



---

EnterpriseOne 8.10  
Service Management  
PeopleBook

---

**May 2004**





EnterpriseOne 8.10  
Service Management PeopleBook  
SKU CRM810SM0504

Copyright© 2004 PeopleSoft, Inc. All rights reserved.

All material contained in this documentation is proprietary and confidential to PeopleSoft, Inc. ("PeopleSoft"), protected by copyright laws and subject to the nondisclosure provisions of the applicable PeopleSoft agreement. No part of this documentation may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, including, but not limited to, electronic, graphic, mechanical, photocopying, recording, or otherwise without the prior written permission of PeopleSoft.

This documentation is subject to change without notice, and PeopleSoft does not warrant that the material contained in this documentation is free of errors. Any errors found in this document should be reported to PeopleSoft in writing.

The copyrighted software that accompanies this document is licensed for use only in strict accordance with the applicable license agreement which should be read carefully as it governs the terms of use of the software and this document, including the disclosure thereof.

PeopleSoft, PeopleTools, PS/nVision, PeopleCode, PeopleBooks, PeopleTalk, and Vantive are registered trademarks, and Pure Internet Architecture, Intelligent Context Manager, and The Real-Time Enterprise are trademarks of PeopleSoft, Inc. All other company and product names may be trademarks of their respective owners. The information contained herein is subject to change without notice.

#### *Open Source Disclosure*

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>). Copyright (c) 1999-2000 The Apache Software Foundation. All rights reserved. THIS SOFTWARE IS PROVIDED "AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE APACHE SOFTWARE FOUNDATION OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

PeopleSoft takes no responsibility for its use or distribution of any open source or shareware software or documentation and disclaims any and all liability or damages resulting from use of said software or documentation.



# Table of Contents

---

|  |          |
|--|----------|
| <b>About These EnterpriseOne PeopleBooks Preface</b>       | <b>1</b> |
| EnterpriseOne Application Prerequisites .....              | 1        |
| Obtaining Documentation Updates .....                      | 1        |
| Typographical Conventions and Visual Cues.....             | 2        |
| Typographical Conventions.....                             | 2        |
| Visual Cues .....  | 2        |
| Comments and Suggestions.....                              | 3        |
| <b>Service Management Overview</b>                         | <b>4</b> |
| System Features .....                                      | 4        |
| Equipment Information Management .....                     | 4        |
| Contract Management.....                                   | 5        |
| Work Order Management.....                                 | 5        |
| Warranty Claims Management.....                            | 6        |
| Supplier Recovery Management.....                          | 6        |
| Failure Analysis.....                                      | 6        |
| Returned Material Authorization (RMA).....                 | 6        |
| System Integration.....                                    | 7        |
| <b>General Setup</b>                                       | <b>9</b> |
| Setting Up Service and Warranty Constants.....             | 9        |
| Setting Up User Defined Codes for Service Management ..... | 11       |
| UDCs for Equipment Information Management .....            | 11       |
| UDCs for Contract Management.....                          | 12       |
| UDCs for Maintenance Requests.....                         | 13       |
| UDCs for Work Order Management.....                        | 13       |
| UDCs for Failure Analysis .....                            | 14       |
| UDCs for Inventory.....                                    | 14       |
| UDCs for Warranty Claims.....                              | 14       |
| Setting Up System Next Numbers .....                       | 14       |
| Setting Up Product Family and Model Combinations .....     | 16       |
| Setting Up Customers and Service Provider Records.....     | 18       |
| Setting Up Customer Records .....                          | 18       |
| Setting Up Service Provider Records .....                  | 23       |
| Setting Up Suppliers.....                                  | 26       |
| Setting Up Inventory Information .....                     | 27       |
| Creating an Item Master.....                               | 27       |
| Assigning an Item to a Branch/Plant.....                   | 30       |
| Setting Up Automatic Accounting Instructions .....         | 33       |
| Setting Up Assessor Defaults and Rules Sequence .....      | 35       |

|  |            |
|--|------------|
| Processing Options for Assessor Default Entry (P17113) ..... | 37         |
| Setting Up Repair Time Schedules .....                       | 37         |
| Setting Up Activity Rules for Work Orders .....              | 38         |
| Setting Up Document Type Information .....                   | 41         |
| <b>Equipment Information Management</b> .....                | <b>44</b>  |
| Terms and Concepts .....                                     | 44         |
| Setting Up Equipment Records .....                           | 46         |
| Setting Up Equipment Master Constants .....                  | 46         |
| Setting Up Base Warranty Defaults .....                      | 48         |
| Creating Equipment Master Records .....                      | 52         |
| Entering Product Registration .....                          | 72         |
| Entering Product Speed Registration .....                    | 75         |
| Running the Equipment Master Update .....                    | 77         |
| Creating Equipment Records From Fixed Assets .....           | 89         |
| Searching for Equipment Records .....                        | 93         |
| Updating the Equipment Master for Multiple Records .....     | 96         |
| Creating Base Warranty Contracts .....                       | 98         |
| Revising Customer and Site History .....                     | 99         |
| Working With Parent and Component Information .....          | 101        |
| Working with Status History .....                            | 104        |
| Scheduling Maintenance for Installed Equipment .....         | 109        |
| Processing Options for Equipment PM Schedule (P1207) .....   | 114        |
| Reviewing the Customer Reference Report .....                | 115        |
| <b>Contract Management</b> .....                             | <b>116</b> |
| Terms and Concepts for Contract Management .....             | 116        |
| Setting Up Contracts .....                                   | 117        |
| Setting Up Contract Constants .....                          | 117        |
| Setting Up Customer Service Line Types .....                 | 118        |
| Setting Up Billing Frequency .....                           | 121        |
| Setting Up Tax Rates .....                                   | 123        |
| Setting Up Daylight Savings Rules .....                      | 125        |
| Entering Contract Coverage Information .....                 | 126        |
| Entering Service Type Information .....                      | 127        |
| Setting Up Cost Type Percentages .....                       | 128        |
| Entering Service Package Information .....                   | 129        |
| Setting Up Entitlement Dates .....                           | 130        |
| Setting Up Contract Duration Ranges .....                    | 132        |
| Setting Up MailMerge Documents for Contract Renewals .....   | 133        |
| Managing Contracts .....                                     | 136        |

|  |     |
|--|-----|
| Entering Supplier Contracts .....                                      | 136 |
| Modifying Service Contracts .....                                      | 139 |
| Defining the Entitlement Rules Sequence for Contracts.....             | 164 |
| Reviewing Entitlement Information for Contracts.....                   | 165 |
| Canceling and Suspending Contract Information .....                    | 166 |
| Crediting Contract Detail Lines .....                                  | 169 |
| Creating Contract Prepayment Transactions.....                         | 169 |
| Reviewing Contract Renewal Letters .....                               | 171 |
| Billing for Contracts .....  | 172 |
| Setting Up AAls for Contracts .....                                    | 172 |
| Understanding Contract Billing for Service Management .....            | 175 |
| Generating the Contract Workfile.....                                  | 175 |
| Reviewing Contract Billing Information .....                           | 177 |
| Working with the Amortization Process.....                             | 178 |
| Generating the Amortization Workfile .....                             | 178 |
| Reviewing Amortization Records .....                                   | 182 |
| Printing Contracts.....  | 183 |
| Reviewing Contract Reports .....                                       | 187 |
| Reviewing the Contract Report .....                                    | 187 |
| Reviewing the Service Contract Renewal Report.....                     | 187 |
| Reviewing the Service Contract Detail Renewal Report.....              | 201 |
| Reviewing the Service Contract Cancel Report.....                      | 205 |
| Reviewing Service Contracts on the Web.....                            | 207 |
| Processing Options for View Service Contracts on the Web (P1723) ..... | 208 |

## **Work Order Management 210**

|   |     |
|---|-----|
| Work Order Management Process Flow .....                  | 211 |
| Terms and Concepts .....                                  | 212 |
| Setting Up Work Order Management.....                     | 213 |
| Setting Up Work Order Constants.....                      | 213 |
| Setting Up AAls for Work Orders .....                     | 214 |
| Setting Up Work Order History.....                        | 216 |
| Attaching Activity Rules to a Work order.....             | 218 |
| Working with Work Orders.....                             | 219 |
| Entering a Work Order .....                               | 220 |
| Assigning Parts to a Work Order.....                      | 267 |
| Swapping a Component.....                                 | 280 |
| Attaching Service Instructions.....                       | 283 |
| Generating and Printing Quotes for Work Orders.....       | 291 |
| Updating the Life Cycle Information of a Work Order ..... | 294 |
| Reviewing the Status History of a Work Order .....        | 295 |
| Reviewing Work Order Parts Lists .....                    | 298 |
| Reviewing Work Order Costs by Parent Work Order.....      | 302 |
| Printing Work Orders.....                                 | 302 |
| Creating Work Order Prepayment Transactions.....          | 303 |
| Processing Work Orders.....                               | 304 |

|  |            |
|--|------------|
| Issuing Inventory to Work Orders.....  | 304        |
| Reviewing and Approving Inventory Journal Entries .....                                | 314        |
| Posting Inventory to the General Ledger .....  | 315        |
| Entering Time .....  | 324        |
| Updating Hours and Quantities .....  | 326        |
| Reviewing and Approving Cost Routing Journal Entries .....                             | 329        |
| Posting Cost Routing Journal Entries to the General Ledger .....                       | 330        |
| Billing and Paying Work Orders.....  | 330        |
| Understanding Work Order Billing in Service Management .....                           | 331        |
| Generating the Work Order Workfile.....  | 332        |
| Working with Work Orders on the Web.....   | 335        |
| Entering Work Orders on the Web.....   | 336        |
| Reviewing Work Orders on the Web.....  | 337        |
| Activating Processing Options for Customer Self-Service in Service<br>Management ..... | 338        |
| <b>Warranty Claims and Supplier Recovery Claims</b>                                    | <b>339</b> |
| Warranty and Supplier Recovery Terms .....   | 341        |
| Checklist for Setting Up Warranty Claims and Supplier Recovery Claims.....             | 342        |
| Warranty Claims Management .....   | 344        |
| Setting Up AAls for Warranty Claims .....  | 344        |
| Entering a Warranty Claim .....  | 345        |
| Submitting Warranty Claims.....  | 350        |
| Supplier Recovery Management.....  | 351        |
| Entering a Supplier Recovery Claim .....   | 352        |
| Submitting Supplier Recovery Claims.....   | 356        |
| Multicurrency Transactions for Warranty Claims and Supplier<br>Recovery Claims.....    | 358        |
| Interoperability for Warranty Claims and Supplier Recovery Claims .....                | 359        |
| Processing Inbound Warranty Claims.....  | 359        |
| Processing Outbound Supplier Recovery Claims.....                                      | 360        |
| Revising an Inbound Warranty Claim or an Outbound Supplier Recovery<br>Claim .....     | 361        |
| Processing Parts Detail for Inbound Warranty Claims.....                               | 362        |
| Processing Labor Detail for Inbound Warranty Claims .....                              | 363        |
| Purging Inbound Warranty Claims or Outbound Supplier Recovery Claims .....             | 364        |
| <b>Failure Analysis</b>  | <b>366</b> |
| Terms and Concepts .....   | 366        |
| Setting Up Failure Analysis.....   | 367        |
| Setting Up Failure Analysis Constants.....   | 367        |
| Setting Up Failure Analysis Codes .....  | 368        |
| Defining Failure Analysis Tree Names.....  | 371        |
| Setting Up the Failure Analysis Tree Structure.....                                    | 373        |
| Setting Up Failures, Analyses, and Resolutions .....                                   | 375        |
| Working With Failure Analysis Transactions .....                                       | 381        |
| <b>Setting Up Advanced Pricing for Service Management</b>                              | <b>387</b> |
| Setting Up Preference Hierarchies .....  | 387        |

|  |            |
|--|------------|
| Setting Up a Preference Master .....   | 387        |
| Defining a Pricing Hierarchy.....  | 389        |
| Setting Up Service and Warranty Detail Groups .....                                  | 390        |
| Setting Up Price Adjustment Definitions .....  | 392        |
| Setting Up Adjustment Schedules .....  | 395        |
| Setting Up Adjustment Details .....  | 396        |
| Attaching Adjustment Schedules .....   | 399        |
| Reviewing Price History.....   | 401        |
| <b>Billing for Service Management</b>  | <b>403</b> |
| Generating the Invoice Workfile.....   | 403        |
| Processing Options for Service Billing Invoice Generation (R48121).....              | 404        |
| Printing Invoices .....  | 407        |
| Processing Options for Invoice Print Selection (R48504).....                         | 407        |
| Working with A/R and G/L Entries .....   | 410        |
| Creating Preliminary A/R and G/L Entries .....                                       | 410        |
| Reviewing Preliminary A/R and G/L Entries .....                                      | 411        |
| Creating Final A/R and G/L Entries.....  | 411        |
| Reviewing Preliminary A/P and G/L Entries.....                                       | 415        |
| Reviewing and Posting Journal Entries .....  | 415        |
| <b>Voucher Processing for Service Management</b>                                     | <b>416</b> |
| Generating the Voucher Workfile.....   | 416        |
| Working with A/P and G/L Entries.....  | 416        |
| Creating Preliminary A/P and G/L Entries.....  | 417        |
| Creating Final A/P and G/L Entries .....   | 417        |
| Reviewing and Posting Journal Entries .....  | 418        |
| <b>Working with Prepayments</b>  | <b>419</b> |
| Authorizing Prepayment Transactions .....  | 419        |
| Processing Options for Work with Prepayment Processing information<br>(P004201)..... | 420        |
| Working with Prepayment Transactions.....  | 420        |
| Settling Prepayment Transactions .....   | 421        |
| Running the A/R Draft Collection for Prepayments Program.....                        | 422        |
| Reviewing Prepayment Journal Entries .....   | 427        |
| Running the Prepayment Transaction Report.....                                       | 428        |
| <b>Vertex Sales Tax Q Series</b>   | <b>429</b> |
| <b>EnterpriseOne PeopleBooks Glossary</b>  | <b>430</b> |
| <b>Index</b>   | <b>463</b> |





# About These EnterpriseOne PeopleBooks

## Preface

EnterpriseOne PeopleBooks provide you with the information that you need to implement and use PeopleSoft EnterpriseOne applications.

This preface discusses:

- EnterpriseOne application prerequisites
- Obtaining documentation updates
- Typographical elements and visual cues
- Comments and suggestions

---

### Note

EnterpriseOne PeopleBooks document only fields that require additional explanation. If a field is not documented with the process or task in which it is used, then either it requires no additional explanation or it is documented with common elements for the section, chapter, PeopleBook, or product line.

---

---

## EnterpriseOne Application Prerequisites

To benefit fully from the information that is covered in these books, you should have a basic understanding of how to use EnterpriseOne applications.

See the *Foundation Guide*.

You might also want to complete at least one EnterpriseOne introductory training course.

You should be familiar with navigating the system and adding, updating, and deleting information by using EnterpriseOne menus and forms. You should also be comfortable using the World Wide Web and the Microsoft Windows or Windows NT graphical user interface.

These books do not review navigation and other basics. They present the information that you need to use the system and implement your EnterpriseOne applications most effectively.

---

## Obtaining Documentation Updates

You can find updates and additional documentation for this release, as well as previous releases, on the PeopleSoft Customer Connection Website. Through the Documentation section of PeopleSoft Customer Connection, you can download files to add to your PeopleBook Library. You can find a variety of useful and timely materials, including updates to the full PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM.

---

## Note

Before you upgrade, you must check PeopleSoft Customer Connection for updates to the upgrade instructions. PeopleSoft continually posts updates as the upgrade process is refined.

---

## See Also

PeopleSoft Customer Connection Website, <http://www.peoplesoft.com/corp/en/login.jsp>

---

# Typographical Conventions and Visual Cues

This section discusses:

- Typographical conventions
- Visual cues

## Typographical Conventions

The following table contains the typographical conventions that are used in EnterpriseOne PeopleBooks:

| Typographical Convention or Visual Cue | Description  |
|--|--|
| <i>Italics</i>                         | Indicates emphasis, topic titles, and titles of PeopleSoft or other book-length publications. Also used in code to indicate variable values.   |
| Key+Key                                | A plus sign (+) between keys means that you must hold down the first key while you press the second key. For example, Alt+W means hold down the Alt key while you press W.   |
| Monospace font                         | Indicates a PeopleCode program or other code example.  |
| “ ” (quotation marks)                  | Indicates an adjective that is used in a way that might not be readily understood without the quotation marks, for example "as of" date, "as if" currency, "from" date, and "thru" date.                                       |
| Cross-references                       | EnterpriseOne PeopleBooks provide cross-references either below the heading "See Also" or preceded by the word See. Cross-references lead to other documentation that is pertinent to the immediately preceding documentation. |

## Visual Cues

EnterpriseOne PeopleBooks contain the following visual cues:

- Notes

- Cautions

## Notes

Notes indicate information that you should pay particular attention to as you work with the PeopleSoft system.

---

### Note

Example of a note.

---

## Cautions

Text that is preceded by *Caution* is crucial and includes information that concerns what you must do for the system to function properly.

---

### Caution

Example of a caution.

---

---

## Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like to see changed about PeopleBooks and other PeopleSoft reference and training materials. Please send your suggestions to:

PeopleSoft Product Documentation Manager, PeopleSoft Inc., 4460 Hacienda Drive, Pleasanton CA 94588

Or you can send e-mail comments to [doc@peoplesoft.com](mailto:doc@peoplesoft.com).

While we cannot guarantee an answer to every e-mail message, we will pay careful attention to your comments and suggestions.

# Service Management Overview

Service Management allows your company to deliver excellent customer service efficiently, accurately, and consistently. You can manage all aspects of customer service, including:

- Track customer purchases and service
- Generate service and supplier contracts
- Schedule equipment repair
- Manage warranty claims and supplier recovery claims
- Review and associate failures, analyses, and resolutions with maintenance requests and work orders

Customer service is critical to the long-term survival and success of every company. The level of service that your customers receive before, during, and after the original sale significantly affects your customers' next purchase. This concept applies to your product offerings as well as service offerings and, ultimately, determines your position in the market.

The efficiency and effectiveness of your service operations directly affect your organization's bottom line. Efficient service processes increase overall profit by minimizing product support costs and creating customer confidence, which often results in ongoing service contracts.

Service Management allows your organization to meet its service goals by:

- Providing world-class customer responsiveness
- Operating efficient and cost-effective customer service processes
- Achieving maximum service revenue

---

## System Features

Service Management consists of the following modules:

- Equipment Information Management
- Contract Management
- Work Order Management
- Warranty Claims Management
- Supplier Recovery Management
- Failure Analysis

## Equipment Information Management

The Equipment Information Management module (formerly called Installed Base Management) allows you to enter and manage product registration and product master records. You can create and track current and historical information that is associated with each product or piece of equipment that you manufacture or sell. Information that you can track includes the following:

- Product registration
- Recall management
- Depreciation schedules
- Preventive maintenance scheduling
- Product maintenance history
- Product life analysis and costing

## **Contract Management**

The Contract Management module allows you to record and manage service and supplier contract agreements. A contract is a written agreement between a customer and a provider (contractor), or between a manufacturer and a supplier. You can configure multiple types of contracts to fit your company's needs.

This module also provides features to accommodate various pricing methods, including advanced pricing, and helps you manage contract renewals by automatically generating new contracts when contracts expire. Primary features of this module include the following:

- Configurable service packages
- Base and extended warranty information
- Contract renewals
- Flexible billing
- Integrated entitlement processing
- Prepayment processing
- Advanced pricing

## **Work Order Management**

The Work Order Management module allows you to create a work order to process customer requests that cannot be resolved over the phone. You can create a work order to request that work be performed at the customer site or at a repair depot. Work orders provide the central database for all service and repair information and events associated with an equipment record, inventory item number, or product model. Primary features of this module include the following:

- Planning for labor, parts, and product maintenance
- Online work order approval process
- Estimating service capability
- Entitlement checking
- Service billing

The system also enables you to manage Returned Material Authorizations (RMAs), which are authorizations from the supplier for the customer to return inventory for credit, replacement, or repair.

## Warranty Claims Management

The Warranty Claims Management module allows service dealers and assessors to enter and manage warranty claims. Features include the assessment, approval, or rejection of claims, as well as the generation of supplier recovery claims from warranty claims.

## Supplier Recovery Management

The Supplier Recovery Management module allows recovery managers to enter and manage supplier recovery claims. Supplier recovery claims are claims made by the manufacturer to the supplier for reimbursement for the warranty-related costs that are associated with a warranty claim or work order when the cause of the defect was a supplied part.

## Failure Analysis

The Failure Analysis module (formerly called Knowledge Management) allows you to review and associate failures, analyses, and resolutions with maintenance requests and work orders. Primary features of this module include the following:

- Database of problems, research and testing, and solutions
- Reusable units of failure analysis
- Failure analysis transactions, in which you can associate a failure from a maintenance request or work order with an analysis and resolution

## Returned Material Authorization (RMA)

A Returned Material Authorization (RMA) is an approval from the supplier for the customer to return inventory for credit, replacement, or repair. The system creates an authorization number for the supplier to track the return of the inventory. This process is also known as Returned Goods Authorization (RGA).

When you create an RMA, you create a purchase order (to receive the old product) and a sales order (to ship a replacement). Or you can create a credit order instead of shipping a replacement product. You can indicate how the system creates purchase orders and sales orders by setting up processing options for versions of the Sales Order Entry program and the Purchase Orders program (P4210 and P4310, respectively) and specifying those versions in the Work with Returned Material Authorization program (P40051).

Service Management utilizes customer and product information that you enter once in order to operate efficient and cost-effective service processes. For example, assume that an equipment record and a base-warranty record were created when you sold a computer monitor to a customer. When the customer calls with an issue, the customer service representative (CSR) is able to resolve the issue based on previous calls with corresponding failures, analyses, and resolutions. If the CSR is unable to resolve the issue, the CSR can create a Returned Materials Authorization, so that the customer can return the faulty monitor and receive a replacement.

### See Also

- ❑ The *Sales Order Management Guide* for information about using the Returned Material Authorization programs.

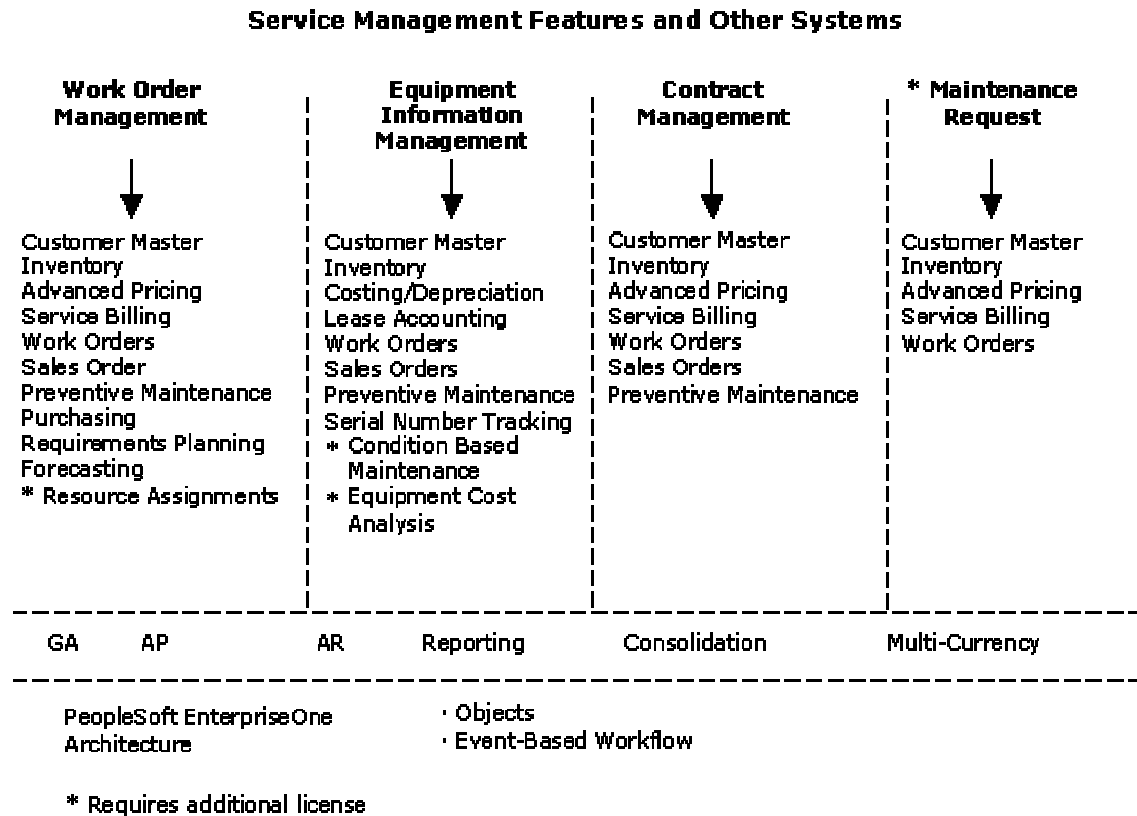
---

## System Integration

To simplify your processes and facilitate communication within your organization, the Service Management system integrates with other PeopleSoft EnterpriseOne components, as described in the following table:

|   |  |
|---|--|
| <b>Address Book</b>                           | Contains addresses, tax IDs, adjustment schedules, and pricing information for customers and service providers.  |
| <b>Accounts Receivable</b>                    | Allows you to receive payment for services provided or for product purchases.  |
| <b>Accounts Payable</b>                       | Allows you to pay service providers.   |
| <b>General Accounting</b>                     | Allows you to review, approve, and post inventory journal entries to the general ledger.   |
| <b>Fixed Assets</b>                           | Allows you to depreciate company-owned equipment that can be used for loaners, leases, or rentals.   |
| <b>Human Resources and Payroll Foundation</b> | Allows you to record time spent assisting a customer on a call or maintenance request.   |
| <b>Plant and Equipment Management</b>         | Allows you to set up maintenance schedules for your products.  |
| <b>Work Orders</b>                            | Contains records that you create in the Work Order Management module.  |
| <b>Service Billing</b>                        | Allows you to generate and print invoices for contracts, work orders, and maintenance requests.  |
| <b>Advanced Pricing</b>                       | Allows you to apply complex pricing methods to contracts, work orders, and maintenance requests.   |
| <b>Inventory Management</b>                   | Allows you to record item information and to issue inventory to a work order.  |
| <b>Sales Order Management</b>                 | Allows you to update the Equipment Information Management module to create installed equipment records for new pieces of equipment.  |
| <b>Procurement</b>                            | Allows you to purchase spare parts and supplies.   |
| <b>Resource Assignments</b>                   | Allows you to assign resources to a work order or to specific work order instructions while checking the current availability and assignment of the resources.   |
| <b>Condition Based Maintenance</b>            | Allows you to input equipment alerts manually or automatically and then respond to them, based on your setup criteria.   |
| <b>Equipment Cost Analysis</b>                | Allows you to make financial inquiries that are based on account coding. You can also analyze the existing cost information based on equipment coding.   |
| <b>Maintenance Requests</b>                   | Allows you to store and track maintenance requests, which are questions or problems for which a solution is needed. You can use this system both as an internal help desk and as a call center to receive inbound calls from external customers. The Maintenance Request system integrates with the Failure Analysis system. |

The following graphic illustrates how added features for each of the modules work with existing features of other systems, all based on the PeopleSoft EnterpriseOne architecture, for a complete solution:





# General Setup

Before you can use certain features of Service Management, you need to define the information that is critical for system processes.

General setup tasks are the tasks that you must perform to set up any or all of the modules that are the Service Management system.

---

## Setting Up Service and Warranty Constants

Service and Warranty constants define some of the default information for the entire system. Constants control the types of information that you track and the rules that the system uses to perform certain calculations.

### ► To set up Service and Warranty constants

---

*From the Service & Warranty Setup menu (G1740), choose Service & Warranty Constants.*

The screenshot shows the PeopleSoft interface for 'Service & Warranty Constants - SWM System Constants Revisions'. The window has a title bar with 'PeopleSoft' and a toolbar with 'OK', 'Cancel', and 'Tools' buttons. Below the toolbar is a 'Select Tab:' dropdown menu set to 'General'. The main content area is divided into three sections: 'Defaults', 'Constants', and 'Entitle By'. The 'Defaults' section contains three fields: 'Customer Number for Base Warranties' (a text input field), 'Parent/Child Structure Type' (a dropdown menu), and 'Day Type Code for Holidays' (a dropdown menu with 'H' selected). The 'Constants' section contains a list of checkboxes: 'SWM Installed', 'Validate Product Family/Model Combination', 'Check for Previous Maintenance Requests and Work Orders on Customers', 'Check for Previous Maintenance Requests and Work Orders on Piece of Equipment', 'Use Failure Analysis Tree for Selecting Failure Analysis Codes', 'Use Workflow for Approving Failure Analysis for Re-Use', and 'Use Graphical Parts Book'. The 'Entitle By' section contains two radio buttons: 'Customer' (selected) and 'Site'.

1. On SWM System Constants Revisions, click the General tab and enter the customer address book number in the following field for customer-specific base warranties:
  - Customer Number for Base Warranties

If you leave this field blank, the system creates base warranties by using the Sold To address book number on the sales order or the Owner address book number on the equipment record as the customer number.

If you enter an address book number in this field, the system uses this number as the customer number when you create base warranties from the Equipment Master Update program (R17024) and the Equipment Master Revisions program (P1702).

2. To specify the type of organizational structure to use in the address book when searching for parent/child contracts, complete the following field:
  - Parent/Child Structure Type
3. To specify the code that is used in the Work Day Calendar to indicate holidays, complete the following field:
  - Day Type Code for Holidays

The system uses this information during the entitlement checking process.
4. To enable SWM, click the following option:
  - S/WM Installed
5. To validate combinations of product models and families, click the following option:
  - Validate Product Family/Model Combination

When you turn on this option, the system allows users to enter only the combinations that have been set up in the Product Family/Model Master table (F1790).
6. To use the customer number to automatically check for previous maintenance requests or work orders when you are entering a request or work order, click the following option:
  - Check for Previous Maintenance Requests and Work Orders on Customers
7. To use the equipment number, inventory item number, or product model to automatically check for previous maintenance requests or work orders when you are entering a request or work order, click the following option:
  - Check for Previous Maintenance Requests and Work Orders on Piece of Equipment
8. To require users to choose failure analysis codes from the failure tree, click the following option:
  - Use Failure Analysis Tree for Selecting Failure Analysis Codes

If you do not enable this option, the system allows you to choose failures, analyses, and resolutions from the Failure Analysis Codes Search & Select program (P17761S).
9. To use workflow to approve a failure analysis for reuse, click the following option:
  - Use Workflow for Approving Failure Analysis for Re-Use
10. To integrate with the graphical parts book, click the following option:

- Use Graphical Parts Book

If you are using Capital Asset Management (CAM), this constant controls the interface between the Manufacturing Work Order Parts List program (P3111) and Intelligent Graphic Solution (IGS). IGS is a graphical tool that can illustrate equipment, buildings, and inventory item assemblies. This integration allows you to link between CAM and IGS to locate parts and documentation for work orders.

11. To choose whether to perform system-wide entitlement checking for work orders and maintenance requests by using the customer (owner) or site number (location), click one of the following options:

- Customer
- Site

12. Click OK.

---

## Setting Up User Defined Codes for Service Management

User defined codes (UDCs) enable you to customize the Service Management system for your particular business needs. Although a number of pre-defined codes are provided with the system, you can revise them and set up new codes.

### UDCs for Equipment Information Management

*You can access most of the following UDCs from the Equipment User Defined Codes menu (G17411).*

|                            |   |
|----------------------------|---|
| <b>12/C1</b>               | Major Accounting Class  |
| <b>12/C2</b>               | Major Equipment Class   |
| <b>12/C3 through 12/C0</b> | Equipment Category Codes 3 through 10   |
| <b>12/F1 through 12/F0</b> | Category Codes F/A 11 through 20  |
| <b>12/21 through 12/23</b> | Category Codes F/A 21 through 23  |
| <b>17/B1 through 17/B0</b> | Equipment Category Codes 1 through 10   |
| <b>17/PA</b>               | Product Family codes. Use to categorize and group equipment records based on the type of product (for example, inkjet printers, laser printers, and dot matrix printers). |

**17/PM** Product Model codes. Use to categorize and group equipment records based on a specific model within a product family.

**17/SY** Sales Type codes. Access this code by typing UDC in the Fast Path.

## UDCs for Contract Management

*You can access most of these UDCs from the Contract User Defined Codes menu (G17441).*

**52/CS** Contract Status

**51/CT** Contract Type

**17/CN** Cancellation Reason Code

**17/S1 through 17/S5** Service Types 1 through 5

**17/C1 through 17/C5** Coverage Category Codes 1 through 5

**17/H1 through 17/H0** Contract Header Category Codes 1 through 10

**17/D1 through 17/D5** Contract Detail Category Codes 1 through 5

**00/EX (from the Contract Setup menu, G1744)** Tax Explanation Codes. You set up tax explanation codes to attach to your customer master records to calculate taxes with the customer's tax area, as applicable. For example, you can set up tax explanation codes for Value Added Tax (VAT) as it applies to your Canadian customers.

**H91/TZ** Time Zones

**17/TY** Contract Type

**17/CO** Contract Status

**17/CM** Contract Management Type

## UDCs for Maintenance Requests

*You can access these UDCs from the Maintenance Request User Defined Codes menu (G17431).*

|                                    |   |
|------------------------------------|---|
| <b>17/PR</b>                       | Maintenance Request Priority  |
| <b>17/CR</b>                       | Maintenance Request Reason  |
| <b>17/SC</b>                       | Maintenance Request Source  |
| <b>17/ST</b>                       | Maintenance Request Status  |
| <b>17/CT</b>                       | Maintenance Request Type  |
| <b>17/EN</b>                       | Environment   |
| <b>17/GR</b>                       | Geographic Region   |
| <b>H91/TZ</b>                      | Time Zones  |
| <b>17/WT</b>                       | Work Type   |
| <b>17/CB</b>                       | Call Back   |
| <b>17/TN</b>                       | Task Name   |
| <b>17/01<br/>through<br/>17/10</b> | Maintenance Request Category Codes 1 through 10   |
| <b>00/RR</b>                       | <p>Object In Use Application ID. Use this user defined code table to check when objects are in use in specific applications and to allow only one person at a time to access a record.</p> <p>Set this user defined code to check access in the Maintenance Request Entry program (P17501). To activate record locking, the first character of the special handling code is 1. If you do not want to perform record locking, the first character of the special handling code is 0.</p> |
| <b>40/RN</b>                       | Returned Material Status. If you are using the Returned Material Authorization (RMA) module, you must also set up the RMA status user defined codes   |

## UDCs for Work Order Management

*You can access the following UDCs from the Work Order User Defined Codes menu (G17421):*

|              |                      |
|--------------|----------------------|
| <b>17/SG</b> | Service Group        |
| <b>17/WT</b> | Time Entry Hour Type |

## UDCs for Failure Analysis

*You can access the following UDCs from the Failure Analysis User Defined Codes menu (G17451).*

**48/K1 through 48/K5** Failure Analysis Codes CC 1 through 5

## UDCs for Inventory

*You can access the following UDC from the Fast Path.*

**17/RT** Return Policy

## UDCs for Warranty Claims

*You can access the following UDC from the Fast Path.*

**17/DC** Defect Code

---

## Setting Up System Next Numbers

When you create a document such as an invoice, a voucher, or a journal entry, you can assign a document number or let the Next Numbers program (P0002) assign one.

Next numbers is an automatic numbering feature. The Next Numbers program assigns numbers to documents using either or both of the following types of numbers:

- Standard next numbers. The system finds the next available number in the Next Numbers - Automatic table (F0002) and assigns that number to the document.
- Next numbers by company and fiscal year. The system finds the next available number by company and fiscal year, or by company only, in the Next Numbers by Company/Fiscal Year - Automatic table (F00021).

Next numbers work in conjunction with the data dictionary. Each data dictionary item that uses next numbers contains a next numbering index value that corresponds to the line number that contains the next number value for that data item.

We recommend the following when you set up next numbers:

- Do not use blank as a next number value.
- Do not change a next number. Changing the numbers can result in duplicate numbers, as well as the inability to locate previously added numbers. If you must change a next number, change it to a greater value only.

- Do not delete next number values. If you delete a next number value, you might get unexpected results.
- Do not change the sequence of the next numbers in the table. Each next number must remain on its current line because programs reference a specific line in the table. For example, in the General Accounting system, the next number for journal entries must be on the second line.

You can have the system assign check digits for any set of standard next numbers. Check digits prevent errors caused by transposition during data entry. For example, activating check digits in the address book for suppliers prevents a voucher from being assigned to the wrong supplier if digits are transposed during voucher entry. We recommend that you use check digits for next numbers only when a transposition error is likely to occur during data entry.

---

**Note**

If you choose to manually assign a document number instead of using next numbers, you must enter the number during data entry.

---

---

**► To set up system next numbers**


---

You can review the next numbers that the system assigns to documents and specify whether to assign check digits for a type of next number.

*From the General Systems menu (G00), choose Next Numbers.*

1. On Work With Next Numbers, choose the system that you want to review and click Select.

PeopleSoft®

 **Set Up Next Numbers by System**

OK Cancel Form Tools

System 03B Enhanced Accounts Receivable

| Use            | Next Number | Check Digit Used         |
|----------------|-------------|--------------------------|
| Invoice Number | 11543       | <input type="checkbox"/> |
| Unapplied Cash | 1467        | <input type="checkbox"/> |
| Chargeback No  | 9100        | <input type="checkbox"/> |
| Statement No   | 849         | <input type="checkbox"/> |
| Check Number   | 747         | <input type="checkbox"/> |
| Draft Number   | 897         | <input type="checkbox"/> |
| Credit Memo    | 1045        | <input type="checkbox"/> |
| Activity ID    | 849         | <input type="checkbox"/> |
|                |             | <input type="checkbox"/> |
| Payment ID     | 1126448     | <input type="checkbox"/> |

Caution: Changing the data on this screen may make it impossible to retrieve previously added addresses and may result in attempts to assign duplicate numbers.

2. On Set Up Next Numbers by System, review the information supplied by the system in the following field:
  - Next Number
3. Turn on the following option for each type of next number for which you want to activate check digits:
  - Chk Dgt

You should use check digits for next numbers only when a transposition error is likely to occur during data entry.

4. Click OK.

## Setting Up Product Family and Model Combinations

Product family and model combinations are user defined codes that allow you to categorize and manage your assets, as well as to track failures through a link to Failure Analysis.

You can set up product family and model combinations to assign each product model to the appropriate product family. A product family is a larger group that can contain many models. A model is a more specific group, that only can belong to one product family.



For CAM, an example of product family and model combinations might be a Forklift product family, with models of Gas Engine and Electric Engine. For Service Management, an example might be a Printer product family, with models of Laser and Ink Jet.

### ► To set up product family and model combinations

Use one of the following navigations:

*For Capital Asset Management, choose Product Family/Model Revisions from the Plant & Equipment Management Setup menu (G1341).*

*For Service Management, choose Product Family/Model Revisions from the Service & Warranty Setup menu (G1740).*

1. On Work with Product Family/Model Revisions, click Add.
2. On Product Family/Model Revisions, to create a UDC for a product family, complete the following field:

- Product Family

3. To create UDCs for product models within this family, complete the following field:

- Product Model

4. To define the default responsible business unit for this product family and model combination, complete the following field and click OK:

- Responsible BU for Service

The system uses the value from this field only if you have set up your SWM constants to use the responsible business unit by product family and model.

5. Repeat steps 2 through 4 for each product family and model combination that you need.

The screenshot shows the PeopleSoft interface for the 'Product Family/Model Revisions' dialog box. The title bar includes the PeopleSoft logo and the text 'Product Family/Model Revisions - Product Family/Model Revisions'. Below the title bar, there are two tabs: 'Work with Product Family/Model Revisions' and 'Product Family/Model Revisions'. The 'Product Family/Model Revisions' tab is active. The dialog box contains three input fields with corresponding labels and values:

| Field                      | Value | Description             |
|----------------------------|-------|-------------------------|
| Product Family             | APP   | Appliances              |
| Product Model              | D200  | Dryer - medium capacity |
| Responsible BU for Service | S30   | LM Service Center       |

---

## Setting Up Customers and Service Provider Records

You can use the Address Book system to create a database of information about your customers and service providers, including their addresses and phone numbers. The system creates a table, the SWM Address Book Information table (F1797), which is an extension of the Address Book Master table (F0101) and which stores the additional SWM address book information.

For CAM, you must define SWM information in business units and in the address book records of employees who create or revise work orders. The equipment record uses the business unit to represent the primary site and owner of the asset.

## Setting Up Customer Records

You must create an address book record for a customer before you can create contracts, enter maintenance requests, or enter work orders for them.

