this campaign stage.

Level

Select whether this is a campaign or stage-level cost.

Cost Basis

Select whether this a lump sum or per member cost.

Cost Category

Indicate a category for this cost.

Values available for selection here are configured in **Generalized Codes**.

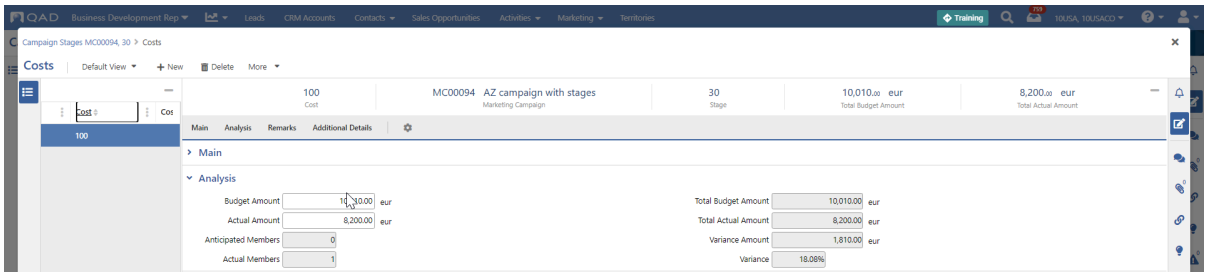
Stage

Displays the current stage associated with this cost.

Currency

Indicate the base currency for this cost.

Costs Analysis Panel



Budget Amount

Indicates the budget amount of the cost line item.

Actual Amount

Indicates the actual amount spent on the cost line item.

Anticipated Members

Displays the total expected members for this campaign stage.

Value defaults from the Anticipated Members field of this campaign stage.

Actual Members

Displays the total actual number of members for this campaign stage.

Total Budget Amount

Displays the total budget amount allocated to the current cost record.

If Cost Basis is Lump Sum: Total Budget Amount = Budget Amount

If Cost Basis is Per Member: Total Budget Amount = *Budget Amount* * *Anticipated Members*

Total Actual Amount

Displays the total actual amount spent on the current cost record.

If Cost Basis is Lump Sum: Total Actual Amount = Actual Amount

If Cost Basis is Per Member: Total Actual Amount = *Actual Amount* * *Actual Members*

Variance Amount

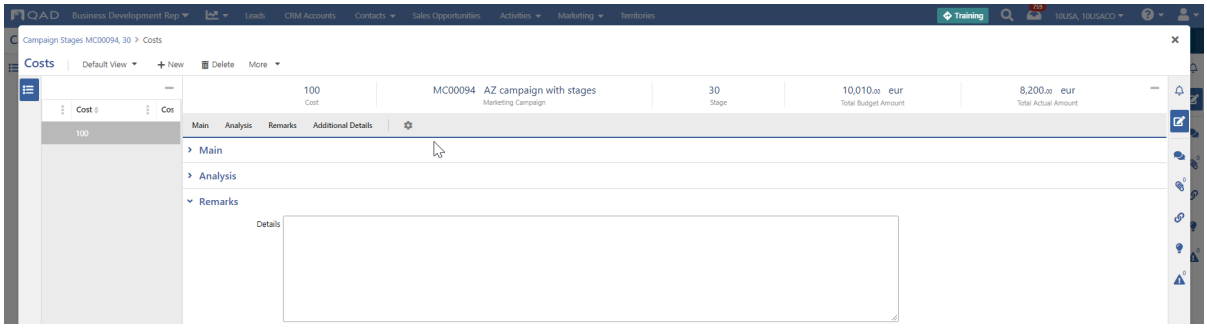
Displays the total variance amount for this cost line item. Value is determined by:

Total Budget Amount - Total Actual Amount

Variance

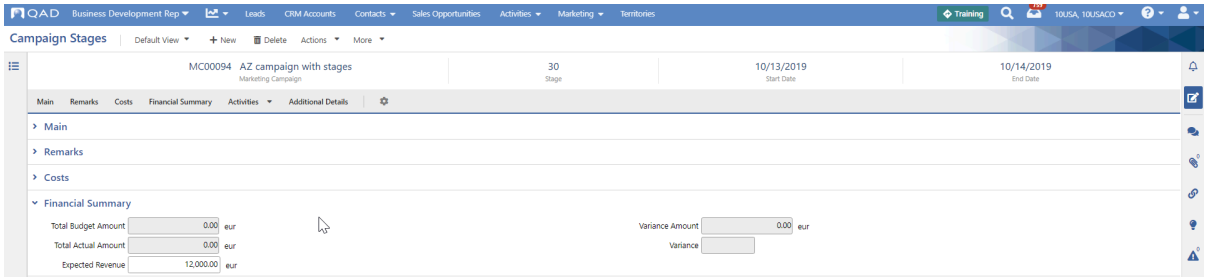
Indicates the total variance in percentage terms.

Costs Remarks Panel



Optionally, enter any remarks you want associated with this cost.

Financial Summary Panel



Total Budget Amount

Displays the total budget amount allocated to this campaign stage.

Value defaults from Costs.

Total Actual Amount

Displays the total actual amount spent on this market campaign stage.

Value defaults from Costs.

Expected Revenue

Indicate the total expected revenue for this campaign stage.

Variance Amount

Displays the total variance amount for this campaign stage.

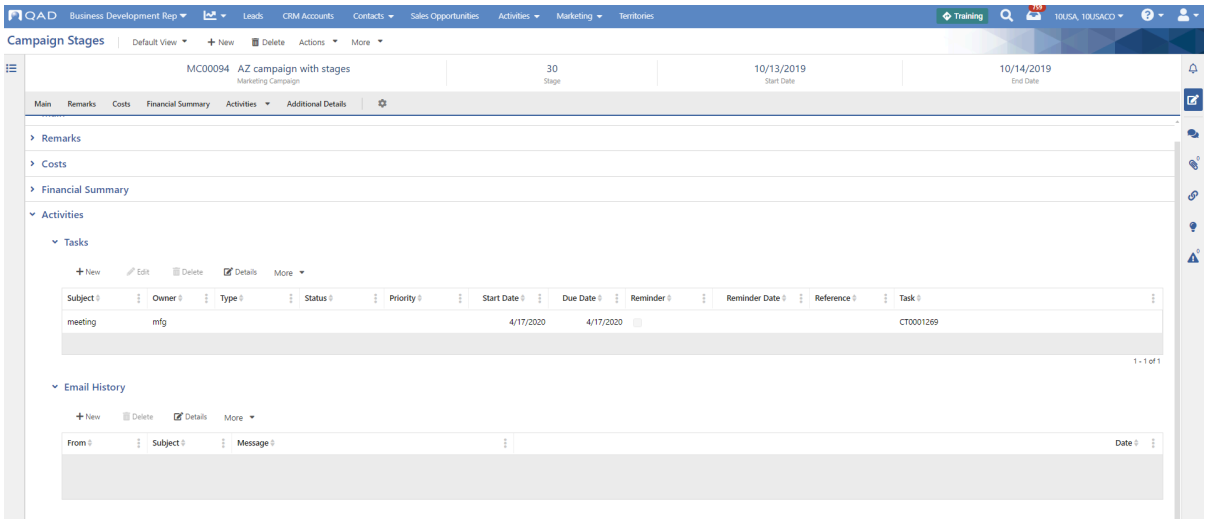
Value is the result of *Total Budget Amount - Total Actual Amount*.

Variance

Indicates the total variance in percentage terms.

Value is the result of *Variance Amount / Total Budget Amount.*

Activities Panel



The Activities panel containts the Tasks and Email History subpanels.

Tasks Subpanel

The Tasks panel displays tasks associated with this campaign stage.

Click +New to add a new line.

Click Details to open the Tasks detail window.

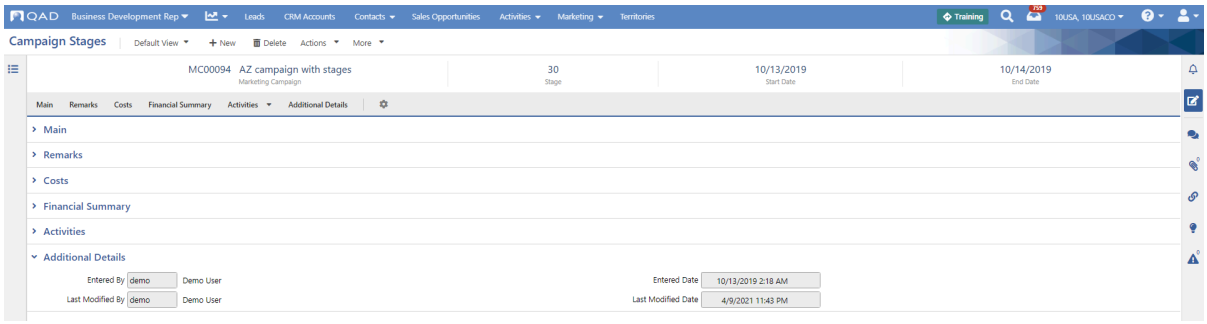
Email History Subpanel

Use the Email History panel to view or add email correspondence associated with the primary contact.

Click +New to add a new line.

Click Details to open the Email History window and view messages in greater detail.

Additional Details



Entered By

Indicates the user who entered this record.

Last Modified By

Indicates the last user to save changes on this record.

Entered Date

Indicates when this record was first created.

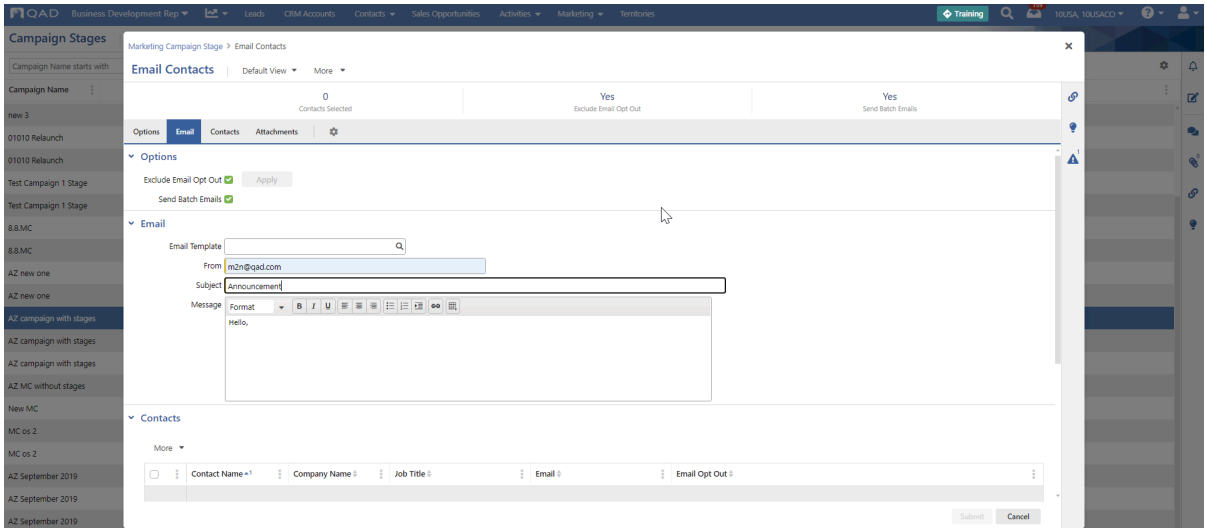
Last Modified Date

Indicates when this record was last edited.

Campaign Stages Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria.

Email Contacts Action



Choose Actions > *Bulk* > Email Contacts to send an email to any or all contacts associated with this record.

There are two methods you can use to send emails using this action. One uses your preconfigured email client and the other uses batch processing to send batch emails.

When Send Batch Emails is not selected and you click Submit, your email client appears in a new window with the selected contact email addresses already populated. Simply enter your subject and message, and then send.

If Send Batch Emails is selected, you need to enter your content in the Emails panel. After clicking the Submit button, the emails are sent via background processing. Your email client does not open at any point.

Note The email account accessed by the email poller for batch emails is CC'd on all emails sent using the system. The poller copies all emails from this account, allowing these messages to be stored by QAD CRM and linked with the associated contacts.

For more information on this process, see the section on CRM Email Integration on page 2254 .

Options

Exclude Email Opt Out

If selected, all contacts that have been opted out of email communication with the Email Opt Out field in **CRM Contacts** or **Lead Contacts** will be removed from the Contacts panel.

Click Apply to have the system remove these contacts from selection.

To make these contacts available within the Contacts grid once again, clear this field and click Apply.

Send Batch Emails

If indicated, the Email panel will populate below. Use this panel to draft a predefined batch email.

Email

Email Template

Optionally, use the lookup icon to select an email template for this batch email message.

Values available for selection here are configured in **Notification Templates**.

If the email template contains placeholder fields, those fields are replaced with real values. For example, if the email template contains "Dear {contactsalutation} {contactname}", {contactsalutation} and {contactname} are replaced with the appropriate values for each email sent to those contacts.

From

Indicate the message sender's name or title. Mandatory field.

This is used as the "Send From" email address value.

Subject

Indicate the email's subject. Mandatory field.

Message

Enter your email's message.

Criteria

Required Criteria

Indicates the search criteria used to display records in the Contacts panel.

Contacts with blank email IDs will not be listed in Contacts panel grid.

Contacts

The Contacts panel displays all contacts associated with this record.

Use the checkbox columns to specify which contacts you want to receive this email.