---

### ► To set up customer records

*Use one of the following navigations:*

*For Service Management, choose Address Book Revisions from the Service & Warranty Setup menu (G1740).*

*For Capital Asset Management, choose Address Book Revisions from the Plant & Equipment Management Setup menu (G1341).*

1. On Work With Addresses, click Add.

PeopleSoft®

Address Book Revisions - Address Book Revision

Work With Addresses Address Book Revision

OK Cancel Form Previous Next Tools

Address Number 3003

Address Book Mailing Additional Related Address Cat Code 1 - 10 Cat Code 11 - 30

Alpha Name CSC Corporation

Long Address Number

Tax ID

Search Type C Customers

Business Unit 1 Financial/Distribution Company

2. On Address Book Revision, complete the steps to enter a customer record.
3. Click the Additional tab, and then click the following option to indicate whether you accept receivables from this customer:
  - Receivables Y/N

PeopleSoft®

Address Book Revisions - Address Book Revision

Work With Addresses | Address Book Revision

OK Cancel Form Previous Next Tools

Address Number 3003

Address Book | Mailing | Additional | Related Address | Cat Code 1 - 10 | Cat Code 11 - 30

Payables Y/N/M  ☒ Receivables Y/N

☐ Employee Y/N ☐ User Code

☐ AR/AP Netting (Y) ☐ Subledger Inactive Code

☐ HRM Records Exist

**Workflow**

E-mail Preference

Shortcut Client Type

Add'l Ind Tax ID

Tax Exempt Certificate

Person/Corporation Code

Credit Message

Language

Industry Classification 7000 Services

To create contracts, enter maintenance requests, or enter work orders for your customer, you must also add Accounts Receivable information to the customer record.

4. On Address Book Revision, choose A/R from the Form menu, complete the Customer Master Revision form, and click OK.
5. On Address Book Revision, choose SWM from the Form menu.

PeopleSoft®

Address Book Revisions - Work With Service/Warranty Management Information

Select Add Delete Close Tools

Customer Number 3003 CSC Corporation

Records 1 - 1 Customize Grid

| Information Type Description | Work Center | Work Center Description | Time Zone | Time Zone Description | Daylight Savings Rule |
|------------------------------|-------------|-------------------------|-----------|-----------------------|-----------------------|
| Customer                     | S30         | LM Service Center       | 05        | Arizona               |                       |

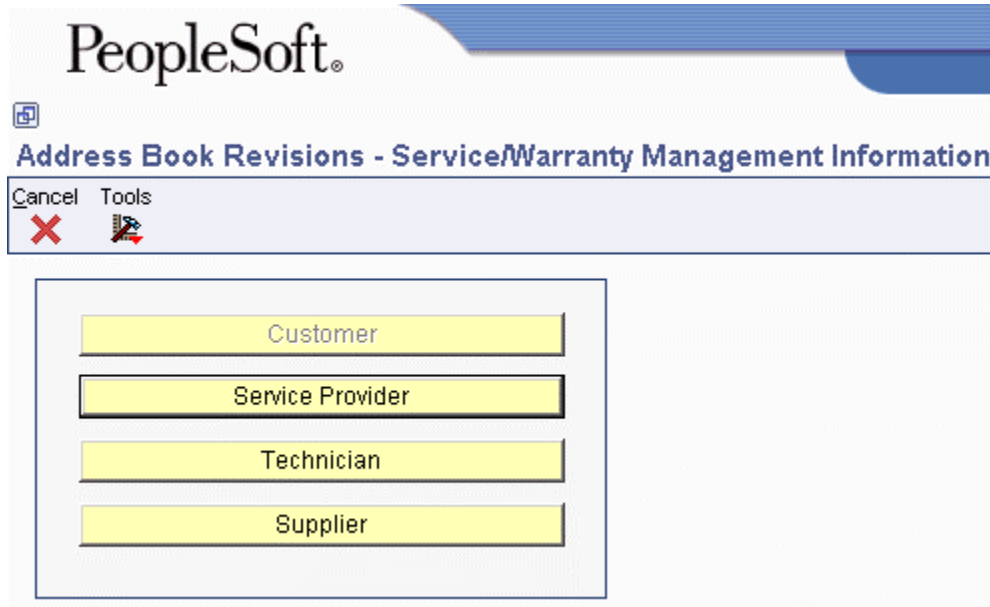
6. On Work With Service/Warranty Management Information, click Add.

---

**Note**

If you need to delete a customer, click Delete on the Work With Service/Warranty Management Information form. The system deletes the SWM information only from the SWM Address Book Information table (F1797); it does not modify the Address Book Master table (F0101).

---



7. On Service/Warranty Management Information, click Customer.

PeopleSoft®

Address Book Revisions - Customer Information Revisions

OK Cancel Form Tools

Customer Number 3003 CSC Corporation

**Adjustment Schedules**

|                      |         |                              |
|----------------------|---------|------------------------------|
| Contracts            | SCHCON  | Schedule for Contracts       |
| Work Orders          | SCHSVO  | Schedule for S&WM Serv. Ord. |
| Maintenance Requests | SCHCALL | Schedule for calls           |

Default Service Provider

Default Dealer

Geographic Region

Work Order Service Type

Time Zone 05 Arizona

Daylight Savings Rule

Standard Carrier

Shipment Tracking

Work Center S30 LM Service Center

Responsible Business Unit

8. On Customer Information Revisions, complete the following fields:

- **Contracts**  
Enter the adjustment schedule that you want the Advanced Pricing system to use to price contracts.
- **Work Orders**  
Enter the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor when billing work orders.
- **Maintenance Requests**  
Enter the adjustment schedule that you want the Advanced Pricing system to use to price a maintenance request.
- **Default Service Provider**  
The system retrieves this information when you enter a work order for this customer.
- **Geographic Region**

The system retrieves this information when you enter a maintenance request for this customer.

- Work Order Service Type

The system retrieves this information when you enter a work order for this customer.

- Time Zone

This required field contains the time zone of the customer. It is used to calculate the commitment date and time for maintenance requests and work orders.

- Daylight Savings Rule

This field applies to the time zone of the customer.

- Work Center

The system uses the work center for entitlement checking and to retrieve the workday calendar. If you do not set up your work center, you must set up a workday calendar that is set for ALL.

The following fields are reserved for future use: Default Dealer, Standard Carrier, and Shipment Tracking.

9. After you complete the fields on Customer Information Revisions, click OK.

## Setting Up Service Provider Records

Service providers enter maintenance requests and fulfill your work orders. By maintaining records on service providers, you can also track customer satisfaction regarding each service provider. For example, a service provider can be a consultant on a maintenance request, a technician on a work order, or an authorized dealer. Set up service providers in the address book.

### ► To set up service provider records

---

*Use one of the following navigations:*

*For Service Management, choose Address Book Revisions from the Service & Warranty Setup menu (G1740).*

*For Capital Asset Management, choose Address Book Revisions from the Plant & Equipment Management Setup menu (G1341).*

---

### Note

For Capital Asset Management, to ensure that the Work Order Revisions program (P17714) functions properly, you must set up all users of work order programs to be service providers. The only required field on the Service Provider Revisions form is Time Zone. The remaining fields apply to the Service Management system.

---

1. On Work With Addresses, click Add.

2. On Address Book Revision, complete the steps to enter a customer record.
3. Click the Additional tab and complete the following field to indicate whether the service provider receives payments from your company:
  - Payables Y/N/M
4. If the service provider is also a customer, you must complete the following field:
  - Receivables Y/N
5. From the Form menu, choose SWM.
6. On Work With Service/Warranty Management Information, click Add.

---

**Note**

If you need to delete a service provider, click Delete on the Work With Service/Warranty Management Information form. The system deletes the SWM information only from the SWM Address Book Information table (F1797); it does not modify the Address Book Master table (F0101).

---

7. On Service/Warranty Management Information, click Service Provider.

The screenshot shows the PeopleSoft interface for 'Address Book Revisions - Service Provider Revisions'. The form is titled 'Address Book Revisions - Service Provider Revisions' and includes a toolbar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. The main form area contains a list of fields for a service provider, with the 'Inactive' checkbox selected. The fields are: Provider Number (3003), ACD Extension, Mail Box Designator, Pager/E-mail Address, Service Group, Work Center, Time Zone, and Daylight Savings Rule. The provider name 'CSC Corporation' is displayed next to the Provider Number. Below the main form area, there are three tabs: 'Default Account Number', 'Adjustment Schedules', and 'Payment/Pricing'. The 'Default Account Number' tab is currently selected, showing fields for Home Business Unit, Object Account, and Subsidiary.

8. On Service Provider Revisions, to view service providers as active or inactive for reporting purposes, click the following option:



- Inactive

9. Complete the following fields:

- ACD Extension

The ACD (Automatic Call Distribution) Extension field is an extension of the phone system for the provider. When a maintenance request is assigned to a service provider, the system assigns this extension to the maintenance request.

- Mail Box Designator

When a maintenance request is assigned to a service provider, the system places the maintenance request into this mailbox in the Message Center.

If you leave this field blank, the queue that is defined in the mailbox appears as the default value.

- Pager/E-mail Address

If you enter a pager or e-mail address, the system notifies the service provider by page or e-mail when a maintenance request or work order is assigned to that service provider.

- Work Center

The system uses the work center for entitlement checking and to retrieve the workday calendar. If you do not set up your work center, you must set up a workday calendar that is set for ALL.

- Time Zone

This required field contains the service provider's time zone, which is used to calculate commitment date and time for maintenance requests and work orders.

- Daylight Savings Rule

This field applies to the time zone of the service provider.

The Service Group field is reserved for future use.

10. On the Default Account Number tab, complete the following fields:

- Home Business Unit
- Object Account
- Subsidiary

The system retrieves the G/L account number for time entry purposes when you enter time for a maintenance request.

11. On the Adjustment Schedules tab, complete the following field:

- Claims

Enter the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor for paying service providers.

12. On the Payment/Pricing tab, to indicate the pricing method to use to pay the service provider, click one of the following options:
  - Flat Rate
  - Time and Materials
  - None
13. To indicate the reimbursement method for approved supplier recovery records, click one of the following options:
  - Credit Memo
  - Account Payable
14. To indicate that you are paying the service provider for parts used for a repair, click the following option:
  - Pay Service Provider for Parts
15. Click OK.

---

## Setting Up Suppliers

You use the Address Book system to create a database of information about your suppliers.

### ► To set up suppliers

---

*From the Service & Warranty Setup menu (G1740), choose Address Book Revisions.*

1. On Work with Addresses, click Add.
2. On Address Book Revision, complete the steps to add an Address Book record.
3. From the Form menu, choose SWM.
4. On Work With Service/Warranty Management Information, click Add.
5. On Service/Warranty Management Information, click Supplier.
6. On Supplier Information Revisions, complete the following fields:
  - Contracts
  - Work Orders
  - Maintenance Requests
  - Default Service Provider
  - Default Dealer
  - Geographic Region
  - Work Order Service Type

- Time Zone  
Time Zone is a required field.
  - Daylight Savings Rule
  - Standard Carrier
  - Shipment Tracking
  - Work Center
7. To indicate the reimbursement method, click one of the following options:
    - Debit Memo
    - Account Receivable
  8. To indicate the pricing method, click one of the following options:
    - Flat Rate
    - Time and Materials
    - None
  9. Click OK.

---

## Setting Up Inventory Information

Service Management uses the Inventory Management system to store item information that is specific to Service Management. You must create an item master and assign the item to a branch/plant location. The information that is specific to Service Management items includes product family and product model information.

### Creating an Item Master

You must enter master information for all stock and non-stock items. Master information includes the item number, item name, description, and other general information about the item. The system uses this information to identify each item in the distribution and manufacturing systems.

You might want to enter one item that you can use as a template when you enter additional items. On your item template, you can enter field values that are common to the other items that you want to add. When you add the new items, you locate the item template and then modify field values as necessary.

When you enter a new item, the system creates an item master record in the Item Master table (F4101) and stores information specific to Service Management in the Item Master – Service/Warranty Extension table (F4117). After you have created the item master record, you cannot delete master information for the item if any of the following information exists:

- Item branch records
- Bills of material
- Item cross-reference numbers

- Supplier relationships
- Sales prices

## See Also

- ❑ *Entering Item Master Information in the Inventory Management Guide*

## Prerequisites

- ❑ Enable access to Service Management information by clicking the SWM Installed option on the SWM System Constants Revisions form. See *Setting Up Service and Warranty Constants* in the *Service Management Guide*.
- ❑ Verify that the processing options for Item Master (P4101) are set with item defaults, versions, and display options when you add an item to the system.

See *Processing Options for Item Master (P4101)* in the *Inventory Management Guide* for descriptions of the processing options.

## ► To create an item master

From the *Inventory Master/Transactions* menu (G4111), choose *Item Master*.

1. On *Work with Item Master Browse*, click *Add*.

PeopleSoft®

Item Master - Item Master Revisions

Work With Item Master Browse Item Master Revisions

OK Cancel Form Previous Next Tools

Item Number (Short) 701448

Item Number 7259

Basic Item Data Additional Info Weights and Measures Lot Processing

Catalog Number 7259

Description Headset - One Ear Piece

Description Search Text SWM

Stocking Type P Purchased inc. Raw Material

G/L Class IN30 Manufactured Finished Goods

Unit of Measure EA Each

Line Type S Stock Inventory Item

Bulk/Packed Flag P Packaged Item

Planner Number

Buyer Number

Inventory Cost Level 2 Item/Branch Only

Sales Price Level 2 Item/Branch Only

Purchase Price Level 3 Inventory Cost Level

Kit/Configurator Pricing Method Non-Kit/Non-Configured Item

Configurator Costing Method Non Configured Item

Commitment Method 1 Location With Most Quantity

Print Message

Item Flash Message

Std UOM Conversion Item Specific UOM

☒ Backorders Allowed

☒ Check Availability

2. On *Item Master Revisions*, complete the steps to enter item master information, and then return to the *Work with Item Master Browse* form.

3. From the Row menu, choose Addl. System Info.
4. On Additional System Information, click the Service/Warranty tab.

**PeopleSoft®**

**Item Master - Additional System Information**

Work With Item Master Browse Item Master Revisions **Additional System Information**

OK Cancel Form Previous Next Tools

Item Number (Short) 701448

Item Number 7259 Headset - One Ear Piece

Manufacturing Data Grade and Potency **Service/Warranty** Bulk Information Advanced Planning

Product Model EARSET

Product Family HEAD

Responsible BU for Service S30

Cost Type A1

Return Policy

☒ Create Equipment Master Record

**Disposition Codes**

☒ Returnable ☒ Repairable

Field Disposition Code

Mfg Disposition Code

Disposition Code 3

Disposition Code 4

Disposition Code 5

5. Complete the following fields:
  - Product Model
  - Product Family
  - Responsible BU for Service
  - Cost Type
  - Return Policy
  - Create Equipment Master Record
  - Field Disposition Code
  - Mfg Disposition Code
  - Disposition Code 3

- Disposition Code 4
  - Disposition Code 5
6. Click one or both of the following disposition code options:
- Returnable
  - Repairable

When you click the Repairable option, the system sends the item to a repairable warehouse if an RMA (Returned Material Authorization) is issued. If the repairable option is cleared and the item is returned, the item is sent to a scrap warehouse.

You can choose Model/Family Search from the Form menu to search for a product model and family combination.

7. Click OK.

## Assigning an Item to a Branch/Plant

You can assign an item to a branch/plant to indicate where the item is located. The information about an item might differ from warehouse to warehouse. For example, taxes might be applicable to an item in one warehouse but not in another. You might also have different quantity requirements for items, depending on the warehouse. Every PeopleSoft EnterpriseOne system that retrieves item information searches for the item branch/plant information before using item master information.

When you add branch/plant information, the system creates a record in the Item Branch File table (F4102) and stores information that is specific to Service Management in the Item Branch Master – Service/Warranty Extension table (F41171).

### See Also

See the following topics in the *Inventory Management Guide*:

- ❑ *Processing Options for Item Branch (P41026)* for descriptions of the processing options
- ❑ *Working with Item Locations* for descriptions of fields on Item Branch Revisions and Additional Item Branch Information forms
- ❑ *Entering Branch/Plant Information*

### Prerequisite

- ❑ Verify that the processing options for the Item Branch program (P41026) are set with item defaults, versions, and display options when you attach an item to a branch/plant in the system.

### ► To assign an item to a branch/plant

---

*From the Inventory Master/Transactions menu (G4111), choose Item Branch/Plant.*

1. On Work With Item Branch, click Add.

PeopleSoft®

Item Master - Item/Branch Plant Info.

OK Cancel Form Tools

Branch/Plant M30

Item Number 7259 Headset - One Ear Piece

Basic Branch/Plant Data Additional Info. Lot Processing

|                   |   |  |                            |                          |
|-------------------|---|--|----------------------------|--------------------------|
| Stocking Type     | <input type="button" value="P"/> <input type="button" value="Q"/> Purchased Inc. Raw Material | Sales Taxable  | <input type="checkbox"/> Y | Ln is subj to applicable |
| G/L Class         | IN30 Manufactured Finished Go   | Purchasing Taxable   | <input type="checkbox"/> Y | Ln is subj to applicable |
| Line Type         | S Stock Inventory Item  | <input checked="" type="checkbox"/> Check Availability<br><input checked="" type="checkbox"/> Backorders Allowed |                            |                          |
| Planner Number    | <input type="text"/>  |  |                            |                          |
| Buyer Number      | <input type="text"/>  |  |                            |                          |
| Supplier Number   | 6074 Eastern  |  |                            |                          |
| Print Message     | <input type="text"/>  |  |                            |                          |
| Commitment Method | 1 Location With Most Quantity   |  |                            |                          |
| Country of Origin | <input type="text"/> USA  |  |                            |                          |

2. On Item/Branch Plant Info., complete the following fields and click OK:
  - Branch/Plant
  - Item Number
3. Click the Lot Processing tab and, For non-serialized items in Service Management, complete the following fields:
  - Serial No. Required
  - Lot Process Type
  - Shelf Life Days
4. Return to the Work With Item Branch form.
5. From the Row menu, choose Addl. System Info.
6. On Additional System Info, click the Service/Warranty tab.

PeopleSoft®

Item Master - Additional System Info

OK Cancel Form Tools

Branch/Plant M30

Item Number 7259 Headset - One Ear Piece

Plant Manufacturing Grade and Potency **Service/Warranty** Depot/Product Info Advanced Planning

Product Model EARSET Headset one ear piece

Product Family HEAD Headset

Business Unit S30 LM Service Center

SWM Cost Type A1

Return Policy

☒ Create Equipment Master Record

**Disposition Codes**

☒ Returnable ☒ Repairable

Field Disposition Code

Mfg Disposition Code

Disposition Code 3

Disposition Code 4

Disposition Code 5

7. Revise the following fields or accept the system default values:

- Product Model
- Product Family
- Business Unit
- S/WM Cost Type

The system retrieves this value into the parts list on a service order and also uses it with costing.

8. Complete the following fields:

- Return Policy
- Create Equipment Master Record
- Field Disposition Code
- Mfg Disposition Code
- Disposition Code 3
- Disposition Code 4
- Disposition Code 5



9. Click one or both of the following options:

- Returnable
- Repairable

10. Click OK.

The system retrieves item information from the Item Master, but you must click OK to update the database. If you click Cancel, information from the form is not saved in the database.

---

## Setting Up Automatic Accounting Instructions

To record financial transactions, you must identify information about your account structure and specific account values to process transactions properly. You define your account structure and specific account values by using automatic accounting instructions (AAIs). The system stores the AAI values in the Automatic Accounting Instructions Master table (F0012). Whenever a program performs an accounting function, it accesses the Automatic Accounting Instructions Master table. The system uses AAIs to determine how to distribute G/L entries that the system generates.

You must create AAIs for each unique combination of company, transaction, document type, and G/L class that you anticipate using. Distribution AAIs define the rules by which the Service Management system and the general ledger interact. Accounting AAIs define the rules by which the Service Management, Accounts Payable, and Accounts Receivable systems interact. When you define AAIs, you establish how the system processes transactions for various programs.

Based on the key fields, such as G/L Category Code, Document Type, Company, and Cost Type, the system writes transactions to an account based on the specified business unit; object account; and, optionally, subsidiary.

You can indicate a specific branch/plant for the object account and subsidiary to which the system creates journal entries. Or you can leave the branch/plant blank. The system identifies the appropriate branch/plant according to the system constants.

Contract-related distribution AAIs consist of the following:

- 1750, Contract Revenue
- 1751, Contract Short-Term Revenue
- 1752, Contract Long-Term Revenue
- 1753, Contract Cancel Fees

Work order-related distribution AAIs consist of the following:

- 1742, Service Orders
- 1782, Service Order Claims

Inventory-related distribution AAIs consist of the following:

- 4124, Expense or COGS
- 4122, Inventory

Routing-related distribution AAIs consist of the following:

- 3122, Routing Service Costs
- 3401, Accruals

Warranty claim-related distribution AAIs consist of the following:

- 1723, Warranty Claim Price Adjustment
- 1724, Warranty Claim Offset
- 1743, Warranty Claim A/R Offset
- 1785, Warranty Claim A/P Offset
- 1725, Supplier Recovery Price Adjustment
- 1726, Supplier Recovery Offset
- 1744, Supplier Recovery A/R Offset
- 1786, Supplier Recovery A/P Offset

### See Also

- ❑ See the following topics in the *Service Management Guide* for system-specific information about specifying G/L codes, search hierarchies, and responsible branch/plants for transactions:
  - *Setting Up AAIs for Contracts*
  - *Setting Up AAIs for Work Orders*
  - *Setting Up AAIs for Warranty Claims*

### ► To set up automatic accounting instructions

From the *Maintenance Request Setup* menu (G1743), choose *AAIs - Billing*.

1. On *Work With AAIs*, choose the row that contains the AAI table that you want to set up.
2. From the *Row* menu, choose *Details*.

PeopleSoft®

Account Revisions

OK Find Delete Cancel Form Tools

AAI Table Number 1747 Maintenance Requests

| Records 1 - 4                    |       |       |             |         |                       |       |             |           |              |          | Customize Grid |
|----------------------------------|-------|-------|-------------|---------|-----------------------|-------|-------------|-----------|--------------|----------|----------------|
|                                  | Co    | Do Ty | Description | G/L Cat | Description G/L       | Or Ty | Description | Cost Type | Branch Plant | Obj Acct | Sub            |
| <input checked="" type="radio"/> | 00000 | CL    | Call        |         | Blank G/L Posting Ca  |       |             | B1        |              | 5095     |                |
| <input type="radio"/>            | 00200 | CL    | Call        | CS10    | Warranty Revenue      |       |             | B1        |              | 5095     |                |
| <input type="radio"/>            | 00200 | CL    | Call        | CS20    | Billable Non-warranty |       |             | B1        |              | 5096     |                |
| <input type="radio"/>            |       |       |             |         |                       |       |             |           |              |          |                |

3. On *Account Revisions*, scroll down to the bottom of the form, complete the following fields, and click **OK**:

- Co
- Do Ty
- G/L Cat
- Cost Type
- Branch Plant
- Obj Acct
- Sub

---

## Setting Up Assessor Defaults and Rules Sequence

The Assessor Defaults Entry program (P17113) provides you with a way to set up and maintain default information for assessors and supplier recovery managers (SRMs). You can determine the criteria to use when assigning assessors and SRMs, and you can define the default rules sequence.

### ► To set up assessor defaults and rules sequence

---

*Use one of the following navigations:*

*From the Warranty Claim Setup menu (G1747), choose Assessor Defaults.*

*From the Supplier Recovery Setup menu (G1748), choose Assessor Defaults.*

*From the Equipment Master Setup menu (G1741), choose Assessor Defaults.*

---

### Note

Depending on how you set the Activity Types processing option, the form title of this program appears differently. For example, the Work With form appears as one of the following:

- Work With Assessor Defaults – Warranty Claim
- Work With Assessor Defaults – Supplier Recovery Claim
- Work With Assessor Defaults – Product Registration

In addition, form exits, fields, and some column headings in the detail area change.

---

1. On Work With Assessor Defaults, click Add.
2. On Assessor Defaults Revisions, complete the following fields and click OK:
  - Dealer Number
  - Country
  - Branch
  - Inventory Item Number
  - Product Model
  - Product Family

- Order Type
- Type
- Supplier Recovery Manager

Supplier Recovery Manager (or Assessor) is a required field.

3. On Work With Assessor Defaults, choose Sequence Rules from the Form menu.
4. On Assessor Default Rules Sequence, enter Y or N in the following fields and click OK:
  - Dealer Number
  - Country
  - Branch/ Plant
  - Inv. Item Number
  - Prod. Model
  - Prod. Family
  - Order Type
  - W.O. Type

# Processing Options for Assessor Default Entry (P17113)

## Defaults Tab

---

### Activity Types

Use this processing option to specify the activity values for assessor defaults. Valid values are:

A

Product Registration

B

Warranty Claim

D

Supplier Recovery Claim

Note: These values are hard-coded.

---

---

## Setting Up Repair Time Schedules

Use the Standard Repair Time Entry program (P1771) to set up default labor hours. When you enter a warranty claim or a supplier recovery claim, if the processing option is set to automatically create a labor line, the program determines the number of labor hours, based on this setup.

### ► To set up repair time schedules

---

*Use one of the following navigations:*

*From the Warranty Claim Setup menu (G1747), choose Repair Time Schedule.*

*From the Supplier Recovery Setup menu (G1748), choose Repair Time Schedule.*

1. On Work With Standard Repair Time, click Add.
2. On Standard Repair Time Revisions, complete the following fields and click OK:
  - Inventory Item Number
  - Product Model

- Product Family
- System
- Assembly
- Parts
- Default Labor Hours

---

## Setting Up Activity Rules for Work Orders

For work orders, use activity rules to:

- Specify the status of a work order at any point in the life cycle.
- Select work orders for certain procedures.
- Prepare reports that are based on the current status of a work order.
- Change the PM status when the work order changes status.
- Specify whether the work order is active or inactive at a particular status.
- Specify who has the authority to update claims at a certain status (for warranty claims and supplier recovery claims).

You can define activity rules that differ by document type (such as engineering change orders) and classification (such as rework orders).

You must set up a reject code as the last status for any set of activity rules that use an approval process.

---

### ► To set up activity rules for work orders

*Use one of the following navigations:*

*For the Work Orders system, choose Work Order Activity Rules from the Work Order Setup menu (G4841).*

*For the Service Management system, choose Work Order Activity Rules from the Warranty Claim Setup menu (G1747) or from the Supplier Recovery Setup menu (G1748).*

1. On Work With Work Order Activity Rules, click Add.

PeopleSoft®

Work Order Activity Rules - Work Order Activity Rules

OK Delete Cancel Row Tools

Order Type  System Generated Maintenance

WO Type  Maintenance Order

Records 1 - 10

|                          | WO Status | WO Status Description        | Next Status | Allowed Status 1 | Allowed Status 2 | Allowed Status 3 | Allowed Status 4 | Allowed Status 5 |
|--------------------------|-----------|------------------------------|-------------|------------------|------------------|------------------|------------------|------------------|
| <input type="checkbox"/> | M         | Maintenance Work Request     | M*          | MA               | MR               |                  |                  |                  |
| <input type="checkbox"/> | M*        | MWO Waiting Manager Approval | MA          | ME               | MG               | MI               | MR               |                  |
| <input type="checkbox"/> | MA        | MWO Approved                 | MB          | MD               | ME               | MI               | MM               |                  |
| <input type="checkbox"/> | MB        | MWO Material Issued          | MG          | MH               | MJ               | MM               |                  |                  |
| <input type="checkbox"/> | MC        | WVO In Planning              | ME          | MF               | MG               | MI               | MJ               | MM               |
| <input type="checkbox"/> | MD        | WVO Plant Shutdown           | ME          | MF               | MG               | MI               | MJ               | MM               |
| <input type="checkbox"/> | ME        | WVO Waiting for Parts        | MF          | MG               | MH               | MJ               | MM               |                  |
| <input type="checkbox"/> | MF        | WVO Parts Staged and Ready   | MG          | MH               | MJ               |                  |                  |                  |
| <input type="checkbox"/> | MG        | WVO Ready to Schedule        | MH          | MJ               |                  |                  |                  |                  |
| <input type="checkbox"/> | MH        | WVO Issued & Released        | MJ          |                  |                  |                  |                  |                  |

2. On Work Order Activity Rules, complete the following fields:
  - Order Type
 

This user defined code identifies the document type and indicates how the general ledger processes transactions.
  - WO Type
 

This user defined code classifies work orders, such as maintenance work orders.
3. To define the activity rules for this classification of work orders, complete any of the following fields for each activity rule that you need to define:
  - WO Status
  - Next Status
  - Allowed Status 1
  - Allowed Status 2
  - Allowed Status 3
  - Allowed Status 4
  - Allowed Status 5

---

#### Note

Each record accounts for a specific rule.

---

You must set up status codes for work orders on Work Order Activity Rules before you can use them in the Next Status field or Allowed Status fields.

---

**Caution**

On Work Order Activity Rules, do not delete a status code that you have also defined as a next status or other allowed status.

---

4. For each rule that you defined, complete the following field:
  - **Edit Authority**  
For warranty claims and supplier recovery claims, the value in this field specifies who has the authority to update claims that have a certain status.
5. For each rule that you defined, complete any of the following optional fields:
  - **Subledger Inactive**
  - **Maint. Status**  
Maintenance Status is used only for equipment.
  - **Lock Flag**
6. To assign a reject status to a rule, choose the appropriate rule, and then choose Reject Status from the Row menu.

---

**Note**

Reject status is necessary only if you will use an approval process.

---

PeopleSoft

Work Order Activity Rules - Reject Status

OK Find Delete Cancel Tools

Order Type  System Generated Maintenance

Type  Maintenance Order

Approval Type

Status  Maintenance Work Request

Records 1 - 2 [Customize Grid](#)

| Order Type | Order Type Description       | WO Type | WO Type Description | Approval Type | Approval Type Description | WO Status | WO Status Description    | Reject Status |
|------------|------------------------------|---------|---------------------|---------------|---------------------------|-----------|--------------------------|---------------|
| WM         | System Generated Maintenance | 1       | Maintenance Order   |               |                           | M         | Maintenance Work Request | MM            |

7. On Reject Status, complete the following field and click OK:
  - **Reject Status**
8. Click OK again.
9. On Work Order Activity Rules, click OK.



---

## Setting Up Document Type Information

Document types can have various characteristics associated with them. The system stores this type of information in a user defined code table that is specific to the type of information.

You can set up and maintain information about document types by using the Document Type Maintenance program. This program updates the Document Type Master table (F40039), a single repository for information that is currently stored in various user defined code lists. This program also updates the User Defined Codes table (F0005).

The Document Type Maintenance program currently maintains information for document types in the following user defined code lists:

- Trace/Track Document Types (40/DC)
- Commitment Document Types (40/CT)
- Blanket Order Types (40/BT)
- Inventory Update Types (40/IU)
- Transaction Type (39/TT)
- Nature of Transaction (40/NT)
- Category of Order (40/OC)
- Other Quantity (40/OQ)
- Interbranch Orders (40/IB)
- Service Contract Type (17/CM)
- Work Order Type (48/OT)
- Carton Status (46/RS)

---

### Note

If you add information directly into the listed user defined code tables, this action updates only the User Defined Codes table. It does not update the Document Type Master table.

---

You can use the Document Type Maintenance program to add document types. Using this program is an advantage if you specify some or all of the other information included in the Document Type Maintenance program.

---

### ► To set up document type information

---

*From the Inventory Setup menu (G4141), choose Document Type Maintenance.*

1. On Work With Document Type, click Add.



Document Type Maintenance - Document Type Revisions

OK Cancel Tools

Document Type



Inventory Sales Procurement SWM Work Order Definition Shipping

Transaction Type

☒ Ignore ☐ Incoming ☐ Outgoing ☐ Both

☐ Include in Integrity Report

Cross Docking Supply



Lot Trace/Track

☐ Display Lot Trace/Track

Nature of Transaction



☐ Consolidate Lot Trace/Track

2. On Document Type Revisions, complete the following field:
  - Document Type
3. On the Inventory tab, click one of the following options for Transaction Type:
  - Ignore  
Specifies no transactions
  - Incoming
  - Outgoing
  - Both  
Specifies incoming and outgoing transactions
4. To include the document type in the integrity report, choose the following option:
  - Include in Integrity Report
5. Choose the following options under the Lot Trace/Track heading:
  - Display Lot Trace/Track
  - Consolidate Lot Trace/Track
6. Complete the following field under the Lot Trace/Track heading:
  - Nature of Transaction

7. To set up document type information for Sales Order Management, Procurement, Service Management, Work Orders, or Shipping, click the appropriate tab.
8. On the Sales tab, complete the following fields:
  - Order Category
  - Interbranch Orders
  - Other Quantity
  - Next Number System Code
  - Document Type Next Number
9. Choose the following option:
  - Relieve On Hand Inventory at Ship Confirm
10. On the Procurement tab, complete the following fields:
  - Order Category
  - Other Quantity
  - Next Number System Code
  - Document Type Next Number
11. Choose the following option:
  - Commit Procurement Orders
12. On the S/WM tab, complete the following field:
  - Contract Type
13. On the Work Order Definition tab, complete the following field:
  - Order Type
14. On the Shipping tab, complete the following fields:
  - Carton Creation Status
  - Carton Change Status
15. Choose the following option:
  - Recommend Standard Packs
16. Click OK.

# Equipment Information Management

The Equipment Information Management module provides you with the means to enter and manage product registrations and product master records. You can use this module to create and track the current and historical information for every product or piece of equipment that you manufacture or sell.

For example, you can capture information such as distribution dates, distribution channels, product registrations, product owners, and product locations. By capturing this information, you provide your consultants with immediate access to the critical data that customers expect them to have. This data is also critical for supporting outbound direct marketing initiatives.

The Equipment Information Management module also provides a database to track all contract and warranty registration information for sold or serviced products. When you add a product or piece of equipment, the system can create a base warranty in the Equipment Master. The system uses a set of defaults that define the conditions of the warranty.

Most equipment updates are created from information that is derived from sales orders. You can, however, create equipment records from product registration cards or fixed assets.

You can then update the Equipment Master by using any of the following methods:

- Global update
- Equipment Master Revisions (P1702)
- Maintenance Request Management
- Contract Management
- Work Order Management

Global update makes changes for multiple transactions. The remaining methods make changes to single records in the system.

---

## Terms and Concepts

You should be familiar with the following terms and concepts that are related to Equipment Information Management:

|                          |  |
|--------------------------|--|
| <b>Equipment record</b>  | Products or equipment that are included in the Equipment Master.   |
| <b>Equipment Master</b>  | The comprehensive database of products or equipment. The Equipment Master includes tables that identify products; the base warranty; and the point of origin, such as a sales order.   |
| <b>Product</b>           | Any item or piece of equipment that you want to track.   |
| <b>Product family</b>    | A group of products that have common characteristics and share classification criteria.  |
| <b>Customer number</b>   | The address book number of the customer who owns or leases equipment.  |
| <b>Site number</b>       | The address book number of the site where a piece of equipment is located. The site number can be the same as the customer number, but it might differ if the customer has multiple sites.   |
| <b>Base warranty</b>     | The warranty that is associated with the equipment. Base warranties are typically included in the purchase price of the equipment. Included in a base warranty are the service type and length of time that the product is covered.          |
| <b>Service types</b>     | A form of support that is offered to the client for post-sales maintenance of equipment. Examples of service types might include telephone support, on-site service, or repair and return service.   |
| <b>Contract coverage</b> | The days of the week and hours of each day during which the service package is in effect. For example, the coverage term 5 X 8 refers to a contract that covers equipment five days a week, Monday through Friday, for eight hours each day. |
| <b>Service package</b>   | The combinations of service type and contract coverage that specify the service support to which the customer is contractually entitled.   |

---

## Setting Up Equipment Records

Before you can use certain features of the Equipment Information Management module, you must set up information about the equipment that you want to track. For example, you need to define warranty characteristics for each piece of equipment that you want to track in your Equipment Master.

If you own equipment that you lease to customers, you need to perform a variety of setup tasks that are associated with Plant and Equipment Maintenance.

### Prerequisites

- ❑ Set up general Service Management information and SWM system constants.
- ❑ Whether you sell or lease equipment to a customer, you must set up equipment constants.
- ❑ Set up the depreciation default and asset cost account.

---

### Caution

You must have the depreciation default set correctly for a valid asset cost account and a responsible business unit; otherwise, the setup fails.

---

## Setting Up Equipment Master Constants

To define default information for the entire system, you set up system constants. Constants control the types of information that you track and the rules that the system uses to perform certain calculations. You can also define whether the system uses the asset, unit, or serial number as the default primary number that appears for the equipment. The information that you enter for the primary number overrides the primary number information that is stored in the company constants.

### ► To set up Equipment Master constants

---

*From the Service & Warranty Setup menu (G1740), choose Service & Warranty Constants.*

1. On SWM System Constants Revisions, click the Equipment Master tab.

PeopleSoft®

Service & Warranty Constants - S/WM System Constants Revisions

OK Cancel Tools

Select Tab: Equipment Master

**Constants**

☒ Push Site Change To Contract

☒ Push Installation Date Change to Base Warranty Contract

☒ Push Inventory Number Change to Contracts

☒ Push Customer Change to Base Warranty Contract

**S/WM Non-Serialized**

☒ Create One-to-One ☐ Create Many-to-One

2. To update the site number on all contracts that are related to equipment record installation site changes, click the following option:
  - Push Site Change To Contract  
If site number has changed, that change is applied to all contracts for the item.
3. To update the start and end dates on base warranty contracts only related to equipment record installation date changes, click the following option:
  - Push Installation Date Change to Base Warranty Contract  
Date changes do not apply to billable contracts.
4. To update the inventory number on all contracts that are related to equipment record installation inventory number changes, click the following option:
  - Push Inventory Number Change to Contracts
5. To update base warranty contracts with customer changes, click the following option:
  - Push Customer Change to Base Warranty Contract
6. To create equipment records for non-serialized items when you run the Equipment Master Update (R17024), click one of the following options under the SMW Non-Serialized heading :
  - Create One-to-One

When you click this option, the system creates a serialized number in the user defined code table (40/SN) for each unit of one in the Basic Serial Numbers table (F4220) and creates an equipment record for the single item.

- Create Many-to-One

When you click this option, the system creates a single equipment record for the item, regardless of the quantity.

---

**Note**

This option works with the Serial Number Required Flag in the Item Branch/Plant program. For non-serialized items that you want to track in Service Management, the Serial Number Required field on the Item Branch/Plant Info. form must be set to 6 so that you can create equipment records for non-serialized items.

---

7. Click OK.

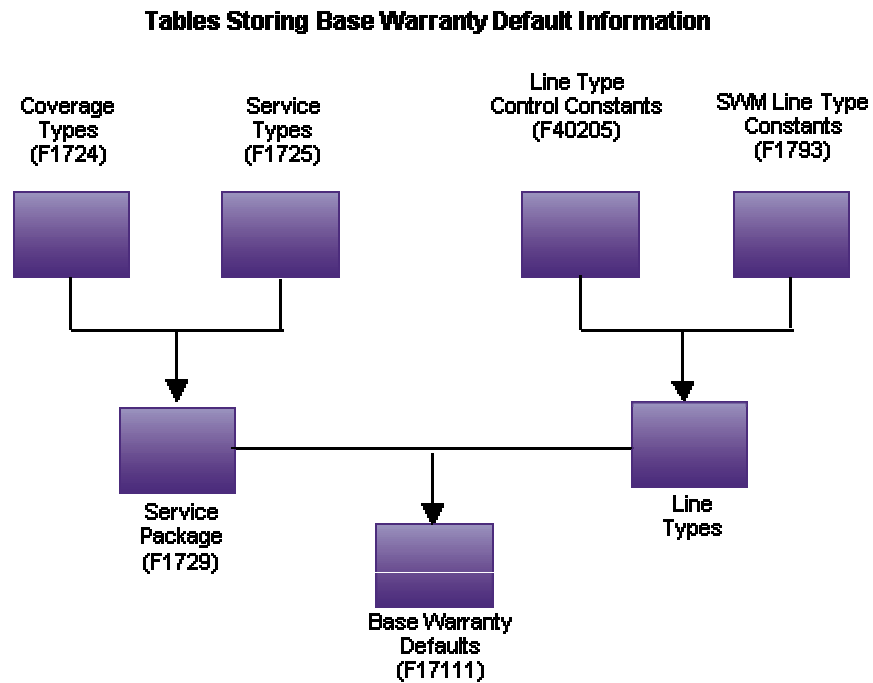
## Setting Up Base Warranty Defaults

You must provide the system with information about the warranty that you offer for each product or piece of equipment in your Equipment Master, such as the length of time for which the warranty is valid and the type of service package provided by the warranty. You can set up default warranty information based on a number of variables. For example, you can set up base warranty information based on a product model and product family, and then modify the warranty, based on additional criteria such as the customer or country.

In addition, you must add a sequence of one or more rules for using variables, such as customer number or branch/plant, to determine the default warranty values that apply to a specific equipment record. The sequence in a warranty rule indicates the order for using the variables.



The following graphic illustrates the tables that store base warranty default information:



#### ► To set up warranties

---

*From the Equipment Master Setup menu (G1741), choose Warranty Default Entry.*

1. On Work with Warranty Defaults, click Add.

PeopleSoft®

Warranty Default Entry - Warranty Defaults Revisions

OK Cancel Form Tools

|                       |                      |                            |
|-----------------------|----------------------|----------------------------|
| Customer Number       | <input type="text"/> |                            |
| Country               | <input type="text"/> | USA                        |
| Branch/Plant          | <input type="text"/> |                            |
| Inventory Item Number | <input type="text"/> |                            |
| Product Model         | <input type="text"/> |                            |
| Product Family        | ACCES                | Accessories                |
| Sales Order Doc Type  | <input type="text"/> |                            |
| Sales Order Line Type | <input type="text"/> |                            |
| Customer Group        | <input type="text"/> | Blank 40/PC                |
| Item Group            | <input type="text"/> | Blank - Pricing Rule 40/PI |
| Ship To Country       | <input type="text"/> | USA                        |

|                        |                      |               |
|------------------------|----------------------|---------------|
| Service Package        | BASE                 | Base Warranty |
| Warranty Life In Days  | 365                  |               |
| Warranty Float in Days | 10                   |               |
| Line Type              | BW                   | Base Warranty |
| Max Meter Reading 1    | <input type="text"/> |               |
| Max Meter Reading 2    | <input type="text"/> |               |
| Max Meter Reading 3    | <input type="text"/> |               |

2. On Warranty Defaults Revisions, to define the criteria for assigning a base warranty, complete any of the following optional fields:

- Customer Number
- Country
- Branch/Plant
- Inventory Item Number
- Product Model
- Product Family

You can quickly search for a product family and its associated models by choosing Model/Family Search from the Form menu.

- Document Type
- Line Type
- Customer Price Group
- Item Price Group

- Ship To Country
- Service Package
- Warranty Float in Days

Warranty Float in Days are additional days that are added to the base warranty to allow for shipping time.

- Meter Reading 1
- Meter Reading 2
- Meter Reading 3

3. Complete the following fields and click OK:

- Warranty Life In Days
- Line Type

Line Type must be an SWM line type that is identified as a base warranty line type.

Only service package and length of time differentiate base warranties.

### ► To set up warranty rules

*From the Equipment Master Setup menu (G1741), choose Warranty Default Entry.*

1. On Work with Warranty Defaults, choose Warranty Rules Seq from the Form menu.

PeopleSoft. Sign

Warranty Default Entry - Warranty Defaults Rules Sequence

OK Delete Cancel Tools

Records 1 - 6 Customize Grid

|                                  | Sequence Number | Customer Number | Country | Branch/ Plant | Inv. Item Number | Prod. Model | Prod. Family | Sales Order D | Sales Order Lir | Customer Group | Item Group | Ship To Cc |
|----------------------------------|-----------------|-----------------|---------|---------------|------------------|-------------|--------------|---------------|-----------------|----------------|------------|------------|
| <input checked="" type="radio"/> | 1.00            | Y               | N       | N             | N                | N           | N            |               |                 |                |            |            |
| <input type="radio"/>            | 2.00            | N               | N       | N             | Y                | Y           | Y            |               |                 |                |            |            |
| <input type="radio"/>            | 3.00            | N               | N       | N             | N                | Y           | Y            |               |                 |                |            |            |
| <input type="radio"/>            | 4.00            | N               | N       | N             | N                | N           | Y            |               |                 |                |            |            |
| <input type="radio"/>            | 5.00            | N               | N       | N             | Y                | N           | N            |               |                 |                |            |            |
| <input type="radio"/>            |                 |                 |         |               |                  |             |              |               |                 |                |            |            |

2. On Warranty Defaults Rules Sequence, complete the following fields for each sequence number and click OK:

- Sequence Number
- Customer Number
- Country
- Branch/ Plant
- Inv. Item Number
- Prod. Model

- Prod. Family

You should set up warranty rules from the most specific to the most general. The more fields in a sequence that are marked with a Y, the more specific the warranty rule.

---

## Creating Equipment Master Records

You can create equipment records manually for those products that are not processed through sales orders.

When you create equipment records, the system creates records in the following tables:

- Asset Master table (F1201)
- Equipment Master Extension table (F1217)
- Equipment Master Location History (F1731)
- Status History File (F1307)
- Parent History (F1212)

For the Service Management system, depending on how you have set up your processing options and whether you are creating a base warranty, the system also creates records in the Contract Detail table (F1721). Based on the sales contract, the system automatically generates warranty entitlement information for the product.

### ► To create an equipment record

---

*Use one of the following navigations:*

*From the Equipment Information menu (G1311), choose Equipment Master for the Equipment Billing system or the Capital Asset Management system.*

*From the Daily Equipment Master Processing menu (G1711), choose Equipment Master Entry for the Service Management system.*

1. On Work with Equipment Master, click Add.

PeopleSoft®

**Equipment Master - Equipment Master Revisions**

Work with Equipment Master   **Equipment Master Revisions**

OK Cancel Form Previous Next Tools

Equipment Number 24601 The Manufacturing Company

Select Tab: Customer / Equipment

| Customer                                     |  | Dates                    |          |
|--|--|--------------------------|----------|
| Site Number                                  | 200 Manufacturing/Distribution C             | Date Acquired            | 03/21/03 |
| Customer Number                              | 200 Manufacturing/Distribution C             | Installation Date        |          |
| Country                                      | USA  | Date Disposed or Retired |          |
| <input type="checkbox"/> Terms Accepted Flag | Registration Status <input type="checkbox"/> | In Service Date          |          |

| Equipment             |             |
|-----------------------|-------------|
| Unit Number           | 200         |
| Serial Number         |             |
| Parent Number         | 24601       |
| Branch                |             |
| Inventory Item Number |             |
| Product Model         |             |
| Product Family        |             |
| Parts List Number     | 24601       |
| More Descriptions     | Company 200 |
|                       |             |

|  |                          |
|--|--------------------------|
| Equipment Status                                     | <input type="checkbox"/> |
| <input type="checkbox"/> Company Owned               |                          |
| Proof of Purchase                                    | <input type="checkbox"/> |
| Parent Model   |                          |
| Sales Type   | <input type="checkbox"/> |
| <input type="checkbox"/> Meter Reading Required      |                          |
| <input checked="" type="checkbox"/> Allow Work Order |                          |

- On the header area of Equipment Master Revisions, enter a description in the field next to the Equipment Number field.

The description is a required field.

- On the Customer / Equipment tab, complete the following required field:

- Site Number

- Complete the following optional fields:

- Customer Number
- Unit Number
- Serial Number

Serial Number is a required field, depending on processing options.

- Inventory Item Number

Inventory Item Number is a required field, depending on processing options.

- Product Model

- Product Family
- Parts List Number
- Date Acquired
- Installation Date

The system date is the default value for the date fields.

- Equipment Status
- Proof of Purchase

For the Service Management system, if the Proof of Purchase field is blank, the Date field is enabled. If you enter a value, the dates are disabled. If you write a billable contract for an equipment record, the Proof of Purchase and date fields are protected.

- Allow Work Order

The Allow Work Order field specifies whether you can create work orders for this piece of equipment.

5. To specify whether the equipment is owned by the company, click the following option:

- Company Owned

When you click OK, the system validates that the serial number and product model combination is unique.

6. Click the Classification 1 tab and complete any of the fixed asset category code fields.

PeopleSoft®

Equipment Master - Equipment Master Revisions

Work with Equipment Master    Equipment Master Revisions

OK   Cancel   Form   Previous   Next   Tools

Equipment Number   24601   The Manufacturing Company

Select Tab:   Classification 1

|                        |    |           |
|------------------------|----|-----------|
| Major Accounting Class | 20 | Buildings |
| Major Equipment Class  |    | .         |
| Manufacturer           |    | .         |
| Model Year             |    | .         |
| Usage Miles or Hours   |    | .         |
| Category Code 6        |    | .         |
| Category Code 7        |    | .         |
| Category Code 8        |    | .         |
| Category Code 9        |    | .         |
| Rate Group             |    | .         |

You can access the remaining equipment category code fields by clicking the Classification 2 tab.

- Click the Classification 3 tab and complete any of the fields.

PeopleSoft®

Equipment Master - Equipment Master Revisions

Work with Equipment Master   Equipment Master Revisions

OK Cancel Form Previous Next Tools

Equipment Number 24601 The Manufacturing Company

Select Tab: Classification 3

|                       |                      |   |
|-----------------------|----------------------|---|
| Product Component     | <input type="text"/> | . |
| Equipment Cat Code 01 | <input type="text"/> | . |
| Equipment Cat Code 02 | <input type="text"/> | . |
| Equipment Cat Code 03 | <input type="text"/> | . |
| Equipment Cat Code 04 | <input type="text"/> | . |
| Equipment Cat Code 05 | <input type="text"/> | . |
| Equipment Cat Code 06 | <input type="text"/> | . |
| Equipment Cat Code 07 | <input type="text"/> | . |
| Equipment Cat Code 08 | <input type="text"/> | . |
| Equipment Cat Code 09 | <input type="text"/> | . |
| Equipment Cat Code 10 | <input type="text"/> | . |

- Click the Accounting tab and complete the following required fields.  
These fields might already contain default values from processing options.



PeopleSoft®

Equipment Master - Equipment Master Revisions

Work with Equipment Master    Equipment Master Revisions

OK   Cancel   Form   Previous   Next   Tools

Equipment Number   24601   The Manufacturing Company

Select Tab: Accounting

|                         |          |                                |
|-------------------------|----------|--------------------------------|
| Company                 | 00200    | Manufacturing/Distribution Co. |
| Business Unit           | 200      | Manufacturing/Distribution CO  |
| Account Number          | 200.2020 | Buildings                      |
| Subledger Inactive Code |          | Active Subledger               |
| AFE Number              |          |                                |

- Company
  - Business Unit
  - Account Number
9. Complete the following field with a value other than blank to prevent transactions from being applied to this record:
- Subledger Inactive Code
10. Click the Service tab.

PeopleSoft®

Equipment Master - Equipment Master Revisions

Work with Equipment Master   **Equipment Master Revisions**

OK Cancel Form Previous Next Tools

Equipment Number 24601 The Manufacturing Company

Select Tab: Service

**Service Personnel**

Manager

Technician

Start Effective Date

Expected Return Date

Salesperson Code 01

**Base Warranty Information**

Contract Start Date

Contract Completion Date

**Additional Information**

Default Dealer

Assessor Number

Distributor

11. For warranty claims, complete the following optional fields:

- Default Dealer
- Assessor Number
- Distributor

12. Click OK to create the record.

## Processing Options for Work with Equipment Master (P1701)

### Categories Tab

---

#### 1. Category Code 1 (Accounting Class)

Use this processing option to specify the Accounting Class Category Code 1 that the system uses to search for the equipment. A blank value selects all.

#### 2. Category Code 2 (Equipment Class)

Use this processing option to specify the Equipment Class Category Code 2 that the system uses to search for the equipment. A blank value selects all.

#### 3. Category Code 3 (Manufacturer)

Use this processing option to specify the Manufacturer Category Code 3 that the system uses to search for the equipment. A blank value selects all.

#### 4. Category Code 4 (Model Year)

Use this processing option to specify the Model Year Category Code 4 that the system uses to search for the equipment. You use the Model Year category code to further define the subclass codes. For example, you can define a 1990 International Harvester, single-axle, within the subclass for trucks. A blank value selects all.

#### 5. Category Code 5 (Usage Miles or Hours)

Use this processing option to specify the Usage Miles or Hours category code from UDC 12/C5, which the system uses to search for the equipment. A blank value selects all. You use the usage category codes to further define the subclass codes.

---

## **6. Category Code 6**

Use this processing option to specify Category Code 6, which the system uses to search for the equipment. A blank value selects all. You use this category code to further define the subclass codes.

## **7. Category Code 7**

Use this processing option to specify Category Code 7, which the system uses to search for the equipment. A blank value selects all. You use this category code to further define the subclass codes.

## **8. Category Code 8**

Use this processing option to specify Category Code 8 (UDC 12/C8), which the system uses to search for the equipment. A blank value selects all. You use this category code to further define the subclass codes.

## **9. Category Code 9**

Use this processing option to specify Category Code 9 (UDC 12/C9), which the system uses to search for the equipment. A blank value selects all. You use this category code to further define the subclass codes.

## **10. Rate Group**

Use this processing option to specify the Rate Group (UDC 12/C0) that the system uses to search for the equipment. A blank value selects all. You use this category code to group similar items for billing.

---

### **11. Category Code - F/A 11**

Use this processing option to specify Category Code 11 (UDC 12/F1), which the system uses to search for the equipment. A blank value selects all.

### **12. Category Code - F/A 12**

Use this processing option to specify Category Code 12 (UDC 12/F2), which the system uses to search for the equipment. A blank value selects all.

### **13. Category Code - F/A 13**

Use this processing option to specify Category Code 13 (UDC 12/F3), which the system uses to search for the equipment. A blank value selects all.

### **14. Category Code - F/A 14**

Use this processing option to specify Category Code 14 (UDC 12/F4), which the system uses to search for the equipment. A blank value selects all.

### **15. Category Code - F/A 15**

Use this processing option to specify Category Code 15 (UDC 12/F5), which the system uses to search for the equipment. A blank value selects all.

### **16. Category Code - F/A 16**

Use this processing option to specify Category Code 16 (UDC 12/F6), which the system uses to search for the equipment. A blank value selects all.

### **17. Category Code - F/A 17**

Use this processing option to specify Category Code 17 (UDC 12/F7), which the system uses to search for the equipment. A blank value selects all.

---

---

**18. Category Code - F/A 18**

Use this processing option to specify Category Code 18 (UDC 12/F8), which the system uses to search for the equipment. A blank values selects all.

**19. Category Code - F/A 19**

Use this processing option to specify Category Code 19 (UDC 12/F9), which the system uses to search for the equipment. A blank value selects all.

**20. Category Code - F/A 20**

Use this processing option to specify Category Code 20 (UDC 12/F0), which the system uses to search for the equipment. A blank value selects all.

**21. Category Code - F/A 21**

Use this processing option to specify Category Code 21 (UDC 12/21), which the system uses to search for the equipment. A blank value selects all.

**22. Category Code - F/A 22**

Use this processing option to specify Category Code 22 (UDC 12/22), which that the system uses to search for the equipment. A blank value selects all.

**23. Category Code - F/A 23**

Use this processing option to specify Category Code 23 (UDC 12/23), which the system uses to search for the equipment. A blank value selects all.

---

## Defaults Tab

---

### 1. Responsible Business Unit

Use this processing option to specify the business unit that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

### 2. Business Unit - Location

Use this processing option to specify the current physical location of an asset.

### 3. Equipment Status

Use this processing option to specify the status that the system assigns to the equipment record. Enter a value from UDC 12/ES.

### 4. Company

Use this processing option to specify the company that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

### 5. Product Family

Use this processing option to specify the default product family. Enter a value from UDC 17/PA (Product Family).

A blank value selects all. The system uses this processing option when searching for Equipment records.

### 6. Product Model

Use this processing option to specify the default Product Model. Enter a value from UDC 17/PM (Product Model).

A blank value selects all. The system uses this processing option when searching for Equipment records.

## **Versions Tab**

---

### **1. Equipment Master Revisions (P1702) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Master Revisions program (P1702). If you leave this processing option blank, the system uses the ZJDE0001 version.

### **2. Scheduling Workbench (P48201) Version**

**Blank = ZJDE0002**

Use this processing option to specify the version of the Work With Work Orders program (P48201) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0002 version.

### **3. Status History (P1307) Version**

**Blank = ZJDE0002**

Use this processing option to specify the version of the Status History program (P1307) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0002 version.

### **4. Equipment Message Log (P1205) Version**

**Blank = ZJDE0002**

Use this processing option to specify the version of the Equipment Message Log program (P1205) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0002 version.

### **5. Equipment PM Schedule (P1207) Version**

---



---

**Blank = ZJDE0002**

Use this processing option to specify the version of the Equipment PM Schedule program (P1207) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0002 version.

#### **6. Cost Summary (P122101) Version**

**Blank = ZJDE0003**

Use this processing option to specify the version of the Cost Summary program (P122101) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0003 version.

#### **7. Bill of Material Inquiry (P30200) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Bill of Material Inquiry program (P30200) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **8. Service Entitlement Inquiry (P1723) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Entitlements Inquiry program (P1723) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **9. Maintenance Request History (P17500) Version**

**Blank = ZJDE0003**

---

---

Use this processing option to specify the version of the Work With Maintenance Requests program (P17500) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0003 version.

#### **10. Item Master (P4101) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Item Master program (P4101) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **11. Supplemental Data (P00092) Version**

**Blank = ZJDE0005**

Use this processing option to specify the version of the Item Master program (P4101) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **12. Equipment Master Related Orders. (P17023) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of Equipment Master Related Order Information (P17023). The system uses this version to access orders that are associated with the selected equipment record when you choose Equipment Master, then Related Orders from the Row menu on the Work with Equipment Master form. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **13. Equipment Master Parent/Child (P12017) Version**

**Blank = ZJDE0002**

Use this processing option to specify the version of the Equipment Master Parent/Child program (P12017) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0002 version.

---

---

#### **14. Location Information (P1201) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Asset Master Information program (P1201) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **15. Work With Locations (P12215) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work With Locations program (P12215) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **16. Location Transfer (P12115) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Location Transfer program (P12115) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **17. Equipment Master Address Locations (P1704) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Master Address Location Revisions program (P1704) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **18. Item Branch (P41026) Version**

---

---

**Blank = ZJDE0001**

Use this processing option to specify the version of the Item Branch program (P41026) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **19. Equipment Backlog (P13220) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Backlog program (P13220) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **20. PM Orders (P12071) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the PM Backlog program (P12071) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **21. Equipment Parts List (P13017) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Parts List program (P13017) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## Processing Options for Equipment Master Revisions (P1702)

---

### Edits

#### 1. Unit Number Required

Blank = Do not require Unit Number

1 = Require Unit Number

#### 2. Serial Number Required

Blank = Do not require Serial Number

1 = Require Serial Number

#### 3. Inventory Item Number Required

Blank = Do not require Inventory Item Number

1 = Require Inventory Item Number

#### 4. Base Warranty Contracts

Blank = Do not create Base Warranty Contracts

1 = Create Base Warranty Contracts

#### 5. Base Warranty Contract Start Date

Blank = Use Installation Date for start date

1 = Use Acquired Date for start date

#### 6. Require Base Warranty

Blank = Do not require Base Warranty Defaults

1 = Require Base Warranty Defaults

#### 7. Display Base Warranty

Blank = Do not display Base Warranty Contracts

1 = Display Base Warranty Contracts

#### 8. Create Mailing Data

Blank = Do not create Mailing Data

1 = Create Mailing Data

#### 9. Assessor Default

Blank = Assign Assessor Default

1 = Do not assign Assessor Default

#### Defaults

##### 1. Company

##### 2. Responsible Business Unit

##### 3. Cost Center

##### 4. Account Object

##### 5. Account Subsidiary

##### 6. Default Cost Account from Parent

Blank = Do not default cost account information

1 = Default cost account information

#### 7. Create Account Balances Record

---

---

Blank = Do not create account balances  
1 = Create account balances

- 8. Beginning Equipment Status
- 9. Beginning Registration Status

- 10. Allow Work Order

Blank = Do not allow work orders  
1 or Y = Allow work orders

- 11. Location Default

Blank = No Location  
1 = Default location from responsible business unit

- 12. Location Start Effective Date

Blank = Default to the system date  
1 = Default to the date acquired

Export

- 1. Enter the Transaction Type for the export transaction. If left blank, interoperability processing will not be performed.
- 2. Enter the APS Outbound Processor (R34A400) Version to call when performing interoperability processing.

Blank = XJDE0002.  
Versions

- 1. Service Entitlement Inquiry (P1723) Version

Blank = ZJDE0001

- 2. Scheduling Workbench (P48201) Version

Blank = ZJDE0002

- 3. Status History (P1307) Version

Blank = ZJDE0002

- 4. Equipment Message Log (P1205) Version

Blank = ZJDE0002

- 5. Equipment PM Schedule (P1207) Version

Blank = ZJDE0002

- 6. Cost Summary (P122101) Version

Blank = ZJDE0003

- 7. Bill of Material Inquiry (P30200) Version

---

Blank = ZJDE0001

8. Quick Customer Add (P01015) Version

Blank = ZJDE0001

9. Maintenance Request History (P17500) Version

Blank = ZJDE0003

10. Item Master (P4101) Version

Blank = ZJDE0001

11. Item Branch (P41026) Version

Blank = ZJDE00001

12. Equipment Master Related Orders (P17023) Version

Blank = ZJDE0001

13. Equipment Master Parent / Child (P12017) Version

Blank = ZJDE0002

14. Supplemental Data (P00092) Version

Blank = ZJDE0005

15. Location Information (P1201) Version

Blank = ZJDE0001

16. Location Transfer (P12115) Version

Blank = ZJDE0001

17. Equipment Parts List (P13017) Version

Blank = ZJDE0001

18. Equipment Master Address Location (P1704) Version

Blank = ZJDE0001

19. Work With Locations (P12215) Version

Blank = ZJDE0001

20. Equipment Backlog (P13220) Version

Blank = ZJDE0001

---

---

21. PM Orders (P12071) Version

Blank = ZJDE0001

22. Accounts (P0901) Version

Blank = ZJDE0001

23. Contracts (P1720) Version

Blank = ZJDE0001

Data Selection

The Equipment Master Update from Ship Confirm allows additional data selection criteria. The additional data selection criteria is listed below.

1. Last Status Code
  2. Country
- 

## Entering Product Registration

You can use the Product Registration Entry program (P17051) to update or add equipment records.

### Prerequisites

- ☐ Enter the customer information in the Address Book system. You can use a Form exit to add a customer from within Product Registration Entry.
- ☐ Ensure that items which you enter in the product registration entry form have defined SWM information.

### ► To enter product registration

---

*From the Daily Equipment Master Processing menu (G1711), choose Product Registration Entry.*

1. On Work With Product Registration, click Add.



PeopleSoft®

Product Registration Entry - Product Registration Revisions

OK Cancel Form Tools

Asset Number 1001 AA9 Motor Grader

Site Number 1001 AB Common

Customer Number 200 Manufacturing/Distribution Com

Default Dealer

Product Customer

Serial Number 96U4825

Inventory Item Number

Product Model .

Product Family .

Lot/SN

Registration Status .

Assessor Number

Installation Date 01/01/03

In Service Date

Date Acquired 01/01/03

2. On Product Registration Revisions, complete the following fields:
  - Asset Number  
If you leave this field blank, the system supplies a Next Number default.
  - Site Number
  - Customer Number
3. Complete the following optional field:
  - Default Dealer
4. On the Product tab, complete the following fields for product information:
  - Serial Number  
The serial number is only required if you set the serial number processing option to Required.
  - Installation Date
5. Complete the following optional field:
  - Inventory Item Number

Based on the inventory number, the system retrieves values for product family and product model information.

6. Click the Customer tab to complete any of the optional fields for customer information.
7. Click OK.

The system creates a product registration entry in the detail area of Work With Product Registration.

## **Processing Options for Product Registration (P17051)**

---

### Edits

#### 1. Serial Number Required

Blank = Do not Require Serial Number

1 = Require Serial Number

#### 2. Inventory Item Number Required

Blank = Do not Require Inventory Item Number

1 = Require Inventory Item Number

#### 3. Base Warranty Contract

Blank = Do not create Base Warranty Contracts

1 = Create Base Warranty Contracts

#### 4. Base Warranty Contract Start Date

Blank = Use Installation Date for Start Date

1 = Use Acquired Date for Start Date

#### 5. Require Base Warranty Defaults

Blank = Do not Require Base Warranty Defaults

1 = Require Base Warranty Defaults

#### 6. Assign Assessor Default

Blank = Assign Assessor Default

1 = Do not assign Assessor Default

### Defaults

#### 1. Company

#### 2. Responsible Business Unit

### Asset Cost Accounting Information

#### 3. Cost Center

#### 4. Account Object

#### 5. Account Subsidiary

#### 6. Beginning Equipment Status

#### 7. Beginning Equipment Registration Status

#### 8. Branch/Plant

#### 9. Default Address Book Number of User

Blank = Do not Default

1 = Default to Dealer Field

2 = Default to Customer Field

#### 10. Allow Work Order

---

0 or N = Do Not Allow Work Order

1 or Y = Allow Work Order

11. Location Default

Blank = No Location

1 = Default location from responsible business unit

12. Location Start Effective Date

Blank = Default to the system date

1 = Default to the date acquired

Versions

1. Meter Readings (P12120) Version

Blank = ZJDE0001

2. Work With Contracts (P1720) Version

Blank = ZJDE0001

3. Quick Customer Add (P01015) Version

Blank = ZJDE0001

Process

1. Disable Dealer

Blank = Do not disable Dealer field

1 = Disable Dealer field

2. Disable Customer

Blank = Do not disable Customer field

1 = Disable Customer field

3. Hide Assessor

Blank = Do not hide Assessor field

1 = Hide Assessor field

---

## Entering Product Speed Registration

You can use the Speed Registration Entry program (P1705) to enter equipment records quickly. For example, if you sell bike helmets, you do not have to create equipment records for each bike helmet that you sell. But you can include product registration cards with each helmet, and customers can send you product and customer information.

You can enter information in the tab header fields that are default entry values which apply to multiple product registration entries. For example, you can enter product information on the Product Defaults tab once, and enter multiple site and owner numbers. As you create multiple product registration entries, the system adds the entries to the detail area.

Conversely, if you would like to create multiple product registration entries for a single customer, you can enter the customer information once, and then enter multiple items and branches.

You can only use the Quick Product Registration form to enter customer and product information. To review equipment entries, you must inquire using the Work With Equipment Master program (P1701).

### Prerequisites

- ❑ Enter the customer information in the Address Book system.
- ❑ Ensure that items which you enter in the product registration entry form have defined SWM information.

### ► To enter product speed registration

*From the Daily Equipment Master Processing menu (G1711), choose Speed Registration Entry.*

PeopleSoft.

Speed Registration Entry - Quick Product Registration

OK Delete Cancel Tools

Customer Defaults Product Defaults

Site Number

Owner Number

Installation Date

Records 1 - 2 Customize Grid

|  | Add Row | Site Number | Owner Number | Installation Date | Serial Number | Branch Plant | Inventory Number |
|--|---------|-------------|--------------|-------------------|---------------|--------------|------------------|
|  | N       | 1001        |              |                   | 96U4825       | M30          |                  |
|  | N       |             |              |                   |               |              |                  |

1. On the Customer Defaults tab of Quick Product Registration, complete the following fields for customer information:

- Site Number
- Owner Number

You can enter both a site number and an owner number. If you enter either a site number or an owner number, the system uses the value as the default for the other address book number.

- Installation Date

2. Click the Product Defaults tab and complete the following fields for product information:

- Branch
- Inventory Number

Based on the inventory number, the system retrieves values for product family and product model information.

The system creates a product registration entry in the detail area.

3. In each detail row, complete the following required fields for each registration entry:

- Add Row
- Serial Number

The serial number is only required if you set the serial number processing option to Required.

4. You can tab to the next row or place your cursor in the next row to continue entering customer and product information.
5. Click OK.

The system creates equipment records for each of the grid rows.

---

#### Note

You can enter serial number, product, and customer information directly into the detail area without entering customer or product information in the tab header area. If you leave the fields in the tab headers blank and enter the customer and product information in the first line, the system uses these values to populate the detail rows that follow.

---

#### See Also

- *Processing Options for Equipment Master Revisions (P1702)* in the *Service Management Guide* for the processing options that are also used by Speed Registration (P1705)

## Running the Equipment Master Update

You use equipment records to create and track the current and historical information for every product or piece of equipment that you sell. Using the manufacturing and distribution systems, you can track items from raw materials through the manufacturing and distribution cycle to finished goods, using key features such as lot processing, serial number tracking, parts list, and purchase orders and receipts.

With Service Management, you can continue to track those items after the item has been shipped to the customer and the sales order is complete. For example, if you use features such as lot processing and serial number tracking, you enter lot and serial number information -- such as the parts list, work orders, purchase order receipts and sales orders -- at various points of the manufacturing and distribution cycle. The system captures the information when you create an equipment record.

When you run the Equipment Master Update, the system creates multiple equipment records from sales orders for serialized items (basic and advanced) and non-serialized items. The system retains sales, purchasing, and manufacturing information for each record. You can access that historical data to guarantee parts and maintenance service.

### Understanding Equipment Records for Serialized and Non-Serialized Items

You can create equipment records for each item that you sell after shipment confirmation, based on lot and serial number information in the Item Branch File table (F4102).

When you enter item information in the Item/Branch Plant Info form (W41026A), you must identify the requirement for serial numbers, in the following fields:

- Serial Number Required

- Lot Process Type

You can define the serial number information in the Item Branch File table to indicate whether the item is a serialized item or a non-serialized item in the Service Management system.

## **Serialized Items**

During the manufacturing, procurement, and sales order entry cycles, you might be required to enter serial number information that is based on the item information. After you confirm the shipment of the item and send it to your customer, you can continue to use the serial numbers to create equipment records in the Service Management system for warranty and service information.

## **Basic Serial Number Processing**

If you do not require a serial number for your items, but you want to assign serial numbers for product tracking, customer service, or new product promotions, you can use the features of basic serial number processing. Items with assigned basic serial numbers have the following item information assigned in the Item Branch File table (F4102):

- Serial Number Required: Y
- Lot Process Type: Blank.

When you leave this option blank, you can manually assign serial numbers to the item, but the serial number is not required. Additionally, you can assign a serial number to items, regardless of the quantity.

The system stores basic serial numbers in the Basic Serial Numbers table (F4220).

## **Advanced Serial Number Processing**

During the manufacturing, procurement, and sales order entry cycle, you might be required to enter serial number information, according to item specifications. You can use advanced serial number processing to track items through multiple processes. The system stores advanced serial numbers in the Sales Order Detail table (F4211) and other tables, such as Lot Master (F4108) and Work Order Master File (F4801).

Items that follow advanced serial number processing are identified by the following item information that is assigned in the Item Branch File table (F4102):

- Serial Number Required: N.

For advanced serial number processing, the system does not use this field. To specify serial number requirements, you must use the lot process type.

For the lot process type, choose one of the following:

- 4 If you specify 4, serial numbers are optional except at shipment confirmation. You can assign a serial number for quantities that are greater than one.
- 5 If you specify 5, serial numbers are required. The system assigns the serial number, using the system date (YYMMDD) format. Quantities must not exceed one.
- 6 If you specify 6, serial numbers are required. The system assigns the serial numbers in ascending order using Next Numbers. Quantities must not exceed one.
- 7 If you specify 7, serial numbers are required. You must manually assign the serial numbers. Quantities must not exceed one.

---

**Note**

When advanced serial numbers are required, you must specify a value in the Shelf Life Days field for the system to calculate expiration dates. If you do not enter a value for the shelf life days, the system prompts you to enter an expiration date at every point that serial number verification or entry is performed.

---

**Non-Serialized Items**

If you do not require a serial number for your items, you can still create equipment records to use for product tracking, customer service, or new product promotions. Non-serialized items have the following item information assigned in the Item Branch File table (F4102):

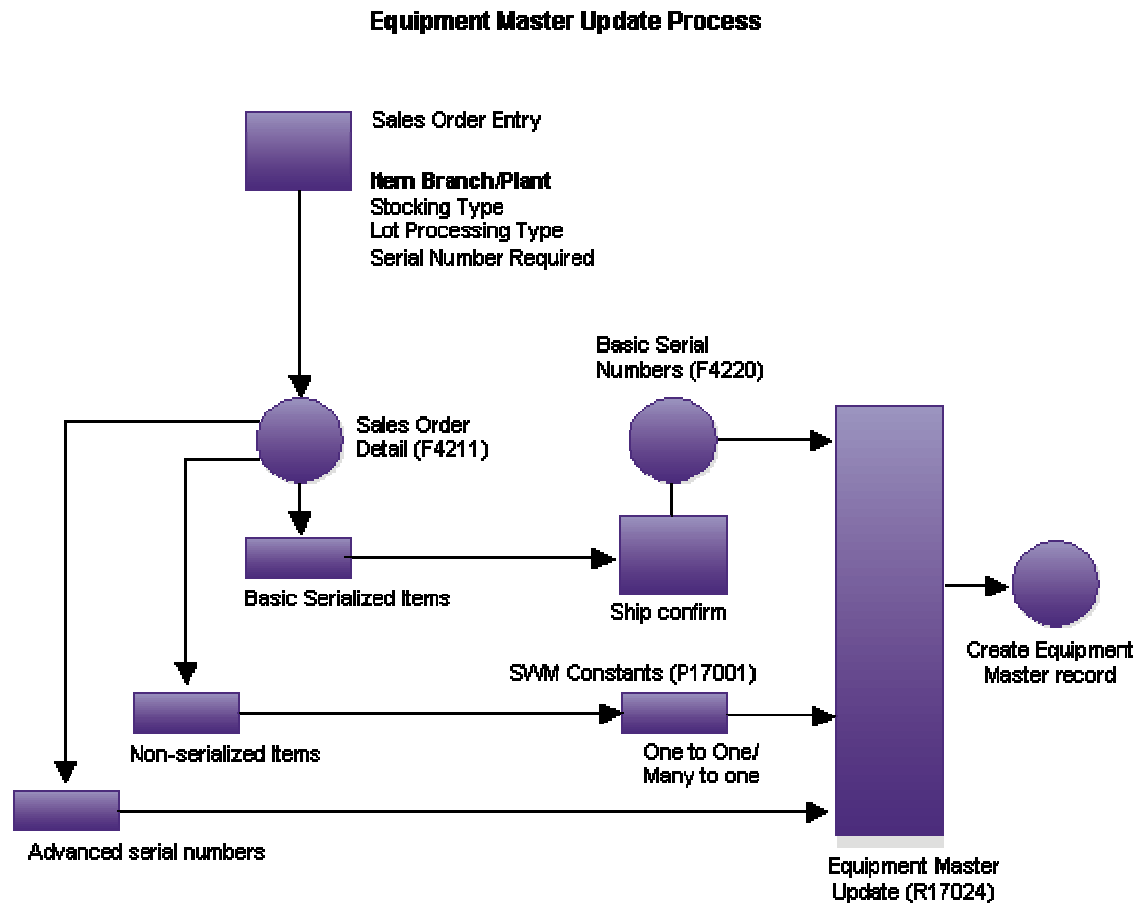
- Serial Number Required: 6. Use the Serial Number Required field on the Item Branch Plant form to indicate that this item is a non-serialized item in the Service Management system.
- Lot Process Type: Blank.

When you create an equipment record for non-serialized items, you can create a record for each single unit in the order detail line or one equipment record for the entire quantity. For example, a sales order detail line exists for 50 bicycles. You can create 50 equipment records for this order detail line, one equipment record for each bicycle, or a single equipment record for the order detail line.

When you run the Equipment Master Update program (R17024), the system first verifies your serial number requirements, and then checks the Equipment Master option for Non-Serialized Items on the Equipment Master tab in the SWM Constants:

- If you click the option Create One-to-One, the system creates an equipment record for each single unit of the order detail line.
- If you click the option Create Many-to-One, the system creates a single equipment record for the item, regardless of the quantity.

The following graphic illustrates the Equipment Master Update process.



## Updating the Equipment Master

*From the Daily Equipment Master Processing menu (G1711), choose Equipment Master Update.*

You can automatically update your equipment records directly from sales orders. When you run the Equipment Master Update program (R17024), the system creates equipment records for all your products, based on the Serial Number Required, Lot Processing Type, and Create Equipment Master Record fields for each item.

During the update, the system creates entries in the following tables:

- Asset Master table (F1201)
- Equipment Master Extension table (F1217)
- Equipment Master Location History (F1731)
- Status History (F1307)
- Parent History (F1212)



Depending on how you have set up your processing options and whether you are creating a base warranty, the system also creates records in the Contract Detail table (F1721).

When you run the update, the system creates an equipment record for order detail lines, based on the serial number requirements and lot process type. Additionally, the system retains pertinent manufacturing or purchase order information, based on the item stocking type. In this way, you can access historical data for customer service.

For manufactured items, the system retrieves manufacturing information from the following tables:

- Lot Master (F4108)
- Item Branch File (F4102)
- Item Ledger File (F4111)

The system identifies manufactured goods in the Item Branch File form to be those items with a stocking type code that has M in the Description 2 field of the user defined code table (41/I).

- Work Order Master File (F4801)
- ECO Parts List Detail (F3013)

For purchased goods, including raw materials, the system retrieves purchasing information from the following tables:

- Purchase Order Detail File (F4311)
- Lot Master (F4108)
- Item Branch File (F4102)

The system identifies purchased goods in the Item Branch File form to be those items with a stocking type code that has P in the Description 2 field of the user defined code table (41/I).

- Item Ledger File (F4111)

## **Processing Options for Equipment Master Update - (R17024)**

### **Process Tab**

These processing options define the processing that the system performs for this version of Equipment Master Update. You can choose whether the system generates a base warranty and whether base warranty information is required. Additionally, you can choose whether to create mailing data.

---

### **1. Generate Base Warranty**

**Blank = Do not generate BW Contracts**

**1 = Generate Base Warranty Contracts**

Use this processing option to specify whether you want to generate a base warranty.

Valid values are:

Blank        Do not generate base warranty.

1            Generate base warranty.

### **2. Require Base Warranty**

**Blank = Do not require Base Warranty Defaults**

**1 = Require Base Warranty Defaults**

Use this processing option to specify whether the system requires base warranty defaults before adding an equipment record. Valid values are:

Blank

Do not require base warranty defaults.

1

Require base warranty defaults.

### **3. Create Mailing Data**

**Blank = Do not Create Mailing Data**

**1 = Create Mailing Data**

Use this processing option to specify whether the system creates mailing data when you create a new equipment record. Valid values are:

Blank

Do not create mailing data for a new equipment record.

---

---

1

Create mailing data for a new equipment record.

During sales order entry, you might ship a product to an address that is different from the address that exists in the system. When you create an equipment record and you set this processing option, the system does the following:

- o Verifies the sales order number for the equipment record
- o Verifies the address information in the Order Address Information table (F4006), if a sales order number exists
- o Creates mailing data for this equipment record, if an address record exists
- o Retrieves mailing information from the Address Book, if an address record does not exist or a sales order number does not exist

#### **4. Print Detail Lines**

**Blank = No Detail lines will be printed**

**1 = Print only when an error occurred**

**2 = Print All Detailed lines.**

Use this processing option to specify how the system prints detail lines on the report.

Valid values are:

Blank

Do not print detail lines.

1

Print detail lines only when an error occurs.

---

2

Print all detail lines.

### **5. Create Serialized Components**

**Blank = Do not Create Serialized Components**

**1 = Create Serialized Components**

Use this processing option to specify whether the system creates equipment master records for a whole good that is defined on a sales order and the serialized components that comprise the whole good. Valid values are:

Blank

Do not create equipment master records for serialized components.

1

Create equipment master records for serialized components. The system creates a parent/child relationship between the equipment master record for the whole good and the records for the serialized components. The whole good and components must use advanced serial number processing.

### **6. Print Serialized Component Detail Lines**

**Blank = No Detail lines will be printed for the Serialized Components**

**1 = Print only when an error occurred**

**2 = Print all Detailed lines for the Serialized Components**

Use this processing option to specify how the system prints detail lines for serialized components on the Equipment Master Update report (R17024). Valid values are:

Blank

Do not print detail lines for serialized components.

1

Print detail lines for serialized components only when an error occurs.

---

2

Print all detail lines for serialized components.

## **7. Assessor Default**

**Blank = Assign Assessor Default**

**1 = Do not assign Assessor Default**

Use this processing option to specify whether the system assigns the default value for the assessor. Valid values are:

Blank

Assign the assessor.

1

Do not assign the assessor.

---

## **Defaults Tab**

These processing options define the defaults that the system uses when you update the Equipment Master. The defaults for Equipment Master Update program are used for journal entries. When you create an equipment record for Service Management, the system uses the company, business unit, and asset cost account information and creates entries in the Asset Master File table (F1201).

---

## **1. Company**

### **A Specific Company**

Use this processing option to specify the company that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

## **2. Business Unit**

### **A Specific Business Unit**

Use this processing option to specify the business unit that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

## **3. Asset Cost Account - Business Unit**

### **A Specific Business Unit**

Use this processing option to specify the business unit component of the asset cost account that the system uses for tracking equipment costs. The system uses the asset cost account to determine which depreciation default accounts to validate.