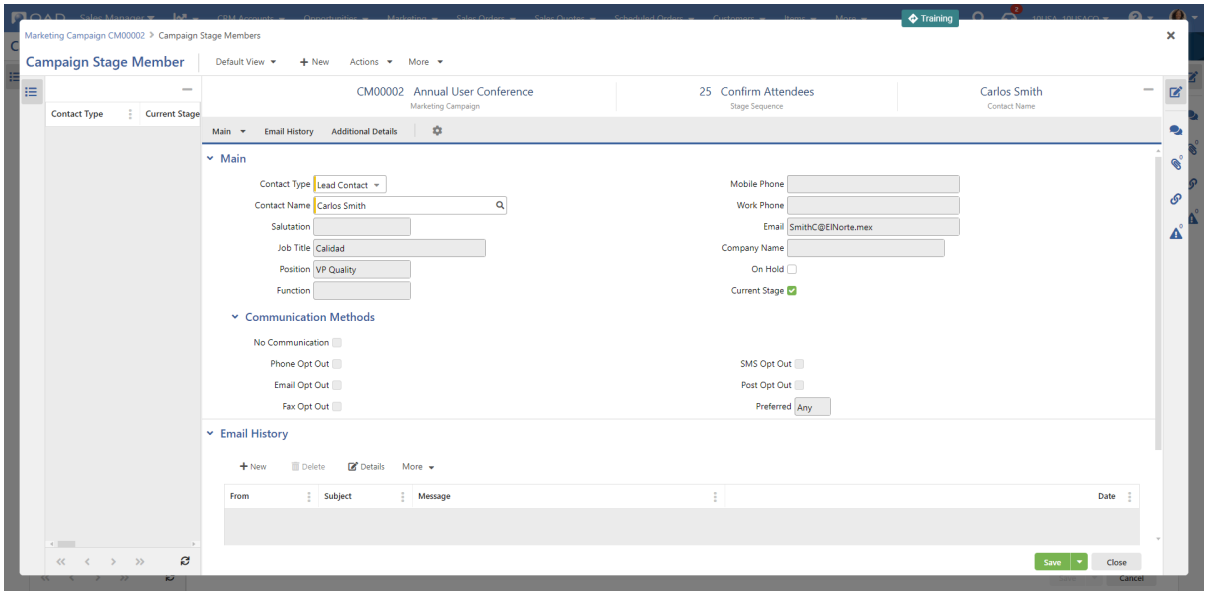
Contacts who have opted out of email communication are indicated in the Email Opt Out column.

Attachments

The Attachments panel only displays when Send Batch Emails is selected in the Options panel.

You can use this panel to add attachments to batch emails.

Campaign Stage Members



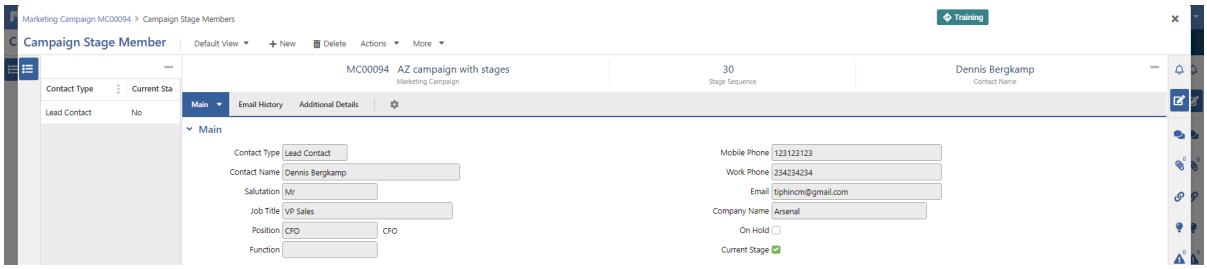
Campaign stage members are individuals added to specific campaign stages. Records added must previously exist in **CRM Contacts** or **Lead Contacts**.

To add multiple CRM contacts or lead contacts, use the Add to Campaign bulk action directly from the **CRM Contacts** or **Lead Contacts** screens.

The following actions are available from the Actions drop-down menu:

- Create Lead individual action
- Email Contact individual action
- Hold bulk action
- Advance Stage bulk action
- Copy to Campaign bulk action
- Email Contacts bulk action

Main Panel



Contact Type

Select the contact type for this stage member.

If contact type is Lead Contact, you can link an existing lead contact to the campaign stage.

If contact type is CRM Contact, you can link an existing CRM contact to the campaign stage.

Contact Name

Indicates the contact name of this contact.

The records available for selection in the lookup change based on the Contact Type value.

Salutation

Indicates the preferred salutation for this contact.

This field is read only and the value defaults from the selected contact.

Job Title

Indicates the job title associated with this contact.

This field is read only and the value defaults from the selected contact.

Position

Indicates the position associated with this contact.

This field is read only and the value defaults from the selected contact.

Function

Indicates the primary function associated with this contact.

This field is read only and the value defaults from the selected contact.

Mobile Phone

Indicates the mobile phone number associated with this contact.

This field is read only and the value defaults from the selected contact.

Work Phone

Indicates the work phone number associated with this contact.

This field is read only and the value defaults from the selected contact.

Email

Indicates the primary email associated with this contact.

This field is read only and the value defaults from the selected contact.

Company Name

Indicates the company name associated with this contact.

This field is read only and the value defaults from the selected contact.

On Hold

If selected, this stage member will be considered on hold.

Current Stage

If selected, indicates that this stage member is in the current stage of the campaign.

Note If a member is in multiple stages, this field can only be selected in one stage.

Communication Methods Subpanel



No Communication

If selected, this contact is opted out of communication attempts.

This field is read only and the value defaults from the selected contact.

Phone Opt Out

If selected, this contact is opted out of being communicated with by phone.

This field is read only and the value defaults from the selected contact.

Email Opt Out

If selected, this contact is opted out of being communicated with by email.

This field is read only and the value defaults from the selected contact.

Fax Opt Out

If selected, this contact is opted out of being communicated with by fax.

This field is read only and the value defaults from the selected contact.

SMS Opt Out

If selected, this contact is opted out of being communicated with by SMS.

This field is read only and the value defaults from the selected contact.

Post Opt Out

If selected, this contact is opted out of being communicated with by courier mail.

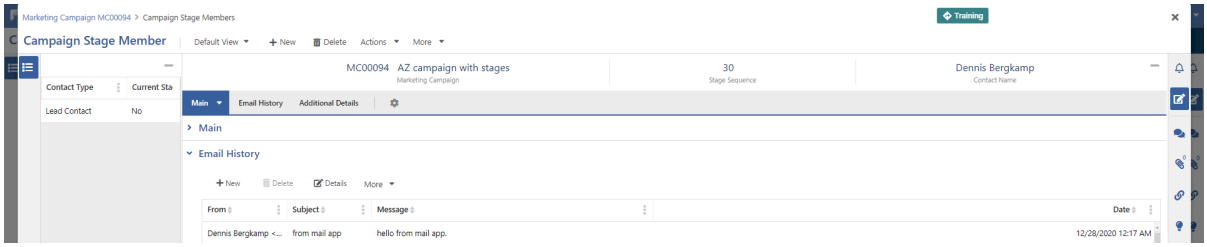
This field is read only and the value defaults from the selected contact.

Preferred

Indicate the contact's preferred method of communication.

This field is read only and the value defaults from the selected contact.

Email History Panel

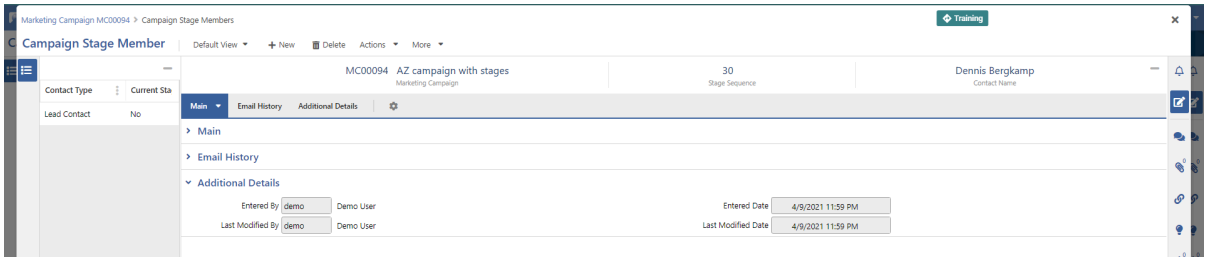


Use the Email History panel to view or add email correspondence associated with this stage member.

Click +New to add a new line.

Click Details to open the Email History window and view message elements in more detail.

Additional Details Panel



Entered By

Indicates the user who created this account in the system.

Last Modified By

Indicates the last user to modify account information.

Entered Date

Indicates the date this account was created in the system.

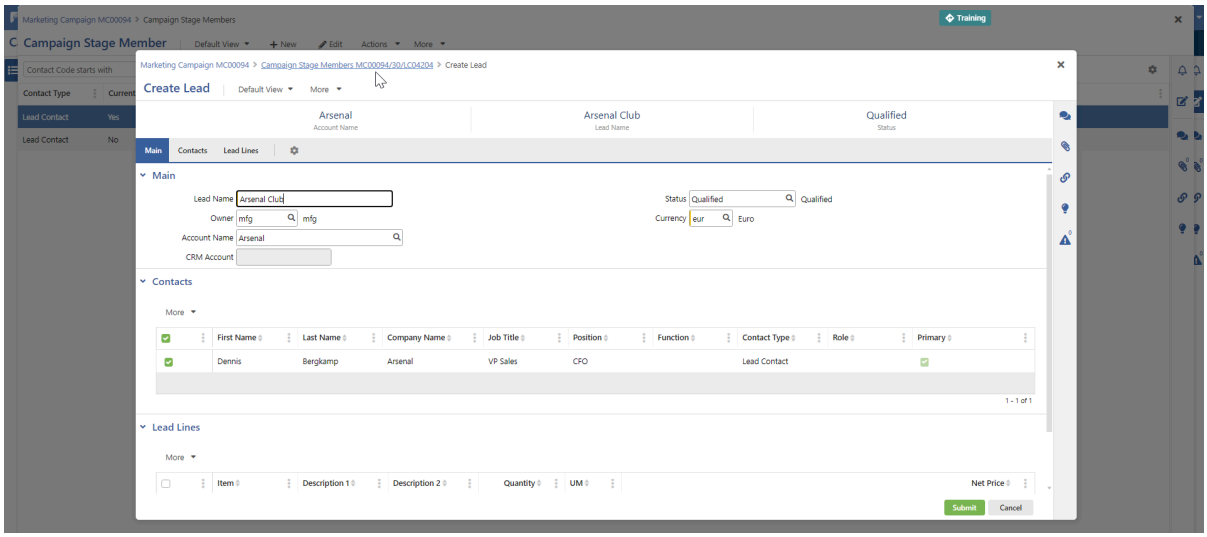
Last Modified Date

Indicates the date account information was last modified.

Campaign Stage Members Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records and bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria.

Create Lead Action



Choose Actions > *Bulk* > Create Lead to create a lead using campaign stage member information.

Main

Lead Name

Enter a name for this lead.

Owner

Indicate the owner for this lead.

Defaults to the current user.

Account Name

Indicate the CRM account to be associated with this lead.

CRM Account

Indicates the CRM account associated with the account name, when applicable.

Status

Indicate a status for this lead.

Values for this field are configured in **Generalized Codes**.

Currency

Indicate the default currency associated with this lead.

Contacts

The Contacts panel displays the associated lead contacts based on your search parameters.

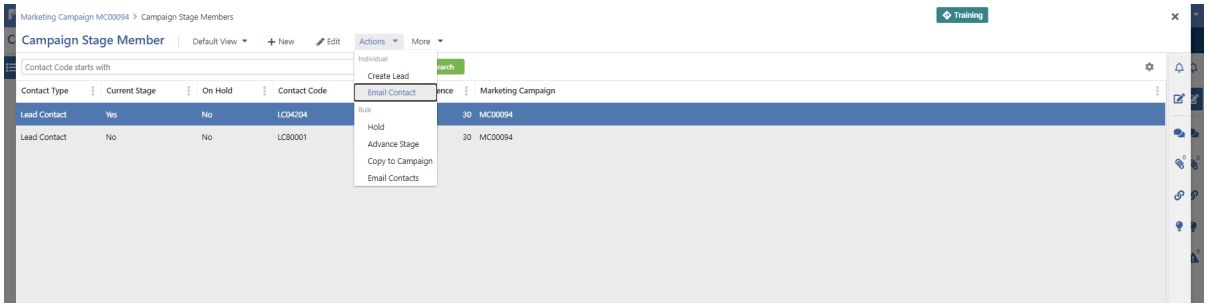
Use the checkbox column to select the contacts you want added to the new lead.

Once advanced, contact members are still maintained in the From stage.

Lead Lines

The Contacts panel displays all available lead lines based on your search parameters.

Email Contact Action



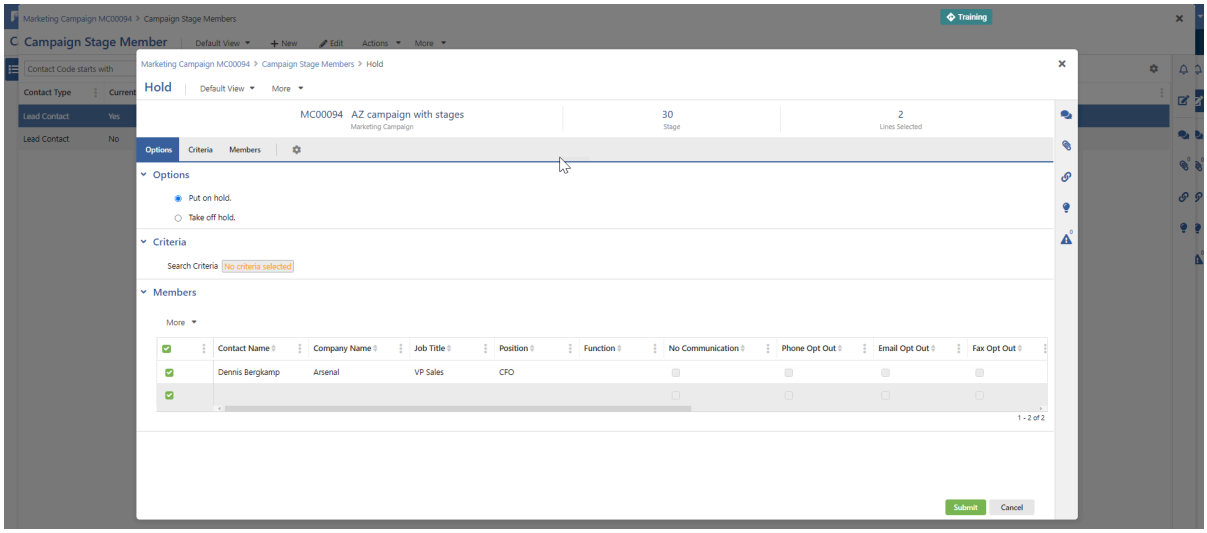
Choose Actions > *Individual* > Email Contact to send an email to this campaign stage member.