## **4. Asset Cost Account - Object**

### **A Specific Account Object**

Use this processing option to specify the object component of the asset cost account that the system uses for tracking equipment costs. The system uses the asset cost account to determine which depreciation default accounts to validate.

## **5. Asset Cost Account - Subsidiary**

### **A Specific Subsidiary**

Use this processing option to specify the subsidiary component of the asset cost account that the system uses for tracking equipment costs. The system uses the asset cost account to determine which depreciation default accounts to validate.

## **6. Equipment Status**

### **A Specific Status**

---

Use this processing option to specify the initial status that the system assigns to the equipment record. Enter a value from UDC 12/ES.

#### **7. Status Code - Next**

Use this processing option to specify the status value that is used to update the sales order detail line with its next status. After the detail line has been successfully processed, the system updates the status codes on the sales order detail line. The Status Code - Last field is updated with the previous value for the Status Code - Next, and the Status Code - Next is updated with the value from this processing option. You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using.

#### **8. Beginning Registration Status**

Use this processing option to specify the initial registration status that the system assigns to the equipment record. Enter a value from UDC 17/RS.

#### **9. Allow Work Order**

**Blank = Do Not Allow Work Order**

**1 or Y = Allow Work Order**

#### **10. Location Default**

**Blank = No Location**

**1 = Default location from responsible business unit**

Use this processing option to specify whether the system derives the equipment location from the responsible business unit. Valid values are:

Blank

Do not use the location that appears in the responsible business unit.

1

Use the location that appears in the responsible business unit.

#### **11. Location Start Effective Date**

---

**Blank = Default to the system date**

**1 = Default to the date acquired**

Use this processing option to specify the effective start date for the equipment location.

Valid values are:

Blank

Use the system date as the effective start date.

1

Use the acquired date as the effective start date. If you choose this value, the system date in the asset master record must be blank.

---

## **Versions Tab**

These processing options define the versions that the system uses when creating equipment records using this version of Equipment Master Update - Unified. If you choose to generate contracts when you create equipment records, the system uses the processing options from this version to identify contract information.



---

## 1. Equipment Master Revisions (P1702)

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Master Revisions program (P1702). The system uses the processing options from this version, such as serial number requirements and base warranty defaults requirements, when creating equipment master records. If you leave this processing option blank, the system uses the ZJDE0001 version.

## 2. Work With Contracts (P1720)

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work With Contracts program (P1720). If you choose to generate contracts when you create equipment master records, the system uses the processing options from this version to identify the contract document type and the version information for the Contract Revisions program (P1721) and the Print Contracts program (R1733). If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## Select Tab

This processing option indicates which records the system selects when creating equipment records.

---

### 1. Country

**A Specific Country Code**

Use this processing option to select sales order detail lines for customers in this country. The Country code is a user defined code (00/CN). If you leave this field blank, no additional data selection is performed. If a valid value is entered, the system only selects sales order detail lines for customers in this country.

---

## Creating Equipment Records From Fixed Assets

You can create an equipment record from an existing record in the Fixed Assets system database.

For the Service Management system, the system generates base warranty contract details, depending on how you set the processing options.

► **To create equipment records from Fixed Assets**

*From the Periodic Equipment Master Processing menu (G1721), choose Create Equip Master from Fixed Assets.*

**PeopleSoft®** Sign Out

**Create Equip Master from Fixed Assets - Create Equipment Master Extension Tables** Help

Select Find Close Row Tools

**Equipment** Additional Selections Cat Codes 1-10 Cat Codes 11-20 Cat Codes 21-23

Inventory Item Number

Equipment Status

Serial Number

Equipment Number

Unit Number

Records 1 - 14 Customize Grid

|                                  | Inventory Item Number | Eq St | Serial Number | Description                   | Equipment Number | Unit Number | Co    | Business Unit | Location |
|----------------------------------|-----------------------|-------|---------------|-------------------------------|------------------|-------------|-------|---------------|----------|
| <input checked="" type="radio"/> |                       |       |               | 26 Cubicle Workstations       | 1003             |             | 00050 | SHOP          |          |
| <input type="radio"/>            |                       |       |               | Office Building               | 1006             |             | 00050 | 50            |          |
| <input type="radio"/>            |                       |       |               | Backhoe Bucket, 36"           | 2277             |             | 00050 | YARD          |          |
| <input type="radio"/>            |                       |       |               | Backhoe Bucket, 48"           | 2288             |             | 00050 | YARD          |          |
| <input type="radio"/>            |                       |       |               | Building - Paris Headquarters | 31958            |             | 00070 | 70            |          |
| <input type="radio"/>            |                       |       |               | 26 Cubicle Workstations       | 32336            |             | 00050 | SHOP          |          |
| <input type="radio"/>            |                       |       |               | Computer Server               | 32969            |             | 00001 | 9             |          |
| <input type="radio"/>            |                       |       |               | Computer Server               | 32977            |             | 00200 | D30           |          |
| <input type="radio"/>            |                       |       |               | 12 Laptop Computers           | 32985            |             | 00001 | 9             |          |
| <input type="radio"/>            |                       |       |               | 12 Laptop Computers           | 32993            |             | 00200 | D30           |          |
| <input type="radio"/>            |                       |       |               | 3 Printers                    | 33005            |             | 00001 | 9             |          |
| <input type="radio"/>            |                       |       |               | 3 Printers                    | 33013            |             | 00200 | D30           |          |
| <input type="radio"/>            |                       |       |               | Copy Machine                  | 33021            |             | 00001 | 9             |          |

1. On Create Equipment Master Extension Tables, enter information in the fields on the tabs to narrow the search criteria, and click Find.
2. Choose a record and choose Create Extension from the Row menu.
3. On Equipment Master Revisions, complete the following fields and click OK:
  - Site Number
  - Customer Number
  - Date Acquired
  - Installation Date
  - Serial Number
  - Inventory Item Number
  - Product Model
  - Product Family

## Processing Options for Create Equipment Master Extension Tables (P17021)

### Defaults Tab

---

#### 1. Beginning Registration Status

Use this processing option to specify the initial registration status that the system assigns to the equipment record. Enter a value from UDC 17/RS.

---

### Edits Tab

---

#### 1. Generate Base Warranty Contracts

**Blank = Do not generate Base Warranty Contracts**

**1 = Generate Base Warranty Contracts**

Use this processing option to specify whether the system generates base warranty contracts when you create an equipment record. Valid values are:

Blank

Do not generate base warranty contracts.

1

Generate base warranty contracts.

#### 2. Base Warranty Contract Start Date

**Blank = Use Installation Date**

**1 = Use Acquired Date**

Use this processing option to specify which date the system uses as the start date for the base warranty contract. Valid values are:

Blank

Use the installation date as the start date.

---

1

Use the acquired date as the start date.

### **3. Display Base Warranty**

**Blank = Do Not automatically display the Base Warranty Contracts after creating an Equipment Record.**

**1 = Automatically Display the Base Warranty Contracts after creating an Equipment Record.**

Use this processing option to specify whether the system displays base warranty contracts after you add an equipment record. Valid values are:

Blank

Do not display base warranty contracts.

1

Display base warranty contracts.

---

## **Versions Tab**

---

### **1. Equipment Master Revisions (P1702) version**

Blank = ZJDE0001

Use this processing option to specify the version of the Equipment Master Revisions program (P1702). The system uses the processing options from this version, such as serial number requirements and base warranty defaults requirements, when creating Equipment Master extension records. If you leave this processing option blank, the system uses the ZJDE0001 version.

### **2. Equipment Master Revisions (P1702) version**

**Blank = ZJDE0001**

---

---

Use this processing option to specify the version of the Equipment Master Revisions program (P1702) that the system uses to display the newly created equipment master record. If you leave this processing option blank, the system uses the ZJDE0001 version.

### 3. Work with Contracts (P1720) version

#### Blank = ZJDE0001

Use this processing option to specify the version of Work With Contracts (P1720) to use when you create base warranty contracts. If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## Searching for Equipment Records

Many of the daily tasks that you perform with Equipment Information Management require the ability to locate a specific record quickly. To locate an equipment record or group of records, you can use a variety of search criteria. After you locate the records, you can perform most tasks that are related to the Equipment Master without accessing other menus or programs.

If you frequently search for similar records, you can use processing options to specify default values for the first ten fixed assets category codes.

#### ► To search for equipment records

---

*Use one of the following navigations:*

*For Capital Asset Management, choose Equipment Master from the Equipment Information menu (G1311).*

*For Service Management, choose Equipment Master Entry from the Daily Equipment Master Processing menu (G1711).*

1. On Work with Equipment Master, complete any of the fields on the tabs in the header area.
2. To further narrow your search, complete any combination of fields in the query-by-example (QBE) row, and then click Find.

The system displays all of the equipment records that match your search criteria.

## Processing Options for Work with Equipment Master (P1701)

---

### Categories

1. Category Code 1 (Accounting Class)
2. Category Code 2 (Equipment Class)
3. Category Code 3 (Manufacturer)
4. Category Code 4 (Model Year)
5. Category Code 5 (Usage Miles or Hours)
6. Category Code 6
7. Category Code 7
8. Category Code 8
9. Category Code 9
10. Rate Group
11. Category Code - F/A 11
12. Category Code - F/A 12
13. Category Code - F/A 13
14. Category Code - F/A 14
15. Category Code - F/A 15
16. Category Code - F/A 16
17. Category Code - F/A 17
18. Category Code - F/A 18
19. Category Code - F/A 19
20. Category Code - F/A 20
21. Category Code - F/A 21
22. Category Code - F/A 22
23. Category Code - F/A 23

### Defaults

1. Responsible Business Unit
2. Business Unit - Location
3. Equipment Status
4. Company
5. Product Family
6. Product Model

### Versions

1. Equipment Master Revisions (P1702) Version

Blank = ZJDE0001

2. Scheduling Workbench (P48201) Version

Blank = ZJDE0002

3. Status History (P1307) Version

Blank = ZJDE0002

4. Equipment Message Log (P1205) Version

Blank = ZJDE0002

5. Equipment PM Schedule (P1207) Version

Blank = ZJDE0002

---

6. Cost Summary (P122101) Version

Blank = ZJDE0003

7. Bill of Material Inquiry (P30200) Version

Blank = ZJDE0001

8. Service Entitlement Inquiry (P1723) Version

Blank = ZJDE0001

9. Maintenance Request History (P17500) Version

Blank = ZJDE0003

10. Item Master (P4101) Version

Blank = ZJDE0001

11. Supplemental Data (P00092) Version

Blank = ZJDE0005

12. Equipment Master Related Orders. (P17023) Version

Blank = ZJDE0001

13. Equipment Master Parent/Child (P12017) Version

Blank = ZJDE0002

14. Location Information (P1201) Version

Blank = ZJDE0001

15. Work With Locations (P12215) Version

Blank = ZJDE0001

16. Location Transfer (P12115) Version

Blank = ZJDE0001

17. Equipment Master Address Locations (P1704) Version

Blank = ZJDE0001

18. Item Branch (P41026) Version

Blank = ZJDE0001

19. Equipment Backlog (P13220) Version

Blank = ZJDE0001

---

---

## 20. PM Orders (P12071) Version

Blank = ZJDE0001

## 21. Equipment Parts List (P13017) Version

Blank = ZJDE0001

---

# Updating the Equipment Master for Multiple Records

To make changes to multiple equipment records at one time, you can use the Equipment Master Global Update program (P17022). For example, you might use this program to update your equipment records when you ship multiple items to one location A; and four months later, all of the items are transferred to location B, which is another company branch or location. When the records were initially entered, the items reflected location A as the site of the equipment. Because the equipment was transferred to location B, you need to update the information with the new site number to indicate that location B is the location of the equipment.

### Prerequisite

- ❑ Set up equipment constants.

### ► To update the Equipment Master for multiple records

---

*From the Periodic Equipment Master Processing menu (G1721), choose Equipment Master Global Update.*

PeopleSoft®

Equipment Master Global Update - Equipment Master Global Update

Select Tab: Equipment Master Search

Customer Number: 3003 CSC Corporation Date Acquired: \*

Site Number: AB Common Installation Date: \*

Inventory Item Number: 7259 Headset - One Ear Piece Order Number: \*

Product Model: \*

Product Family: \*

Default Dealer:

Assessor Number:

Records 1 - 2

|                          | Customer Number | Site Number | Inventory Item Number | Serial Number | Date Acquired | Installation Date | Product Model | Product Family | Order Number |
|--------------------------|-----------------|-------------|-----------------------|---------------|---------------|-------------------|---------------|----------------|--------------|
| <input type="checkbox"/> | 3003            | 3003        | 7259                  | 4336          | 02/17/99      | 02/17/99          | EARSET        | HEAD           | 2519         |
| <input type="checkbox"/> | 3003            | 3003        | 7259                  | 4337          | 02/17/99      | 02/17/99          | EARSET        | HEAD           | 2519         |



1. On Equipment Master Global Update, complete the following field:
  - Customer Number
2. To limit the scope of your search, complete any of the following fields:
  - Site Number
  - Inventory Item Number
  - Product Model
  - Product Family
  - Date Acquired
  - Installation Date
  - Order Number
3. Click Find.
4. To make date changes, click the Date Change tab and complete the following fields:
  - Date Acquired
  - Installation Date
5. To indicate a location change for your equipment, click the Site Change tab and complete the following fields:
  - Site Number
  - Start Effective Date
  - Update Children
6. To change the parent serial number for your equipment, click the Parent Number tab and complete the following fields:
  - Parent Number
  - Start Effective Date
7. Choose all the records that you are changing.
8. From the Row menu, choose Update.

The system processes the changes and displays the updated information.

## Processing Options for Equipment Master Global Update (P17022)

### Defaults Tab

---

#### Base Warranty Contract Start Date

**Blank = Use Installed Date**

**1 = Use Acquire Date**

Use this processing option to specify which date the system uses as the start date for the base warranty contract. Valid values are:

Blank

Use the installation date as the start date.

1

Use the acquired date as the start date.

---

### Versions Tab

---

#### 1. Equipment Master Revisions (P1702)

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Master Revisions program (P1702) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## Creating Base Warranty Contracts

When you create equipment records, you can set the processing options for Equipment Master Revisions (P1702) so that the system generates base warranty contracts when you add equipment. However, if the system does not generate base warranty contracts at the time that an equipment record is created, you can create a base warranty contract after you create an equipment record.

With Create Base Warranty Contracts (P17212), you can inquire on all equipment records that do not have base warranty contracts in the Contract Detail table (F1721).

## ► To create base warranty contracts

From the *Periodic Equipment Master Processing* menu (G1721), choose *Create Base Warranty Contracts*.

1. On *Create Base Warranty Contract*, complete the search criteria and click *Find* to inquire on all equipment records that do not have base warranty contracts.

PeopleSoft®

Create Base Warranty Contracts - Create Base Warranty Contract

Find Close Row Tools

Site Number 3333 Continental Incorporated

Owner Number

Order Number \*

Product Family \*

Product Model \*

Inventory Number

Records 1 - 2 [Customize Grid](#)

|                                     | B/W Avail | Serial Number | Description  | Owner Number | Site Number | Acquired Date | Installed Date | Inventory Number |
|-------------------------------------|-----------|---------------|--------------|--------------|-------------|---------------|----------------|------------------|
| <input checked="" type="checkbox"/> | Y         | N 6           | Deluxe Pager | 3333         | 3333        | 02/02/00      | 02/02/00       | 7205             |
| <input type="checkbox"/>            | Y         | N 8           | Deluxe Pager | 3333         | 3333        | 02/02/00      | 02/02/00       | 7205             |

The B/W Avail field identifies whether base warranty default information exists in the Base Warranty Defaults table (F17111).

### Note

You can only create contracts if base warranty default information exists for the equipment. The B/W Avail field must display a Y.

2. Select one or more rows.
3. From the Row menu, choose *Create B/W Contract*.

The system creates a base warranty contract in the Contract Detail table (F1721).

## Revising Customer and Site History

You can easily revise information about equipment customers or locations. This information is especially useful if the equipment is often transferred or resold prior to warranty expiration. You can enter current location dates or dates that become effective in the future.

## ► To revise customer and site history

Use one of the following navigations:

For *Capital Asset Management*, choose *Equipment Master* from the *Equipment Information* menu (G1311).

For Service Management, choose *Equipment Master Entry* from the *Daily Equipment Master Processing* menu (G1711).

1. On *Work with Equipment Master*, complete the steps to locate a specific equipment record.
2. To revise current and historical customer and site location information, choose the record; then, from the *Row* menu, choose *Locations*, *Address Book*, *Transfer*.

The screenshot shows the PeopleSoft interface for the 'Equipment Master - Equipment Location Revisions' form. The form is divided into two main sections: 'Current Location' and 'Equipment Location'.

**Current Location**

|                  |       |                   |
|------------------|-------|-------------------|
| Equipment Number | 31456 | Phone Switch      |
| Customer Number  | 3334  | Lewis Enterprises |
| Site Number      | 3334  | Lewis Enterprises |

**Equipment Location**

|                      |                                       |                                       |
|----------------------|---------------------------------------|---------------------------------------|
| Customer Number      | <input type="text"/>                  | <input type="button" value="Search"/> |
| Site Number          | <input type="text"/>                  |                                       |
| Location Code        | <input type="text" value="*"/>        | All                                   |
| Start Effective Date | <input type="text" value="03/12/04"/> |                                       |
| Start Effective Time | <input type="text" value="16:23:15"/> |                                       |
| Remark               | <input type="text"/>                  |                                       |

The Equipment Location Revisions form appears, showing current customer and site information in the upper portion of the form.

3. Complete the following fields to enter new site and customer information:
  - Customer Number
  - Site Number
4. If applicable, override the following fields:
  - Location Code
  - Start Effective Date
5. Complete the following optional field:
  - Remark

6. Click OK.

## Working With Parent and Component Information

You can establish a hierarchy of parent and component relationships among the equipment in your Equipment Master. You can track up to 25 levels of component relationships for a particular piece of equipment. After you establish such a hierarchy, you can do the following:

- Report on equipment costs and activity at the parent or component level.
- Track all components that have been assigned to a parent, or the parents to which a specific component has been assigned.

### Reviewing and Revising Parent Information

If you track parent information for equipment components, you can easily review and revise parent information when component equipment moves from one parent to another. For example, assume that you warranty a drive train component for a parent piece of equipment. If the drive train component is exchanged for warranty service, you can indicate a new parent for the subsequently repaired drive train.

When you initially inquire on a parent piece of equipment, the system shows all of the parents to which a component has been assigned. You can toggle the view format to review a history of other components that have been assigned to the parent upon which you inquired. If the history records are extensive, you can limit the information that appears according to specific dates.

After you review parent information for a component, you can access Asset Master Revisions to indicate a new parent for a component piece of equipment.

#### ► To review and revise parent information

*From the Daily Equipment Master Processing menu (G1711), choose Equipment Master Entry.*

1. On Work with Equipment Master, complete the steps to locate a specific equipment record.
2. To review parent information, choose the record. From the Row menu, choose Equipment Master, and then choose Parent History.

PeopleSoft®

Equipment Master Entry - Work With Parent History

Select Find Delete Close Form Row View Tools

Asset Number 24651 Paint Center

Date From \* Date Thru \*

Records 1 - 2 Customize Grid

|                          | Parent Number | Description                  | Begin Date | Ending Date | Duration |
|--------------------------|---------------|------------------------------|------------|-------------|----------|
| <input type="checkbox"/> | 24635         | Eastern Manufacturing Center | 03/21/03   |             | 364      |
| <input type="checkbox"/> | 24635         | Eastern Manufacturing Center | 03/21/03   | 03/21/03    | 0        |

3. On Work With Parent History, choose either Parent Format or Component Format from the View menu.
4. Complete the following optional fields to limit the information that appears and click find:
  - Date From
  - Date Thru
5. To revise the parent information for a component, choose the component record, and then choose Asset Master from the Row menu.

PeopleSoft®

Equipment Master Entry - Asset Master Revisions

OK Cancel Form Tools

Asset Number 24635 Last Asset Number Entered

**Asset Information** Location Category Codes Additional Info

**Identification**

Asset Number 24635

Unit Number M30

Serial Number

Parent Number 24601

**Description**

Eastern Manufacturing Center

**Accounting Information**

Company Number 00200 Manufacturing/Distribution Co.

Responsible BU 200 Manufacturing/Distribution CO

Account Number 200.2020 Buildings

Date Acquired 03/21/03 Date Disposed AFE

Status Subledger Inact. Active Subledger

Employee 200 Manufacturing/Distribution Com

Inventory Number

Allow WO

6. On Asset Master Revisions, complete the following field with the new parent number and then click OK:
  - Parent Number

7. On Parent Change Date, complete the following field and click OK:

- Effective Date

The system displays Work With Parent History.

8. To review your changes, click Find.

## Reviewing Current Equipment Components

You can display up to 25 levels of component information for a selected piece of equipment. This information is particularly useful to track equipment for complex equipment assemblies such as a bridge crane. The system displays the components of a piece of equipment in a tree structure. You can expand the tree to reveal lower-level components and choose a component to review. For example, after you choose a component, you can access the following forms:

|                                   |   |
|-----------------------------------|---|
| <b>Equipment Master Revisions</b> | You can revise information for the selected component, including its parent.                                |
| <b>Work With Cost Summary</b>     | You can review costs that are associated with the selected component either by cost account or repair code. |
| <b>Work With Work Orders</b>      | You can review all of the work orders that are associated with the selected component.                      |

### ► To review current equipment components

*From the Daily Equipment Master Processing menu (G1711), choose Equipment Parent/Child.*

1. On Parent/Child Browse, complete the following field and click Find:

- Parent Equipment Number

The system displays the parent piece of equipment.

2. To expand the tree and view all of the parent's next-level components, click the plus (+) sign.

The tree expands to reveal the next level of the parent/component hierarchy. You can continue to expand the tree for each component that also serves as a parent of other components.

PeopleSoft®

Equipment Parent/Child - Parent/Child Browse

Select Find Close Row Tools

Parent Equipment Number  The Manufacturing Company

| Records 1 - 8 |                                     |               |                |                  |                            |
|---------------|-------------------------------------|---------------|----------------|------------------|----------------------------|
|               | Parent No. Description              | Product Model | Product Family | Inventory Number | Inventory Item Description |
|               | 24601 The Manufacturing Company     |               |                |                  |                            |
|               | 24619 Western Manufacturing Center  |               |                |                  |                            |
|               | 24627 Northern Manufacturing Center |               |                |                  |                            |
|               | 24635 Eastern Manufacturing Center  |               |                |                  |                            |
|               | 24651 Paint Center                  |               |                |                  |                            |
|               | 24731 Machine Center                |               |                |                  |                            |
|               | 24900 Forklift                      |               |                | E200             | Forklift Master Parts List |
|               | 24643 Central Manufacturing Center  |               |                |                  |                            |

## Processing Options for Equipment Master Parent/Child (P12017)

### Versions Tab

---

#### 1. Equipment Master (P1702) Version

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Master Revisions program (P1702) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 form.

#### 2. Backlog Management (P48201) Version

**Blank = ZJDE0001**

Use this processing option to specify the version of Backlog Management (P48201) the system uses. If you leave this processing option blank, the system uses the default version (ZJDE0001).

---

## Working with Status History

You can review the history of an equipment record or work order by the statuses that have been assigned to it, such as available, down, working, and standby. This information is especially useful to



maintain an audit history of operational statuses and to determine the amount of time that equipment has been idle due to downtime. You can also review status history for equipment registration.

When you access Work With Status History, in addition to the statuses that have been assigned to an equipment record, you can also review:

- The ending time (if applicable) and beginning time for each status, as well as the associated dates
- The total hours that are associated with each occurrence of a particular status
- The lifetime meter reading at the time of the status change for any of the statistical accounts that you have defined, such as hours, fuel, or miles
- The cumulative hours for all occurrences of a particular status over the life of the equipment
- Remarks that were entered when you changed the status of the equipment

From Work with Status History, you can access Downtime Analysis, from which you can determine the mean or average time between product failures. This information is especially useful when comparing actual product downtime with warranty expectations.

Processing options allow you to revise existing remarks for any status change, enter a new remark, or protect the remarks field from future revisions.

When you track the mean time between failures for equipment, the system calculates the total time that the equipment is operational.

#### ► To review status history

*From the Daily Equipment Master Processing menu (G1711), choose Equipment Master Entry.*

#### Note

You can access Status History from either equipment records, as shown in this task, or work orders.

1. On Work with Equipment Master, complete the steps to locate a specific equipment record.
2. To review status history information, choose the record, choose Costing/Analysis from the Row menu, and then choose Status History.

PeopleSoft®

Equipment Master Entry - Work With Status History

W.O. Number  Equipment Number  Paint Booth I

| Status | Status Description      | Begin Date | Beginning Time | Ending Date | Ending Time | Remark | Status Hours |
|--------|-------------------------|------------|----------------|-------------|-------------|--------|--------------|
|        |                         | 02/08/04   | 19:44:58       |             | 00:00:00    |        |              |
| AV     | Available - On Job Site | 01/28/04   | 10:31:11       | 02/08/04    | 19:44:58    |        | 273.22       |
|        |                         | 03/21/03   | 00:00:00       | 01/28/04    | 10:31:11    |        | 7,522.52     |

3. On Work with Status History, complete the following field and click Find:

- Equipment Number

You might enter the Serial Number or Item Number in the Equipment Number field, based on the equipment constants.

A complete history of every status assigned to the equipment record appears.

► **To track mean time between failures for equipment**

---

*From the Daily Equipment Master Processing menu (G1711), choose Equipment Master Entry.*

1. On Work with Equipment Master, complete the steps to review status history.
2. On Work With Status History, choose Analysis from the Form menu.
3. On Downtime Analysis, complete the following fields and click OK:

- Start Effective Date
- Ending Effective Date
- Equipment Downtime Status

The mean time between failures for the product appears.

## Processing Options for Status History (P1307)

### Process Tab

---

#### 1. Remarks

**Blank = Allow modifications**

**1 = Protect**

**2 = Protect if it is not blank**

Use this processing option to specify whether the system protects the remarks field. Valid values are:

Blank

Allow modifications to the remarks field.

1

Protect the remarks field regardless of whether it contains text.

2

Protect the remarks field only if it contains text.

#### 2. Work Day Calendar

Use this processing option to specify the work day calendar that the system uses to calculate the number of days for equipment analysis.

---

### Defaults Tab

---

#### 1. Starting Effective Date

**Blank = Default from acquired date**

**1 = Default from installation date**

Use this processing option to specify the starting date that the system uses for the for downtime analysis in Status History program(P1307). The system uses this date when calculating the mean time between failures. Valid values are:

---

Blank

Use the acquired date from the equipment master.

1

Use the installation date from the equipment master.

NOTE: If you choose 1, but the installation date is blank, the system uses the acquired date.

## **2. Equipment Downtime Status**

**Blank = Default from current status**

Use this processing option to specify the equipment status (UDC 12/ES) that you want to use to indicate a downtime status in the Status History program (P1307). The system uses this status when determining the mean time between failures. If you leave this processing option blank, the system uses the current status from the equipment master.

## Versions Tab

---

### 1. Work Order Revisions (P17714) Version

**Blank = ZJDE0003**

Use this processing option to specify the version that the system uses for the Work Order Revisions program (P17714). If you leave this processing option blank, the system uses the ZJDE0003 version.

### 2. Equipment Master (P1702) Version

**Blank = ZJDE0001**

Use this processing option to specify the version that the system uses for the Equipment Master Revisions program (P1702). If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## Scheduling Maintenance for Installed Equipment

You can use the Preventive Maintenance features in the Plant and Equipment Management system to create preventive maintenance (PM) schedules and to schedule maintenance for your installed product. For example, you can use PM schedules to schedule warranty service and routine maintenance tasks for each piece of equipment in your Equipment Master. You can access the features that are necessary to create and track PM schedules directly from the Equipment Master Revisions form or from the Work With Equipment Master form.

PM schedules allow you to define the type and frequency of each maintenance task for each product in your Equipment Master. The preventive maintenance cycle refers to the sequence of events that make up a maintenance task from its definition to its completion. Since most preventive maintenance tasks are commonly performed at service intervals -- such as dates, miles, or cycles -- the parts of the preventive maintenance cycle repeat, based on these intervals. In addition, PM schedules provide information about the last time when each maintenance task was performed.

For any maintenance task that you assign to a piece of equipment, you can attach a model work order to the PM schedule. The model work order provides standard instructions (routing instructions) and the parts list that is necessary to complete the maintenance task.

### Prerequisites

- ❑ Set up the following user defined codes:

- Preventive maintenance service types (12/ST)
- Preventive maintenance status (12/MS)
- ❑ Set up standard procedures for preventive maintenance.
- ❑ Set up maintenance rules.

► **To schedule maintenance for installed equipment**

*From the Daily Equipment Master Processing menu (G1711), choose Equipment Master Entry.*

1. On Work with Equipment Master, complete the steps to locate a specific equipment record.
2. Choose the record for which you want to schedule maintenance; from the Row menu, choose Equipment Master and then PM Schedules.
3. On Work With Equipment PM Schedule, click Find to display all of the maintenance tasks that have been defined for the equipment.

PeopleSoft

Equipment Master Entry - Work With Equipment PM Schedule

Select Find Add Copy Delete Close Row Form Tools

Equipment Number 1001 AA9 Motor Grader

Records 1 - 1 [Customize Grid](#)

| Service Type | Service Description | Service Days | Service Hours | Service Miles | Service Fuel | Schedule Date | Maint. Status | Model WO | WO Description |
|--------------|---------------------|--------------|---------------|---------------|--------------|---------------|---------------|----------|----------------|
| 200-010      | Oil Change          |              | 500.00        |               |              |               | 01            | 450095   | Oil Change     |

4. To schedule maintenance for a new task, click Add.

PeopleSoft®

Equipment Master Entry - Equipment PM Schedule

OK Cancel Form Tools

Equipment Number 1001 AA9 Motor Grader

Service Type

Schedule Type

| Schedule Interval                        | Last Completed                             |
|--|--|
| Hours <input type="text"/>               | Hours <input type="text"/>                 |
| Miles <input type="text"/>               | Miles <input type="text"/>                 |
| Fuel <input type="text"/>                | Fuel <input type="text"/>                  |
| Days <input type="text"/>                | Date <input type="text" value="01/01/03"/> |
| Schedule Date <input type="text"/>       |  |
| Frequency Indicator <input type="text"/> |  |
| Multiple W.O. Code <input type="text"/>  |  |
|  | <b>PM Generation and Planning</b>          |
|  | Model WO <input type="text"/>              |
|  | Procedure <input type="text"/>             |
|  | Occurrences <input type="text"/>           |
| <b>Condition Based Maintenance</b>       |  |
| Alert Level <input type="text"/>         |  |

5. On Equipment PM Schedule, complete the following field:
  - Service Type
6. For each service type that you enter, complete the following optional fields under the Schedule Interval heading:
  - Schedule Date
  - Frequency Indicator
  - Multiple W.O. Code
7. For each service type for which you did not enter a schedule date, complete any of the following fields under the Last Completed heading:
  - Hours
  - Miles
  - Fuel
  - Days

You can enter a service interval based on days and schedule date. If you entered a value in the Frequency Indicator field, you cannot enter a service interval based on days.

You can enter service types for unscheduled maintenance that do not have schedule dates or intervals associated with them. Service types for unscheduled maintenance tasks must, however, include a model work order number.

8. Complete the following field under the PM Generation and Planning heading:
  - Occurrences  
Depending on how the processing options are set, you might not be able to manually enter a value in the Occurrences field.
  - Procedure
9. If you use model work orders, complete the following field:
  - Model WO  
If you enter a value in the Procedure field and a model work order number, the system displays a warning message indicating that the work order might have its own procedure that could conflict with the procedure that you entered.
10. If the maintenance task for the piece of equipment has been performed but this is the first PM to be applied to the equipment, complete the following fields under the Last Completed heading:
  - Hours
  - Miles
  - Fuel
  - Date
11. To add the record, click OK, and then click Cancel.
12. On Work With Equipment PM Schedule, click Find to display the record for the PM schedule that you created.
13. Choose the record for the PM schedule that you created and click Select.
14. On Equipment PM Schedule, choose PM Classification from the Form menu.



PeopleSoft®

Equipment Master Entry - PM Classification

OK Cancel Tools

Maintenance Priority  .

Downtime

Business Unit

PM Cat. Code 1  .

PM Cat. Code 2  .

Equipment Number  AA9 Motor Grader

Remark

15. On PM Classification, complete the following optional fields and then click OK:

- Maintenance Priority
- Downtime
- Business Unit
- PM Cat. Code 1
- PM Cat. Code 2
- Related Equipment
- Remark

### Related Tasks

#### Linking service types

For each piece of equipment in your Equipment Master, you can link several related service types to a primary service type. When the primary service type is scheduled to be performed, the system checks to see if any linked service types are near the threshold percentage for maintenance. You define the threshold percentage, such as 90 percent. If so, the applicable linked service types will be scheduled along with the primary service types. Linking service types reduces equipment downtime and the possibility of performing unnecessary maintenance.

# Processing Options for Equipment PM Schedule (P1207)

## Default Tab

---

### 1. Calculate Estimated Occurrences

**Blank = Do not calculate (Default)**

**1 = Based on one year of PM History**

**2 = Based on two years of PM History**

**3 = Based on inception-to-date PM History**

Use this processing option to specify the time period that the system uses to calculate the estimated occurrences of preventive maintenance. Valid values are:

Blank

Do not calculate estimated occurrences.

1

Calculate estimated occurrences based on one year of preventive maintenance history.

2

Calculate estimated occurrences based on two years of preventive maintenance history.

3

Calculate estimated occurrences based on preventive maintenance history from inception to the current date.

---

## Versions Tab

---

### 1. Work Order (P17714) Version

**Blank = ZJDE0003**

Use this processing option to specify the version that the system uses for the Work Order Revisions program (P17714). If you leave this processing option blank, the system uses the ZJDE0003 version.

---

---

## Reviewing the Customer Reference Report

*From the Daily Equipment Master Processing menu (G1711), choose Customer Reference Report.*

You can print and review a report that lists all of the equipment that you have installed at a customer's site or sites. In addition, the report provides mailing support for manufacturers in the event of product recalls or retrofit campaigns.

You use data selections such as state, model, and user defined codes to specify the information that you want to retrieve and print.

The system draws information for this report from the following tables:

- Asset Master File (F1201)
- Equipment Master Extension (F1217)
- Address Book Master (F0101)

# Contract Management

Contract Management provides you with a way to record and manage the following types of contracts:

- Service Contract
- Supplier Contract

A service contract is a written agreement between a customer and a provider (contractor). The customer requests a service. The contractor bills the customer for the services provided under the contract. The agreement can be changed to include extra services. Service packages are used to define the services extended by your company to your customer as outlined in the contract.

A supplier contract is a written agreement between a manufacturer and a supplier. It is a non-billable contract that does not require an end date. The supplier contract indicates the type of coverage for parts that are purchased from the supplier, and the type of coverage that is included in a product that is manufactured or sold by the manufacturer. If the part fails and the manufacturer fixes or replaces it, the manufacturer can return the part to the supplier for a credit or a refund.

For service contracts, you are also able to support the following pricing flexibility:

- Advanced pricing
- Discounts
- Price overrides

---

## Terms and Concepts for Contract Management

You should be familiar with the following terms and concepts as they relate to Contract Management:

|                          |   |
|--------------------------|---|
| <b>Contract</b>          | A written agreement between a customer and a provider (contractor), or between a manufacturer and a supplier.   |
| <b>Warranty</b>          | An assurance by the manufacturer or seller that the equipment will perform as specified or the work performed will be guaranteed for at least a specific period of time. A warranty can apply to a customer, a supplier, or a manufacturer. |
| <b>Base warranty</b>     | A warranty that is associated with the equipment, typically included in the purchase price of the equipment.  |
| <b>Extended warranty</b> | An optional warranty that can be purchased by the customer to cover the performance of the equipment beyond the terms of the base warranty.   |
| <b>Contract coverage</b> | For service contracts, the days of the week and hours of the day. For example, the coverage term 5 X 8 refers to a contract that covers equipment five days a week, Monday through Friday, for eight hours each day.                        |

|  |   |
|--|---|
| <b>Coverage Group</b>                  | For supplier contracts, the percent at which the parts and labor (and any other expenses such as travel) are covered. For example, in the supplier contract, the supplier might reimburse the manufacturer for 50% of the parts cost used to fix or replace a part and 50% of the labor cost used to fix or replace a part.   |
| <b>Service types</b>                   | The various services that you perform. For example, you can set up different codes to differentiate between an on-site repair and a depot repair.   |
| <b>Service package</b>                 | For service contracts, the combination of service type and contract coverage that specifies the support to which the customer is contractually entitled.  |
| <b>Blanket contract</b>                | A contract that covers all items at a specified price. The pricing is usually by the contract, not by detail lines.   |
| <b>Free contract</b>                   | For service contracts, a contract that is issued at no cost to the customer.  |
| <b>Preventive maintenance contract</b> | For service contracts, a contract used when regularly scheduled maintenance should be completed for the equipment.  |
| <b>Amortization</b>                    | For service contracts, a method of moving long-term revenue to short-term revenue, and then short-term revenue to recognized revenue. Long-term revenue is contracted for more than a 12-month period. Short-term revenue is contracted within a 12-month period. Recognized revenue is contracted from the beginning of the contract through the end of the amortization period. |

---

## Setting Up Contracts

Before you can use any of the features of Contract Management, you need to define the critical information that the system uses for processing. You also need to specify information that is used when you enter data throughout the system, as well as set up user defined codes for Contract Management.

## Setting Up Contract Constants

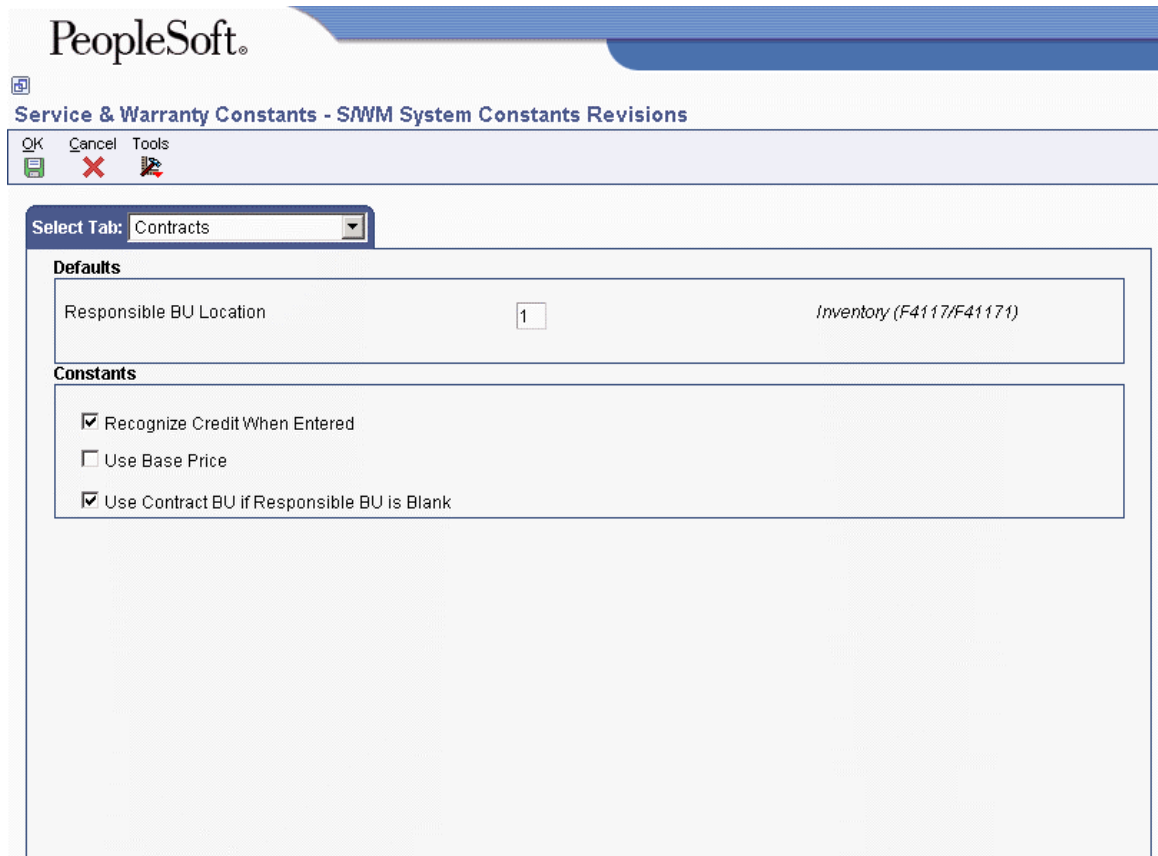
To define default information for the entire system, you set up system constants. Constants control the types of information that you track and the rules that the system uses to perform certain calculations.