After you select this action, your default email client appears with the contact's primary email address populated. Your message is now ready to be typed.

After sending the email, you can see it in the Email History section of the record.

For more information on setting up and using email functionality in QAD CRM, please see the section on **Email Integration.**

Hold Action



Choose Actions > *Bulk* > Hold to place campaign stage members on or off hold.

Options

Put On Hold

If selected, all campaign stage members indicated in the Members panel will be placed on hold.

Take Off Hold

If selected, all campaign stage members indicated in the Members panel will be taken off hold.

Criteria

Search Criteria

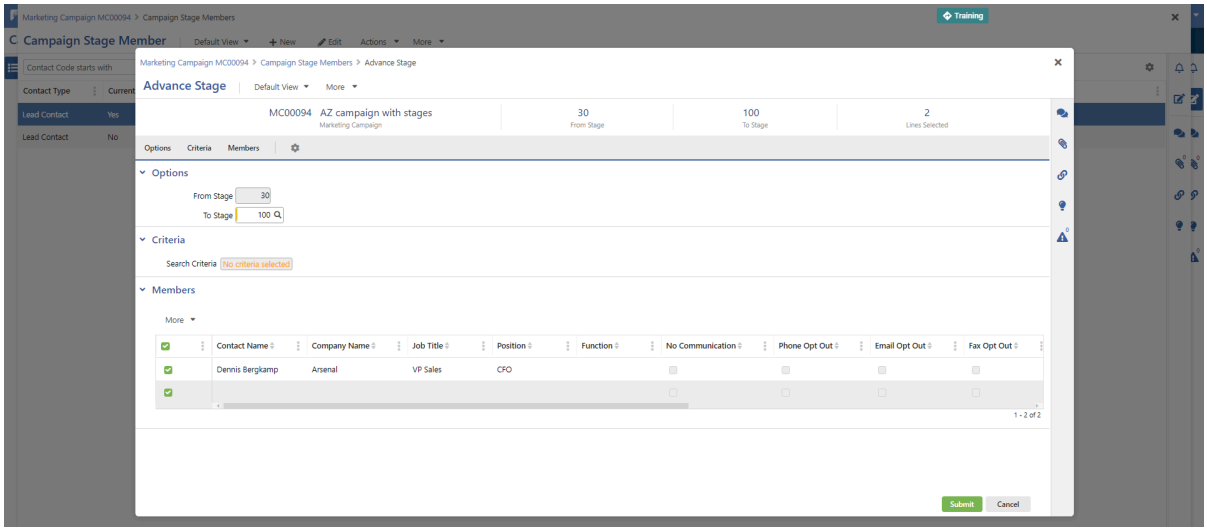
Displays the search criteria used to display records in the Members panel.

Members

The Members panel displays all campaign stage members based on your search parameters.

Use the checkbox column to select the members to be placed on or taken off hold.

Advance Stage Action



Choose Actions > *Bulk* > Advance Stage to move a campaign stage member from one stage to another.

Options

From Stage

Indicates the current stage.

To Stage

Indicate the stage to which the stage member should be advanced.

Criteria

Search Criteria

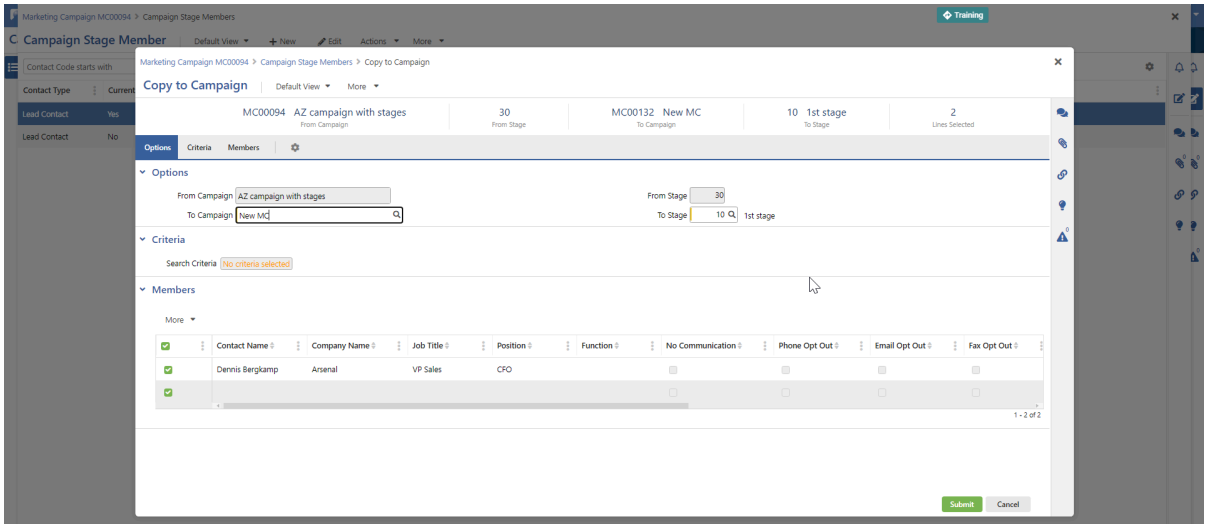
Displays the search criteria used to display records in the Members panel.

Contacts

The Members panel displays contacts based on your search parameters.

Use the checkbox column to select the members to be advanced.

Copy to Campaign Action



Choose Actions > *Bulk* > Copy to Campaign to copy campaign stage members to another marketing campaign.

Options

From Campaign

Indicates the current campaign.

To Campaign

Indicate the campaign to which the stage members should be copied.

From Stage

Indicates the current stage.

To Stage

Indicate the stage to which the stage members should be advanced.

Criteria

Search Criteria

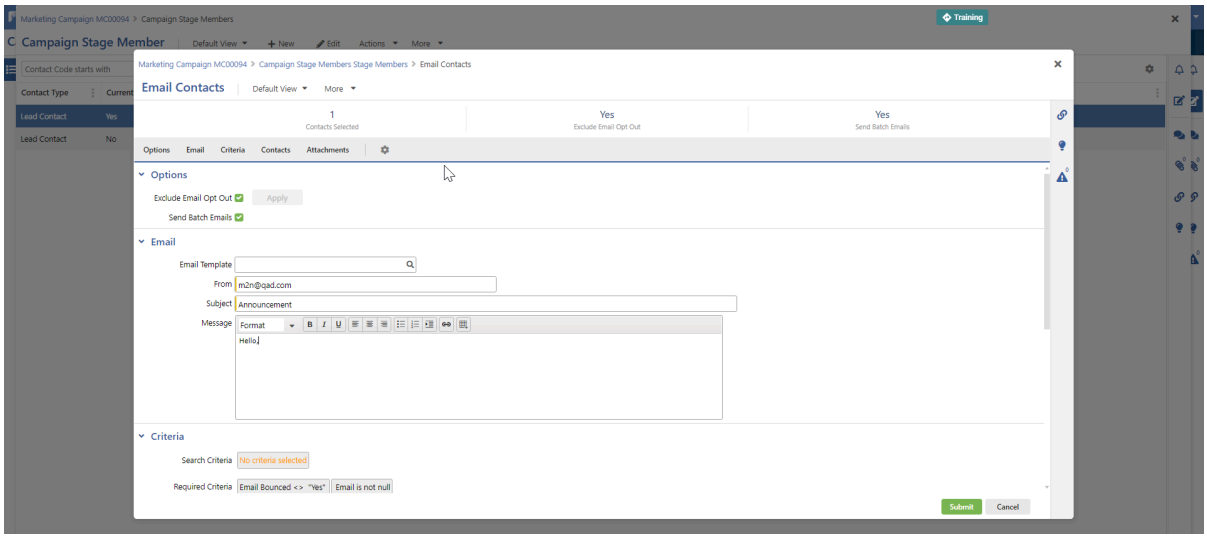
Displays the search criteria used to display records in the Members panel.

Contacts

The Members panel displays members based on your search parameters.

Use the checkbox column to select the members to be copied.

Email Contacts Action



Choose Actions > *Bulk* > Email Contacts to send an email to any or all contacts associated with this record.

There are two methods you can use to send emails using this action. One uses your preconfigured email client and the other uses batch processing to send batch emails.

When Send Batch Emails is not selected and you click Submit, your email client appears in a new window with the selected contact email addresses already populated. Enter your subject and message, and then send.

If Send Batch Emails is selected, enter your content in the Emails panel. After clicking the Submit button, the emails are sent via background processing. The action does not open your email client at any point.

Note The email account accessed by the email poller for batch emails will be CC'd on all emails sent using the system. The poller copies all emails from this account, allowing these messages to be stored by QAD CRM and linked with the associated contacts.

For more information on this process, see the section on CRM Email Integration on page 2254.

Options

Exclude Email Opt Out

If selected, all contacts that have been opted out of email communication using the Email Opt Out field in CRM Contacts or Lead Contacts are removed from the Contacts panel.

Click Apply to have the system remove these contacts from selection.

To make these contacts available in the Contacts grid once again, clear this field and click Apply.

Send Batch Emails

If selected, the Email panel is populated below. Use this panel to draft a predefined batch email.

Email

Email Template

Optionally, use the lookup icon to select an email template for this batch email message.

Values available for selection here are configured in **Notification Templates**.

If the email template contains placeholder fields, those fields are replaced with real values. For example, if the email template contains "Dear {contactsalutation} {contactname}", {contactsalutation} and {contactname} are replaced with the appropriate values for each email sent to those contacts.

From

Indicate the message sender's name or title. Mandatory field.

This is used as the "Send From" email address value.

Subject

Indicate the email's subject. Mandatory field.

Message

Enter your email's message.

Criteria

Required Criteria

Indicates the search criteria used to display records in the Contacts panel.

Contacts with blank email IDs are not listed in Contacts panel grid.

Contacts

The Contacts panel displays all contacts associated with this record.

Use the checkbox column to specify which contacts you want to receive this email.

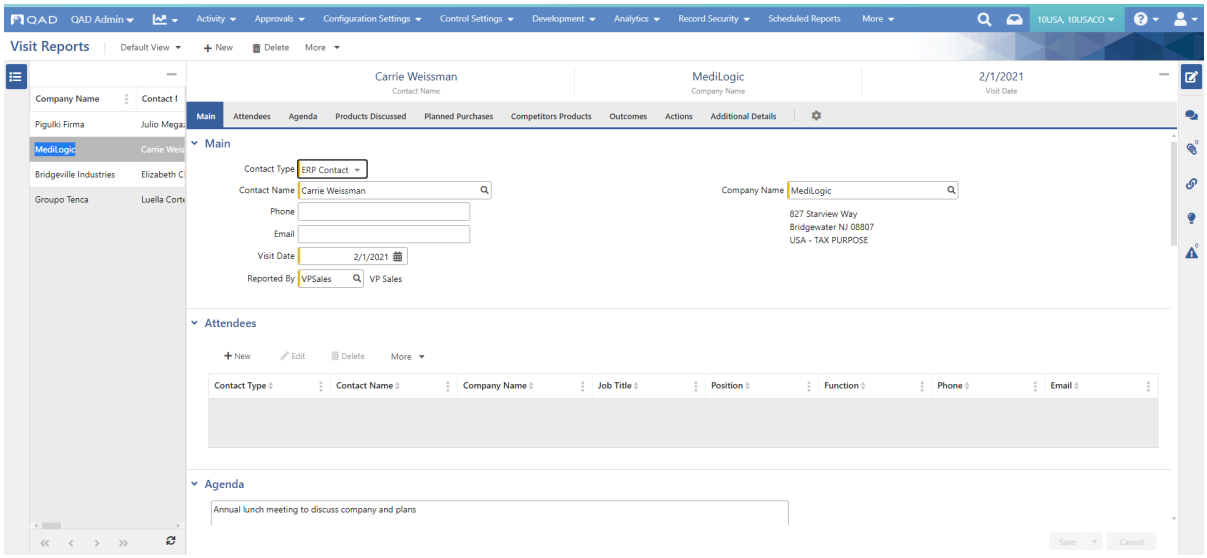
Contacts who have opted out of email communication are indicated in the Email Opt Out column.

Attachments

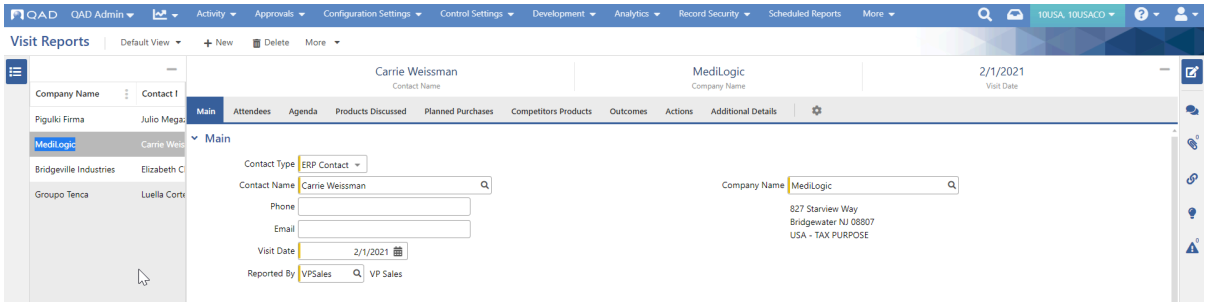
The Attachments panel only displays when Send Batch Emails in the Options panel is selected.