### ► To set up contract constants

---

*From the Service & Warranty Setup menu (G1740), choose Service & Warranty Constants.*

1. On SWM System Constants Revisions, click the Contracts tab.



PeopleSoft®

Service & Warranty Constants - S/WM System Constants Revisions

OK Cancel Tools

Select Tab: Contracts

**Defaults**

Responsible BU Location 1 Inventory (F4117/F41171)

**Constants**

☒ Recognize Credit When Entered

☐ Use Base Price

☒ Use Contract BU if Responsible BU is Blank

2. If applicable, make changes to the following field:

- Responsible BU Location

If the business unit in the AAIs is left blank, contract billing and amortization use this value to locate the responsible business unit to which revenue will be booked.

3. To move the credit amount to recognized revenue, click the following option:

- Recognize Credit When Entered

If you turn this option off, the credit amount is recognized over the life of the contract.

4. Click OK.

## Setting Up Customer Service Line Types

Each contract that you enter must contain details about the services which are included. For each service, you must enter a line of detail information that describes the contract. The system processes the detail line based on a line type. The line type for a detail line also determines the cycle through which the system processes the line.

### ► To set up customer service line types

*From the Contract Setup menu (G1744), choose Line Type Revisions.*

1. On Work With Line Types, click Add.

PeopleSoft®

Line Type Revisions - Line Type Constants Revisions

OK Cancel Form Tools

Line Type BW Base Warranty

|  |                   |      |                                |
|--|-------------------|------|--------------------------------|
| <input checked="" type="checkbox"/> G/L Interface            | Inv. Interface    | Y    | Inventory Item                 |
| <input checked="" type="checkbox"/> A/R Interface            | G/L Offset        | IN30 | Manufactured Finished Goods    |
| <input checked="" type="checkbox"/> A/P Interface            | Include in Tax 1  | N    | Ln is not subj to applic taxes |
| <input checked="" type="checkbox"/> S/WM Interface           | Sales Journal Col |      | No Column                      |
| <input type="checkbox"/> Text Line                           |                   |      |                                |
| <input type="checkbox"/> Reverse Sign                        |                   |      |                                |
| <input checked="" type="checkbox"/> Apply Freight            |                   |      |                                |
| <input type="checkbox"/> Apply Retainage                     |                   |      |                                |
| <input type="checkbox"/> Generate Workorder                  |                   |      |                                |
| <input type="checkbox"/> Include in Cash Discount            |                   |      |                                |
| <input type="checkbox"/> Include Sales/COGS for Gross Profit |                   |      |                                |
| <input type="checkbox"/> Voucher Match Variance Account      |                   |      |                                |
| <input type="checkbox"/> Edit Item Master for Non-Stock Item |                   |      |                                |
| <input type="checkbox"/> Protect Price on Sales Order        |                   |      |                                |
| <input type="checkbox"/> Generate Purchase Order             |                   |      |                                |
| <input type="checkbox"/> Call Materials Issue                |                   |      |                                |
| <input type="checkbox"/> Procurement Receipt Required        |                   |      |                                |

2. On Line Type Constants Revisions, complete the following fields:

- Line Type
- Description
- G/L Offset

The G/L Offset field is required, but the value entered is not used by the Service Management system.

3. To indicate that this line type interfaces with the Service Management system, complete the following field and click OK:

- S/WM Interface

4. Choose SWM Attributes from the Form menu.

PeopleSoft®

Line Type Revisions - SWM Line Type Constants Revisions

OK Cancel Tools

Contract Line Type BW Base Warranty

Contracts Work Orders Maintenance Request User Defined Behaviors

**Contract Detail Line Attributes**

|   |   |
|---|---|
| <input checked="" type="checkbox"/> Base Warranty | <input checked="" type="checkbox"/> Allow User To Modify Start Date |
| <input type="checkbox"/> Blanket Contract         | <input checked="" type="checkbox"/> Allow User To Modify End Date   |
| <input type="checkbox"/> Free Contract            | <input checked="" type="checkbox"/> Allow User To Modify Duration   |
| <input type="checkbox"/> Require Active Contract  | <input checked="" type="checkbox"/> Allow Entitlement               |

|                    |   |                   |
|--------------------|---|-------------------|
| Start Date Default | 2 | Header Start Date |
| End Date Default   | 2 | Header End Date   |

**Defaults**

|                           |     |                   |
|---------------------------|-----|-------------------|
| Responsible Business Unit | S30 | LM Service Center |
|---------------------------|-----|-------------------|

5. On the Contracts tab of SWM Line Type Constants Revisions, complete the following options:
  - Base Warranty
  - Blanket Contract
  - Free Contract
  - Require Active Contract
  - Allow User To Modify Start Date
  - Allow User To Modify End Date
  - Allow User To Modify Duration
  - Allow Entitlement
6. Complete the following fields:
  - Start Date Default
  - End Date Default
7. If you have set up the system constants for contracts to retrieve the Responsible Business Unit based on Line Type, then complete the following field:
  - Responsible Business Unit



8. Click the Work Orders tab

If a work order is entitled by a contract, then this document type allows the accounting of maintenance requests or work orders to vary by the type of contract covering the service:

- Work Order Document Type

9. Click the Maintenance Request tab.

If a maintenance request is entitled by a contract, then this document type allows the accounting of requests or work orders to vary by the type of contract covering the service:

- Maintenance Request Document Type

The Maintenance Request Document Type is used in the Distribution AAs to differentiate between maintenance requests that are covered under a base warranty, extended warranty, or maintenance agreement.

10. Click OK.

## Setting Up Billing Frequency

The Contract Management module integrates with the Property Management system to set up billing frequencies. The system allows you to define the periods that you want to bill at a particular billing frequency.


### ► To set up billing frequency

---





*From the Contract Setup menu (G1744), choose Billing Frequency Codes.*

1. On Work with Billing Frequency Codes, click Add.

PeopleSoft®

 **Billing Frequency Codes - Billing Frequency Code Revisions**

OK Cancel Form Tools

Billing Frequency Code

Description

Fiscal Date Pattern

☒ Periodic

☐ Weekly

☐ Per 1 ☐ Per 2 ☐ Per 3 ☐ Per 4 ☐ Per 5 ☐ Per 6 ☐ Per 7

☐ Per 8 ☐ Per 9 ☐ Per 10 ☐ Per 11 ☒ Per 12 ☐ Per 13 ☐ Per 14

2. On Billing Frequency Code Revisions, enter the code that you are using to define your billing cycle in the following field:
  - Billing Frequency Code
3. Enter a description of the billing cycle in the following field:
  - Description
4. Enter the code to define the date pattern in the following field:
  - Fiscal Date Pattern
5. To define a periodic pattern, choose the following option:
  - Periodic

Contract Entry does not allow a 52-period billing feature.
6. You can choose periods 1 through 14 as applicable.
 

When you choose periodic billing frequency, you can choose the periods in which you want to bill the customer.
7. Click OK.

## Setting Up Tax Rates

You set up tax rate areas to accurately calculate taxes for your customers, based on their geographic locations. When you set up a tax rate area, you can apply the tax code to your customer's master record. You can run a report to review all of the tax areas that have been set up and applied to a customer's record.

### ► To set up tax rates

*From the Contract Setup menu (G1744), choose Tax/Rate Areas.*

1. On Work With Tax Rate/Areas, click Add.

The screenshot shows the PeopleSoft interface for setting up tax rates. The title bar reads "PeopleSoft®". Below it, the page title is "Tax/Rate Areas - Tax Rate/Area Revisions". There are two tabs: "Work With Tax Rate/Areas" and "Tax Rate/Area Revisions". The "Tax Rate/Area Revisions" tab is active. The form has a menu bar with "OK", "Cancel", "Form", "Previous", "Next", and "Tools". The main form area contains the following fields:

|               |                         |                 |          |
|---------------|-------------------------|-----------------|----------|
| Tax Rate/Area | IA                      | Effective Date  | 01/01/97 |
| Description   | State of Iowa Sales Tax | Expiration Date | 12/31/06 |

**Tax Authorities**

| Address   | Tax Authority        | G/L Offset | Tax Rate |  |
|-----------|----------------------|------------|----------|--|
| 4070      | Iowa State Sales Tax | TXTX       | 4.100    |  |
|           |                      |            |          | <input type="checkbox"/> Commonund Tax |
|           |                      |            |          | <input type="checkbox"/> VAT Expense   |
|           |                      |            |          | <input type="checkbox"/> VAT Expense   |
|           |                      |            |          | <input type="checkbox"/> VAT Expense   |
| TOTAL TAX |                      |            | 4.100    |  |

**Inventory/Purchasing/Sales Order**

|             |  |                   |  |
|-------------|--|-------------------|--|
| Item Number |  | Maximum Unit Cost |  |
|-------------|--|-------------------|--|

2. On Tax Rate/Area Revisions, enter the code to calculate taxes for your geographic area in the following field:
  - Tax Rate/Area
3. Enter the description for the tax area in the following field:
  - Description

4. Enter effective dates in the following fields:
  - Effective Date
  - Expiration Date
5. Enter the address number of the tax authority for your area in the following field under the Tax Authorities heading:
  - Tax Auth

You can enter up to five tax authorities.
6. To indicate the tax account for general ledger entries, complete the following field:
  - G/L Offset
7. Enter the percentage for the tax rate in your area in the following field:
  - Tax Rate 1
8. For Canadian companies, choose the following option to indicate tax on a tax:
  - Compound Tax
9. For Canadian companies, click the following option to indicate that a tax is not recoverable:
  - VAT Expense
10. For inventory and sales order information, complete the following fields under the Inventory/Purchasing/Sales Order heading, and click OK:
  - Item Number
  - Maximum Unit Cost
11. Click OK.
12. To run the tax report, choose Tax Area Report from the Report menu on Work With TaxRate Areas.
13. On Work with Batch Versions, choose the version that you want to print and click Select.

### **Processing Options for Tax Rate/Areas (P4008)**

---

#### Display

Enter a value to either show or hide the Item Number and Maximum Unit Cost fields.

1 = show these fields

0 = hide these fields

Edits

Enter a value to validate Item Numbers

1 = Validate Item Numbers

0 = Do not validate Item Numbers

---

# Setting Up Daylight Savings Rules

Set up daylight savings rules to define when to convert to the daylight savings rule. You can use the following criteria to define this:

- Month
- Day of the week
- Hour

Calculations are based on the daylight savings rule setup that is used with the time zone.

## ► To set up daylight savings rules

*From the Contract Setup menu (G1744), choose Daylight Savings Rules.*

1. On Work With Daylight Savings Rules, click Add.

The screenshot shows the PeopleSoft interface for setting up daylight savings rules. The title bar reads "PeopleSoft®" and the window title is "Daylight Savings Rules - Daylight Savings Rule Revisions". Below the title bar is a toolbar with "OK", "Cancel", and "Tools" buttons. The form is divided into several sections:

- Rule Name:** A text field containing "USA".
- Description:** A text field containing "U.S. Daylight Savings".
- Rule Type:** A section with two radio buttons: "By Day of Week Instance" (selected) and "By Day of the month".
- Daylight Savings starts on:** A section with fields for "the", "First", "Sunday", "of", "April", "at", and "12:00:00".
- Daylight Savings ends on:** A section with fields for "the", "Last", "Sunday", "of", "October", "at", and "02:00:00".

2. On Add Daylight Savings Rule, complete the following fields:
  - Rule Name
  - Description
3. Click one of the following options under the Rule Type heading:
  - By Day of Week Instance
  - By Day of the month
4. Define the start and end dates of your daylight savings rule.  
For example, enter the first Sunday of April at 02:00:00.

5. Click OK.

## Entering Contract Coverage Information

Contract coverage information allows you to define the days of the week and hours of each day. For example, the coverage term 5 x 8 refers to a contract that covers equipment five days a week, Monday through Friday, for eight hours each day.

You can use contract coverage information with the Work Day Calendar to create contracts that show the days that the contract covers. For example, you might set up contracts that cover only Monday through Friday and do not cover weekends or holidays.

### ► To enter contract coverage information

*From the Contract Setup menu (G1744), choose Contract Coverage Entry.*

1. On Work With Contract Coverage, click Add.

The screenshot shows the PeopleSoft interface for 'Contract Coverage Entry - Revise Contract Coverage'. At the top is the PeopleSoft logo. Below it is a toolbar with 'OK', 'Cancel', and 'Tools' buttons. The form has two tabs: 'Coverage' (selected) and 'Category Codes'. Under the 'Coverage' tab, there are fields for 'Coverage Type' (containing '5X8') and 'Description' (containing '5 days/8 hours'). Below these are fields for 'Time Zone' and 'Rule Name'. The 'Coverage Hours' section contains a table with columns for days of the week (SUN, MON, TUE, WED, THU, FRI, SAT, HOL) and rows for 'Beginning Time' and 'Ending Time'. The times are set to 00:00:00 for Sunday, Saturday, and Holidays, and 08:00:00 to 17:00:00 for Monday through Friday.

|                | SUN      | MON      | TUE      | WED      | THU      | FRI      | SAT      | HOL      |
|----------------|----------|----------|----------|----------|----------|----------|----------|----------|
| Beginning Time | 00:00:00 | 08:00:00 | 08:00:00 | 08:00:00 | 08:00:00 | 08:00:00 | 00:00:00 | 00:00:00 |
| Ending Time    | 00:00:00 | 17:00:00 | 17:00:00 | 17:00:00 | 17:00:00 | 17:00:00 | 00:00:00 | 00:00:00 |

2. On Revise Contract Coverage, complete the following fields:

- Coverage Type
- Description
- Time Zone
- Rule Name

If you leave the Time Zone field blank, the system uses the time zone from the customer's address book record to calculate the commitment date and time for the contract.

3. Enter the beginning times and the ending times that the coverage includes for days of the week and holidays.
4. Click OK.

## Processing Options for Work with Contract Coverage (P1724)

### Defaults

1. Default Coverage Start Time Monday through Friday
2. Default Coverage End Time Monday through Friday
3. Default Coverage Start Time Saturday, Sunday, and Holidays
4. Default Coverage End Time Saturday, Sunday, and Holidays
5. Time Zone

## Entering Service Type Information

To charge customers for your services, you need to set up service types. Service types allow you to define the various services that you perform. For example, you can set up different codes to differentiate between an on-site repair and an exchange. You also can choose a default pricing method (time and material or flat rate).

### ► To enter service type information

*From the Contract Setup menu (G1744), choose Service Type Entry.*

1. On Work With Contract Services, click Add.

The screenshot shows the PeopleSoft 'Service Type Entry - Revise Contract Services' form. At the top is the PeopleSoft logo. Below it is a title bar with 'OK', 'Cancel', and 'Tools' buttons. The main form area has a 'Service Type' field with a dropdown menu showing 'Y' and 'On-site Repair'. Below this is a tabbed interface with 'Detail' and 'Category Codes' tabs. The 'Detail' tab is active, showing a 'GL Codes' section with 'Covered G/L Code' (CS60) and 'Non-Covered G/L Code' (CS65). Below this is a 'Method Of Pricing' section with radio buttons for 'Flat Rate' and 'Time And Materials' (selected). To the right of the pricing section are fields for 'Threshold Hours' (0.00) and 'Non-Covered Response Time'.

2. On Revise Contract Services, complete the following fields:
  - Service Type
  - Covered G/L Code
  - Non-Covered G/L Code

The Covered G/L Code and Non-Covered G/L Code fields are used by work orders and maintenance requests for recording billing or costs for this type of service. This process allows your accounting to direct covered or non-covered costs and revenue to different accounts.

3. Choose one of the following pricing methods:
  - Flat Rate
  - Time And Materials
4. To calculate the commit time covered by the contract, enter an hourly amount in the following field:
  - Threshold Hours

For example, your covered day is set up from eight until five, and you set up your threshold at two hours. If you receive a call at four, the call is received within the two-hour threshold of the end of the covered day, and completion of the call for that day is not required since your work day ends in an hour. The commitment time then starts to calculate the response time at the beginning of the next covered day.

5. Click OK.

## Setting Up Cost Type Percentages

You set up the cost type percentage table to define the percent that is covered for each cost type within a coverage group. This entire coverage group can then be attached to a service package. It is used when billing and costing is done for work orders and maintenance requests that are entitled to service under a contract. When you perform billing and costing for work orders and maintenance requests, the system retrieves the percentage that is covered from this table, based on the coverage group that is covering the service and the type of item (such as parts, labor, or freight) that you are billing or costing. If a coverage group is not specified for a service package but the service is covered under a contract, the system treats the maintenance request or work order as 100% covered.

### ► To set up cost type percentages

---

*From the Contract Setup menu (G1744), choose Cost Type Percentages Revisions.*

1. On Work With Cost Type Percentages, click Add.
2. On Cost Type Percentages Revisions, complete the following fields:
  - Coverage Group
  - Cost Type

The work order connects the cost type to the coverage group.

  - Percentage Covered



PeopleSoft®

Cost Type Percentages Revisions - Cost Type Percentages Revisions

Work With Cost Type Percentages Cost Type Percentages Revisions

OK Cancel Previous Next Tools

Coverage Group 7525 75% parts/25% labor

Cost Type A1 Material

Percentage Covered 75.00

3. Click OK.

## Entering Service Package Information

You enter service package information to define the services that are extended by your company to your customer as outlined in the contract. Within the service package, you can specify the following:

- Type of service, such as on-site repair, exchange, repair and return, support, or installation of the product
- Contract coverage support, such as eight hours a day Monday through Friday, or 24 hours a day seven days a week (to indicate a 24-hour day, enter 00:00:00 through 23:59:59)
- Turnaround repair times

For each service package that you set up, you can have multiple contract coverage types and service types.

### ► To enter service package information

*From the Contract Setup menu (G1744), choose Service Package Entry.*

1. On Work With Contract Service Package, click Add.

PeopleSoft.

Service Package Entry - Revise Contract Service Package

OK Delete Cancel Tools

Service Package BASE Base Warranty

G/L Class Blank G/L Posting Category

| Type of Service | Type of Service Description | Coverage Type | Coverage Type Description | Response Time | Coverage Group |
|-----------------|-----------------------------|---------------|---------------------------|---------------|----------------|
| W               | Maintenance Request         | 5X8           | 5 days/8 hours            | 2.00          |                |
| X               | Depot Repair                | 5X8           | 5 days/8 hours            | 4.00          | 10050          |
| Y               | On-site Repair              | 5X8           | 5 days/8 hours            | 24.00         |                |
| Z               | Advanced Exchange           | 5X8           | 5 days/8 hours            | 0.00          |                |

2. On Revise Contract Service Package, complete the following fields:

- Service Package
- Description
- Type of Service
- Type of Service Description
- Coverage Type
- Coverage Type Description
- Response Time

The system adds the value in the Response Time field to the start time and date to create the commit time. The commit time is the time, displayed in hours and minutes, that you are required to respond to the customer.

The commit date and time override any date and time that the Maintenance Request program might have calculated.

3. To define coverage at greater than 0% but less than 100%, complete the following field:

- Coverage Group

4. To base the G/L class on the service package, complete the following field:

- G/L Class

If this field is left blank, the system uses the G/L code from the Inventory Item Number when you bill contracts. You use this field only when you bill contracts.

5. Click OK.

## Setting Up Entitlement Dates

You set up entitlement dates to specify the date to begin verifying for each transaction if something is entitled. Any transactions prior to that date are assumed to be entitled.

You can enter and update entitlement dates for a combination of the following:

- Product family
- Product model
- Inventory item number
- Branch/Plant
- Customer number
- Country

► **To set up entitlement dates**

From the Contract Setup menu (G1744), choose Entitlement Date Revisions.

1. On Work with Entitlement Date, click Add.

**PeopleSoft®**

**Entitlement Date Revisions - Entitlement Date Revisions**

OK Cancel Form Tools

|                       |      |                              |
|-----------------------|------|------------------------------|
| Customer Number       | 3003 | CSC Corporation              |
| Country               |      | USA                          |
| Branch/Plant          | M30  | Eastern Manufacturing Center |
| Inventory Item Number | 1001 | Bike Rack - Trunk Mount      |
| Product Model         |      | .                            |
| Product Family        |      | .                            |

**Entitlement Checking Date**

|                        |  |
|------------------------|--|
| Entitlement Start Date |  |
|------------------------|--|

2. On Entitlement Date Revisions, complete the following fields and click OK:
  - Customer Number
  - Country
  - Branch/Plant
  - Inventory Item Number
  - Product Model
  - Product Family
  - Entitlement Start Date
3. The system searches for a date based on rules that you specify. To review or revise these rules, from Work With Entitlement Date, choose Entitlement Rules from the Form menu.

PeopleSoft®

Entitlement Date Revisions - Entitlement Rules Sequence

OK Delete Cancel Tools

| Records 1 - 2                    |                 |                 |         |               |                  |             |              | Customize Grid |
|----------------------------------|-----------------|-----------------|---------|---------------|------------------|-------------|--------------|----------------|
|                                  | Sequence Number | Customer Number | Country | Branch/ Plant | Inv. Item Number | Prod. Model | Prod. Family |                |
| <input checked="" type="radio"/> | 1.00            | N               | N       | N             | N                | Y           | Y            |                |
| <input type="radio"/>            |                 |                 |         |               |                  |             |              |                |

4. On Entitlement Rules Sequence, define the order that the system will use to search for a date. The system uses a hierarchical search method, from most specific to most general. To include or exclude fields in the hierarchical search, complete the following fields with a Y or N:
  - Sequence Number
  - Customer Number
  - Country
  - Branch/ Plant
  - Inv. Item Number
  - Prod. Model
  - Prod. Family
5. Click OK.

## Setting Up Contract Duration Ranges

You use contract duration ranges to prorate contracts. For example, when you set up prices in advanced pricing, you might enter a duration of 12 (for 12 months), as follows:

- From Billing Duration = 1
- Thru Billing Duration = 12
- Billing Duration = 12

For a six-month contract, the program determines that 6 is within the duration range of 1 to 12. The program retrieves a 12-month price from advanced pricing, divides that price by 12, and then multiplies it by 6. The result is a pro-rated price for the six-month contract.

### ► To set up contract duration ranges

*From the Contract Setup menu (G1744), choose Contract Duration Ranges.*

PeopleSoft®

Contract Duration Ranges - Contract Duration Ranges

OK Find Delete Cancel Tools

Records 1 - 3 Customize Grid

|                                  | From Billing Duration | Thru Billing Duration | Billing Duration |
|----------------------------------|-----------------------|-----------------------|------------------|
| <input checked="" type="radio"/> | 1.00                  | 12.00                 | 12.00            |
| <input type="radio"/>            | 13.00                 | 24.00                 | 24.00            |
| <input type="radio"/>            |                       |                       |                  |

On Contract Duration Ranges, complete the following fields:

- From Billing Duration
- Thru Billing Duration
- Billing Duration

## Setting Up MailMerge Documents for Contract Renewals

When contracts are due to expire, you can generate renewal letters for customers that are based on existing contract information. You use the MailMerge Workbench to set up the contract renewal documents. The MailMerge Workbench is an application that merges Microsoft Word 6.0 (or higher) word processing documents with PeopleSoft EnterpriseOne records to automatically print business documents such as contract renewal letters. The MailMerge Workbench enables you to add or change text in the contract renewal letter, to create new documents, and to delete documents.

### See Also

- ❑ *Foundation Guide* for various topics about MailMerge functionality
- ❑ *Reviewing Contract Renewal Letters* in the *Service Management Guide* for information about generating letters to your customers when renewing contracts are expiring
- ❑ *Development Tools Guide* for information about business functions and data structures

### ► To add MailMerge documents for contract renewal letters

Use one of the following navigations:

From the Contract Setup menu (G1744), choose MailMerge Workbench Setup.

From HRM Setup menu (G05B4), choose MailMerge Workbench Setup.

1. On Work With MailMerge Documents, click Add.

MailMerge Workbench Setup - [MailMerge Document]

File Edit Preferences Window Help

OK Cancel Dismiss Abort Links Display OLE Internet

Document Name: RENEWLTR1

Description: Contract Renewal Letters

Queue Name: OLEQUE

Data Structure Name: D1701010A

2. On MailMerge Document, complete the following fields, and then click OK:

- Document Name

Enter the name that you want for your MailMerge document, which must be 10 or fewer characters long.

- Description

Enter a text description of the MailMerge document.

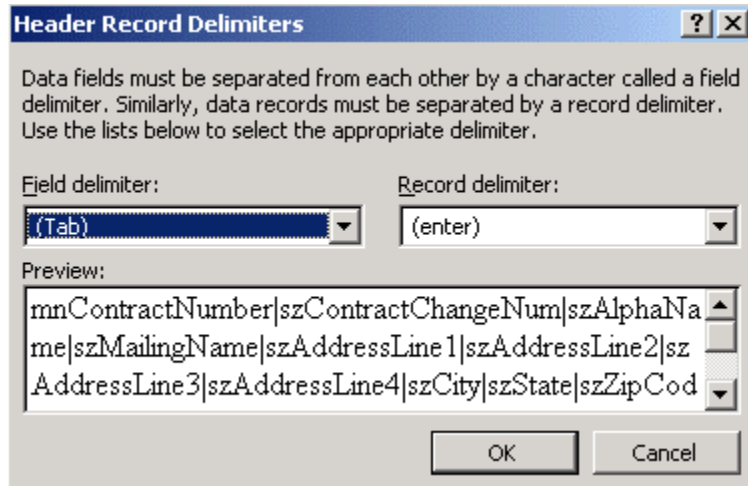
- Queue Name

Enter OLEQUE into this field, which is a path location already set up for you in the software. This entry is the location where your MailMerge documents will be stored. If you use a queue other than OLEQUE, you should set it up on a central server so that others in the enterprise can access your MailMerge documents. The path information for OLEQUE is stored in the Media Object Queues table (F98MOQUE).

- Data Structure Name

For Contract Renewal Letters, use the data structure D1701010A. If you do not use this data structure, enter the name of the data structure that you want to use with your MailMerge document. The data structure contains all of the possible fields that you can use in your MailMerge document.

The Header Record Delimiters form appears. Use this form to specify what text symbol that the software should recognize as the delimiter between fields in the header file. MailMerge uses the header file to identify the fields that you used in your MailMerge document. The software automatically creates the header file.



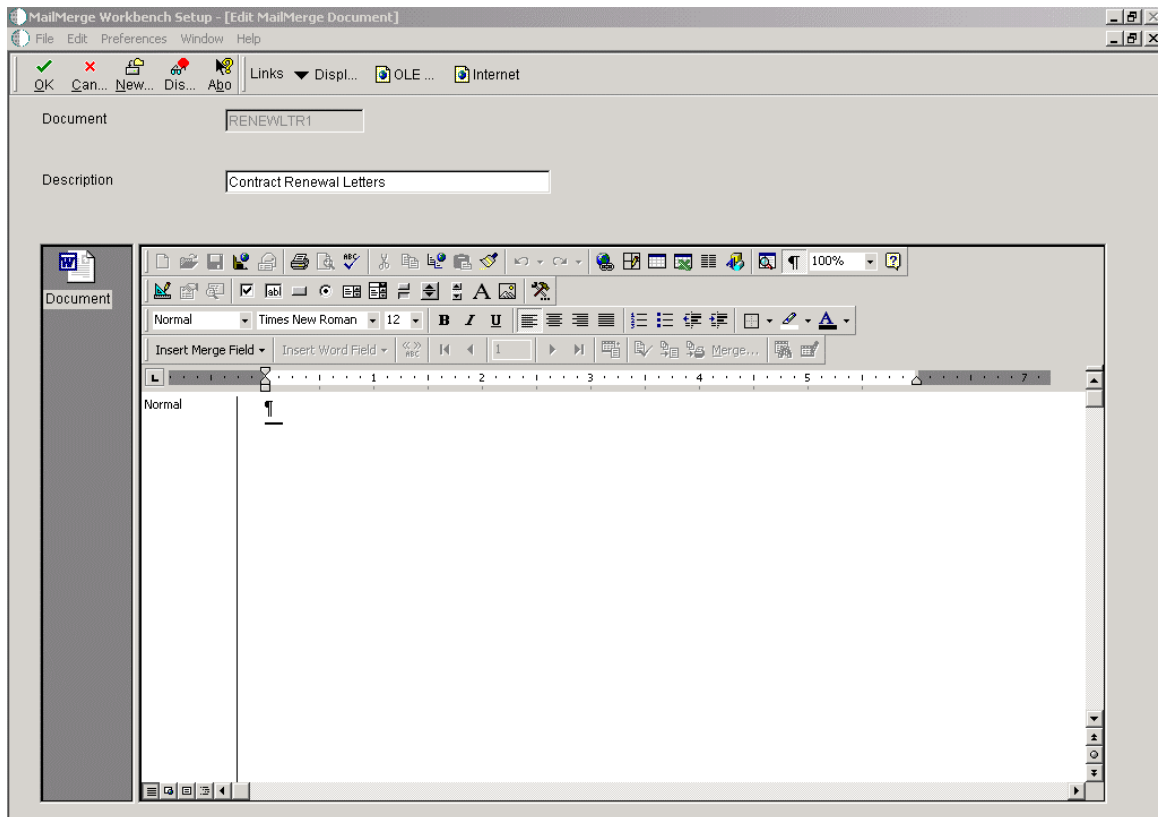
3. On Header Record Delimiters, enter the pipe | character into the Field delimiter field, and click OK.

4. Repeat step 3.

A new Microsoft Word document appears within the Edit MailMerge Document form.

5. Type the text of your document using Microsoft Word formatting controls and tools.

See Microsoft Word documentation for information about how to use Microsoft Word. You can enter MailMerge fields into your document as you type the document text.



6. From the Microsoft Word toolbar, on the Insert Merge Field menu, choose a field.

The data structure that you designated for your document determines what fields are available.

7. Click OK when you have finished entering text and fields into your MailMerge document.

For this new MailMerge document to work with the contract renewal letters, you must specify the new document in the processing options.

---

## Managing Contracts

The programs to manage contracts allow you to create and track contracts for your customers and suppliers.

A service contract is a written agreement between a customer and a provider. For service contracts, you can make changes to a contract if the terms of the contract change or if the service package changes, as long as the contract has not been billed. You can also track contract dates and specify the lead times that are necessary to prepare renewal letters and contracts.

A supplier contract is a written agreement between a manufacturer and a supplier. Supplier contracts are non-billable, non-renewable, and do not require an end-date.

## Entering Supplier Contracts

When you enter a supplier contract, you can enter detailed information about the contract such as supplier number, inventory item number, and coverage group. You can also copy existing contracts.

You can enter and update supplier contracts through either the contract header or detail forms. On the Work With Supplier Contracts form, you can choose whether to view all detail lines of a contract on the detail form.

---

### ► To enter supplier contract header information

*From the Daily Contract Processing menu (G1714), choose Supplier Contract Entry.*

1. On Work with Supplier Contracts, click Add.



PeopleSoft®

Supplier Contract Entry - Supplier Contract Header

OK Cancel Form Tools

Contract 39 CS 00200 Version 001 Business Unit 830  
Company 00200

Contract Header Category Codes

Description Supp. Contract - 4317 Start Date 01/01/02  
Supplier 4317 Appliance Parts and Supply End Date 12/31/10  
Contract Type SU Supplier Contract Cancel Date  
Contract Status 15 Contract Accepted Cancel Reason Code

2. On Supplier Contract Header, enter the document type in the second field next to the Contract field.
3. On the Contract Header tab, complete the following field:
  - Description
  - Supplier
4. Complete the following optional fields:
  - Contract Type
  - Contract Status
  - Start Date
  - End Date
5. Click the Category Codes tab.
6. To further categorize this contract, complete any of the category code fields.
7. Click OK twice.

The system uses Next Numbers to assign a contract number in the Contract field.

The system displays the Supplier Contract Revisions form.

---

#### Note

To enter the detail information associated with this contract, see step 4 of the topic *To enter supplier contract detail information*.

---

► **To enter supplier contract detail information**

---

*From the Daily Contract Processing menu (G1714), choose Supplier Contract Detail.*

1. On Work with Supplier Contracts, locate the appropriate contract.
2. Choose the contract and click Select.
3. On Supplier Contract Revisions, complete the following fields in the header area:
  - Contract
  - Version
  - Business Unit
  - Supplier
  - Company
  - Start Date
  - End Date
4. Complete the following fields in the detail area:
  - Line Type
  - Equipment Number
  - Branch
  - Item Number
  - Lot Number
    - The lot number is required if the inventory option for lot number required is set to Y.
  - Lot Number Through
  - Product Model
  - Product Family
  - Meter Reading 1
  - Meter Reading 2
  - Meter Reading 3
  - Coverage Group
    - The coverage group is required.
  - Service Adjustment Schedule
  - Covered G/L Cat
  - Non-Covered G/L Category

PeopleSoft.

Supplier Contract Detail - Supplier Contract Revisions

OK Find Delete Cancel Form Row Tools

Contract 39 CS 00200 Version 001 Business Unit S30

Supplier 4317 Appliance Parts and Supply Company 00200

Description Supp. Contract - 4317 Start Date 01/01/02

End Date 12/31/10

Records 1 - 18 Customize Grid

| Line No | Line Type | Description           | Supplier | Equipment Number | Branch | Item Number | Lot Number | Lot Number Through | Product Model |
|---------|-----------|-----------------------|----------|------------------|--------|-------------|------------|--------------------|---------------|
| 1.000   | EW        | Supp. Contract - 4317 | 4317     |                  |        | 7210        |            |                    | W500          |
| 2.000   | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72102       |            |                    | ELECW         |
| 3.000   | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72102A      |            |                    | ELECW         |
| 4.000   | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72102B      |            |                    | ELECW         |
| 5.000   | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72102C      |            |                    | ELECW         |
| 6.000   | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72103       |            |                    | MECHW         |
| 7.000   | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72101       |            |                    | MECHW         |
| 8.000   | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72106       |            |                    | MECHW         |
| 9.000   | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72104       |            |                    | MECHW         |
| 10.000  | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72105       |            |                    | MECHW         |
| 11.000  | EW        | Supp. Contract - 4317 | 4317     |                  |        | 7220        |            |                    | D500          |
| 12.000  | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72202A      |            |                    | ELECD         |
| 13.000  | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72203       |            |                    | ELECD         |
| 14.000  | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72204       |            |                    | ELECD         |
| 15.000  | EW        | Supp. Contract - 4317 | 4317     |                  |        | 72205       |            |                    | MECHD         |

5. Click OK.

## Modifying Service Contracts

When you enter a service contract, you are accessing the starting point of the service contract programs. You can enter detailed information about the contract such as service packages, item numbers, and billing information. You also can copy or renew existing contracts.

You can enter and update service contracts through either the contract header or the detail forms. On the header form, you can choose whether to view all detail lines of a contract on the detail form.

A version number is associated with each service contract. When you renew a contract, you can create a new version of the existing contract rather than create a new contract.

### Note

The system default values now appear after each row entry instead of after each field entry.

### Prerequisites

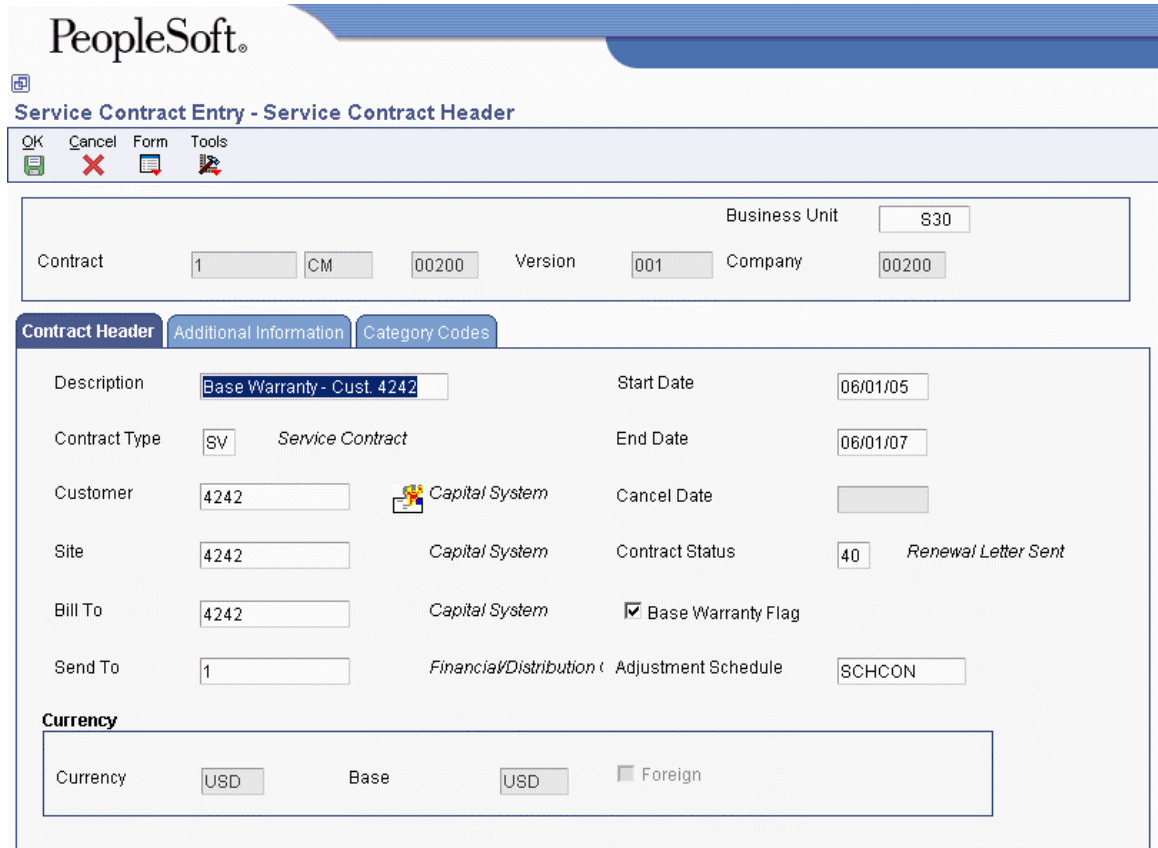
- ❑ Create an address book record for customers for whom you want to create a contract. The system creates an extension table (F1797) to the address book that stores additional SWM address book information.
- ❑ Add accounts receivable information to the customer record.

- ❑ To price contracts, set up advanced pricing information.

► **To enter service contract header information**

*From the Daily Contract Processing menu (G1714), choose Service Contract Entry.*

1. On Work With Contracts, click Add.



**PeopleSoft®**

**Service Contract Entry - Service Contract Header**

OK Cancel Form Tools

Contract 1 CM 00200 Version 001 Company 00200 Business Unit S30

**Contract Header** Additional Information Category Codes

Description Base Warranty - Cust. 4242 Start Date 06/01/05

Contract Type SV Service Contract End Date 06/01/07

Customer 4242 Capital System Cancel Date

Site 4242 Capital System Contract Status 40 Renewal Letter Sent

Bill To 4242 Capital System ☒ Base Warranty Flag

Send To 1 Financial Distribution Adjustment Schedule SCHCON

**Currency**

Currency USD Base USD ☐ Foreign

2. On the Contract Header tab of Service Contract Header, enter the description and type of contract in the following fields:
  - Description
  - Contract Type
3. Enter customer information in the following fields:
  - Customer
  - Site
  - Bill To
  - Send To
4. Enter the contract dates in the following fields:
  - Start Date
  - End Date

The default value for the Status field is set in the processing options.

5. To include the base warranty under this contract when running the Equipment Master Update from Ship Confirm program, click the following option:

- Base Warranty Flag

Only one contract per customer can have the base warranty option turned on.

6. Complete the following field:

- Adjustment Schedule

7. If you are using multicurrency, review the values in the following fields and override them if necessary:

- Currency
- Base
- Foreign

8. Click the Additional Information tab.

PeopleSoft®

Service Contract Entry - Service Contract Header

OK Cancel Form Tools

Contract 1 CM 00200 Version 001 Company 00200 Business Unit S30

Contract Header Additional Information Category Codes

|                    |                                  |                     |                            |                                |
|--------------------|----------------------------------|---------------------|----------------------------|--------------------------------|
| Payment Terms      | <input type="text"/>             | Net 30 Days         | Parent Contract Number     | <input type="text"/>           |
| Payment Instrument | <input type="text"/>             | Default (A/R & A/P) | Parent Contract Type       | <input type="text"/>           |
| Renewal Flag       | <input type="text" value="0"/>   |                     | Parent Contract Company    | <input type="text"/>           |
| Proforma Invoice   | <input type="text" value="0"/>   |                     |                            |                                |
| Tax Expl Code      | <input type="text" value="S"/>   |                     | Cancellation Notice Period | <input type="text"/>           |
| Tax Rate/Area      | <input type="text" value="DEN"/> |                     | Factor Type                | <input type="text" value="%"/> |
|                    |                                  |                     | Cancel Fee                 | <input type="text"/>           |

9. Complete the following fields as applicable:

- Payment Terms
- Payment Instrument

If this contract is being prepaid, enter a value in the Payment Instrument field to indicate the type of prepayment.