You can use this panel to add attachments to batch emails.

Visit Reports



Main Panel



Contact Type

Indicate the type of contact you want associated with this visit.

The value indicated here affects the records available for search in the Contact Name field. Four options are available:

- Contact
- ERP Contact
- Lead Contact
- Other

Contact Name

Indicate the contact you want associated with this visit.

The options available to select from are based on the value selected in the Contact Type field.

If the Contact Type is Other, the lookup functionality on this field is unavailable and you must manually enter the contact name.

Phone

Indicate the primary phone number associated with this contact.

Value defaults from Contact Name.

Email

Indicate the primary email address associated with this contact.

Value defaults from Contact Name.

Visit Date

Select from the Calendar icon, or manually enter, the date at which this visit took place.

Defaults to the current date.

Reported By

Indicates the internal user reporting this information.

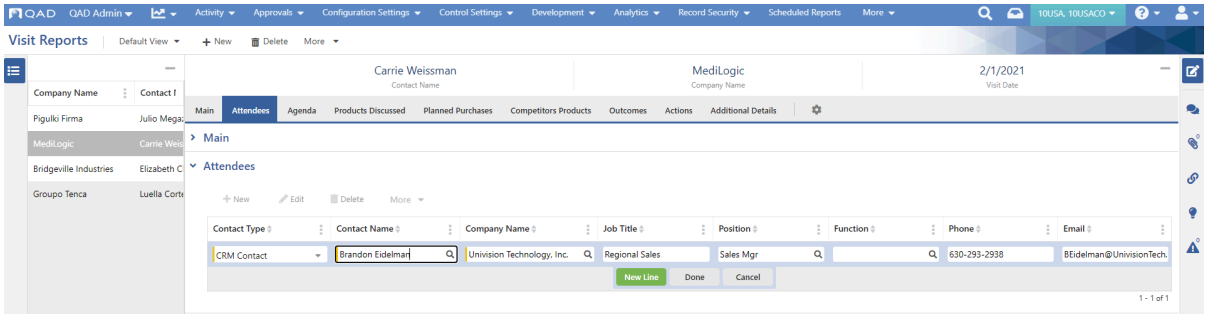
Value defaults from Contact Name.

Company Name

Indicates the company name associated with this contact.

Value defaults from Contact Name.

Attendees Panel

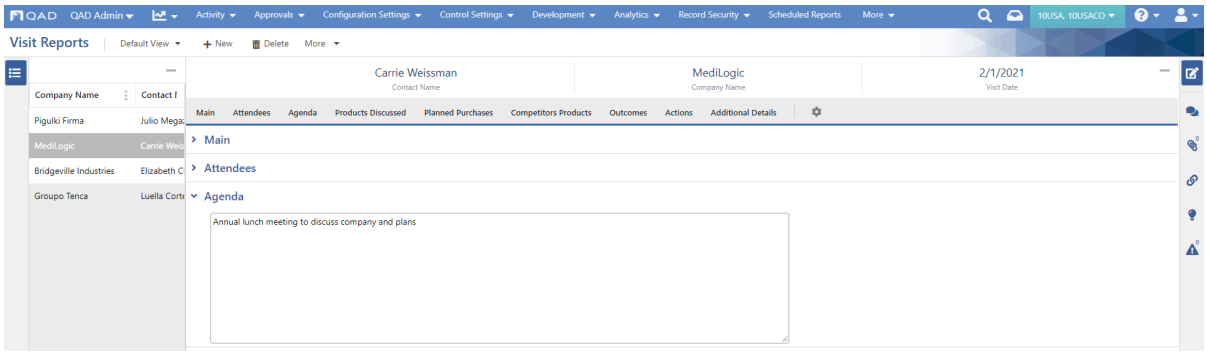


Use the Attendees panel to add visit attendees to this visit report.

Mandatory fields are Contact Type, Contact Name, and Company Name.

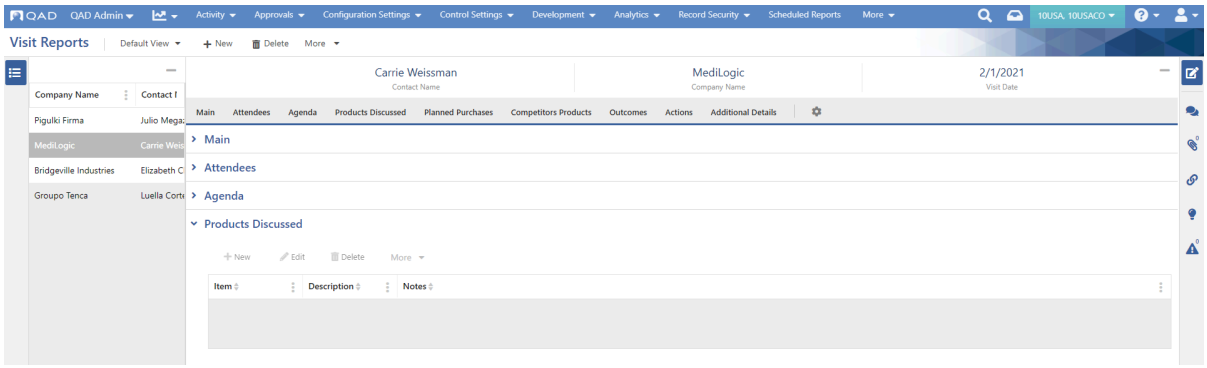
Click +New to add a new line to the grid.

Agenda Panel



Use the Agenda panel to provide a written description of the agenda for this visit.

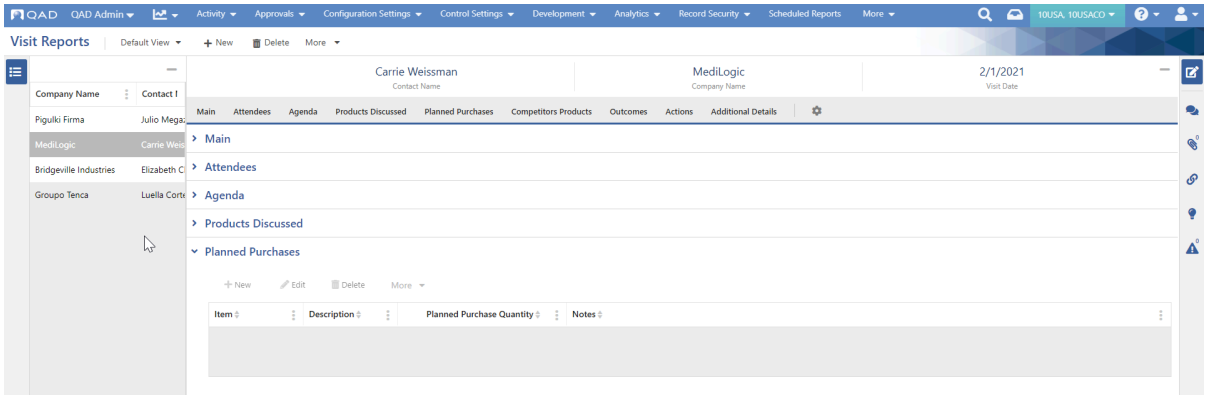
Products Discussed Panel



Use the Products Discussed panel to add products or items that were discussed during this visit

Click +New to add a new line. Use the Item lookup to select an item.

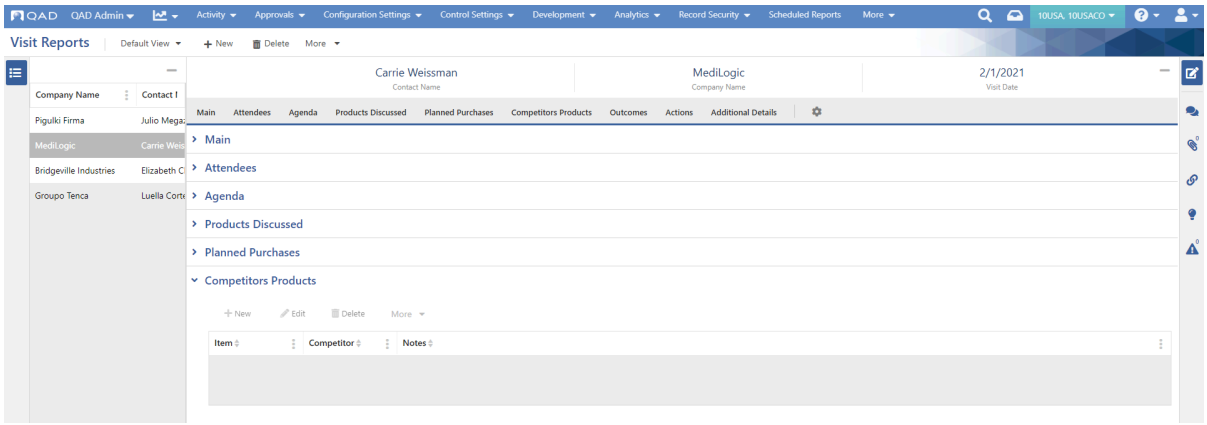
Planned Purchases Panel



Use the Planned Purchases panel to add products or items to purchase in the future based on discussions had during this visit.

Click +New to add a new line. Use the Item lookup to select an item. Adjust the Planned Purchase Quantity as needed.

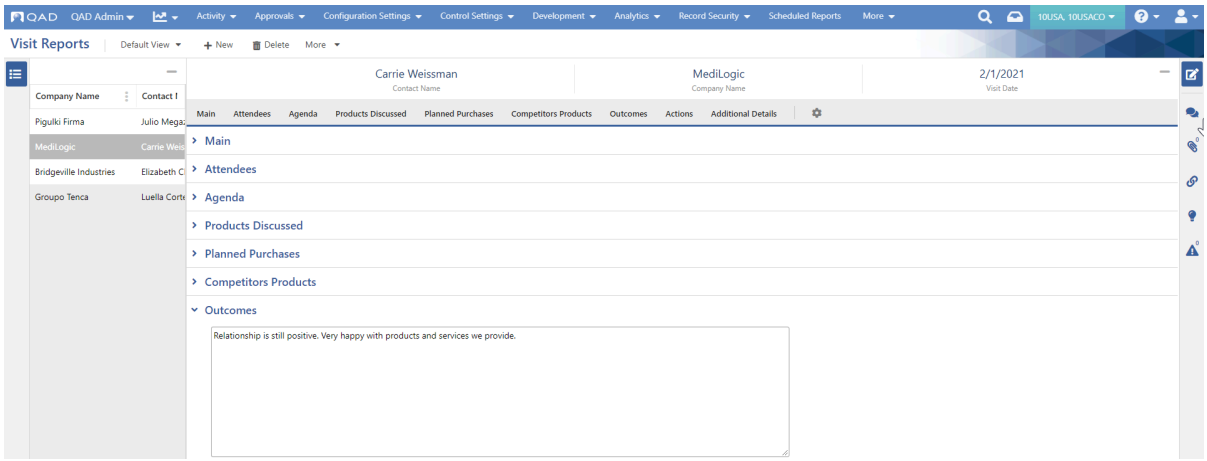
Competitors Products Panel



Use the Competitors Products panel to add competitor products or items that were determined to be of interest during this visit.

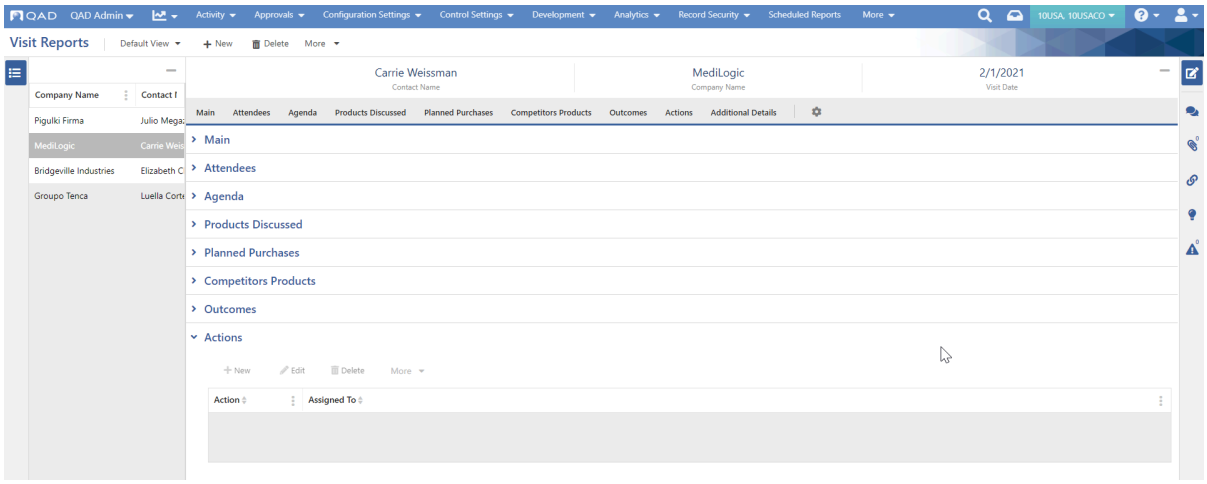
Click +New to add a new line. Use the Item lookup to select an item.

Outcomes Panel



Use the Outcomes panel to provide a written description of how this visit went, decisions that were made, or other outcomes that might have occurred.

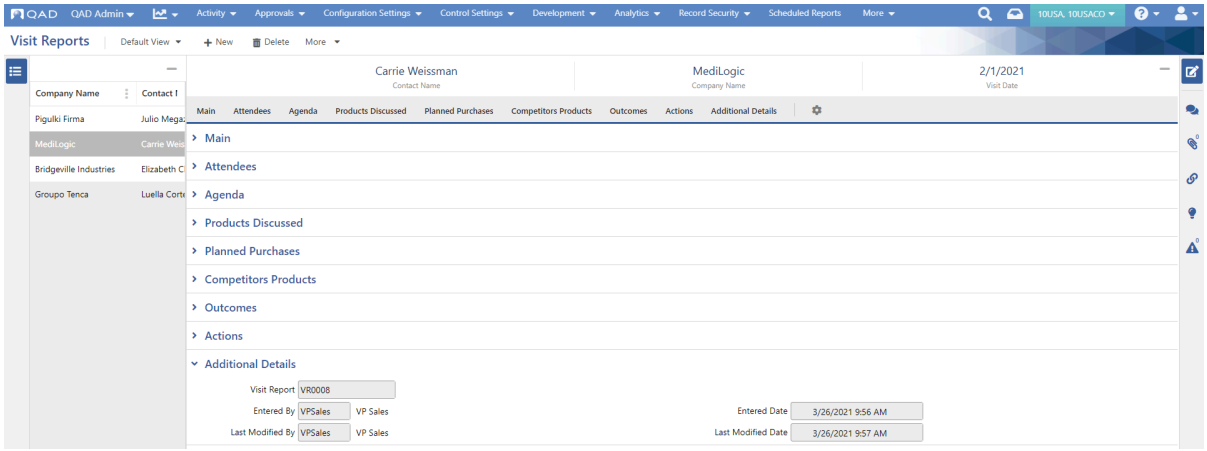
Actions Panel



Use the Actions panel to add action items to this visit report.

Click +New to add a new line.

Additional Details Panel



Visit Report

Code identifying this visit report.

Created automatically by the system.

Entered By

Indicates the user who first entered this visit report.

Last Modified By

Indicates the last user to edit this visit report.

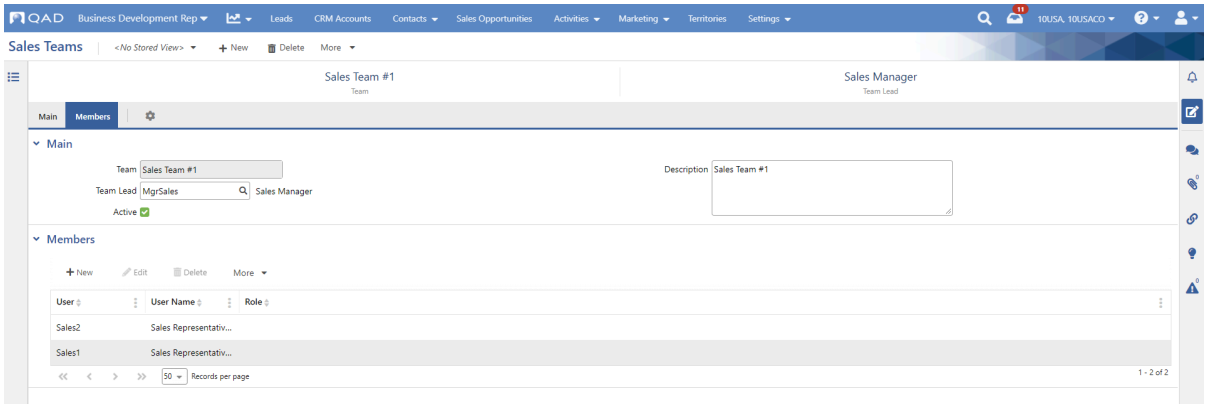
Entered Date

Indicates the date this visit report was created in the system.

Last Modified Date

Indicates the date this visit report was last edited.

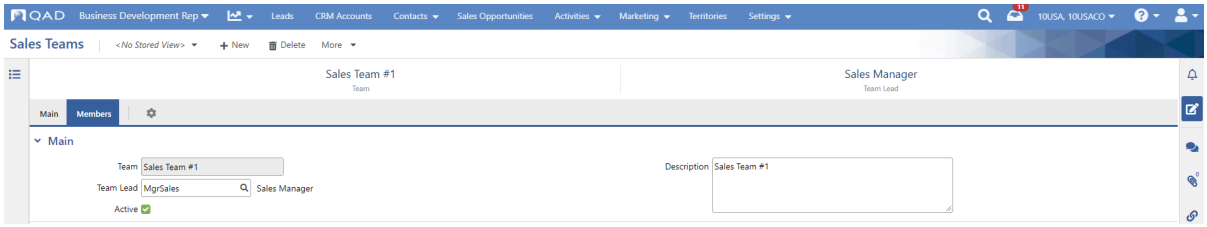
Sales Teams



Once sales teams are assigned members and added to a team structure, you can use the **Team Members** browse to search for all members of a particular team, including members of subteams.

Note: Sales teams cannot be deleted if they are assigned within a team structure; to delete them, you must first remove them from that team structure.

Main Panel



Team

Enter a name for this sales team.

Team Lead

Indicate the leader of this sales team.

Values available for selection here are maintained in **Users**.

Active

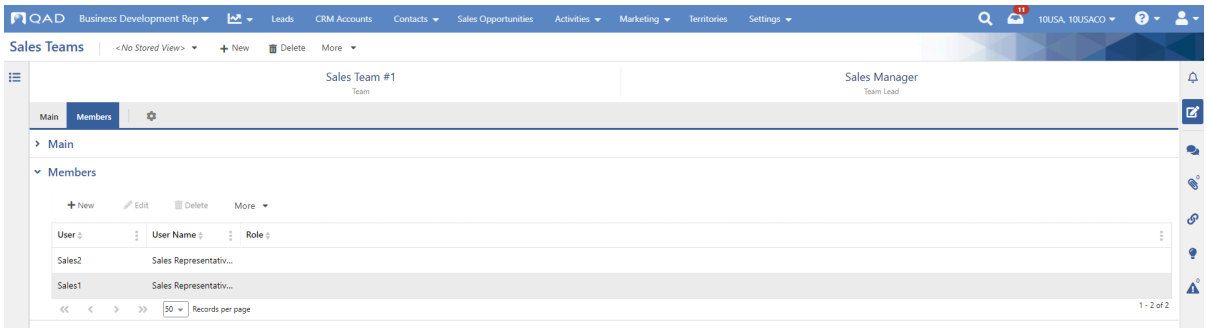
Select to indicate this sales team is considered active.

This field can be used for planning purposes and does not affect any other fields.

Description

Optionally, enter a description for this sales team.

Members Panel



Use the Members panel to maintain the members of this sales team.

Click New to add a new member. Only records previously set up in **Users** can be added to a team as members.

You can indicate a role for each team member in the Role field. Values available for selection here are maintained in **Generalized Codes**.

Creating a Sales Team

Before creating a sales team, ensure that all members you want added to that team have individual user profiles. For information on setting these up, refer to the documentation on .

You want to establish a sales teams and designate team members.

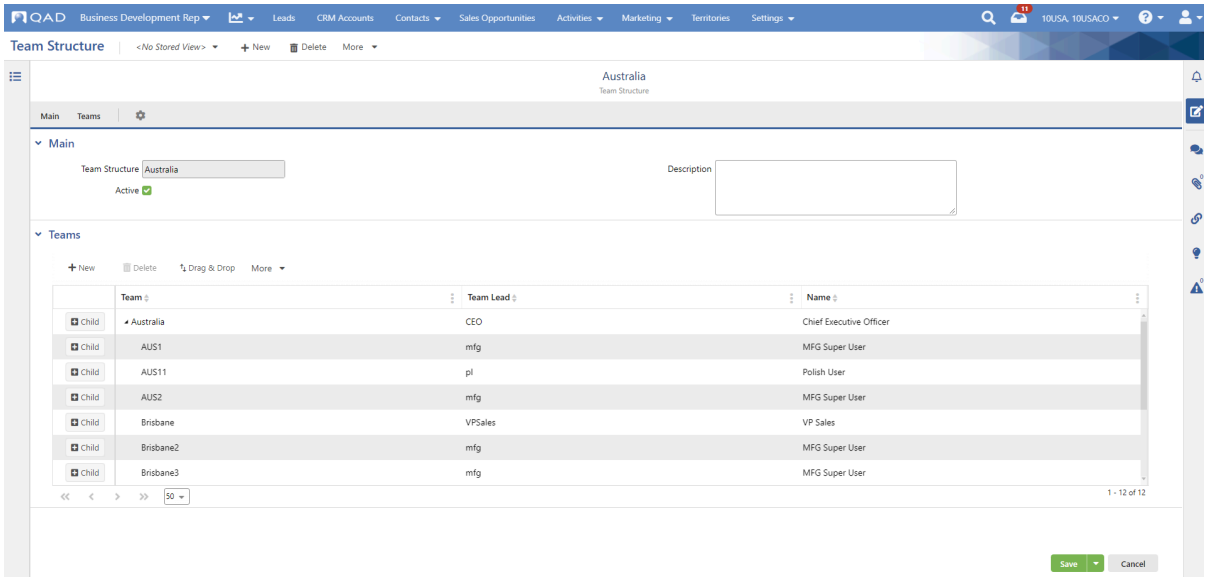
1. Navigate to the **Sales Teams** screen.
2. Click New.
3. In the Main panel, enter information for the following fields:
   a. Team: Enter a name for your sales team.
   b. Team Lead: Optionally, use the lookup to select the team lead.
   c. Active: Select to indicate that this sales team is considered active. This field is typically used for planning purposes and does not affect any other fields.
   d. Description: Optionally, enter a brief description of this team.
4. In the Members panel, click New to add team members to the grid.
   a. Use the Users lookup to select each team member individually.
   b. Use the Role field to define their roles within the team.
5. When all team members have been added, review your information and click Save.

The sales team is successfully created and desired team members are attached.

When multiple sales teams exist, define hierarchies using Team Structure.

Creating a Team Structure on page 2414

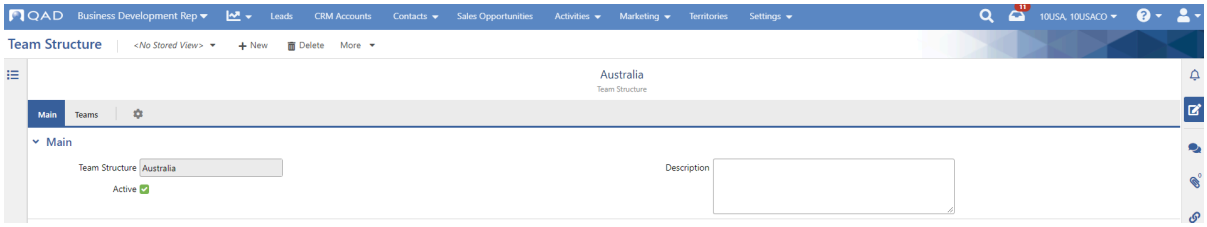
Team Structure



After using **Sales Teams** to create your various teams, use **Team Structure**to organize the hierarchies of these teams.

Use the Main panel to label your structure. Then, use the Teams panel grid to define the hierarchal structure of these teams.

Main Panel



Team Structure

Enter the name for this team structure. You cannot create multiple team structure records with the same name.

Active

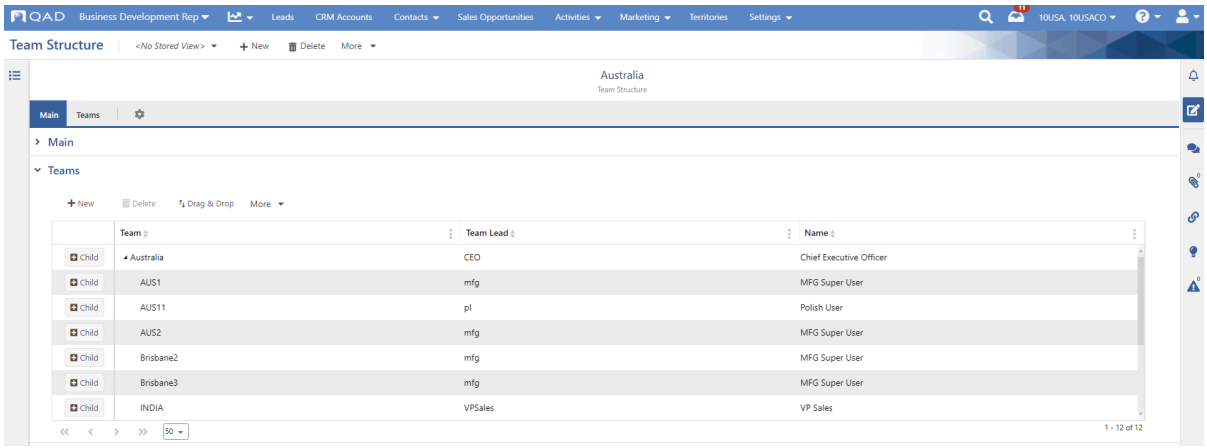
Select to indicate that this team structure is considered active.

This field can be used for planning purposes and its value does not affect any other fields.

Description

Optionally, enter a description for this team structure.

Teams Panel



Use the Teams panel grid to add teams and subteams to this team structure.

Use the Team field lookup to select teams to add. Values available for selection must have been previously created using **Sales Teams**.

Click Child to add a child line below the selected line.

Deleting a team structure deletes all team linkages created here. Sales teams cannot be deleted when assigned within a team structure.

You can use drag-and-drop functionality when Drag & Drop mode is enabled.

Creating a Team Structure

There are multiple sales teams, and they need to be organized into a hierarchy of teams and subteams.

1. Navigate to the **Team Structure** screen.
2. Click New.
3. In the Main panel, enter information for the following fields:
   a. Team Structure: Enter a name for this team structure.
   b. Active: Select to indicate that this team structure is considered active. This field is typically used for planning purposes, and does not affect any other fields.
   c. Description: Optionally, enter a brief description of this team structure.
4. In the Teams panel, click New to add the parent sales team into the grid.