- Renewal Flag
- Proforma Invoice
- Tax Expl Code
- Tax Rate/Area
- Parent Contract Number
- Parent Contract Type
- Parent Contract Company
- Cancellation Notice Period
- Factor Type
- Cancel Fee

10. Click the Category Codes tab.

The screenshot displays the PeopleSoft interface for 'Service Contract Entry - Service Contract Header'. The form includes a header section with fields for Contract (1), CM, 00200, Version (001), Company (00200), and Business Unit (S30). Below this, there are three tabs: 'Contract Header', 'Additional Information', and 'Category Codes'. The 'Category Codes' tab is active, showing a list of ten category code fields (01 through 10) with corresponding input boxes and a dropdown arrow.

| Contract              | CM | 00200 | Version | 001 | Company | 00200 | Business Unit | S30 |
|-----------------------|----|-------|---------|-----|---------|-------|---------------|-----|
| <b>Category Codes</b> |    |       |         |     |         |       |               |     |
| Category Code 01      |    |       |         |     |         |       |               |     |
| Category Code 02      |    |       |         |     |         |       |               |     |
| Category Code 03      |    |       |         |     |         |       |               |     |
| Category Code 04      |    |       |         |     |         |       |               |     |
| Category Code 05      |    |       |         |     |         |       |               |     |
| Category Code 06      |    |       |         |     |         |       |               |     |
| Category Code 07      |    |       |         |     |         |       |               |     |
| Category Code 08      |    |       |         |     |         |       |               |     |
| Category Code 09      |    |       |         |     |         |       |               |     |
| Category Code 10      |    |       |         |     |         |       |               |     |

11. To further categorize this contract, complete any of the category code fields.
12. Review the contract header information to ensure that it is correct, and click OK twice.

The system uses next numbers to enter a default contract number in the Contract field.

The system displays the Contract Revisions form.

---

## Note

To enter the detail information associated with this contract, see step 2 of the topic *To enter service contract detail information*.

---

### ► To enter service contract detail information

---

From the *Daily Contract Processing* menu (G1714), choose *Service Contract Detail*.

1. On *Work With Contracts*, locate the appropriate contract.
2. Choose the contract and click *Select*.

The screenshot displays the PeopleSoft 'Service Contract Detail - Contract Revisions' window. The top section contains a form with fields for Contract (1), CM, 00200, Version (001), Business Unit (S30), Company (00200), Description (Base Warranty - Cust. 4242), Customer (4242), Site (4242), Currency (USD), Base (USD), Foreign, Start Date (06/01/05), End Date (06/01/07), and Contract Total. The bottom section shows a table of records with columns: Line No, Line Type, Description, Site Number, Customer PO Number, Equipment Number, Install Date, and Branch. The table contains three records: 0.001 BW Base Warranty - CBX, 0.002 BW Base Warranty - Phone Mail, and 0.003 EW.

| Line No | Line Type | Description                | Site Number | Customer PO Number | Equipment Number | Install Date | Branch |
|---------|-----------|----------------------------|-------------|--------------------|------------------|--------------|--------|
| 0.001   | BW        | Base Warranty - CBX        | 4242        |                    | 31430            | 06/01/05     | M30    |
| 0.002   | BW        | Base Warranty - Phone Mail | 4242        |                    | 31448            | 06/01/05     | M30    |
| 0.003   | EW        |                            |             |                    |                  |              |        |

3. On *Contract Revisions*, enter a description of the contract in the following field in the detail area:

- Description

4. Complete or review the following fields (you can override most defaults):

- Site Number
- Customer PO Number

This field contains informational text that you can modify after the contract is billed, if necessary.

- Equipment Number
- Install Date

The install date updates the installed base date and warranty, and turns on the Proof of Purchase parameter.

If the Proof of Purchase parameter is already turned on, the Install Date field is disabled.

- Branch
- Item Number

The system enters the values for the Branch and Inventory Item Number fields, based on the equipment or serial number.

- Product Model
- Product Family

The system enters the values for the Product Model and Product Family, based on the equipment number or based on the Inventory Item Number and Branch.

- Service Package
- Meter Reading 1
- Meter Reading 2
- Meter Reading 3
- Billable Duration
- Non-Billable Duration
- Duration Unit of Measure

5. Complete any of the Detail Category Codes, if applicable.

6. Complete or review the following fields:

- Quantity
- Unit of Measure

The system retrieves the unit of measure from inventory; you can override this value if necessary.

7. Enter the dates of the contract in the following fields:

- Contract Line Start Date
- Contract Line End Date

8. Enter billing and pricing information in the following fields:

- Bill From
- Bill Through

If the values in the Bill From and Bill Through date fields are in the same period and year, this means a one-time billing. Otherwise, you must enter a value in the Bill Code Frequency field. The system then calculates a recurring billing amount.

- Bill Code Frequency
- Price Effective Date
- Exchange Rate



- Advance Pricing
- Price By Address
 

The system uses Price by Address for advanced pricing from the Address Book number.
- Adjustment Schedule
 

The system retrieves the value for Adjustment Schedule field from customer information. If you are using advanced pricing, you can override the adjustment schedule.
- Unit Price
 

You cannot enter a value in the Unit Price field with advanced pricing.
- Extended Price
- Discount Type D/P
 

This field determines if the system uses a discount percent or an amount.
- Discount Percent
- Discount Amount
- Line Total
- Recurring Billing Amount
 

When you are billing for a specified amount over a period of time, the system calculates and enters the value in the Recurring Billing Amount field.
- Billed Y/N
 

The Billed Y/N field is updated only by the Contract Workfile Generation program.
- Bill By Site
- Bill To Address
- Send To Address
- Billing Day of the Month
- Billing In Advance/Arrears
 

The Billing Day of Month and the Billing In Advance/Arrears fields are only used for data selection. Use the Bill From Date and Bill Through Date fields for period and frequency.
- Taxable Y/N
- Tax Explanation
- Tax Rate/Area
 

The system retrieves tax area information from the site number in the customer address book record as the default.

9. Complete or review the following fields:

- No of Days In Contract
- Daily Amortization Amount
- Renewal Date
- Cancel Date

If the contract has been cancelled, the system displays the cancel date.

- Cancel Reason
- Suspend Date

If the contract has been suspended, the system displays the suspend date. The system retrieves the suspend date from the Suspend Contract form.

- Suspension Flag
- Credit Amount
- Cancel Amount
- Price Cap Percentage
- Covered G/L Cat
- Non-Covered G/L Category
- Service Adjustment Schedule

10. Click OK.

---

► **To review service contract information**

*Use one of the following navigations:*

*From the Daily Contract Processing menu (G1714), choose Service Contract Entry.*

*From the Daily Contract Processing menu (G1714), choose Service Contract Detail.*

1. On Work With Contracts, locate the applicable contract.
2. Choose the contract and click Select.
3. On Contract Revisions, choose the applicable contract and choose Contract Detail from the Row menu.

PeopleSoft®

Service Contract Detail - Contract Detail

OK Cancel Tools

|             |               |             |       |     |             |       |   |
|-------------|---------------|-------------|-------|-----|-------------|-------|---|
| Contract    | 1             | CM          | 00200 | 001 | Line Number | 0.001 | <input type="checkbox"/> Base Warranty Flag |
| Description | Base Warranty |             |       |     | Line Type   | BW    |   |
| Currency    | USD           | U.S. Dollar |       |     | Base        | USD   | <input type="checkbox"/> Foreign            |

Equipment Data Customer Data Contract Dates Category Codes Pricing Data Billing Data

|                       |       |                              |
|-----------------------|-------|------------------------------|
| Equipment Number      | 31430 | Phone Switch                 |
| Branch                | M30   | Eastern Manufacturing Cent   |
| Inventory Item Number | 7101  | Phone Switch                 |
| Product Model         | C200  | CBX Model 200                |
| Product Family        | CBX   | Computerized Branch Exchange |
| Meter Reading 1       |       |                              |
| Meter Reading 2       |       |                              |
| Meter Reading 3       |       |                              |

4. On Contract Detail, review the information on the following tabs, which contain inquiry-only fields, and then click OK:

- Equipment Data
- Customer Data
- Contract Dates
- Category Codes
- Pricing Data
- Billing Data

#### ► To renew a service contract

*From the Periodic Contract Processing menu (G1724), choose Service Contract Renewal.*

When you run the Contract Renewal program, the system generates a report identifying those contracts that expire soon and that require renewal contracts and letters. You can set processing options for price markup by percentage, renewal pricing, and leadtime for contract expiration.

The Contract Renewal program uses the MailMerge function to generate renewal letters and contracts.

#### ► To copy a service contract

*Use one of the following navigations:*

*From the Daily Contract Processing menu (G1714), choose Service Contract Entry.*

*From the Daily Contract Processing menu (G1714), choose Service Contract Detail.*

1. On Work With Contracts, locate the contract that you want to copy.

2. Choose the contract and click Copy.
3. On Contract Revisions, modify the information as needed for the new contract. You can modify or delete any detail lines.
4. Click OK.

The system assigns a new contract number in the Contract field.

## **Processing Options for Contract Revisions (P1721)**

### **Defaults Tab**

These processing options enable you to specify the default values that the system uses when you enter contracts. Although you can override these values for a single contract, you can specify default values (for information such as document type, business unit, company, line type, description, status, duration and quantity unit of measure) that are standard to most contracts that you enter in this version of Contract Revisions.

---

#### **1. Contract Document Type**

Use this processing option to have the system use this document type as the default when you enter a contract. It is a user defined code (00/DT) that also indicates the nature of the transaction.

#### **2. Contract Key Company**

Use this processing option to specify which contract key company the system uses as a default when you enter a service contract. A contract key company is a number that, along with order number and order type, uniquely identifies an order document (such as a purchase order, a contract, or a sales order).

#### **3. Copy Contract Information**

**0 = Create a new contract number**

**1 = Keep the original contract number and advance the version number**

Use this processing option to specify how the system assigns the contract number when you copy contract information. Valid values are:

0

Create a new contract number.

1

Keep the original contract number and advance the version number.

---

#### 4. Contract Line Type

Use this processing option to specify the default line type that the system uses when you enter a contract detail line. The line type is a code that controls how the system processes lines on a transaction. When you enter a line type for a detail line on a service contract, the system verifies the line type characteristics in the S/WM Line Type Constants table (F1793).

#### 5. Line Increment

**Blank = 1.00**

Use this processing option to specify the increment by which the system numbers the order lines.

#### 6. Contract Status

Use this processing option to specify the default contract status that the system uses when you enter a service contract. The contract status is a code that provides status information about a contract. Enter a value from UDC 17/CO.

#### 7. Contract Type

Use this processing option to specify the contract type (UDC 17/TY) for service contracts.

#### 8. Contract Description

**Blank = Header description will be defaulted to detail lines**

**1 = Inventory Item Number**

**2 = Line Type Description**

**3 = Product Model**

**4 = Product Family**

Use this processing option to specify the detail line description that the system uses as a default when you enter a contract. Valid values are:

Blank

Contract header description

1

Item number description

---

2

Line type description

3

Product model description

4

Product family description

### **9. Duration Unit of Measure**

Use this processing option to specify the duration unit of measure that the system uses as a default when you enter a contract. It is a user defined code (00/UM) that identifies the unit of measure to use in the document.

### **10. Quantity Unit of Measure**

Use this processing option to specify the unit of measure that the system uses as a default when you enter a contract. The unit of measure is a user defined code (00/UM) that identifies the unit of an amount or quantity.

### **11. Business Unit**

Use this processing option to specify the default business unit that the system uses when you enter a contract. If you leave this processing option blank, the system uses the value from Default Locations & Printers, which is based on either your terminal or user ID.

---

## Process Tab

These processing options define the processing that the system performs for this version of Contract Revisions.

---

### 1. Customer Number Update

**Blank = Bypass update**

**1 = Prompt user to update the Equipment Master**

**2 = Automatically update Equipment Master**

Use this processing option to specify whether the system verifies the customer number in the contract against the customer number for an equipment record on a call, a contract, or a work order. Customer number checking occurs if you change the customer number in the contract. If an inconsistency exists, this processing option also specifies whether the system updates the equipment master. Valid values are:

Blank

Do not verify the customer number.

1

Prompt the user to change the customer number that is associated with the equipment master.

2

Automatically update the equipment master.

### 2. Site Number Update

**Blank = Bypass update**

**1 = Prompt user to update the Equipment Master**

**2 = Automatically update Equipment Master**

Use this processing option to specify whether the system updates the equipment master when you change the site number for an equipment record on a call, a contract, or a work order. Valid values are:

Blank

Do not update the equipment master.

---

---

1

Prompt the user to change the site number that is associated with the equipment master.

2

Automatically update the equipment master.

### **3. Asset Number Checking**

**Blank = Bypass checking**

**1 = Check for Asset Number existence on another contract detail line**

Use this processing option to determine whether the system verifies if the Asset Number (Equipment/Serial/Unit) that you entered on a contract detail line exists on another contract detail line.

Valid values are:

Blank Bypass checking asset numbers.

1      The system checks assets numbers on contract detail lines.

### **4. Subledger Default for credit processing**

**Blank = No default**

**1 = Contract Number**

**2 = Customer Number**

**3 = Site Number**

**4 = Short Item Number**

Use this processing option to specify which system the system uses as a default in the subledger field when you enter a credit or cancellation in a contract.

Valid values are:

Blank   Do not use a default value in the subledger field.

1      Use the contract number.

2      Use the customer number.

3      Use the site number.



---

4      Use the short item number.

When you create a credit or cancel a contract detail line and the cancellation results in a credit for the contract detail line, the system creates an entry in the Service Billing Workfile (F4812) using the specified value as subledger entry.

## **5. Reprice Detail Line**

**Blank = Do not automatically reprice line**

**1 = Automatically reprice line**

Use this processing option to specify whether the system automatically updates the order price if the contract has not been billed. If you change a value in a contract field that is used for pricing, the system updates the price based on the new value.

This processing option is not related to the Basket or Order Reprice function in the Advanced Pricing system.

Valid values are:

Blank

Do not automatically reprice the order line.

1

Automatically reprice the order line.

## **6. Advance Price Flag**

**Blank = Do not prefill Advance Price flag**

**1 = Prefill Advance Price flag**

Use this processing option to prefill Advance Price Flag.

Valid values are:

Blank      Do not activate Advanced Pricing.

1      Activate Advanced Pricing.

## Edits Tab

This processing option defines the editing process that the system performs for this version of Contract Revisions. When you enter quantities, the system verifies whether the item is a serialized item and whether you allow multiple quantities for serialized items.

---

### 1. Multiple Quantities for Serialized Items

**Blank = Do not allow multiple quantities for serialized items**

**1 = Allow multiple quantities for a serialized item.**

Use this processing option to specify whether you are allowed to enter multiple quantities (quantities that are greater than 1) for a serialized item.

Valid values are:

Blank Do not allow multiple quantities for serialized items.

1 Allow multiple quantities for serialized items.

If you enter a serial number on the contract detail line, the quantity of the item must be 1. If you enter an item number on the contract detail line, the system verifies the serial number requirements in the Item Branch/Plant table (F4102) and then looks at the value in this processing option before you are allowed to enter multiple quantities for a serialized item.

---

## Line Type Rule Tab

This processing option defines the line type processing that the system performs for this version of Contract Revisions.

---

### 1. Days Unit of Measure

**Blank = DY**

Use this processing option to specify the unit of measure that the system uses as a default when you enter a contract. The unit of measure is a user defined code (00/UM) that identifies the unit of an amount or quantity.

---

## Prepayment Tab

These processing options define the prepayment processing that the system performs for this version of Contract Revisions. You use prepayment processing if you are billing for contracts that the customer pays before invoicing. If you activate prepayment processing, you can choose whether this version performs authorizations or settlements, or both.

Prepayment takes place when a seller receives a form of payment from the customer at the time of order entry. Customers can use many types of prepayments, such as cash, check, and credit card. When you make any type of prepayment, the system records transaction information and indicates the payment on the invoice.

---

### 1. Prepayment Processing

**Blank = Bypass prepayment processing**

**1 = Activate prepayment processing**

Use this processing option to determine whether to activate prepayment processing.

Valid values are:

Blank The system does not update prepayment processing files.

1 The system performs prepayment processing and updates the prepayment processing tables.

If you leave this option blank, the system does not display a Form exit to the Prepayment window. If you choose option 1, the system updates the prepayment processing tables and allows you to access the Prepayment form.

### 2. Authorization Process

**Blank = Bypass authorization processing**

**1 = Process authorizations interactively**

**2 = Process authorizations in a batch or subsystem**

Use this processing option to identify the method of authorization processing.

Valid values are:

Blank The system does not perform authorization processing.

1 The system processes the authorization interactively.

2 The system processes the authorization in batch or subsystem mode, based on the version.

### 3. Settlement Process

---

---

**Blank = Bypass settlement**

**1 = Process settlements interactively**

**2 = Process settlements in a batch or subsystem**

Use this processing option to identify the settlement processing method.

Valid values are:

Blank The system does not perform settlement processing.

1 The system processes the settlement interactively.

2 The system processes settlements in batch or subsystem mode, based on the version.

#### **4. Authorize Prepayment Transaction (R004201) version.**

**Blank = XJDE0001**

Use this processing option to specify the version of Authorize Prepayment Transactions (R004201) to use. If you leave this processing option blank, the system uses the XJDE0001 version.

#### **5. Settle Prepayment Transaction (R004202) version.**

**Blank = XJDE0001**

Use this processing option to specify the version of Settle Prepayment Transactions (R004202) to use. If you leave this processing option blank, the system uses the XJDE0001 version.

---

## **Versions Tab**

These processing options enable you to specify the versions that the system accesses when you take exits from Row and Form menus on the Contract Revisions form, using this version of Contract Revisions.

---

### **1. Work With Equipment Master (P1701) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work with Equipment Master program (P1701) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

### **2. Equipment Master Revisions (P1702) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Master Revisions program (P1702) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 form.

### **3. Price History (P4074) Version**

**Blank = ZJDE0001**

Use this processing option to enter the version of Price History (P4074) that the system uses when you choose Price History from the Row menu on the Contract Revisions form. If you leave this option blank, ZJDE0001 is used.

### **4. A/B Modifications (P01012) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Address Book program (P01012) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

---

---

## 5. Quick Customer Add (P01015) Version

**Blank = ZJDE0001**

Use this processing option to specify the version of the Quick Customer/Contact Add program (P01015) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## Copy Defaults Tab

These processing options enable you to specify the default values that the system uses when you copy contracts.

---

### 1. Media Objects

**Blank = Do not copy**

**1 = Header**

**2 = Detail**

**3 = Both Header and Detail**

Use this processing option to specify whether the system copies media objects to a new contract. Valid values are:

Blank

Do not copy media objects.

1

Copy the header media objects.

2

Copy the detail media objects.

3

Copy both the header and the detail media objects.

### 2. Specific Media Object

---

---

**Blank = Internal and External**

**1 = Internal**

**2 = External**

Use this processing option to specify how the system copies specific media objects to new contracts. Valid values are:

Blank

Copy both internal and external comments to new contracts.

1

Copy internal comments to new contracts.

2

Copy external comments to new contracts.

### **3. Tax Information**

**Blank = Copy tax information from original contract**

**1 = Retrieve tax rate/area from the site number and tax explanation code from the customer number**

Use this processing option to specify how the system generates tax information for a new contract. Valid values are:

Blank

Copy the tax information from the original contract to the new contract.

1

Retrieve the tax information from the site number.

### **4. Discount Information**

**Blank = Copy discount information from original contract**

**1 = Do not copy discount information from the original contract**

---

---

Use this processing option to specify whether the system copies the discount information to a new contract. Valid values are:

Blank

Copy the discount information to a new contract.

1

Do not copy the discount information to a new contract.

## **5. Currency Code**

**Blank = Copy the customer currency from the original contract**

**1 = Retrieve currency code from customer master**

Use this processing option to specify how the system generates the customer currency. Valid values are:

Blank

Use the customer currency from the original contract.

1

Use the customer currency from the customer master.

## **6. Document Type**

**Blank = Use Document Type from original contract**

**1 = Retrieve Document Type from Defaults Tab**

Use this processing option to specify how the system generates the document type for a new contract. Valid values are:

Blank

Copy the document type of the original contract to the new contract.

---



---

1

Use the default document type specified in the processing options for the Contract Revisions program (P1721).

## **7. Key Company**

**Blank = Use Key Company from original contract**

**1 = Retrieve Key Company from Defaults Tab**

Use this processing option to specify how the system generates the key company for a new contract. Valid values are:

Blank

Copy the key company from the original contract to the new contract.

1

Use the key company specified in the processing options for the Contract Revisions program (P1721).

## **8. Header Business Unit**

**Blank = Use Header Business Unit from original contract**

**1 = Retrieve Header Business Unit from Defaults Tab**

Use this processing option to specify how the system generates the header business unit for a new contract. Valid values are:

Blank

Copy the header business unit from the original contract to the new contract.

1

Use the header business unit specified in the processing options for the Contract Revisions program (P1721).

## **9. Line Description**

---

**Blank = Copy Line Description from original contract**

**1= Retrieve Line Description from Defaults Tab**

Use this processing option to specify how the system generates the line description for a new contract. Valid values are:

Blank

Copy the line description from the original contract to a new contract.

1

Use the line description specified in the processing options for the Contract Revisions program (P1721).

---

## **Processing Options for Work With Contracts (P1720)**

### **Defaults Tab**

These processing options indicate the defaults that the system uses when you use this version to review contracts using the Work With Contracts form.

---

#### **1. Default Contract Document Type (Required)**

Use this processing option to specify the default document type that appears on the Work with Contracts form.

You must enter a value that has been set up in user defined code table (00/DT).

#### **2. Default Key Company**

Use this processing option to specify the default key company number. Along with order number and order type, a key company is a number that uniquely identifies an order document (such as a purchase order, a contract, or a sales order).

---

### **Versions Tab**

These processing options define the versions of programs that the system uses when you enter service contracts in the system using this version of Work With Contracts (P1720). When you add a new contract or you review the details of an existing contract, the system uses a version of Contract Revisions (P1721) that you specify in these processing options. You can locate the processing options for that program on the Interactive Versions form.

---

## **1. Service Contract Revisions (P1721) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of Contract Revisions (P1721) that the system uses when you add or copy a contract. If you leave this option blank, ZJDE0001 will be used.

## **2. Contract Print (R1733) version**

**Blank = XJDE0001**

Use this processing option to specify the version of the Contract Print program (R1733) that the system uses to print contracts from the Work With Contracts form. If you leave this processing option blank, the system uses the XJDE0001 version.

---

## **Process Tab**

This processing option defines the order in which you want to display the contract header and detail forms.

---

### **1. Display Header or Detail first**

**Blank = Display Detail first**

**1 = Display Header first**

Use this processing option to specify whether the system first displays the header revisions form or the detail revisions form when you add or inquire on a service contract.

Valid values are:

Blank Display the Contract Revisions form (detail) first.

1        Display the Service Contract Header form first.

---

If you display the detail form first, the system creates a contract header record based on the branch/plant and customer or site information that you enter in the detail form. You can then access the header form to override default information as necessary. If you display the header form first, you can enter header information before detail information. You can edit the defaults that affect the contract as well as add or review additional header information, such as billing instructions or payment terms.

---

## Defining the Entitlement Rules Sequence for Contracts

The entitlement rules sequence defines priorities when you assign entitlement rules to contract detail lines. The hierarchy determines the order that the system uses to search for a match between the contract and the entitlement rules. Set up the hierarchy from specific to general. To ensure the best performance, you should set up only necessary sequences.

### ► To define the entitlement rules sequence for service contracts

---

*Use one of the following navigations:*

*From the Daily Contract Processing menu (G1714), choose Service Contract Entry.*

*From the Daily Contract Processing menu (G1714), choose Service Contract Detail.*

1. On Work With Contracts, choose Entitlement Rules from the Form menu.

The screenshot shows the PeopleSoft interface for the 'Service Contract Detail - Contract Entitlement Rules Sequence' form. At the top is the PeopleSoft logo. Below it is a title bar with the form name. A toolbar contains buttons for OK, Delete, Cancel, and Tools. The main area is a table with columns: Sequence Number, Product Model, Product Family, Equipment Nu, Branch/ Plant, and Inventory Item Number. The first row has values: 1.00, N, N, Y, N, N. There is a 'Records 1 - 2' header and a 'Customize Grid' button.

| Sequence Number | Product Model | Product Family | Equipment Nu | Branch/ Plant | Inventory Item Number |
|-----------------|---------------|----------------|--------------|---------------|-----------------------|
| 1.00            | N             | N              | Y            | N             | N                     |
|                 |               |                |              |               |                       |

2. On Contract Entitlement Rules Sequence, enter Y or N in the following fields and click OK:
  - Product Model
  - Product Family
  - Equipment Number
  - Branch/ Plant
  - Inventory Item Number

### ► To define the entitlement rules sequence for supplier contracts

---

*Use one of the following navigations:*

*From the Daily Contract Processing menu (G1714), choose Supplier Contract Entry.*

*From the Daily Contract Processing menu (G1714), choose Supplier Contract Detail.*

1. On Work with Supplier Contracts, choose Rules Sequence from the Form menu.
2. On Supplier Entitlement Sequence Rules, enter Y or N in the following fields and click OK:
  - Product Model
  - Product Family
  - Equipment Number
  - Branch/ Plant
  - Inventory Item Number

## Reviewing Entitlement Information for Contracts

You can review entitlement information and make any changes that are necessary when entitlement details for the contract change.

For a service contract, you can use this form to review the customer's entitlement and exit to the service package that the customer has purchased. For example, if a customer purchases a computer from you with the service package that has the most benefits, the customer might be entitled to having a repair person visit the site as opposed to sending the computer to you for repair.

For a supplier contract, you can review the entitlement details between the supplier and the manufacturer.

### ► To review entitlement information for service contracts

---

*From the Daily Contract Processing menu (G1714), choose Service Entitlement Inquiry.*

1. On Work With Entitlement Inquiry, complete any or all of the following fields, and then click Find:
  - Customer
  - Site Number
  - Equipment Number
2. To further limit your search, complete the following fields:
  - Product Model
  - Product Family
  - Inventory Item Number
3. To display customer or equipment children information, click one of the following options:
  - Include Customer Children

- Include Equipment Children

If you access the Entitlement Inquiry form from a work order or a maintenance request, the Customer Children and Equipment Children fields are disabled.

4. Click Find.

#### ► **To review entitlement information for supplier contracts**

---

*From the Daily Contract Processing menu (G1714), choose Supplier Entitlement Inquiry.*

1. On the General tab of Work with Supplier Contracts, complete any of the following fields:
  - Contract
  - Contract Type
  - Supplier
2. On the Product Information tab, complete any of the following fields to limit your search:
  - Branch
  - Inventory Item Number
  - Equipment Number
  - Product Model
  - Product Family
3. On the Contract Dates tab, enter dates in the following fields to further limit your search:
  - Start Date
  - End Date
4. Click Find.

## Canceling and Suspending Contract Information

You might need to cancel a contract or an individual detail line if you set it up incorrectly or if the customer no longer wants to cover an item that is under contract. You also might need to suspend a contract for a period of time and later reactivate it.

#### ► **To cancel contracts**

---

*From the Daily Contract Processing menu (G1714), choose Service Contract Detail.*

1. On Work With Contracts, locate the contract that you want to cancel.
2. Choose the contract and click Select.
3. On Contract Revisions, choose Cancel Contract from the Form menu.



PeopleSoft®

Service Contract Detail - Cancel Contract

OK Cancel Tools

Contract 1 CM 00200 Version 001

Cancel Date  31

Cancel Reason Code

4. On Cancel Contract, complete the following fields and click OK:


- Cancel Date
- Cancel Reason Code

The system calculates any paid amounts that should be credited as a result of canceling the contract.

#### ► To suspend contracts

*From the Daily Contract Processing menu (G1714), choose Service Contract Detail.*

1. On Work With Contracts, locate the contract that you want to cancel.
2. Choose the contract and click Select.
3. On Contract Revisions, choose Suspend Contract from the Form menu.



PeopleSoft®

Service Contract Detail - Suspend Contract

OK Cancel Tools

Contract 1 CM 00200 Version 001

Suspend Date  31 Suspension Flag

☐ Reactivate

4. On Suspend Contract, complete the following fields:

- Suspend Date
- Suspension Flag

When you suspend a contract, the system still displays the contract as entitled. However, the system does not create billing records until the contract is no longer suspended.

5. To reactivate a suspended contract, click the following option and click OK.

- Reactivate

When you reactivate a suspended contract, the system resumes contract billing.

#### ► To cancel and suspend contract detail lines

*From the Daily Contract Processing menu (G1714), choose Service Contract Detail.*

Instead of canceling or suspending entire contracts, you might need to cancel or suspend specific contract detail lines in a single contract.

1. On Work With Contracts, locate the contract that you are changing.
2. Choose the contract and click Select.
3. On Contract Revisions, choose the row that you are canceling or suspending.
4. Choose Cancel/Suspend from the Row menu.

The screenshot shows the PeopleSoft interface for the 'Service Contract Detail - Cancel/Suspend Contract Line' form. The form has a header with the PeopleSoft logo and a title bar with 'OK', 'Cancel', and 'Tools' buttons. Below the title bar, there are input fields for 'Contract' (1), 'CM' (00200), 'Version' (001), 'Line Number' (0.001), 'Currency' (USD), and 'Base' (USD). The form is divided into two main sections: 'Cancel Data' and 'Suspend Data'. The 'Cancel Data' section includes fields for 'Cancel Date' (with a calendar icon), 'Cancel Reason Code', and 'Cancel Amount'. The 'Suspend Data' section includes fields for 'Suspend Date', 'Suspension Flag', and a checkbox for 'Add records and bill'. There is also a 'Reactivate' button at the bottom right of the 'Suspend Data' section.

5. On Cancel/Suspend Contract Line, complete the following fields to cancel a contract detail line:

- Cancel Date
- Cancel Reason Code

6. To suspend a contract detail line, complete the following fields:

- Suspend Date
- Suspension Flag

The system calculates any amount that has been paid that should be credited as the result of a canceled contract detail line.

7. To reactivate a suspended contract, click the following option and click OK.



- Reactivate

When you reactivate a suspended contract detail line, the system resumes contract billing.

## Crediting Contract Detail Lines

You can credit a detail line on a contract.

### ► To credit contract detail lines

*From the Daily Contract Processing menu (G1714), choose Service Contract Detail.*

1. On Work With Contracts, locate the contract that you are changing.
2. Choose the contract and click Select.
3. On Contract Revisions, choose the detail line that you want to credit.
4. From the Row menu, choose Credit Line.

The screenshot shows the PeopleSoft interface for 'Service Contract Detail - Credit Contract Line'. The window has a title bar with 'PeopleSoft' and a standard toolbar with 'OK', 'Cancel', and 'Tools' buttons. Below the toolbar, there are several input fields for contract details: 'Contract' (1), 'CM' (CM), '00200' (00200), 'Version' (001), 'Line Number' (0.001), 'Currency' (USD), and 'Base' (USD). At the bottom, there are three more input fields: 'Current Credit', 'Total Credit', and 'Available to Credit'.

5. On Credit Contract Line, complete the following field:
  - Current Credit

The credit amount must be equal or less than the billed amount.
6. Click OK.

## Creating Contract Prepayment Transactions

To track payments that are pre-paid by your customers, you can use prepayment processing. Customers can prepay by using cash, check, or credit card. If a customer has already paid for a service contract, the invoice reflects that the contract has been prepaid.

Only one type of payment is allowed per contract. The prepayment must also be set up as a one-time billing. The bill from and through dates must be in the same period and year.

## Prerequisites

- ❑ Set up the Payment Instrument user defined code (00/PY).
- ❑ Set the prepayment processing option on Contract Revisions (P1721) to prepay.

### ► To create contract prepayment transactions

---

*From the Daily Contract Processing menu (G1714), choose Service Contract Entry.*

1. On Work With Contracts, locate the contract that you are changing.
2. Choose the contract and click Select.
3. On Service Contract Header, click the Additional Information tab.

The screenshot shows the PeopleSoft Service Contract Entry - Service Contract Header form. The 'Additional Information' tab is selected. The form contains the following fields and values:

| Contract Information |             | Business Unit |       |
|----------------------|-------------|---------------|-------|
| Contract             | 28 CM 00200 | Version       | 001   |
|                      |             | Company       | 00200 |

| Contract Header    |     | Additional Information |                            | Category Codes |  |
|--------------------|-----|------------------------|----------------------------|----------------|--|
| Payment Terms      | 001 | 1/10 Net 30            | Parent Contract Number     |                |  |
| Payment Instrument | ?   | Credit Card Payment    | Parent Contract Type       |                |  |
| Renewal Flag       | 0   |                        | Parent Contract Company    |                |  |
| Proforma Invoice   | 0   |                        |                            |                |  |
| Tax Expl Code      | S   |                        | Cancellation Notice Period |                |  |
| Tax Rate/Area      | CO  |                        | Factor Type                | %              |  |
|                    |     |                        | Cancel Fee                 |                |  |

4. Change the value in the following field to indicate that this is a prepayment:

- Payment Instrument

---

### Notes

- You cannot make this change if the contract has already been billed.
  - The special handling code for the payment instrument (UDC 00/PY) must equal 11 (cash), 12 (check), or 13 (credit card). After you click the visual assist, the special handling code appears when you click Revisions on the Select User Defined Code form.
- 

5. Click OK twice.

6. On Contract Revisions, choose Prepayments from the Form menu.

You can only enter prepayment information for the contract after you have entered the contract detail lines.

PeopleSoft

Service Contract Entry - Enter Prepayment Information

OK Cancel Tools

Order Number 28 CM 00200 001

Prepayment Origination Flag 02

| Description of Payment | Credit Card Pay Amt | Tax | Cur Cod | Credit Card Number | Card Type | Credit Card Expire Date | Credit Card Holder Name |
|------------------------|---------------------|-----|---------|--------------------|-----------|-------------------------|-------------------------|
| Credit Card Payment    | 5,500.00            |     | USD     | 5555555555         | VISA      | 07/31/01                |                         |

7. On Enter Prepayment Information, review and update the appropriate information.
8. Click OK.

---

### Note

The contract cannot be billed yet to create a transaction.

---

Depending on your processing option setup, the system authorizes or settles transactions after you create prepayments.

## Reviewing Contract Renewal Letters

*From the Periodic Contract Processing menu (G1724), choose Contract Renewal Letters.*

When service contracts are about to expire, you can generate renewal letters to customers. Based on contract information and processing options, the system automatically generates letters for contracts that are expiring.

The letters that you generate using Contract Renewal Letters (R1731) work with the MailMerge Workbench. The MailMerge Workbench is an application that merges Microsoft Word 6.0 (or higher) word processing documents with PeopleSoft EnterpriseOne records to automatically print business documents, such as contract renewal letters.

After you run the batch process, you can review the results in the Work Center. You can access the Work Center from the Tools menu on the Work With Batch Versions form. In the Work Center, you can see a flash message in your Inbox (the flash message is indicated by the lightning bolt). If you click the flash message icon, the system displays a world symbol named MailMerge. You click the world symbol to generate the letters. The system then displays the merged letters. You can review and print the letters.

---

### Note

Microsoft Word must not be running when you generate contract renewal letters. If Word is running, the system displays a blank screen.

---

## See Also

- ❑ *Foundation Guide* for various topics about MailMerge functionality

## Prerequisite

- ❑ You must set up the MailMerge document before you can generate renewal letters.

## Processing Options for Contract Renewal Letters (R1731)

---

### Defaults

#### 1. Mailing Date

Blank = Today's date

#### 2. Mailing Address Book Information

Blank = Customer Number

1 = Site Number

2 = Bill To Number

3 = Send To Number

3. Contract Status

4. Number Of Days

### Process

#### 1. Renewal Letter Document (REQUIRED)

---

---

## Billing for Contracts

The typical billing process includes accumulating contracts to bill, creating and printing invoices, and recording journal entries for income and receivables.

Service Management is integrated with the Accounts Receivable and General Accounting products. The billing process is the same whether billing for contracts or for work orders. Once you set up the billing details in Service Management, the system runs the billing process and updates Accounts Receivable with invoice information and General Accounting with revenue information.

Invoices are based on billable contracts. The first step in the billing process is to accumulate billable contracts. When you run SWM Contract Workfile Generation, the system gathers the contracts that are eligible for billing from the Contract Detail table (F1721), and creates Billing Detail Workfile records (F4812).

## Prerequisite

- ❑ Set up distribution AAI's.

## Setting Up AAI's for Contracts

To bill contracts, you must identify information about your account structure and specific account values to process business transactions properly. You define your account structure and specific account values by using automatic accounting instructions (AAIs). The system stores the AAI values

in the Automatic Accounting Instructions table (F06904). Whenever a program performs an accounting function, it accesses the Automatic Accounting Instructions table.

Distribution AAIs define the rules by which Service Management and the general ledger interact. Accounting AAIs define the rules by which Service Management and Accounts Receivable interact. When you define AAIs, you establish how the systems process transactions for various programs.

Contract-related distribution AAIs consist of the following:

- 1750, Contract Revenue
- 1751, Contract Short-Term Revenue
- 1752, Contract Long-Term Revenue
- 1753, Contract Cancel Fees

Based on key fields, the system retrieves the G/L account to use when creating an entry in the Billing Detail Workfile table (F4812). The key fields are:

- Company
- Doc Type
- G/L Category Code

Based on these key fields, the system creates journal entries using:

- Branch/Plant
- Object Account
- Subsidiary

The system retrieves the document type and company from the contract, and identifies the appropriate G/L class code according to a search hierarchy.

## **Hierarchy for G/L Class Codes for Contracts**

The following hierarchy applies to the G/L class codes for contracts:

1. Based on the service package on the contract detail line, the system looks up the G/L class code in the Service Contract Service Package table (F1729). If the G/L class code is not blank, then the system uses this value to retrieve the G/L account from the distribution AAIs.
2. If the G/L class code in the Service Contract Service package table is blank, then the system uses the branch/plant and the item number on the contract detail line to retrieve the G/L class code from the Item Branch File table (F4102). If the G/L class code is not blank, then the system uses this value to retrieve the G/L account from the distribution AAIs.
3. If the G/L class code in the Item Branch File table is blank, then the system uses the item number on the contract detail line to retrieve the G/L class code from the Item Master table (F4101). If the G/L class code is not blank, then this is the G/L class code used to retrieve the G/L account from the distribution AAIs.
4. If the G/L class code on the Item Master table is blank, the system uses the line type on the contract detail line to retrieve the G/L class code from the Line Type Control Constants File table (F40205). If the G/L class code is not blank, then this is the G/L class code.

5. If the G/L class code in the Line Type Control Constants File table is blank, then the system uses a blank value to retrieve the G/L account from the distribution AAIs.

After the system finds an entry in the Distribution AAIs for company, document type, and G/L class code, the system determines the responsible business unit (branch/plant), based on the search hierarchy for responsible business unit for service contracts.

## **Hierarchy for Responsible Business Unit**

If the business unit of AAI is blank, the system locates the responsible business unit based on the value that is specified in the Responsible Business Unit field, which is located on the Contracts tab in the SWM Constants.

In the SWM Constants, you can choose one of the following options for the system to use to locate the responsible business unit:

### **Item Branch Master - Service/Warranty Extension (F41171) or Item Master – Service/Warranty Extension (F4117)**

The system uses the branch/plant and item number on the contract detail line to find the responsible business unit in the Item Branch Master – Service/Warranty Extension (F41171).

If the branch/plant is blank, the system uses the item number on the contract detail line to find the responsible business unit in the Item Master - Service/Warranty Extension (F4117).

If the business unit exists in table F41171 or F4117, the system uses this business unit in the resulting accounting journal entry.

### **Product Family/Model Master (F1790)**

The system uses the product model on the contract detail line to find the responsible business unit in the Product Family/Model Master table (F1790).

If the business unit exists in table F1790, the system uses this business unit in the resulting accounting journal entry.

### **Asset Master File (F1201)**

The system uses the equipment number on the contract detail line to find the responsible business unit in the Asset Master File (F1201).

If the business unit exists in table F1201, the system uses this business unit in the resulting accounting journal entry.

### **Address Book Master (F0101)**

The system uses the customer number on the contract detail line to find the responsible business unit in the Address Book Master table (F0101).

If the business unit for the customer exists in table F0101, the system uses this business unit in the resulting accounting journal entry.

### **SWM Line Type Constants (F1793) – only used for contracts**

The system uses the line type on the contract detail line to find the responsible business unit in the SWM Line Type Constants table (F1793).

If the business unit exists in table F1793, the system uses this business unit in the resulting accounting journal entry.

---

**Note**

If you assign a project business unit to the responsible business unit in the Business Unit Master table (F0006), the system uses the project business unit as the business unit for the account.

---

## Understanding Contract Billing for Service Management

The typical billing process includes accumulating contracts to bill, creating and printing invoices, and recording journal entries for income and receivables.