   Note You can have multiple parent sales teams, if you choose to. Click New to add another parent team into the grid.

5. To add a subteam below a parent team, click the Child button on the parent sales team line. The team being added nests itself under that parent team.

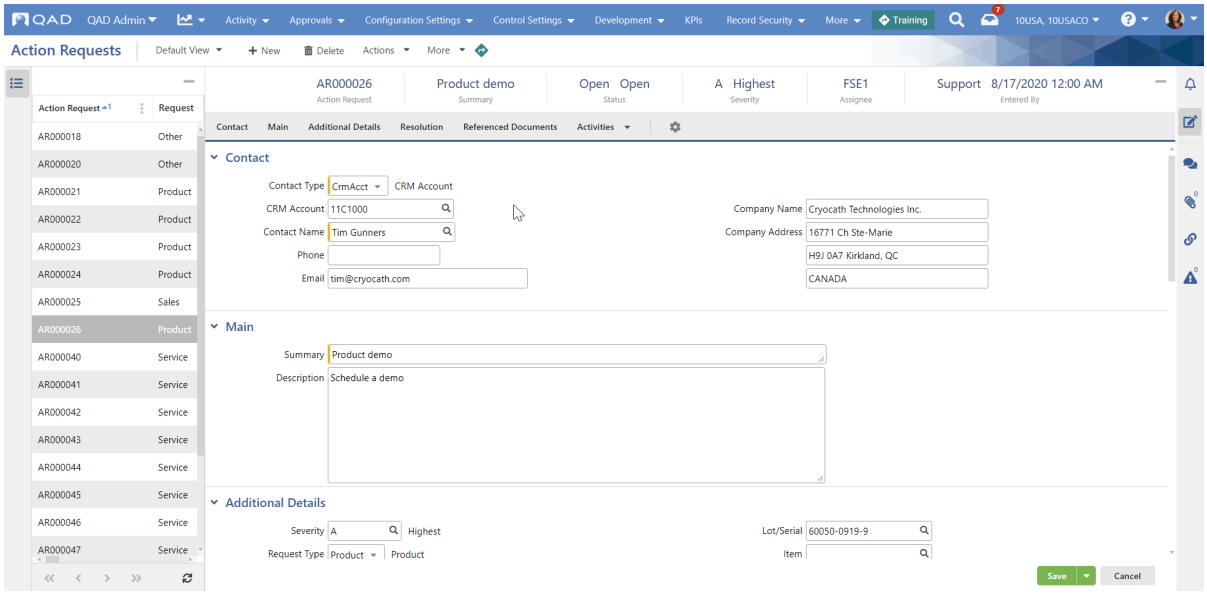
   Note You can also nest subteams under other subteams. Click the Child button on a subteam's line in the Teams grid to nest another subteam below it.

6. Repeat steps 4 and 5 until the desired hierarchy is defined.
7. Click Save.

Your sales teams have been defined within a team structure.

Creating a Sales Team on page 2412

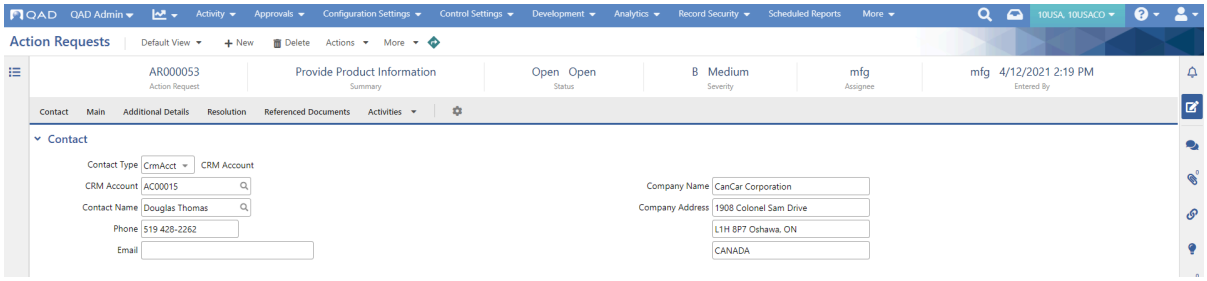
Action Requests



Action Requests form the heart and soul of simple help desk functions and can be used to increase effective communication and bridge the various programs of the customer management modules.

They can be used to process both requests from internal users and customers.

Contact Panel



The Contact panel contains the contact information of the action request.

Contact Type

Specify the contact type of the request. When you choose an option, except for the option of Other, you are allowed to specify a contact code in the field below the Contact Type field. The label of the field below depends on the contact type you choose here.

The available options are:

- Customer
- Employee
- End User

- Engineer
- Other
- Salespsn
- Supplier
- CRMAcct
- Lead

Customer/Employee/End User/Engineer/Other/Salesperson/Supplier/CRMAcct/Lead

The field label depends on the contact type that you choose in the Contact Type field. After you choose a code from the lookup browse, the system brings the primary contact's name, phone, email, and company name and address into the corresponding fields.

Contact Name

Select a contact name from the lookup browse.

If you have specified a code in the Customer/Employee/End User/Engineer/Salesperson/Supplier field, the primary contact name is automatically brought into this field.

Phone/Email

After you select a contact from contact browse, the system brings in the contact's phone and email information. You can update the phone number as needed.

The Phone or Email must be entered.

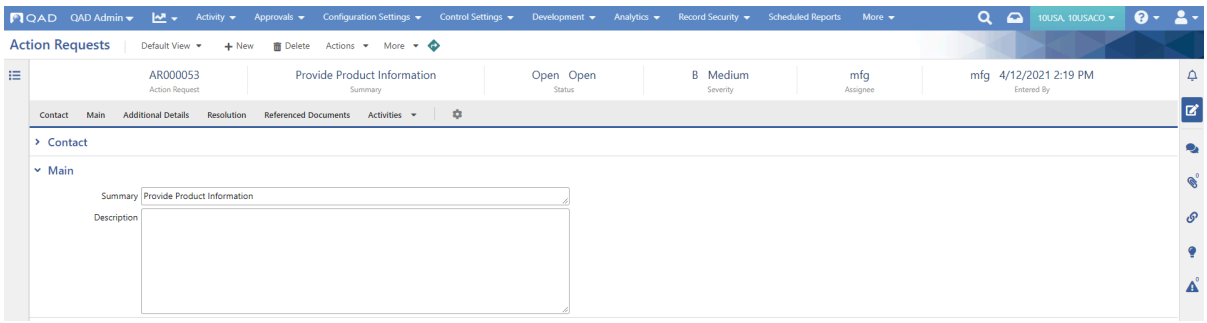
Company Name

The company name defaults from the business relation associated with the contact. You can update it as needed.

Company Address

The company address defaults from the business relation associated with the contact. You can update it as needed.

Main Panel



The Main panel is for inputting the content of the action request.

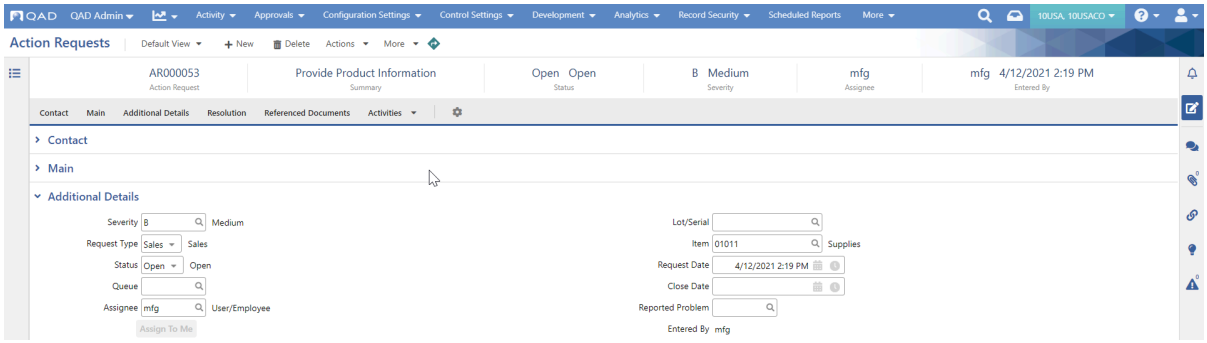
Summary

Enter a summary of the request. Up to 256 characters are allowed. The summary entered here is displayed on the request header.

Description

Enter a detailed description for the action request. Up to 2000 characters are allowed.

Additional Details Panel



The Additional Details panel is used to process action requests and track their status. You can change the action request status, assign it to yourself or to another employee, and put the request into a queue. The entered assignee must a valid employee.

Severity

Specify a code indicating the severity of the issue. The code must be a valid code set for the field acr_severity in Generalized Codes.

Request Type

Specify a code indicating the type of the request. You can set up the request types in Language Details. The request type is used to determine the subsequent process. For example, a request of Sales may be routed to create a sales order or sales quote eventually in this process. The available options are:

- Service
- Sales
- Purchasing
- Billing
- Product
- Other

Status

Specify a code indicating the status of this action request. The status code must be a valid code set up in Language Details. The available values are:

- Open (default)
- Work
- Closed

Queue

Specify a queue for the action request. The queue is a holding area you define to indicate who is responsible for the action request. The queue code must be a valid code defined for the field acr_que in Generalized Codes.

Assignee

The person to whom this action request is assigned. By default, the Assignee is blank. Enter the employee ID or choose one from the lookup browse. The assignee must be a valid employee in the system.

Assign To Me

To assign the action request to yourself, click the Assign To Me button.

Lot/Serial

This field is used for a service request related to installed base items. Enter the serial number of the installed item, then the Item field below is automatically populated with the associated item number.

Item

Enter the item number that relates to the request. The item can be an item required to create a sales quote or sales order and can be an item for repair of return.

When a serial number is entered in the Serial field, the associated item number is automatically filled in.

Request Date

The date and time when the request is created. It defaults to the system date and time and can be modified.

Close Date

Enter the date and time when you close this request.

Reported Problem

Specify a code for the problem reported. You can predefine the codes in Reason Codes. The Reason Type for the reported problem reason

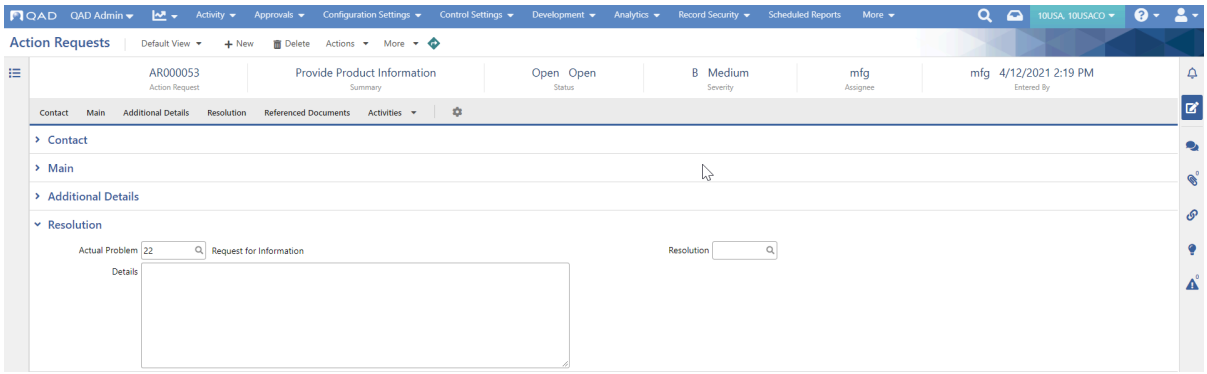
codes must be set to any of the request types: Bill, Product, Purchase, Sales, Service, and Other.

The lookup browse shows all the codes for the specified Request Type. If the reported problem is not for the specified request type, the system displays an error message when saving.

Entered By

Displays the code of the user who created this action request.

Resolution Panel



Actual Problem

Specify a code for the problem reported. You can predefine the codes in Reason Codes. The Reason Type for the actual problem reason codes must be set to any of the request types: Bill, Product, Purchase, Sales, Service, and Other.

The lookup browse shows all the codes for the specified Request Type. If the actual problem is not for the specified request type, the system displays an error message when saving.

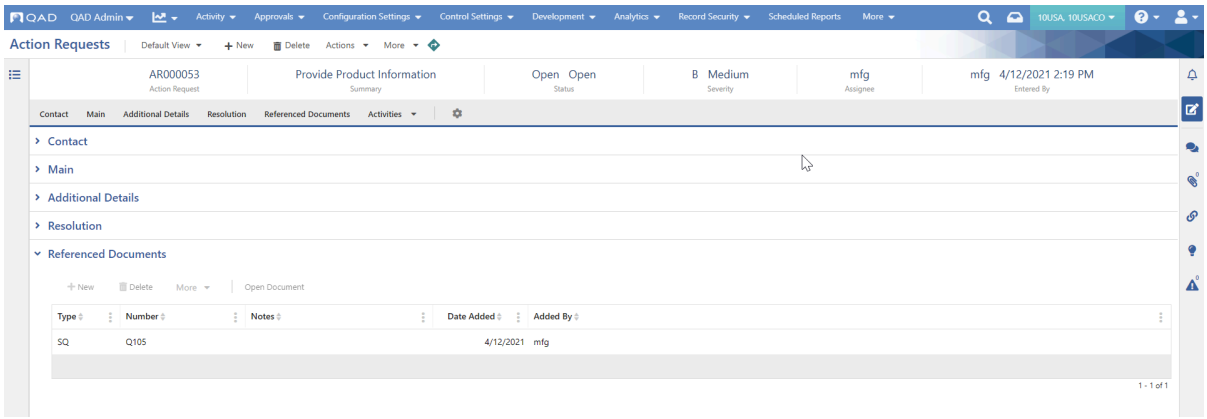
Resolution

Record the resolution for the action request. You can predefine the codes for the field acr_resolution in Generalized Codes.

Details

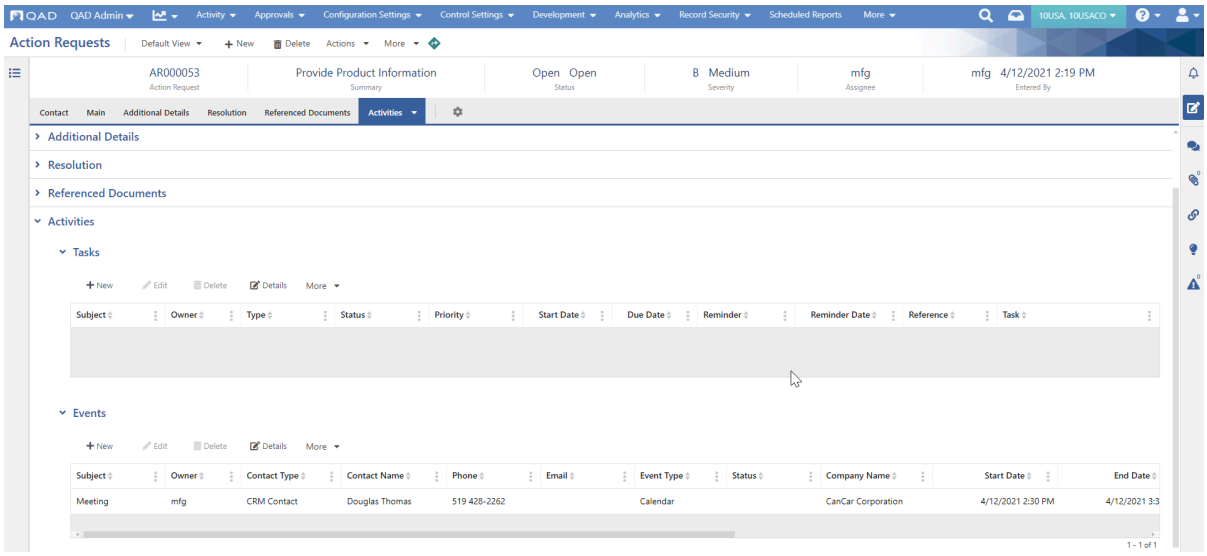
Enter more details to describe the actual problem and the resolution.

Referenced Documents Panel



In the Referenced Documents panel, you can link the relevant documents to the action request. When resolving action requests, some documents may be produced based on the request content.

Activities Panel



The Activities panel contains the Tasks and Events subpanels.

Tasks Subpanel

Use the Tasks panel to add or edit tasks associated with this action request.

Click +New to add a new line.

Click Details to futher edit details in the Events window.

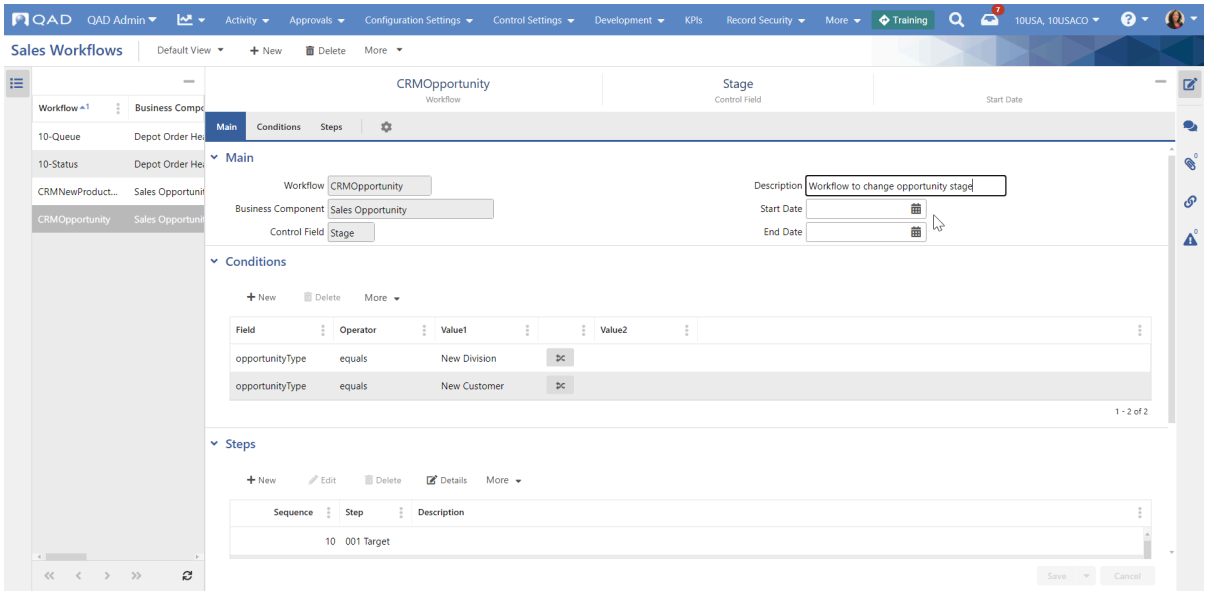
Events Subpanel

Use the events panel to add or edit events associated with this action request.

Click +New to add a new line.

Click Details to further edit details in the Events window.

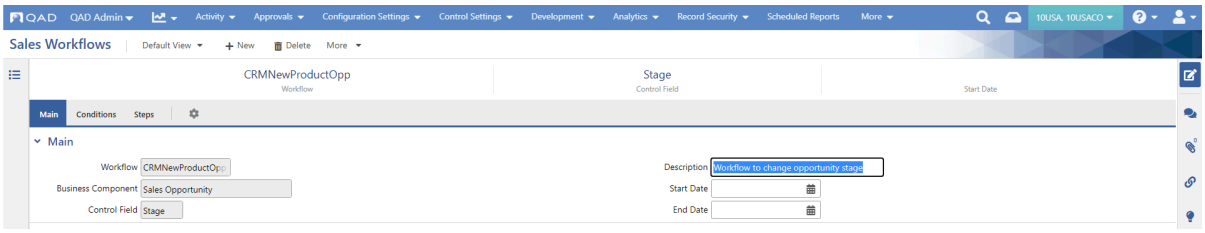
Sales Workflows



Workflows can be created to define sequences and steps for specific fields.

In QAD CRM, opportunity stages represent the qualification points or steps that an opportunity passes through to move ultimately to a closed deal. Sales Workflows is used to set up the sales opportunity staging flow.

Main Panel



Workflow

Indicates a name for the current workflow.

Business Component

Indicates the business component that the control field of this workflow is attached to.

For example, if the workflow is for a Sales Opportunity, then Business Component should be "Sales Opportunity".

Control Field

Indicates the field that this workflow is applied to.

For example, if the workflow is for a Sales Opportunity, then Control Field should be Stage.

Description

Optionally, enter a brief description about this workflow.

Start Date

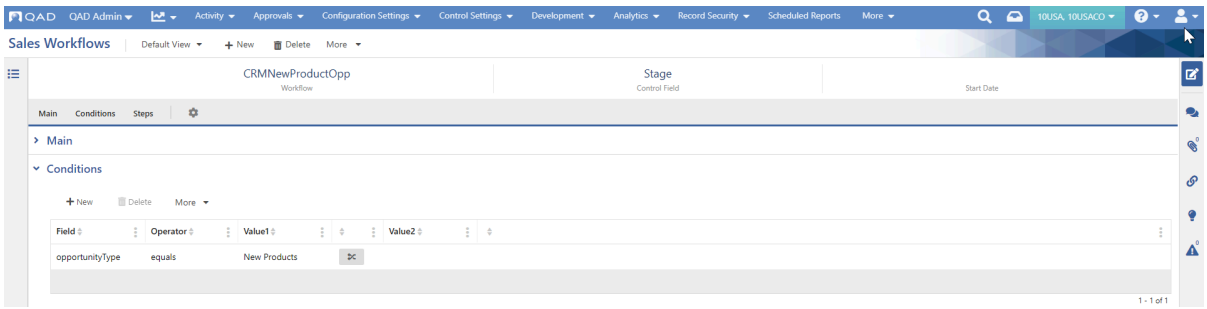
Enter a start date for this workflow.

End Date

Enter an end date for this workflow.

If the End Date is before the current date, the system will treat the workflow as expired. When creating sales opportunities, expired workflows will not be considered.

Conditions Panel

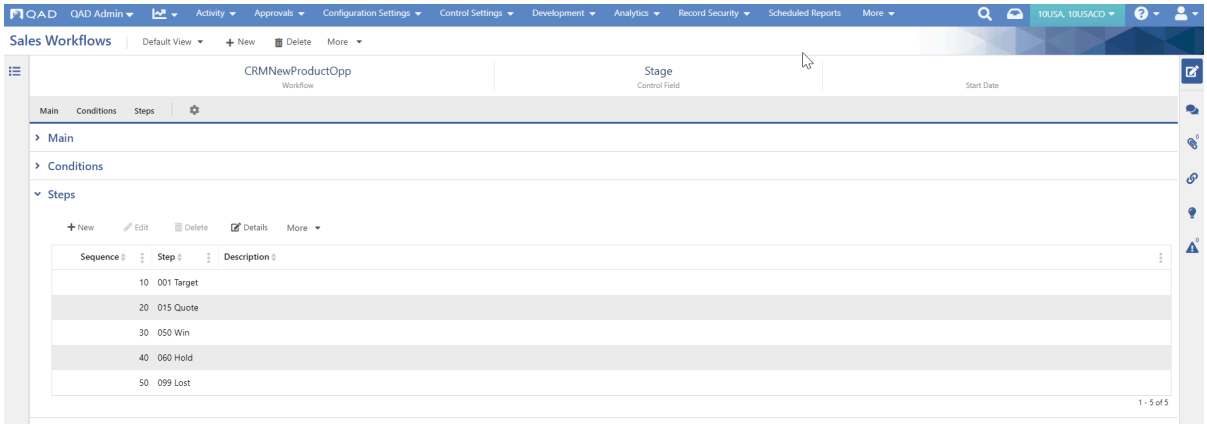


The Conditions panel displays any other conditions you want added to the workflow steps.

For example, if the workflows used differ among the different types of Sales Opportunities, then users can set conditions here to indicate which type of Sales Opportunities the current workflow should effect.

Click +New to add a new line to the grid.

Steps Panel



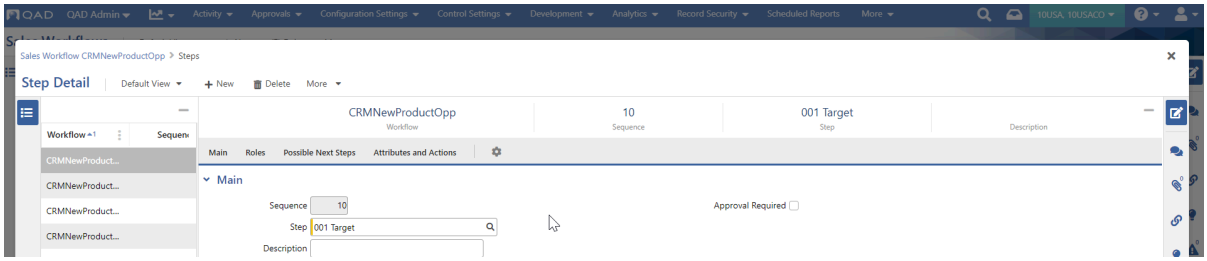
The Steps panel displays the various steps associated with this workflow.

For Sales Opportunities, opportunity stages are maintained here.

Click +New to add a new line to the data grid.

Click Details to open the Step Detail Window.

Step Detail Main Panel



Sequence

Indicates the current sequence number.

Step

Using the drop-down menu, select a code that corresponds with the correct step for this sequence number.

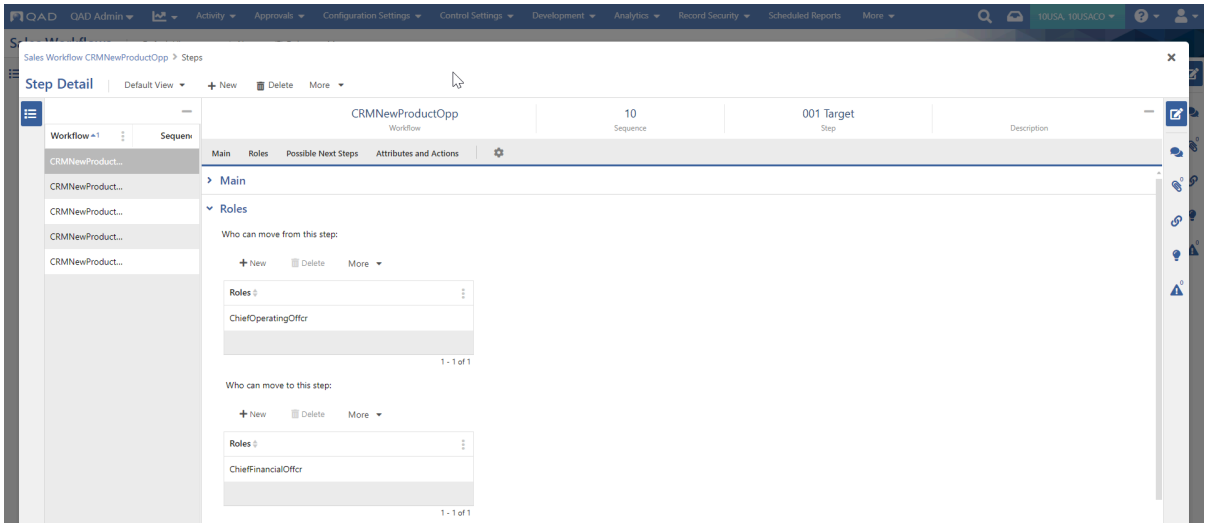
Description

Optionally, enter a brief description.