When you generate the contract workfile, the system gathers the contracts that are eligible for billing from the Contract Detail table (F1721) and creates records in the Billing Detail Workfile (F4812). After you generate the billing workfile, you must continue the standard service billing process.

To group workfile transactions and assign invoice numbers, you run the Invoice Processing program, which summarizes one or more workfile transactions into pay item records. Pay items are the billing lines that are the total amount of a specific invoice.

The system stores pay item information in the Invoice Summary Work File table (F4822) and updates the workfile transaction records with the new invoice information, and the sequence and summarization key information.

After you run the Invoice Processing Program, you can print invoices for your customers.

To complete the billing process, you must create A/R and G/L entries. You first create preliminary A/R and G/L entries using the Invoice Journal Generation program (R48131). You then can review the resulting reports, which are the Billing Journal Register and the Invoice Journal Generation Report, to determine whether the entries were generated with errors.

After you ensure that no errors are within the batch, you can create the final A/R entries using the Create A/R Entries program (R48199). Then you can post the invoices to the general ledger.

## Generating the Contract Workfile

*From the Periodic Contract Processing menu (G1724), choose Service Contract Workfile Generation.*

When you run the Service Contract Workfile Generation program (R1732), the system processes records in the Contract Detail table (F1721) and creates billing records in the Billing Detail Workfile table (F4812).

The system gathers records based on processing options, user data selections, company, fiscal date patterns, and the billing frequencies and dates from the Contract Detail table. When you run the generation program in final mode, the system creates records in the Service Billing workfile. Then the Service Billing system creates workfile transactions that are the basis for the Accounts Receivable and General Accounting systems. To bill and invoice a contract detail line, you must run the generation program in final mode. The system calculates the taxes during the workfile generation.

---

**Caution**

When you have billed a contract detail line in final mode, you cannot change it.

---

After you generate the contract workfile, you must continue the standard billing process, which includes:

- Generating the invoice workfile using the Service Billing Invoice Generation program (P48121)
- Printing invoices
- Generating the Invoice Journal using the Journal Generation program (R48131)
- Creating A/R and G/L entries using the Create A/R Entries program (R48199).
- Posting the A/R and G/L entries using the standard General Ledger Post Report program (R09801)

### **Processing Options for Service Contract Workfile Generation (R1732)**

---

#### Defaults

1. Date to bill through.

Blank = Current System Date

2. Do catch-up billing.

Blank = Do not do catch-up billing.

- 1 = Do catch-up billing.

3. Subledger Field Default

Blank = No Default

- 1 = Contract Number

- 2 = Customer Number

- 3 = Site Number

- 4 = Short Item Number

4. Address Book Number To Display

Blank = Customer Number

- 1 = Site Number

- 2 = Bill To Number

#### Process

1. Proof or Final Mode

Blank = Proof

- 1 = Final.

2. Work Center Or Report

Blank = Write errors to work center

- 1 = Write errors to report.



---

Vertex

These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.

1. Service Contract Tax Type

"LEASE" = Lease Tax

"PURCH" = Purchase Tax

"RENTAL" = Rental Tax

"SALE" = Sales Tax

"SERVIC" = Service Tax

---

## Reviewing Contract Billing Information

You can review billing information for your contracts by running the Service Contract Workfile Generation program (R1732) in proof mode and looking at the edit report. After you run proof and final mode, you review billing information in two ways:

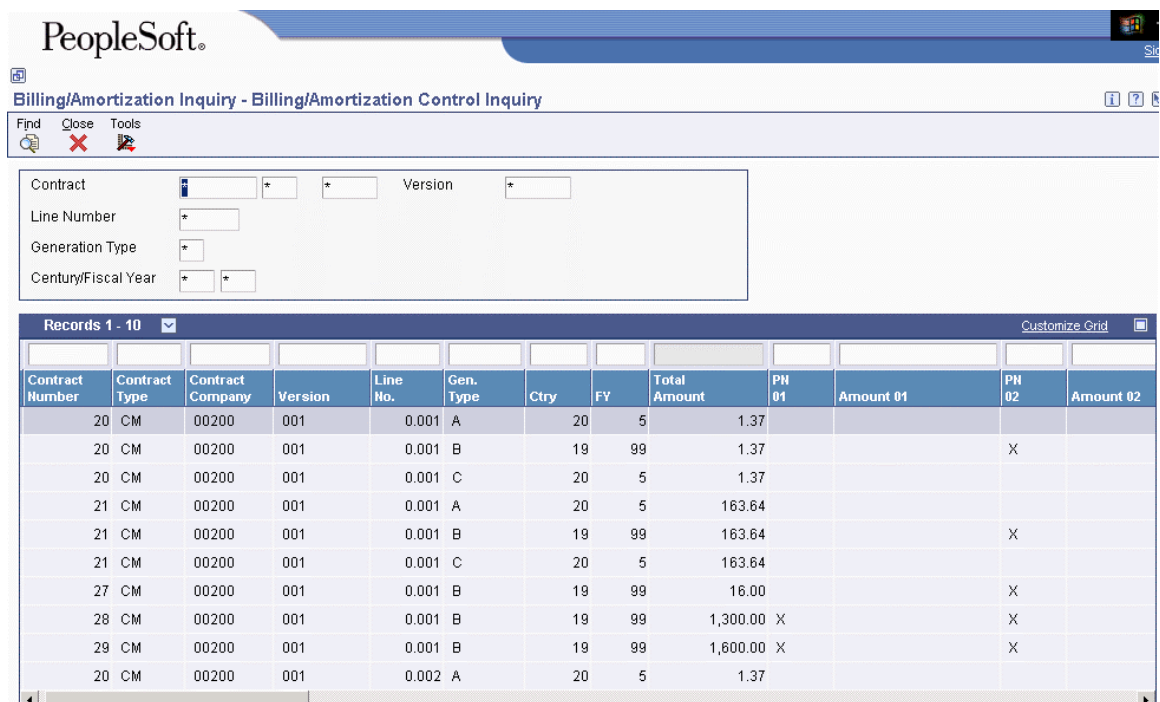
- Billing/Amortization Control Inquiry
- Work with Billing Details form

You cannot change records after you have run the Contract Workfile Generation program in final mode. The system updates the Contract Detail table (F1721) to reflect billed records. If the records are not processed through the Service Billing program, the accounts receivable records will not match the Service Management records.

► **To review contract billing information**

---

*From the Periodic Contract Processing menu (G1724), choose Billing/Amortization Inquiry.*



| Contract Number | Contract Type | Contract Company | Version | Line No. | Gen. Type | Ctry | FY | Total Amount | PN 01 | Amount 01 | PN 02 | Amount 02 |
|-----------------|---------------|------------------|---------|----------|-----------|------|----|--------------|-------|-----------|-------|-----------|
| 20              | CM            | 00200            | 001     | 0.001    | A         | 20   | 5  | 1.37         |       |           |       |           |
| 20              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 1.37         |       |           | X     |           |
| 20              | CM            | 00200            | 001     | 0.001    | C         | 20   | 5  | 1.37         |       |           |       |           |
| 21              | CM            | 00200            | 001     | 0.001    | A         | 20   | 5  | 163.64       |       |           |       |           |
| 21              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 163.64       |       |           | X     |           |
| 21              | CM            | 00200            | 001     | 0.001    | C         | 20   | 5  | 163.64       |       |           |       |           |
| 27              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 16.00        |       |           | X     |           |
| 28              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 1,300.00     | X     |           | X     |           |
| 29              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 1,600.00     | X     |           | X     |           |
| 20              | CM            | 00200            | 001     | 0.002    | A         | 20   | 5  | 1.37         |       |           |       |           |

1. On Billing/Amortization Control Inquiry, complete the following field and click Find:
  - Contract
2. Review the following fields:
  - Contract Type
  - Contract Company
  - Version
  - Line No.
  - Gen. Type
  - Ctry
  - FY
  - Total Amount

---

## Working with the Amortization Process

Amortization allows you to manage revenue by moving long-term revenue to short-term revenue, and then to earned or recognized revenue. This system only amortizes billed revenue.

When billing, the system moves the entire billed amount to long-term revenue. When you use amortization, the system moves anything from today's date plus twelve months to short-term revenue. The system moves anything from the beginning of the contract through the end of the amortization period to recognized revenue.

### Prerequisites

- ☐ Verify that you have purchased and installed the following systems. You must have installed these systems to be able to use amortization for contracts:
  - The General Accounting, Accounts Receivable, and Accounts Payable systems
  - The Address Book system
  - The Service Billing system
- ☐ Set up fiscal date patterns.
- ☐ Set up company information.
- ☐ Set up manufacturing AAI's information.

## Generating the Amortization Workfile

*From the Periodic Contract Processing menu (G1724), choose Svc. Contract Amort. Generation.*

Use the Amortization Generation program to amortize revenue for contracts. You can run the program in proof or final mode, but the system only updates affected tables when you run it in final mode.

The program performs the following functions:

- Moves long-term to short-term revenue, if applicable
- Moves short-term to recognized revenue, if applicable

When you run the Amortization Workfile Generation program (R17321), the system retrieves records from the Contract Detail table (F1721), based on the dates that you define. For each contract detail line processed, the system verifies that the long-term and short-term amounts are current, based on the start and end dates, and the Amortization Date in the processing option plus one year. For contract detail lines that fall within the dates specified, the system verifies that the detail lines have been amortized by using the Billing/Amort Control Master table (F1794). The system creates records in the Account Ledger table (F0911) and updates the Billing/Amort Control Master table whenever a contract detail line has been amortized for a given time period.

## Processing Options for Amortization Workfile Generation (R17321)

### Process Tab

The processing options on this tab define the whether the system generates the amortization workfile in proof or final mode, the amortization period or year, and subledger information.

---

#### 1. Proof or Final Mode

**Blank = Proof**

**1 = Final**

Use this processing option to specify whether to run the workfile generation program in proof or final mode.

Valid values are:

Blank            Run the workfile generation in proof mode.

1                Run the workfile generation program in final mode.

If you run the generation program in proof mode, the system does not update any tables. You can review the report to review amortization information and correct any errors, based on your processing options. If you run the generation program in final mode, the system updates the Billing/Amortization Control Master table (F1794) and writes journal entries to the Transaction Ledger table (F0911).

#### 2. Fiscal Period - Amortize Through

Use this processing option to specify the fiscal period for amortization. If you leave this option blank, the system uses the current fiscal period.

#### 3. Fiscal Year - Amortize Through

Use this processing option to specify the fiscal year for amortization. If you leave this option blank, the system uses the current fiscal year.

#### 4. Subledger Default

---

---

**Blank = not populated**

**1 = Contract Number**

**2 = Customer Number**

**3 = Site Number**

**4 = Item Number**

Use this processing option to specify whether the system retrieves a value for the subledger field.

Valid values are:

Blank No subledger value.

1 Contract number.

2 Customer number.

3 Site number.

4 Item number.

---

## **Print Tab**

The processing options indicate the values that the system uses for the resulting report when you use this version to generate amortization workfiles. For example, you can choose the address book information that prints on the report, and whether you print errors on the report or send errors to the Work Center.

---

### **1. Work Center Or Report**

**Blank = Write errors to work center**

**1 = Write errors to report**

Use this processing option to specify where the system writes errors.

Valid values are:

Blank Write errors to the Work Center.

1 Print errors on the report.

### **2. Address Number**

**Blank = Customer Number**

**1 = Site Number**

**2 = Bill To Number**

Use this processing option to specify which address number appears on the report.

Valid values are:

Blank Customer Number

1 Site Number

2 Bill To Number

---

## Versions Tab

This processing option defines the version of the G/L Post program that the system uses when you generate amortization records.

### 1. G/L Post Version

Use this processing option to specify the version of the G/L Post that the system uses after it completes the amortization process and runs in final mode. If you leave this option blank, the system uses version ZJDE0001.

## Reviewing Amortization Records

You can view the periods and amounts that have been billed and view the periods and amounts that have been amortized on a contract. You can review whether a contract has been amortized for a specific processing period.

### ► To review amortization records

*From the Periodic Contract Processing menu (G1724), choose Billing/Amortization Inquiry.*

PeopleSoft.

Billing/Amortization Inquiry - Billing/Amortization Control Inquiry

Find Close Tools

Contract \* \* \* Version \*  
Line Number \*  
Generation Type \*  
Century/Fiscal Year \* \*

Records 1 - 10

| Contract Number | Contract Type | Contract Company | Version | Line No. | Gen. Type | Ctry | FY | Total Amount | PH 01 | Amount 01 | PH 02 | Amount 02 |
|-----------------|---------------|------------------|---------|----------|-----------|------|----|--------------|-------|-----------|-------|-----------|
| 20              | CM            | 00200            | 001     | 0.001    | A         | 20   | 5  | 1.37         |       |           |       |           |
| 20              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 1.37         |       |           | X     |           |
| 20              | CM            | 00200            | 001     | 0.001    | C         | 20   | 5  | 1.37         |       |           |       |           |
| 21              | CM            | 00200            | 001     | 0.001    | A         | 20   | 5  | 163.64       |       |           |       |           |
| 21              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 163.64       |       |           | X     |           |
| 21              | CM            | 00200            | 001     | 0.001    | C         | 20   | 5  | 163.64       |       |           |       |           |
| 27              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 16.00        |       |           | X     |           |
| 28              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 1,300.00     | X     |           | X     |           |
| 29              | CM            | 00200            | 001     | 0.001    | B         | 19   | 99 | 1,600.00     | X     |           | X     |           |
| 20              | CM            | 00200            | 001     | 0.002    | A         | 20   | 5  | 1.37         |       |           |       |           |

1. On Billing/Amortization Control Inquiry, complete the following fields:

- Contract
- Generation Type

Valid values for the Generation Type field for Service Management are as follows:

- A, Recognized Domestic
  - B, Billed Domestic (Long)
  - C, Short Domestic
  - D, Recognized Foreign
  - E, Billed Foreign (Long)
  - F, Short Foreign
  - G, Credit Recognized Domestic
  - H, Credit Domestic (Long)
  - I, Credit Short Domestic
  - J, Credit Recognized Foreign
  - K, Credit Foreign (Long)
  - L, Credit Short Foreign
2. To further limit your search, complete the following fields in the detail area, and then click Find:
- Contract Type
  - Contract Company

---

## Printing Contracts

*From the Periodic Contract Processing menu (G1724), choose Contract Print.*

Use the Print Contract program (R1733) to create printed copies of contracts for your suppliers and service providers. The contract information includes equipment number, service package, start and end dates, and total amount.

## Processing Options for Print Contracts Report (R1733)

### Print Tab

---

#### 1. Print detail media object.

**Blank = No detail media object will print.**

**1 = Print external media object.**

**2 = Print internal media object.**

**3 = Print both internal and external media object.**

Use this processing option to specify which media objects the system prints for contract detail lines on the report. Valid values are:

Blank

Do not print media objects.

1

Print external media objects.

2

Print internal media objects.

3

Print both internal and external media objects.

#### 2. Print header media object.

**Blank = No header media object will print.**

**1 = Print external media object.**

**2 = Print internal media object.**

**3 = Print both internal and external media object.**

Use this processing option to specify whether the system prints media objects for the contract header on the report. Valid values are:

Blank

---



---

Do not print header media objects.

1

Print external media objects.

2

Print internal media objects.

3

Print both the internal and external media objects.

### **3. Print detail prices.**

**Blank = No Prices will print on detail line unless summarization option is chosen in processing option #4.**

**1 = Prices will print on detail line.**

Use this processing option to specify whether the system prints prices on the detail lines of contracts. Valid values are:

Blank

Do not print prices on detail lines unless the summarization option is chosen in processing option #4.

1

Print prices on detail lines.

### **4. Summarize detail.**

**Blank = No summarization will print**

**1 = Summarize by model**

**2 = Summarize by family**

**3 = Summarize by contract**

Use this processing option to specify how the system summarizes detail lines. Valid values are:

---

Blank

Do not summarize detail lines.

1

Summarize detail lines by product model.

2

Summarize detail lines by product family.

3

Summarize detail lines by contract.

---

---

## Reviewing Contract Reports

Review contract reports to determine the status of your contracts. For example, you can review them to determine whether they are expiring soon and whether you need to renew those contracts that are expiring.

### Reviewing the Contract Report

*From the Periodic Contract Processing menu (G1724), choose Contract Report.*

Run the Contract Report (R1734) to identify contracts and to find any pertinent information. You can set your data selection to define the type of report that you need to review.

#### Processing Options for Contract Report (R1734)

##### Print Tab

---

###### Print header or detail

**Blank = Print header**

**1 = Print detail**

Use this processing option to specify whether the system prints header or detail information on the report. Valid values are:

Blank

Print header information.

1

Print detail information.

---

### Reviewing the Service Contract Renewal Report

*From the Periodic Contract Processing menu (G1724), choose Service Contract Renewal.*

You can run the Service Contract Renewal report to identify contracts that require you to generate renewal contracts and letters. You can set up your processing options to include markup by percentage, to select the pricing to use for your renewal, and to set the leadtime for contract expiration.

You can use this report to create a new contract or to advance the version number of the current contract if the renewal contract will be a duplicate of the customer's existing contract.

## Processing Options for Service Contract Renewal (R1730)

### Report Option Tab

---

#### 1. Renewal Options

**Blank = Contract will not be renewed**

**1 = Create a new contract**

**2 = Advance contract version**

Use this processing option to specify how the system renews a contract. Valid values are:

Blank

Do not renew the contract.

1

Create a new contract number.

2

Use the same contract number, and advance the contract change number.

#### 2. Pricing Options

**1 = Use existing prices**

**2 = Use advanced pricing**

**3 = Markup by percentage**

Use this processing option to specify the pricing method that the system uses for pricing renewed contracts. Valid values are:

1

Base the pricing for renewed contracts on existing contracts.

2

---

Use advanced pricing to obtain new prices for renewed contracts.

3

Use mark-up percentages to obtain new prices for renewed contracts.

### **3. Markup Percentage.**

**Example: enter 50 for 50% markup**

Use this processing option to specify the percentage that the system uses for mark-ups when you are determining new prices for renewal contracts. For example, enter 50.0 to specify a 50% mark-up.

Note: Only use this processing option if you entered '3' (percentage-based mark-up) in processing option 2.

### **4. Lead days for contract expiration**

Use this processing option to specify the number of days between the current date and a target date for contract expiration. Contracts that expire within the number of days entered are eligible for renewal.

### **5. Date to use for Lead Days**

**Blank = System Date will be used**

Use this processing option to enter the date to use with lead days. If the processing option is left blank, the system date defaults.

### **6. Contract renewal status for old contract**

Use this processing option to determine the status for contracts after you renew them. Enter a value from UDC 17/CO.

### **7. Contract renewal status for the renewal**

Use this processing option to specify the status for new contracts. Enter a value from UDC 17/CO.

---

## Versions Tab

---

### 1. Work With Contracts (P1720) Version

**Blank = ZJDE0001**

Use this processing option to specify which version of Work With Contracts (P1720) the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## Process Tab

---

### 1. Proof or Final Process

**Blank = Proof Process will be used**

**1 = Final Process will be used**

Use this processing option to specify whether the system processes the Contract Renewal report in proof or final mode. Valid values are:

Blank

Process the report in proof mode.

1

Process the report in final mode.

### 2. Work Center or Report

**Blank = Write errors to work center**

**1 = Write errors to report**

Use this processing option to specify where the system records errors. Valid values are:

Blank

Record errors to the Work Center.

1

Record errors on the report.

---

## Defaults Tab

---

### 1. Bill From Date

**Blank = Default Option '1'**

**1 = Calculate Date based on old contract detail line.**

**2 = Calculate Date based on the 1st detail line of the contract.**

**3 = Set Date the same as the contract detail line Start Date.**

**4 = Specify a Bill From Date.**

Use this processing option to specify the bill-from date, which is the date that billing begins for the service contract. If you leave this processing option blank, the system uses the date from the former contract detail line. Valid values are:

1

Use the bill-from date from the former contract detail line.

2

Use the bill-from date from the first detail line of the contract.

3

Use the start date from the new contract detail line as the bill-from date.

4

Enter a bill-from date.

### 2. Specify the Bill From Date if '4' is on above.

**Blank = Current System Date**

Use this processing option to enter a specific Bill From Date for the renewed contract.



---

### **3. Bill Through Date**

**Blank = Default Option '1'**

**1 = Calculate Date based on old contract detail line.**

**2 = Calculate Date based on the 1st detail line of the contract.**

**3 = Set Date the same as the contract detail line End Date.**

**4 = Specify a Bill Through Date.**

Use this processing option to specify the bill-through date, which is the date that billing ends for the service contract. If you leave this processing option blank, the system uses the date from the former contract detail line. Valid values are:

1

Use the bill-through date from the former contract detail line.

2

Use the bill-through date from the first detail line of the contract.

3

Use the end date from the new contract detail line as the bill-through date.

4

Enter a bill-through date.

**4. Specify Bill Through Date if '4' is on above.**

**Blank = Bill From Date will be used.**

Use this processing option to enter a specific Bill Through Date for the renewed contract.

### **5. Billing Frequency Code**

---

Use this processing option to enter the Billing Frequency that indicates the billing cycle for the renewed contract.

---

---

## **Base Warranty Tab**

---

Base Warranty Renewal Options.

All of these entries will be applied to every Base Warranty that is renewed.

### **1. Renew Base Warranty Contract**

**Blank = Do not renew Base Warranty Contracts**

**1 = Renew Base Warranty Contracts**

Use this processing option to specify whether the system includes base warranty contracts in the contract renewal process. Valid values are:

Blank

Do not renew base warranty contracts.

1

Renew base warranty contracts.

### **2. Company to be used for the renewed contract**

**Blank = Values from the P1721 version will be used.**

The company that will be used for the renewed contract.

### **3. Contract Document Type**

**Blank = Values from the P1721 version will be used.**

Use this processing option to enter the Contract Document Type for the renewed contract.

---

---

#### **4. Renewed Contract Line Type**

**Blank = Values from the P1721 version will be used.**

Use this processing option to enter the Line Type for the renewed contract.

#### **5. Contract Status for the renewed contract.**

**Blank = Value from the Report Option tab will be used.**

Use this processing option to specify the status of the new contract. Enter a value from UDC 17/CO. If you leave this processing option blank, the system uses the status that is specified on the Report Option tab.

#### **6. Contract Type**

**Blank = Value from the P1721 version will be used**

Use this processing option to specify the contract type for the new contract. Enter a value from UDC 17/TY. If you leave this processing option blank, the system uses the contract type from the processing options for P1721 (Contract Revisions).

#### **7. Customer address number.**

Use this processing option to enter the Customer Address Number for the renewed contract.

#### **8. Site address number.**

Use this processing option to enter the Site Address Number for the renewed contract.

#### **9. Bill To address number.**

Use this processing option to enter the Bill To Address Number for the renewed contract.

#### **10. Send To address number.**

---

---

Use this processing option to enter the Send To Address Number for the renewed contract.

**11. Number of days in contract.**

Use this processing option to enter the number of days in the renewed contract.

**12. Advanced Pricing Adjustment Schedule**

Use this processing option to specify the Advanced Pricing Adjustment Schedule (UDC 40/AS) for the renewed contract.

**13. Billable Duration.**

Use this processing option to enter the Billable Duration for the renewed contract.

**14. Non-billable Duration.**

Use this processing option to enter the Non-Billable Duration for the renewed contract.

**15. Billable/Non-billable duration Unit of Measure.**

**Blank = Duration Unit of Measure from P1721 version will be used**

Use this processing option to enter the Billable/Non-Billable Duration Unit of Measure. This user defined code (00/UM) that identifies the unit of measurement for an amount or quantity as it was billed.

**16. Price By Address**

**Blank = Customer Number will be used**

---

Use this processing option to enter the Price By Address number for the renewed contract lines. If the processing option is left blank, the Customer Number is used.

## **17. Business Unit**

**Blank = Original Business Unit will be used**

Use this processing option to enter the Business Unit for the renewed contract header. If this processing option is left blank, the Original Business Unit is used.

---

### **Copy Defaults Tab**

---

#### **1. Media Objects**

**Blank = Do not copy**

**1 = Header**

**2 = Detail**

**3 = Both Header and Detail**

Use this processing option to specify whether the system copies media objects to renewed contracts. Valid values are:

Blank

Do not copy media objects.

1

Copy the header media objects.

2

Copy the detail media objects.

3

---

---

Copy both the header and the detail media objects.

## **2. Specific Media Object**

**Blank = Internal and External Media Objects**

**1 = Internal**

**2 = External**

Use this processing option to specify which media objects the system copies to renewed contracts. Valid values are:

Blank

Copy both internal and external comments.

1

Copy internal comments.

2

Copy external comments.

## **3. Tax Information**

**Blank = Copy Tax Information**

**1 = Retrieve Tax Rate/Area from the Site Number and Tax Explanation Code from the Customer Number**

Use this processing option to specify how the system generates tax information for renewed contracts. Valid values are:

Blank

Copy tax information from the original contract to the renewed contract.

---

1

Retrieve the tax rate and area from the site; retrieve the explanation code from the customer.

#### **4. Discount Information**

**Blank = Copy Discount Information**

**1 = Do not copy the Discount Information**

Use this processing option to specify whether the system copies discount information to renewed contracts. Valid values are:

Blank

Copy the discount information.

1

Do not copy the discount information.

#### **5. Customer Currency**

**Blank = Copy the Customer Currency**

**1 = Retrieve Currency from the Customer**

Use this processing option to specify how the system generates the customer currency for renewed contracts. Valid values are:

Blank

Copy the customer currency from the original contract.

1

Use the customer currency specified in the customer master.

---

---

## 6. Document Type

**Blank = Copy Document Type**

**1 = Default the Document Type from P1721 version**

Use this processing option to specify how the system generates the document type for renewed contracts. Valid values are:

Blank

Copy the document type from the original contract.

1

Use the document type specified in the processing options for the Contract Revisions program (P1721).

## 7. Key Company

**Blank = Copy the Key Company**

**1 = Default the Key Company from P1721 version**

Use this processing option to specify how the system generates the key company for renewed contracts. Valid values are:

Blank

Copy the key company from the original contract.

1

Use the key company specified in the processing options for the Contract Revisions program (P1721).

## 8. Header Business Unit

**Blank = Copy the Header Business Unit**

**1 = Default the Header Business Unit from P1721 version**

Use this processing option to specify how the system generates the header business unit on renewed contracts. Valid values are:

---



---

Blank

Copy the header business unit from the original contract.

1

Use the header business unit specified in the processing options for the Contract Revisions program (P1721).

### **9. Line Description**

**Blank = Copy the Line Description**

**1 = Default the Line Description from P1721 version**

Use this processing option to specify how the system generates line descriptions on renewed contracts. Valid values are:

Blank

Copy the original contract line description.

1

Retrieve the line description from the processing options for P1721 (Contract Revisions).

---

## **Reviewing the Service Contract Detail Renewal Report**

*From the Periodic Contract Processing menu (G1724), choose Service Contract Detail Renewal.*

You can use this report to review detail line information for a contract. You can renew contract information by detail line as well as determine if new detail lines need to be added to the latest version of the contract.

## Processing Options for Service Contract Detail Renewal (R1735)

---

### Report Option

#### 1. Renewal Options

- 1 = Create a new contract for these detail lines.
- 2 = Create a new version.
- 3 = Add new lines to contract being renewed.
- 4 = Add detail lines to the last version for the contract being renewed.
- 5 = Add detail lines to a specific contract number and version number. This contract number and version number must already exist.
- 2. Contract number if renewing to a specific contract number.
- 3. Version number if renewing to a specific contract number.
- 3. Pricing Options

- 1 = Use existing prices.
- 2 = Use advanced pricing.
- 3 = Markup by percentage.

#### 4. Markup Percentage.

Example: enter 50 for 50% markup.

#### 5. Contract renewal status for old contract

#### 6. Contract renewal status for the renewal

### Versions

#### 1. Work With Contracts (P1720) Version

Blank = ZJDE0001

### Process

#### 1. Proof or Final Process

Blank = Proof Process will be used

1 = Final Process will be used.

#### 2. Work Center Or Report

Blank = Write errors to work center

1 = Write errors to report

### Base Warranty

#### Base Warranty Renewal Options

All of these entries will be applied to every Base Warranty that is renewed

#### 1. Renew Base Warranty records to Billable.

Blank = Do not renew Base Warranty records to Billable lines.

1 = Renew Base Warranty records to Billable lines.

#### 2. Line Type for Billable lines.

---

Blank = Line Type from P1721 version will be used.

3. Billable Duration

4. Non-Billable Duration

5. Billable/Non-Billable Duration Unit of Measure

Blank = Duration Unit of Measure from P1721 version will be used.

6. Price By Address

Blank = Customer Number will be used.

7. Advanced Pricing Adjustment Schedule

Blank = Value based on Price by Address number will be used.

Defaults

1. Bill From Date.

1 = Calculate Date based on renewing old contract detail line.

2 = Calculate Date based on the first detail line on old contract.

3 = New contract start date.

4 = Specify a Bill From date.

2. Specify Bill From date if '4' is on above.

Blank = Current System Date

3. Bill Through Date.

1 = Calculate based on renewing old contract detail.

2 = Calculate based on the first detail line on old contract.

3 = New contract end date.

4 = Specify a Bill Through date.

4. Specify Bill Through date if '4' is on above.

Blank = Current System Date

5. Billing Frequency Code

Copy Defaults

1. Copy Media Objects

Blank = Do not copy media objects

1 = Copy header media objects

2 = Copy detail media objects

3 = Copy all media objects

2. Specific Media Object

Blank = Copy internal and external

1 = Copy internal only

2 = Copy external only

3. Tax Information

Blank = Copy Tax Information

1 = Retrieve Tax Rate/Area from Site Number and Tax Explanation Code from Customer Number

4. Discount Information

Blank = Copy Discount Information

1 = Do not copy the Discount Information

5. Customer Currency

---

---

Blank = Copy the Customer Currency  
1 = Retrieve Currency from the Customer  
6. Document Type

Blank = Copy the Document Type  
1 = Default the Document Type from P1721 version

7. Key Company

Blank = Copy the Key Company  
1 = Default the Key Company from P1721 version  
8. Header Business Unit

Blank = Copy the Header Business Unit  
1 = Default the Header Business Unit from P1721 version  
9. Line Description

Blank = Copy the Line Description  
1 = Default the Line Description from P1721 version

---

## Reviewing the Service Contract Cancel Report

*From the Periodic Contract Processing menu (G1724), choose Service Contract Cancel.*

Use this option to cancel single or multiple contracts. The system creates a report when you run this program in either proof or final mode. However, only final mode updates the system.

### Processing Options for Service Contract Cancel (R1736)

#### Defaults Tab

---

##### 1. Cancellation Reason Code (Required)

Use this processing option to specify the reason code for cancelling a contract. Enter a value from UDC 17/CN (Cancellation Reason Code). You must enter a value for this processing option.

##### 2. Cancellation date

**Blank = Current System Date**

Use this processing option to specify the date for cancelling a contract. If you leave this processing option blank, the system uses the current date.

---

## Process Tab

---

### 1. Proof or Final Mode

**Blank = Proof Mode**

**1 = Final Mode**

Use this processing option to specify whether to run the Contract Cancel Report in proof or final mode. Valid values are:

Blank

Run the report in proof mode and do not update the tables.

1

Run the report in final mode and update the tables.

### 2. Work Center Or Report

**Blank = Write errors to work center**

**1 = Write errors to report**

Use this processing option to specify where the system records errors. Valid values are:

Blank

Record errors to the Work Center.

1

Record errors on the report.

### 3. Subledger Default for credit processing.

**Blank = No default**

**1 = Contract Number**

**2 = Customer Number**

**3 = Site Number**

**4 = Short Item Number**

---

Use this processing option to specify a default value for the subledger field. Valid values are:

Blank

No default value

1

Contract number

2

Customer number

3

Site number

4

Short item number

---

---

## Reviewing Service Contracts on the Web

Customer Self-Service for Service Management allows your customers to review their service contracts on the Web. This is useful when a customer needs to review which equipment is covered by contracts and to determine the expiration dates of the coverage.

---

### Note

The following task is based on PeopleSoft EnterpriseOne forms and data provided for self-service in a Web environment. The navigations, forms, steps, and data shown in this task might not correspond to your customized self-service Internet site.

---

## Prerequisites

- ❑ Verify that you have set up address book records, including SWM extension records, as well as A/R information, to enable customers to enter Service Management information.
- ❑ Verify that you have set up a user profile that limits customer access in PeopleSoft EnterpriseOne software to only the Customer Self-Service menu. Customers cannot log on without a profile.

### ► To review service contracts on the Web

---

*From the Daily Self-Service Processing menu (G1715), choose View Service Contracts.*

---

### Note

Based on the user ID, the system displays all of the service contracts that are associated with that customer number.

---

1. On Work With Entitlement Inquiry, enter query information in the QBE fields, such as product model and product family, and click Find.
2. Review the information and click Select.

## Processing Options for View Service Contracts on the Web (P1723)

### Process Tab

---

#### 1. Customer Self Service

**Blank = Bypass Customer Self Service**

**1 = Activate Customer Self Service in Web**

**2 = Activate Customer Self Service in Windows**

Use this processing option to activate Customer Self-Service.

Valid values are:

Blank Do not activate Customer Self-Service.

1      Activate Customer Self-Service in Web format.

2      Activate Customer Self-Service in Windows format.



## **Versions Tab**

---

### **1. Work with Equipment Master (P1701) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work with Equipment Master program (P1701) to run. If you leave this processing option blank, the system uses version ZJDE0001.

---

# Work Order Management

For customer requests that cannot be resolved with a phone call, you can create a work order. You enter work orders to request work to be performed at the customer site or at a repair depot. Work orders provide the central database for all service and repair information and the events associated with an equipment record, inventory item number, or product model. Work orders track requests for depot repairs and track shipments of replacement parts. The majority of service calls are initiated through the Maintenance Request module, but the repair depot might also create them.

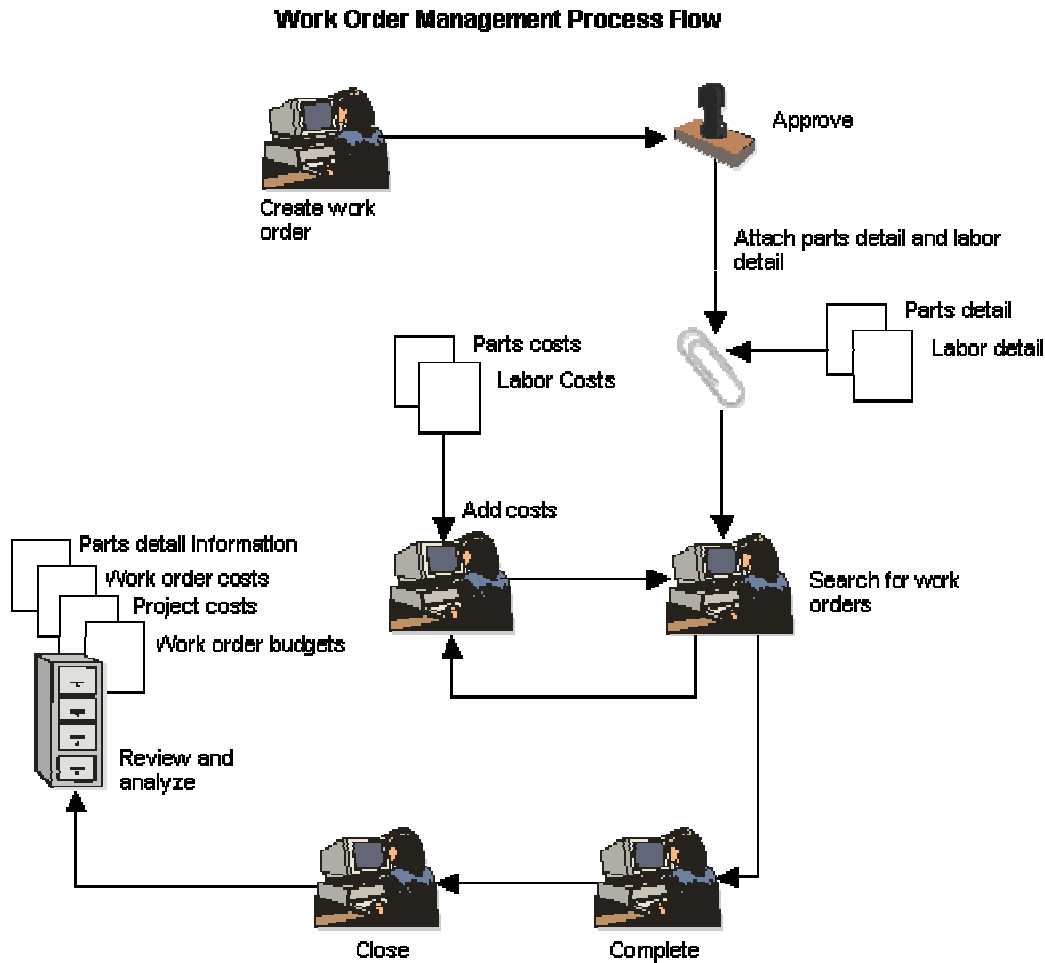
A work order allows you to track all of the necessary phases of the work to resolve the customer's issue -- from scheduling the technician, to the technician's arrival and successful completion of the work.

You can also use work orders to manage the workflow of your service tasks and other projects. You can manage all aspects of a service task or project, including the following:

- Creating work orders for preventive and corrective maintenance
- Committing inventory to a work order
- Scheduling multiple tasks, such as mechanical, electrical, and so on, to a work order
- Tracking the progress of a work order by status
- Tracking work order costs, such as labor, materials, and so on
- Recording unlimited detailed information about a work order
- Completing and closing a work order

# Work Order Management Process Flow

The following graphic illustrates the flow of a work order through a typical work order life cycle:



## Terms and Concepts

The following Work Order Management terms and concepts are used in this guide:

|  |   |
|--|---|
| <b>Base warranty</b>                         | The warranty that is associated with the equipment. Base warranties are typically included in the purchase price of the equipment and are non-billable.   |
| <b>Extended warranty</b>                     | An optional warranty that can be purchased to cover the performance of the equipment over and above the criteria set forth in the base warranty. This type of warranty is billable.   |
| <b>Equipment number</b>                      | A number to identify a piece of equipment within the Asset Master File table (F1201).   |
| <b>Inventory item number</b>                 | A number to identify an item within the Item Master table (F4101).  |
| <b>Mean Time Between Failure (MTBF)</b>      | The average time, distance, or events between breakdowns.   |
| <b>Mean Time to Repair</b>                   | The average time it takes to repair a failed item.  |
| <b>Product family</b>                        | A group of products that have common characteristics and share classification criteria.   |
| <b>Model</b>                                 | The numbers or letters that group products of a product family. A product model is a more specific grouping of items within a product family.   |
| <b>Returned Material Authorization (RMA)</b> | An authorization from the supplier for the customer to return inventory for credit, replacement, or repair. The system creates an authorization number for the supplier to track the return of the inventory. This is also known as Returned Goods Authorization (RGA). |
| <b>Serial number</b>                         | The numbers or letters that uniquely identify an item. The serial number is stored in the Asset Master File table (F1201).  |

|                               |   |
|-------------------------------|---|
| <b>Service package</b>        | The combination of service type and contract coverage that specifies the service support to which the customer is contractually entitled. Service packages also specify warranty types, such as base or extended.   |
| <b>Service types</b>          | The various services that you provide through the Work Order Management or Maintenance Request modules. For example, you can set up different codes to differentiate an on-site repair or depot repair on an advanced exchange. The service type can differentiate the status flow, response time, and downstream accounting entries. |
| <b>Service address number</b> | The address book number of the site where a piece of equipment is located. The site number can be the same as the customer number, but it might differ if the customer has multiple sites.  |
| <b>Warranty</b>               | An assurance by the manufacturer or seller that the equipment will perform as specified for at least a specified period of time.  |

---

## Setting Up Work Order Management

Before you can use any of the features of Work Order Management, you need to define the critical information that the system needs for processing. You also specify the information you will use when you enter data throughout the system.

You also need to set up user defined codes for Work Order Management.

### Prerequisite

- ❑ Set up work order document types in the Document Type Maintenance program (P40040) from the Work Order Setup menu (G1742). See *Setting Up Document Type Information* in the *Service Management Guide*. For each document type, enter 1 in the Work Order field. The system uses this for splitting billing and costing amounts to different accounts, based on the service contract.

## Setting Up Work Order Constants

To define default information that applies to your entire system, you set up system constants. Constants control the types of information that you track and the rules that the system uses to perform certain calculations.

### ► To set up work order constants

---

*From the Service & Warranty Setup menu (G1740), choose Service & Warranty Constants.*

1. On SWM System Constants Revisions, click the Work Orders tab.
2. If applicable, make changes to the following field:
  - Responsible BU Location

When adding a work order, the default value for the business unit is based on the constant value. For example, if the default value of the business unit is based on the equipment number, the system retrieves the value for the Responsible Business Unit from the Equipment Master Extension table (F1217).