Approval Required

When this setting is selected and the Sales Opportunity approval is enabled, the Sales Opportunity will be sent to approval for this stage.

Step Detail Roles Panel



The Roles panel show the role permissions associated with this workflow.

Click the +New buttons to grant permissions to a role to move from or to this step.

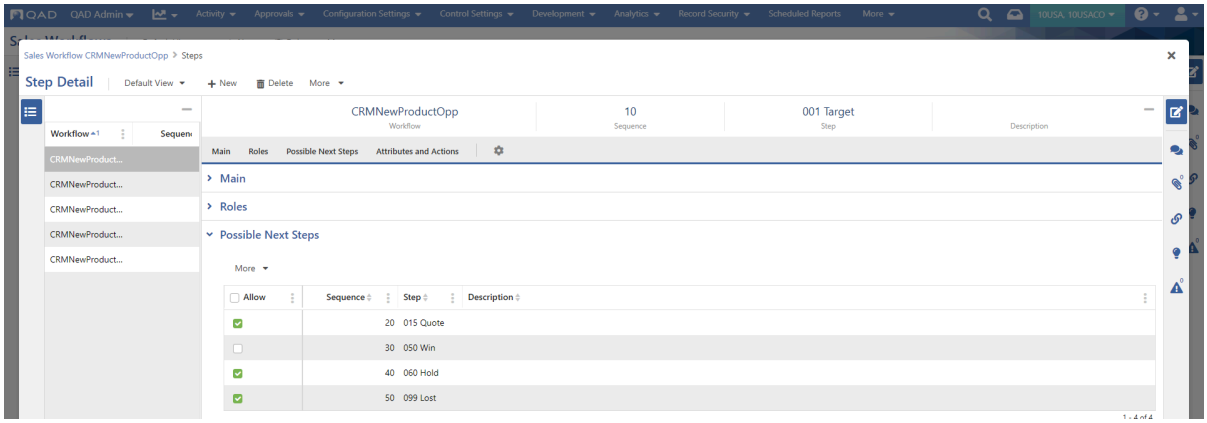
Who can move from this step

Add roles to this grid only if these roles should have the ability to move a record from the current step to other steps. If this grid is empty, then the system assumes that all roles can move the record from current step to other steps.

Who can move to this step.

Add roles to this grid only if these roles should have the ability to move a record from other steps to the current step. If this grid is empty, then the system assumes that all roles can move the record from other steps to the current step.

Step Detail Possible Next Steps Panel

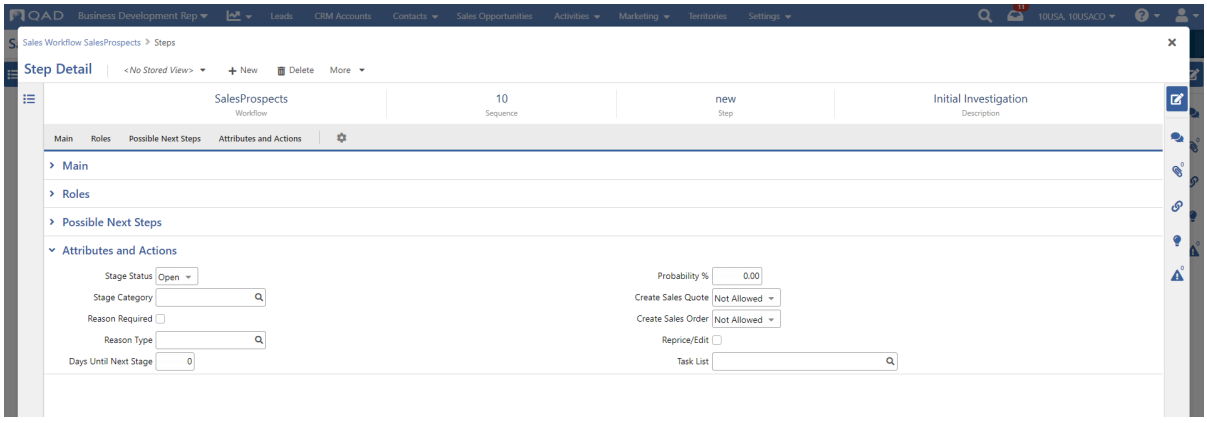


The Possible Next Steps data grid shows which steps are available to move to from the current step.

This controls the values displayed in the fields of Sales Opportunities > Change Stage action.

Use the Allow column on the far left of the data grid to select the possible next steps.

Step Detail Attributes and Actions Panel



Stage Status

Use the dropdown menu to select the current status of this stage.

Once a sales opportunity is changed to the current stage, then that opportunity's Stage Status will default to this value.

Stage Category

Indicate the stage category.

Once a sales opportunity is changed to the current stage, then that opportunity's Stage Category will default to this value.

Reason Required

If selected, a reason will be required for movement to this step when using the Sales Opportunities Change Stage action.

Reason Type

Indicate a type for reasons associated with movement to this step.

Probability%

Optionally, enter the probability of movement occurring for the stage.

Once a sales opportunity is changed to the current stage, then that opportunity's Probability % will default to this value.

Days Until Next Stage

Enter the amount of days intended before this should reach the next stage.

Once the stage is changed to this stage, the Next Stage Date value on Sales Opportunities will update to the current date plus the value here.

Create Sales Quote

Use the dropdown menu to indicate if creation of a sales quote is allowed during this step.

- If you select Not Allowed, the system will not allow the creation of sales quotes from this opportunity stage and and an error will display when trying to execute the Create Sales Quote action.
- If you select Allowed - Checked, the system will allow the creation of sales quotes from this opportunity stage. When using the Change Stage action from Sales Opportunities, the Create Sales Quote option will default to selected. If this field remains selected, then after the Change Stage action has been submitted successfully the Create Sales Quote action screen will open automatically.
- If you select Allowed - Unchecked, the system will allow the creation of sales quotes from this opportunity stage. When using the Change Stage action from Sales Opportunities, the Create Sales Quote option will default to unselected. If this field

remains unselected, then after the Change Stage action has been submitted successfully the Create Sales Quote action screen will not open automatically.

Create Sales Order

Use the dropdown menu to indicate if creation of a sales order is allowed during this step.

- If you select Not Allowed, the system will not allow the creation of sales orders from this opportunity stage and and an error will display when trying to execute the Create Sales Order action.
- If you select Allowed - Checked, the system will allow the creation of sales orders from this opportunity stage. When using the Change Stage action from Sales Opportunities, the Create Sales Order option will default to selected. If this field remains selected, then after the Change Stage action has been submitted successfully the Create Sales Order action screen will open automatically.
- If you select Allowed - Unchecked, the system will allow the creation of sales orders from this opportunity stage. When using the Change Stage action from Sales Opportunities, the Create Sales Order option will default to unselected. If this field remains unselected, then after the Change Stage action has been submitted successfully the Create Sales Order action screen will not open automatically.

Reprice/Edit

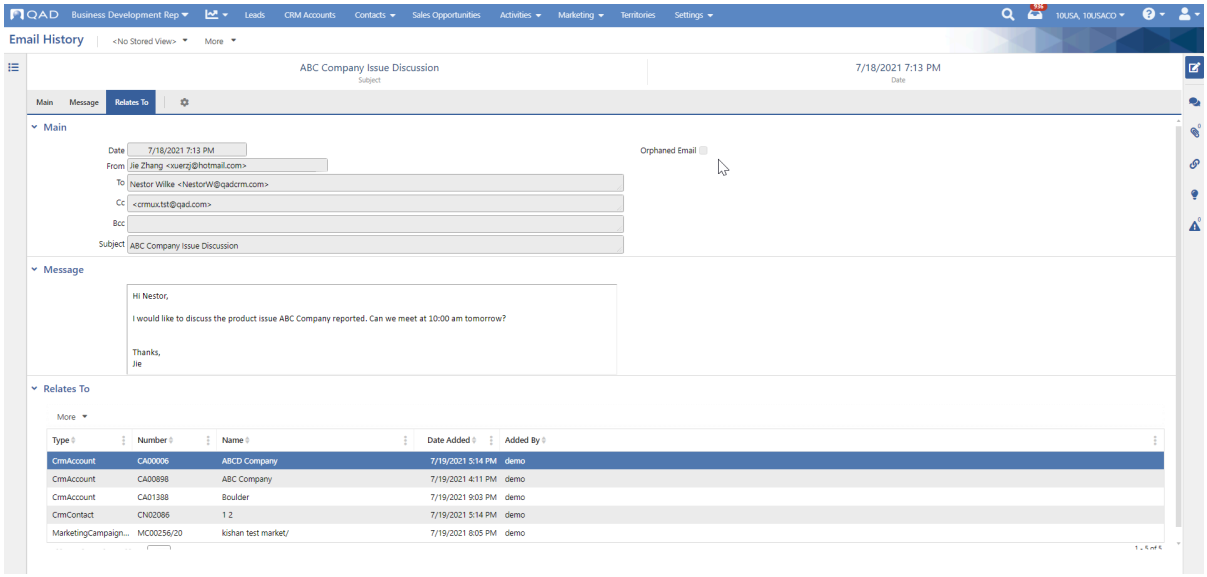
If selected, Reprice/Edit functionality in the Sales Opportunities Opportunity Lines grid and Sales Opportunity Line detail screen will be allowed when on this step.

Task List

Indicate a Task List to associate with this stage. Value must have been previously created in Task Lists.

Once an opportunity stage is changed to this stage, tasks in the task list will be created for the opportunity.

Email History



All data in Email History is read-only.

For more information on setting up email functionality, see the section on CRM Email Integration on page 2254.

Main Panel

The Main panel displays the date, sender, recipient, and subject information of the email that was sent.

The Orphaned Email flag indicates whether this email has already been associated with a CRM account. If selected, this email has not been associated with any CRM accounts. You can use the Link CRM Account action to associate this email with a CRM account.

Message Panel

The Message panel displays the contents of the email message as it was sent.

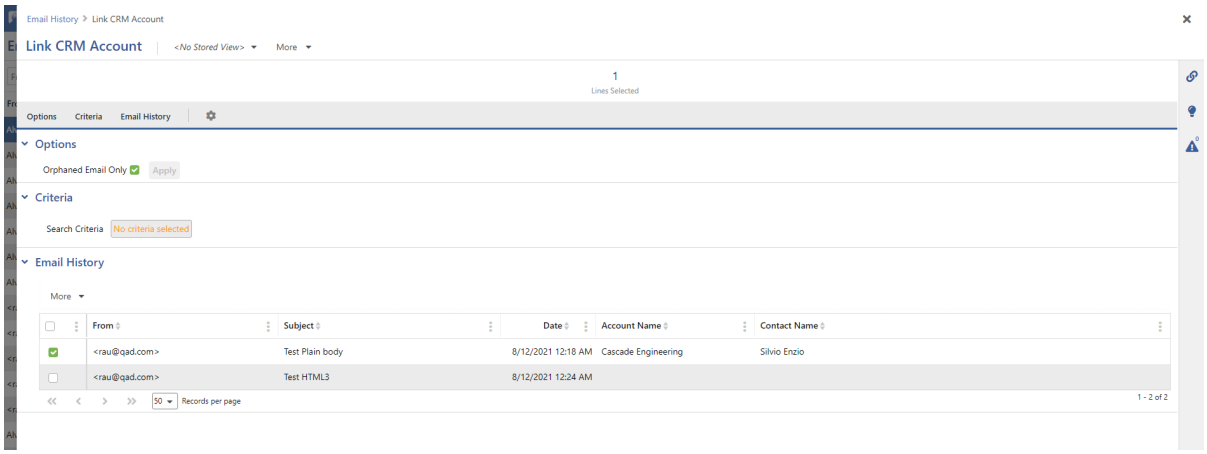
Relates To Panel

The Relates To panel displays all CRM records associated with this email.

Email History Actions

The Actions drop-down offers actions you can take for a record or set of records. Individual actions are for individual records. Bulk actions are for sets of records that are selected based on browse search criteria and automatically applied required criteria.

Link CRM Account Action



Sometimes when sending an email, a CRM account might not exist and therefore cannot be automatically associated with that email. In these cases, the Orphaned Email field is selected. You can use the Link CRM Account bulk action to link these orphaned emails to CRM accounts manually.

Options

Orphaned Email Only

If selected, indicates that only orphaned emails (emails not currently linked to any CRM accounts) are available for selection in the Email History panel. Click Apply to update the Email History panel.

Criteria

Search Criteria

Displays all search criteria used to filter selections available in the Email History panel.

Email History

Use the Email History panel grid to select which emails should have updated CRM accounts and CRM contacts.

Use the checkbox column to indicate which emails you want updated. Click into a line to link a CRM account and a CRM contact. Contacts available for selection default to contacts associated with the CRM account, but you also can select contacts associated with other CRM accounts.

Click Submit to save your updates. If the CRM account was linked successfully, a message appears, reading "Successful." Otherwise, an error message alerts you to any issues.

Linking Orphaned Emails to CRM Accounts

Sometimes when sending an email, a CRM account does not exist and therefore cannot be automatically associated with that email. You want to attach these orphaned messages to associated CRM Accounts.

1. Navigate to the **Email History** screen.
2. Select Actions > Link CRM Account.
3. In the Options panel of the Link CRM Account action screen, select Orphaned Email Only and click apply. This filters the Email History panel to include only records without a CRM Account attached.
4. Use the Email History panel grid to update records as needed:
   a. Use the Checkbox column to indicate which records you want updated.
   b. Use the Account Name field to link a CRM Account to a record.
   c. Use the Contact Name field to link a CRM Contact to a record.
5. Click Submit. If the CRM Accounts were linked correctly, a message appears reading "Successful."

The orphaned emails you selected have been associated with CRM Accounts.

CRM Email Integration on page 2254