3. To indicate the field that is used to trigger a work order entitlement check, complete the following field:
  - Service Order Entitlement Trigger
4. To indicate that the caller name must have a Who's Who record associated with the customer number, click the following option:
  - Who's Who Required

You must select a customer number from the window. The system returns the short identifier that is associated with the Who's Who record.

5. Click OK.

## Setting Up AAIs for Work Orders

To bill and pay for work orders and process business transactions correctly, you must identify information about your account structure and specific account values. You define your account structure and values by using Automatic Accounting Instructions (AAIs). The system stores the AAI values in the Distribution/Manufacturing – AAI Values table (F4095). Whenever a program performs an accounting function, it accesses this table.

When you define AAIs, you establish how the system processes transactions for various programs. Distribution and Manufacturing AAIs define the rules by which Service Management interacts with the General Ledger system. Accounting AAIs define the rules by which Service Management interacts with the Accounts Receivable system.

Work order-related distribution AAIs consist of the following:

- 1742, Work Orders (Billing)
- 1782, Work Order Claims (Paying)

Based on key fields, the system retrieves the G/L account to use when creating an entry in the Billing Detail Workfile (F4812). The key fields are as follows:

- Company
- Doc Type
- G/L Class Code
- Cost Type

Based on these key fields, the system creates journal entries by using the following information:

- Branch/Plant
- Object Account
- Subsidiary

The system retrieves the company, document type, G/L class code, and cost type from the work order. If you enter \*\*\*\* in the Distribution AAI for the G/L class code, the system ignores the G/L class code and uses the company, document type, and cost type.

If the business unit for the AAI is blank, the system locates the responsible business unit, based on the value that is specified in the Responsible Business Unit field, which is located on the Work Orders tab in the SWM Constants.

### Hierarchy for G/L Class Codes for Work Orders

The system identifies the proper G/L category codes according to the following hierarchy:

- Based on the service type on the work order, the system looks up the Covered G/L code and Non-Covered G/L Code in the Service Contract Services table (F1725)
  - The Covered G/L code is used to locate the appropriate Distribution AAI for amounts that are covered by contract.
  - The Non-Covered G/L code is used to locate the appropriate Distribution AAI for amounts that are not covered by contract.
- If G/L codes (both Covered and Non-Covered) in the Service Contract Services table are blank, then the system uses the AAI that is set up with the following wildcard:

\*\*\*\*

Based on the company, document type, G/L code, and cost type, the system retrieves the revenue or expense account to use when creating an entry in the Billing Detail Workfile table (F4812).

If \*\*\*\* is entered in the Distribution AAI for the G/L class code, then the system ignores the G/L class code and uses the company, document type, and cost type.

### Hierarchy for the Responsible Business Unit for Work Orders

If the business unit for the AAI is blank, the system locates the responsible business unit based on the value that is specified in the field Responsible Business Unit, located on the Work Orders tab in the SWM Constants.

In the SWM Constants, you can choose one of the following five options for the system to use to locate the responsible business unit:

|   |   |  |
|---|---|--|
| 1 | <b>Item Branch Master – Service/Warranty Extension (F41171)</b> | The system uses the branch/plant and item number on the work order to look up the responsible business unit in the Item Branch Master –Service/Warranty Extension (F41171).<br><br>If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry. |
| 2 | <b>Item Master – Service/Warranty Extension (F4117)</b>         | The system uses the item number on the work order to look up the responsible business unit in the Item Master – Service/Warranty Extension (F4117).<br><br>If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.                         |

|   |  |  |
|---|--|--|
| 3 | <b>Product Family/Model Master (F1790)</b> | The system uses the product model on the work order detail line to look up the responsible business unit in the Product Family/Model Master table (F1790).<br><br>If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.        |
| 4 | <b>Asset Master File (F1201)</b>           | The system uses the equipment number on the work order detail line to look up the responsible business unit in the Asset Master File (F1201).<br><br>If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.                     |
| 5 | <b>Customer Master (F0301)</b>             | The system uses the customer number on the work order detail line to look up the responsible business unit in the Customer Master table (F0301).<br><br>If the business unit exists for the customer in the table, the system uses this business unit in the resulting accounting journal entry. |

---

#### Note

If you assign a project business unit to the responsible business unit in the Business Unit Master (F0006), the system uses the project business unit as the business unit for the account.

---

## Setting Up Work Order History

*Use one of the following navigations:*

*From the Work Order Setup menu (G1742), choose Work Order History – Equipment.*

*From the Work Order Setup menu (G1742), choose Work Order History - Customer.*

Set up work order history to track work order status information by customer and by equipment. You can also set up the history so that a work order is not created for referenced equipment. These programs control the display of icons within the work order entry program to indicate previous customer or product maintenance requests.

Default dates and status codes are defined by processing options. You can override default information by entering new dates and statuses. Icons appear at the top of the work order entry forms to alert you to existing customer or product history. Click the icons to see detailed information.



## **Processing Options for Work With Work Order History (P17715)**

### **Process Tab**

---

#### **1. Beginning Status for History**

Use this processing option to specify the beginning status in the range of work order statuses that the system displays.

#### **2. Ending Status for History**

Use this processing option to specify the ending status in the range of work order statuses that the system displays.

#### **3. Number of Days of History to Display**

Use this processing option to specify the range of work order creation dates to display. The system uses this option to calculate the value in the Creation Date From field.

#### **4. Work Order Type**

Use this processing option to specify the type of work orders to display. Enter a value from UDC 00/TY.

#### **5. Repair Date From**

Use this processing option to specify the From repair date for the range of work order repair dates.

#### **6. Repair Date Through**

Use this processing option to specify the To repair date for the range of work order repair dates.

## What You Should Know About Processing Options for Work With Work Order History (P17715)

**Displaying an icon to indicate that previous work orders are associated with a piece of equipment or a customer**

The values that you enter determine whether the system displays an icon when existing work orders are associated with the inventory item number, product model, equipment number, or customer number, if applicable.

You must first enter the status of the work orders that define the selection range criteria. Then define the number of days of history that you want to view. For example, if you enter 30 days, the program displays the product or customer icon if a work order falls within the status range and was entered 30 days less than the system date.

## Attaching Activity Rules to a Work order

You can attach work order status activity rules to define the status flow and indicate the next step as determined by the status. Before the system can continue to the next step, you must enter the next status in the Next Status field. If you do not include the next status, the work order is considered complete. If you attach an open status code to the complete status revisions line, you can reopen the work order.

### ► To attach activity rules to a work order

---

*From the Daily Work Order Processing menu (G1712), choose Work Order Entry.*

1. On Work With Work Orders, locate and choose the work order to which you are attaching activity rules.
2. From the Row menu, choose Supplemental, and then WO Activity Rules.
3. On Work Order Activity Rules, complete the following fields:
  - WO Status
  - WO Status Description
  - Next Status
4. Complete any of the following fields, as applicable and click OK:
  - Allowed Status 1
  - Allowed Status 2
  - Allowed Status 3
  - Allowed Status 4
  - Allowed Status 5
  - Maint. Status
  - Subledger Inactive
  - Lock Flag

PeopleSoft®

Work Order Entry - Work Order Activity Rules

OK Delete Cancel Row Tools

Order Type WWM System Generated Maintenance

WO Type 1 Maintenance Order

Records 1 - 10

|                          | WO Status | Description                  | Next Status | Allowed Status 1 | Allowed Status 2 | Allowed Status 3 | Allowed Status 4 | Allowed Status 5 |
|--------------------------|-----------|------------------------------|-------------|------------------|------------------|------------------|------------------|------------------|
| <input type="checkbox"/> | M         | Maintenance Work Request     | M*          | MA               | MR               |                  |                  |                  |
| <input type="checkbox"/> | M*        | MWO Waiting Manager Approval | MA          | ME               | MG               | MI               | MR               |                  |
| <input type="checkbox"/> | MA        | MWO Approved                 | MB          | MD               | ME               | MI               | MM               |                  |
| <input type="checkbox"/> | MB        | MWO Material Issued          | MG          | MH               | MJ               | MM               |                  |                  |
| <input type="checkbox"/> | MC        | W/O In Planning              | ME          | MF               | MG               | MI               | MJ               | MM               |
| <input type="checkbox"/> | MD        | W/O Plant Shutdown           | ME          | MF               | MG               | MI               | MJ               | MM               |
| <input type="checkbox"/> | ME        | W/O Waiting for Parts        | MF          | MG               | MH               | MJ               | MM               |                  |
| <input type="checkbox"/> | MF        | W/O Parts Staged and Ready   | MG          | MH               | MJ               |                  |                  |                  |
| <input type="checkbox"/> | MG        | W/O Ready to Schedule        | MH          | MJ               |                  |                  |                  |                  |
| <input type="checkbox"/> | MH        | W/O Issued & Released        | MJ          |                  |                  |                  |                  |                  |

## Working with Work Orders

You can enter a work order to formally request repair work and schedule maintenance. You can also use work orders to record and communicate all details that are related to the repair task.

You must create a work order master for every service that you track. The work order master consists of basic information that defines the work order, such as the work order number, description, and the business unit to which the work order is charged. You can also enter additional information, such as category codes, to further identify the work order.

In addition, you can copy parts from a standard parts list or assign non-standard parts to a work order. You can also assign detailed labor routing instructions to a work order. You can perform the following steps:

- Identify each work center that is needed to perform repair tasks.
- Specify the sequence in which the tasks are performed.
- Indicate the estimated duration of each task.

You can delete any work order from the system unless it has any of the following characteristics:

- It is used as a parent work order.
- It has any account ledger transactions associated with it.
- It has a parts list or a routing attached.

### See Also

- ❑ To enter and review work orders on the Web, you must activate Customer Self Service functionality in the processing options for all applications that are parts of your Web

environment. See *Working with Work Orders on the Web* in the *Service Management Guide* for information about customer self-service and work orders.

## Entering a Work Order

If an issue cannot be resolved by a consultant using the Maintenance Request module with the Failure Analysis module, you can enter a work order.

You enter a work order under the following circumstances:

- You need to bill for the parts and labor that are required to fix a piece of equipment.
- You need to send a technician to the site to repair the problem.
- You use a service provider to resolve the problem and you need to create a voucher for payment.

You can use processing options to set the default values for several fields, such as address book fields and category code fields if you defined those fields during system setup. You can also retrieve numerous default values from a parent work order. For example, you can use values from a parent work order to retrieve the following information:

- Service type
- Start date
- Planned completion date

When you enter a work order, the system creates a record in the Work Order Master File table (F4801) and creates an extension table to store information that is pertinent only to Service Management work orders: the Service Order Extension table (F4817).

### ► To enter a work order

---

*Use one of the following navigations:*

*For Capital Asset Management, choose Work Order Entry from the Work Order menu (G1316).*

*For Service Management, choose Work Order Entry from the Daily Work Order Processing menu (G1712).*

1. On Work With Work Orders, click Add.

PeopleSoft®

Work Order Entry - Work Order Revisions

Work With Work Orders | **Work Order Revisions**

OK Cancel Form Previous Next Tools

Order Number 451282 SE Type Y On-site Repair

Order Detail | **Scheduling** | Classification | Accounting | Attachment

**Equipment Master Information**

Request Number

Equipment Number 31430 Phone Switch

Branch M30 Eastern Manufacturing Center

Inventory Item Number 7101 Phone Switch

Lot/SN  Quantity 1 EA

Product Model C200 CBX Model 200

Product Family

Description Red lights blinking

Failure Description RED LIGHTS BLINKING

**Customer Information**

Requestor Reference

Customer Number 4242 Capital System

Site Number 4242 Capital System

Contact Number 4242 Capital System

Contact Name JOE SMITH Number 404 555-6389

2. Click the Order Detail tab of Work Order Revisions and complete the following fields:

- Asset Number

Depending on the equipment constants that you set up on the SWM System Constants Revisions form, the system displays an equipment number, unit number, or serial number description. Based on this number, the system supplies customer and equipment information from the equipment record.

- Branch

The branch default value is derived from the equipment record and defines the branch/plant from which inventory is issued.

- Failure Description

---

## Note

If you are accessing this form from the Maintenance Request or Failure Analysis modules, the system enters information from the equipment record as default information when you enter a work order. The system also checks entitlement for the customer.

---

3. Click the Scheduling tab.

The screenshot shows the PeopleSoft Work Order Entry - Work Order Revisions form. The 'Scheduling' tab is selected. The form displays various fields for scheduling and status information.

**PeopleSoft®**

**Work Order Entry - Work Order Revisions**

Work With Work Orders | **Work Order Revisions**

OK Cancel Form Previous Next Tools

Order Number 451282 SE Type Y On-site Repair

Order Detail **Scheduling** Classification Accounting Attachment

**Status**

|                          |          |                       |                                |
|--------------------------|----------|-----------------------|--------------------------------|
| Status                   | ME       | WO Waiting for Parts  |                                |
| Est. Hours               |          | Actual Hours          |                                |
| Estimated Downtime Hours |          | Actual Downtime Hours |                                |
| Requested Finish Date    | 07/04/05 | 06:38:00              | Guaranteed Response Time 16.00 |
| Scheduled Start Date     | 06/30/05 | 08:38:00              |                                |
| Scheduled Finish Date    | 06/30/05 | 00:00:00              |                                |
| Actual Finish Date       |          | 00:00:00              |                                |
| Status Comment           |          |                       | Percent Complete               |

**Assignments**

|             |                |
|-------------|----------------|
| Manager     |                |
| Supervisor  |                |
| Assigned To |                |
| Inspector   |                |
| Originator  | 1001 AB Common |

4. Complete the following fields:

- Status
- Est. Hours
- Estimated Downtime Hours
- Requested Finish Date
- Scheduled Start Date
- Scheduled Finish Date

If the customer is entitled, the system calculates the commit date and time, based on the entitlement check process.

5. Complete the following optional fields:

- Status Comment
- Percent Complete
- Manager

For Service Management, the Manager represents the primary service provider.

- Supervisor

For Service Management, the Supervisor represents the secondary service provider.

---

**Note**

Depending on the Default Manager processing option on the Process tab, you can enter either a valid address book number for the Manager and the Supervisor fields, or you can choose to use the default hierarchy for managers and supervisors. Refer to the F1 help for the processing option for an explanation of the hierarchy.

---

- Assigned To

For Service Management, the Assigned To person represents the primary technician.

- Inspector

For Service Management, the Inspector represents the secondary technician.

- Originator

6. Complete the following field after the work order is complete:

- Actual Finish Date

If the status of the work order is at a complete status, the system uses the current date as the default value..

7. Click the Classification tab.

PeopleSoft®

Work Order Entry - Work Order Revisions

Work With Work Orders | **Work Order Revisions**

OK Cancel Form Previous Next Tools

Order Number 451282 SE Type Y On-site Repair

Order Detail | **Scheduling** | **Classification** | Accounting | Attachment

**Category Codes**

|             |  |   |                  |  |                       |
|-------------|--|---|------------------|--|-----------------------|
| Phase       |  | . | Status           |  | .                     |
| Category 02 |  | . | Service Type     |  | .                     |
| Category 03 |  | . | Skill Type       |  | Country not Specified |
| Category 04 |  | . | Experience Level |  | .                     |
| Category 05 |  | . | Category 10      |  | .                     |

|                    |        |   |                       |     |                             |
|--------------------|--------|---|-----------------------|-----|-----------------------------|
| Priority           |        | . | Language              | E   | English                     |
| Approval Type      |        | . | Geographic Region     |     | .                           |
| W.O. Flash Message |        | . | Time Zone             | 42  | Mountain Time (US & Canada) |
| Parent W.O. No     | 451282 |   | Country               | US  | United States               |
| Message No         |        |   | Type Bill of Material | REP | Repair                      |
| Reference          | 31430  |   | Type of Routing       | REP | Repair Routing              |

8. Complete the following optional fields:

- Phase
- Category 02
- Category 03
- Category 04
- Category 05
- Status
- Service Type
- Skill Type
- Experience Level
- Category 10
- Priority



- W.O. Flash Message
- Language
- Geographic Region
- Country
- Type Bill of Material
- Type of Routing

The system attaches a bill of material and routing to a work order based on the Type Bill of Material and Type of Routing fields.

The system retrieves the information for the Language, Geographic Region, and Country fields, based on the customer record.

9. To associate a parent work order to a child work order, complete the following field:

- Parent W.O. No

The system does not automatically update information between parent and child work orders.

10. To associate standard instructional information to the work order, complete the following field:

- Message No

11. To set up a cross-reference between this work order and another work order, complete the following field:

- Reference

This field is a text-only field, but you can use the information as search criteria on Work with Work Orders.

12. Click the Accounting tab.

PeopleSoft®

Work Order Entry - Work Order Revisions

Work With Work Orders | **Work Order Revisions**

OK Cancel Form Previous Next Tools

Order Number 451282 SE Type Y On-site Repair

Order Detail | **Scheduling** | Classification | **Accounting** | Attachment

| Estimated Cost of Work Order |  | Actual Cost of Work Order |  |
|------------------------------|--|---------------------------|--|
| Est. Labor                   |  | Actual Labor              |  |
| Est. Material                |  | Actual Material           |  |
| Est. Other                   |  | Actual Other              |  |
| Est. Amount                  |  | Actual Dollars            |  |

| Accounting               |      | Service Contract   |    |
|--------------------------|------|--|----|
| Business Unit            | S30  | Document Number  | 30 |
| Subsidiary               |      | <b>Method of Pricing</b><br><input type="radio"/> Flat Rate<br><input checked="" type="radio"/> Time and Materials |    |
| Subledger Inactive Code  |      |  |    |
| Covered G/L Category     | CS60 | <b>Currency</b><br>Currency Code USD<br>Exchange Rate<br>To Currency Code USD<br><input type="checkbox"/> Foreign  |    |
| Non-Covered G/L Category | CS65 |  |    |
| Tax Expl Code            | S    |  |    |
| Tax Rate/Area            | DEN  |  |    |
| Payment Instrument       |      |  |    |
| Pre-Payment Amount       |      |  |    |

13. To track estimated costs and actual costs against this work order, complete the following fields:

- Est. Labor
- Est. Material
- Est. Other

If you associate routings with a work order, the system retrieves default values for the Labor Hours and Labor Amount fields. If you associate a parts list with a work order, the system retrieves default values for the Material Amount field. When you add a routing list, a parts list, or both, the program updates the cost to the work order header.

---

**Note**

Alternatively, to update the actual costs of a work order, you can run a batch program called Update W.O. Actual Amounts (R13800). This program summarizes transactions for labor and material, and updates the actual cost fields of the work order.

---

14. To override the business unit responsible for costs and revenue, complete the following field:

- Business Unit

The system enters the default value for this field from records such as the equipment number, inventory item number, or customer number, based on SWM constants.

15. Enter other accounting information as applicable by completing the following fields:

- Subsidiary
- Covered G/L Category
- Non-Covered G/L Category

The values for the Covered G/L Category and Non-Covered G/L Category fields come from the service contract's service package, based on the type of service on the work order.

16. Click one of the following options under the Method of Pricing heading to define the method of pricing:

- Flat Rate

If you use flat rate as the pricing method, you must associate one labor step with the work order.

- Time and Materials

If you use time and materials to price, both parts and labor are priced.

The values for the Flat Rate and Time and Materials fields come from the service contract's service package, based on the type of service on the work order.

The system retrieves tax rate/area information based on the service address number. Tax rate/area information is based on where the work is completed, not on the location of the customer.

17. To associate the work order with a contract, complete the following field under the Service Contract heading:

- Document Number

The system supplies service contract values if the system is set up to check entitlements and the contract is valid.

18. To add attachments, click the Attachment tab.

19. Click OK.

The system uses next numbers to assign a work order number unless you override the information.

## **Processing Options for Work With Work Orders (P48201)**

### **Defaults Tab**

These processing options control default values that are used for some of the filter fields on the Work With Work Orders form.

---

#### **1. From Status Code W.O.**

Use this processing option to specify the beginning status code for a range of work orders. The system uses this default when searching for work orders. Enter a value from UDC 00/SS (Work Order Status).

#### **2. Thru Status Code W.O.**

Use this processing option to specify the ending status code for a range of work orders. The system uses this default when searching for work orders. Enter a value from UDC 00/SS (Work Order Status).

#### **3. Type - W.O.**

Use this processing option to specify the classification of work orders or engineering change orders. The system uses this default when searching for work orders. Enter a value from UDC 00/TY (Work Order/ECO Type).

#### **4. Document Type**

Use this processing option to specify the document type. The system uses this default when searching for work orders. Enter a value from UDC 00/DT (Document Type - All Documents).

#### **5. Job or Business Unit**

Use this processing option to specify the business unit or job that the system uses to search for work orders.

---

---

## **6. Models**

**Blank = Do not include models**

**1 = Include models**

Use this processing option to specify whether the system displays model work orders.  
Valid values are:

Blank

Do not display model work orders.

1

Display model work orders.

## **7. Originator**

Use this processing option to specify the originator of the work order that the system uses to search for work orders.

## **8. Customer**

Use this processing option to specify the customer of the work order that the system uses to search for work orders.

## **9. Manager**

Use this processing option to specify the manager of the work order that the system uses to search for work orders.

## **10. Supervisor**

Use this processing option to specify the supervisor of the work order that the system uses to search for work orders.

## Categories Tab

These processing options control which values are used for the category codes.

---

### 1. Phase

Use this processing option to specify the current stage or phase of development for work orders that the system uses to search for work orders. Enter a value from UDC 00/W1 (Phase/System Codes).

### 2. Category Code 02

Use this processing option to specify the type or category of work orders that the system uses to search for work orders. Enter a value from UDC 00/W2 (Work Order Category Code 2).

### 3. Category Code 03

Use this processing option to specify the type or category of work orders that the system uses to search for work orders. Enter a value from UDC 00/W3 (Work Order Category Code 3).

### 4. Category Code 04

Use this processing option to specify the type or category of work orders that the system uses to search for work orders. Enter a value from UDC 00/W4 (Work Order Category Code 4).

### 5. Category Code 05

Use this processing option to specify the type or category of work orders that the system uses to search for work orders. Enter a value from UDC 00/W5 (Work Order Category Code 5).

### 6. Category Code 06

---

Use this processing option to specify the type or category of work orders that the system uses to search for work orders. Enter a value from UDC 00/W6 (Work Order Category Code 6).

#### **7. Category Code 07**

Use this processing option to specify the type or category of work orders that the system uses to search for work orders. Enter a value from UDC 00/W7 (Work Order Category Code 7).

#### **8. Category Code 08**

Use this processing option to specify the type or category of work orders that the system uses to search for work orders. Enter a value from UDC 00/W8 (Work Order Category Code 8).

#### **9. Category Code 09**

Use this processing option to specify the type or category of work orders that the system uses to search for work orders. Enter a value from UDC 00/W9 (Work Order Category Code 9).

#### **10. Category Code 10**

Use this processing option to specify the type or category of work orders that the system uses to search for work orders. Enter a value from UDC 00/W0 (Work Order Category Code 10).

---

## **Versions Tab**

These processing options control which version the system uses when any of the following programs are called:

---

### **1. Work Order Print (R17714) Version**

**Blank = XJDE0001**

Use this processing option to specify the version of the Work Order Print program (R17714) that the system uses when printing work orders. If you leave this processing option blank, the system uses the XJDE0001 version.

### **2. Equipment Work Order Print (R48425) Version**

**Blank = XJDE0001**

Use this processing option to specify which version of the Maintenance Work Order Report program (R48425) the system uses to print work orders. If you leave this processing option blank, the system uses the XJDE0001 version.

### **3. Project Work Order Print (R48415) Version**

**Blank = XJDE0001**

Use this processing option to specify the version of the Work Order Print program (R48415) to use when printing project work orders. If you leave this processing option blank, the system uses the XJDE0001 version.

### **4. Tenant Work Order Print (R15448) Version**

**Blank = XJDE0001**

Use this processing option to specify the version of the Tenant Work Order Print program (R15448) that the system uses when printing tenant work orders. If you leave this processing option blank, the system uses the XJDE0001 version.

### **5. Completed PM (P12071) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Preventive Maintenance Backlog program (P12071) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

### **6. Parts Detail (P17730) Version**

---



---

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work Order Parts Detail program (P17730) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **7. Labor Detail (P17732) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version that the system uses for the Work Order Labor Detail program (P17732). If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **8. Inventory Issues (P31113) Version**

**Blank = ZJDE0002**

Use this processing option to specify the version of the Work Order Inventory Issues program (P31113) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **9. Time Entry (P311221) Version (S/WM Only)**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work Order Time Entry program (P311221) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **10. Work With Returned Material Authorization (P40051) Version (S/WM Only)**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work With Return Material Authorization program (P40051) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

#### **11. Open Purchase Order (P4310) Version**

---

**Blank = ZJDE0011**

Use this processing option to specify the version of the Purchase Orders program (P4310) that the system uses. If you leave this processing option blank, the system uses the ZJDE0011 version.

**12. Returned Material Authorization Revisions (P400511) Version (S/WM Only)**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Return Material Authorization Revisions program (P400511) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

**13. On Line Work Order Quote (P17717) Version (S/WM Only)**

**Blank = ZJDE0001**

Use this processing option to specify the version of the On Line Work Order Quote Inquiry program (P17717) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

**14. Time Entry By Employee (P051121) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of Speed Time Entry (P051121) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

**15. Work with Failure Analysis (P17766) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work with Failure Analysis program (P17766) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

**16. Failure Analysis (P17767) Version**

**Blank = ZJDE0001**

---

Use this processing option to specify the version of the Failure Analysis program (P17767) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

### **17. Supplier Recovery Generation (R1776) Version**

**Blank = XJDE0001**

Use this processing option to specify the version of the Create Supplier Recovery Claims program (R1776) that you want to use to generate a supplier recovery claim from a work order. If you leave this processing option blank, the system uses the XJDE0001 version.

### **18. Status History (P1307) Version**

**Blank = ZJDE0001**

Use this processing option to specify which version the system uses for the Status History program (P1307). If you leave this processing option blank, the system uses the ZJDE0001 version.

### **19. Work with Equipment Work Orders (P13220) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work with Equipment Work Orders program (P13220) that you want to use. If you leave this processing option blank, the system uses the XJDE0001 version.

### **20. Work Order Cost (P48211) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work Order Cost program (P48211) that you want to use when you review the cost of an order. If you leave this processing option blank, the system uses the XJDE0001 version.

---

## **21. Resource Assignment (P48331) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version that the system uses for the Resource Assignment program (P48331). If you leave this processing option blank, the system uses the ZJDE0001 version.

## **22. Quick Customer/Contact Add (P01015) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Quick Customer/Contact Add program (P01015) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

## **23. Equipment Search/Select (P17012S) Version**

**Blank = ZJDE0001**

Use this processing option to specify the version to use for the Equipment Search/Select application (P17012S). If this processing option is left blank, version ZJDE0001 is used.

---

## WO Entry Tab

These processing options control which work order entry program and version that the system calls from the Work With Work Orders program.

---

### 1. Work Order Entry Program

**1 = Work Orders (P17714)**

**2 = Project Task Details (P48014)**

**3 = Tenant Work Orders (P15248)**

Use this processing option to specify which program the system uses for work order entry and printing when you create or choose a work order. Valid values are:

1

Work Order Revisions (P17714)

2

Project Task Details (P48014)

3

Tenant Work Order Entry (P15248)

### 2. Work Order Entry Version

**Blank = ZJDE0001**

Use this processing option to specify the version for the selected work order entry program. If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## Process Tab

These processing options control whether the Priority Code field is highlighted and whether self-service functionality is used.

---

### 1. Priority

**Blank = Do not highlight and color code**

**1 = Highlight and color code**

Use this processing option to specify whether the system applies a contrasting color to the Priority field within the detail area. Valid values are:

---

---

Blank

Do not apply a contrasting color to the Priority field.

1

Apply a contrasting color to the Priority field.

Note: Colors for the Priority field are hard-coded by the special handling field in UDC 00/PR (Work Order Priority).

## **2. Customer Self-Service Functionality**

**Blank = Bypass Customer Self-Service functionality.**

**1 = Activate Customer Self-Service functionality for use in Java/HTML.**

**2 = Activate Customer Self-Service functionality for use in Windows.**

Use this processing option to specify whether the system activates customer self-service functionality. Valid values are:

Blank

Do not activate customer self-service functionality.

1

Activate customer self-service functionality for Java and HTML.

2

Activate customer self-service functionality for Windows.

---

## **What You Should Know About Processing Options for Work With Work Orders (P48201)**

|  |  |
|--|--|
| <b>Setting up a default document type</b>      | On the Defaults 2 tab, you can enter the document type that you want the system to use for work orders. This document type is overridden if the work order is entitled by a contract.  |
| <b>Searching for work orders by originator</b> | On the Defaults 3 tab, enter an address book number in the Originator field. The system uses this address book number to search for work orders entered by a user. To display all of the work orders when you click Find on Work with Work Orders, type 0 in this field. |

## **Processing Options for Work Order Revisions (P17714)**

### **Defaults Tab**

These processing options enable you to specify the default values that the system uses when you revise or enter work orders on the Work Order Revisions form.

---

#### **1. Work Order Document Type**

Use this processing option to specify the default document type that the system uses when you enter a work order. This code also indicates the origin of the transaction. Enter a value from UDC 00/DT.

#### **2. Work Order Type**

Use this processing option to specify the order type that the system uses when you enter a work order. The order type indicates the type classification of a work order or engineering change order. You can use work order type as a selection criterion for work order approvals. Enter a value from UDC 00/TY.

#### **3. Work Order Priority**

Use this processing option to specify the default work order priority that the system uses when you enter a work order. This code indicates the priority of a work order or engineering change order in relation to other orders. Enter a value from UDC 00/PR.

#### **4. Customer**

Use this processing option to identify an address book number of employees, applicants, participants, customers, suppliers, tenants, and any other address book members that the system uses as a default. An address book number is a number that identifies an entry in the Address Book system.

---

---

## **5. Manager**

Use this processing option to specify the address book number of a manager or a planner that the system uses as a default when you enter a work order.

## **6. Supervisor**

Use this processing option to specify the address book number of the supervisor that the system uses as a default when you enter a work order.

## **7. Assigned To**

Use this processing option to specify the address book number of a person that the system assigns to do the work when you enter a work order.

## **8. Inspector**

Use this processing option to specify the address book number of an inspector that the system uses as a default when you enter a work order.

## **9. Type Bill of Material**

Use this processing option to enter the bill of material type from UDC 40/TB that the system uses as a default. The system reads the bill of material type code on the work order header to know which bill of material to use to create the work order parts list.

## **10. Type of Routing**

Use this processing option to enter the routing type from UDC 40/TR that the system uses as a default. The system reads the routing type code on the work order header to know which routing to use to create the work order labor instructions.

## **11. Failure Description**

**Blank = Do not default a Failure Description**

**1 = Default Service Type description**

**2 = Default Entitlement description**

**3 = Default Method of Pricing**

**4 = Default Work Order description**



---

Use this processing option to specify the information type that the system retrieves for the failure description when you enter a work order. Valid values are:

Blank

Do not enter a failure description.

1

Use the service type description.

2

Use the entitlement description.

3

Use the method of pricing.

## **12. Supplier Recovery**

**Blank = Do not display Supplier Recovery Fields**

**1 = Display Supplier Recovery Fields**

Use this processing option to specify whether the system displays the supplier recovery fields. Valid values are:

Blank

Do not display the supplier recovery fields.

1

Display the supplier recovery fields.

## **13. Supplier Recovery Vendor**

Use this processing option to specify which supplier or vendor the system uses when it creates a supplier recovery claim from a work order or a warranty claim.

## Edits Tab

These processing options define which information is required when you enter a work order. When you activate these processing options, the system verifies that you have entered the appropriate information in the corresponding fields before it creates a work order. If you have activated any of these processing options and you do not have a value in a corresponding field, the system generates a hard error and does not allow you to enter a work order.

---

### 1. Required Equipment Number

**Blank = Do not require Equipment Number entry**

**1 = Require Equipment Number entry**

Use this processing option to specify whether you are required to enter an equipment number when you create a work order. Valid values are:

Blank

Do not require an equipment number.

1

Require the equipment number. If you do not enter an equipment number, the system generates an error and stops processing until the error is corrected.

### 2. Require Customer Address Number

**Blank = Do not require Customer Number entry**

**1 = Require Customer Number Entry**

Use this processing option to specify whether to require a customer address number when you enter a work order. Valid values are:

Blank

Do not require a customer address number.

1

Require a customer address number.

### 3. Warn if Business Unit does not match BU associated with the Equipment Number

---

---

**Blank = Do not warn if different**

**1 = Warn if different**

Use this processing option to specify whether the system issues a warning if the responsible business unit does not match the business unit that is associated with the equipment number. Valid values are:

Blank

Do not issue a warning.

1

Issue a warning.

#### **4. Tax Rate/Area Edit**

**Blank = Do not allow Blank Entry for Tax Rate/Area**

**1 = Allow Blank Entry for Tax Rate/Area**

Use this processing option to specify whether the system allows a blank value for the Tax Rate/Area field. Valid values are:

Blank

Do not allow a blank value.

1

Allow a blank value.

#### **5. Start Date Default**

**Blank = Do not default Start Date**

**1 = Default Start Date**

Use this processing option to specify whether to use the current date as the default if you leave the Start Date field blank. Valid values are:

---

Blank

Do not use the current date as the default.

1

Use the current date as the default.

## **6. Date Edits**

**Blank = Accept all dates entered**

**1 = Display a warning for date errors**

**2 = Display an error for date errors**

Use this processing option to specify whether the system verifies dates when you enter or change a work order. Valid values are:

Blank

Do not verify dates.

1

Verify dates. If the system detects date errors, it generates a warning but does not stop processing.

2

Verify dates. If the system detects date errors, it generates an error and stops processing until the error is corrected.

## **7. Required Caller Number**

**Blank = Do not require Caller Number**

**1 = Require Caller Number entry**

Use this processing option to indicate whether the system requires you to enter the address book number for a caller when you are entering an order.

---

Valid values are:

Blank Caller number is not required.

1 Caller number is required.

## **8. Update Pricing Method**

**0 = Update Pricing Method**

**1 = Do not update Pricing Method**

Use this processing option to specify whether you want to prevent the system from updating the pricing method.

Valid values are:

Blank You can update the pricing method.

1 Do not update the pricing method.

## **9. Required Phone Number**

**0 = Do not require Area Code and Phone Number**

**1 = Require Area Code and Phone Number entry**

Use this processing option to specify whether to require an area code and phone number when you create a work order. Valid values are:

Blank

Do not require an area code and phone number.

1

Require an area code and phone number.

---

## 10. Edit Maintenance Request

**Blank = No edit on request number**

**1 = Edit request number**

Use this processing option to specify whether the system verifies that the request number on the work order exists in the Maintenance Request table (F1755). Valid values are:

Blank

Do not verify the request number on the work order.

1

Verify the request number on the work order.

---

## Process Tab

These processing options define the processing that the system performs for this version of Work Order Revisions (P17714). You can choose whether the system retrieves default information that is based on the information that you enter for a work order. You can perform additional processing, such as creating parts list and routings, entitlement checking, and approval processing.

---

### 1. Default Manager

**Blank = Do not default the Manager and Supervisor**

**1 = Default the Manager and Supervisor.**

Use this processing option to specify the default values for manager and supervisor addresses on the work order. Valid values are:

Blank

The system does not supply defaults for the manager and supervisor addresses.

1

The system uses defaults for the manager and supervisor addresses based on the following hierarchy:

---

First: The system uses the values for the manager and supervisor from processing options.

Second: The system uses the manager value from the SWM Address Book extension record for the customer.

Third: The system uses the manager value from the equipment record.

Fourth: The system uses the values for the manager and supervisor from the Work Order Default Coding File table (F48001), based on category codes 1, 2, and 3 from the work order.

Note: The system uses the Assigned To address value from processing options first and information from the equipment record second.

## **2. Recalculate Dates**

**Blank = Do not recalculate dates automatically**

**1 = Automatically recalculate the start and requested dates for the parts and labor detail**

Use this processing option to specify whether the system automatically recalculates the start date (STRT) and the request date (DRQJ) for the labor detail, and the request date (DRQJ) for the parts detail. Valid values are:

Blank

Do not recalculate dates.

1

Automatically recalculate dates.

## **3. Work Order Approval Type**

---

Use this processing option to specify the approval type that the system uses for the work order approval process. The approval type indicates the type of approval path that a work order follows. Enter a value from UDC 48/AP.

#### **4. Work Order Cross Reference**

**Blank = Equipment's immediate parent**

**1 = Equipment's top level parent**

**2 = Value from parent service order**

Use this processing option to specify the work order cross-reference, which the system uses to determine the default parent equipment number. Valid values are:

Blank

The immediate parent

1

The top-level parent

2

The value from the parent work order

#### **5. Entitlement Checking**

**Blank = Bypass Entitlement Checking**

**1 = Check entitlement using the date table (F1791)**

**2 = Check entitlement without the date table**

Use this processing option to determine whether the system performs entitlement checking and the preferred method.

Valid values are:

Blank Bypass entitlement checking.

---



---

1        Check entitlements using the Entitlement Dates table (F1791).

2        Check entitlements without using the Entitlement Dates table.

## **6. Failure Analysis**

**Blank = Bypass prompt to enter a Failure Analysis**

**1 = Enter a Failure Analysis**

Use this processing option to specify whether the system requires you to perform failure analysis when you enter a work order. Valid values are:

Blank

Do not perform failure analysis.

1

Perform failure analysis.

## **7. Display Entitlement Inquiry**

**Blank = Do not display Entitlement Inquiry**

**1 = Display the Entitlement Inquiry following the entitlement check.**

Use this processing option to specify whether the system displays the Entitlement Inquiry form following an entitlement check.

Valid values are:

Blank Do not display the Entitlement Inquiry form.

1        Display the Entitlement Inquiry form.

## **8. Create Labor Detail**

**Blank = Do not create labor detail**

**1 = Create labor detail when adding a work order.**

---

Use this processing option to specify whether the system creates labor detail when you create a work order. Valid values are:

Blank

Do not create labor detail.

1

Create labor detail.

## **9. Display Who's Who Search**

**Blank = Do not display Who's Who Search window**

**1 = Display Who's Who Search window when the Caller Name is blank.**

Use this processing option to determine whether the system displays the Who's Who Search & Select form when you move past the customer number field and the Caller Name is blank.

Valid values are:

Blank Do not display Who's Who Search & Select form.

1 Display the Who's Who Search & Select form.

## **10. Create Parts Detail**

**Blank = Do not automatically create parts detail**

**1 = Automatically create parts detail when adding a work order.**

Use this processing option to specify whether the system automatically creates a parts list when you add a work order. Valid values are:

Blank

Do not create a parts list.

1

---

---

Create a parts list.

## **11. Work Order Status Window**

**Blank = Do not automatically call work order status window when adding a work order**

**1 = Automatically call the work order status window when adding a work order.**

Use this processing option to specify whether the system automatically displays the work order status window when you add a work order. Valid values are:

Blank

Do not display the work order status window.

1

Display the work order status window.

## **12. Create Work Order Tag files (future)**

**Blank = Do not create F4801Z records**

**1 = Create F4801Z records**

Use this processing option to specify whether the system creates the interoperability table (F4801Z).

Valid values are:

Blank Do not create the interoperability table.

1 Create the interoperability table (F4801Z).

## **13. E-mail Service Provider**

**Blank = Do not send a message**

**1 = Send a message**

---

---

Use this processing option to specify whether the system sends an e-mail message to the primary service provider when you create a work order. Valid values are:

Blank

Do not send a message.

1

Send a message.

#### **14. Hide Scheduling Tab**

**Blank = Do not hide Scheduling Tab**

**1 = Hide Scheduling Tab**

Use this processing option to specify whether to hide the Scheduling tab on the Work Order Revisions form. Valid values are:

Blank

Do not hide the Scheduling tab.

1

Hide the Scheduling tab.

#### **15. Hide Classification Tab**

**Blank = Do not Hide Classification Tab**

**1 = Hide Classification Tab**

Use this processing option to specify whether to hide the Classification tab on the Work Order Revisions form. Valid values are:

Blank

Do not hide the Classification tab.

---

---

1

Hide the Classification tab.

## **16. Hide Accounting Tab**

**Blank = Do not Hide Accounting Tab**

**1 = Hide Accounting Tab**

Use this processing option to specify whether to hide the Accounting tab on the Work Order Revisions form. Valid values are:

Blank

Do not hide the Accounting tab.

1

Hide the Accounting tab.

## **17. Hide Attachment Tab**

**Blank = Do not Hide Attachment Tab**

**1 = Hide Attachment Tab**

Use this processing option to specify whether to hide the Attachment tab on the Work Order Revisions form. Valid values are:

Blank

Do not hide the Attachment tab.

1

Hide the Attachment tab.

## **18. Create Individual Resource Assignments**

---

---

**Blank = Do not automatically create Assignments**

**1 = Create Assignments for Assigned To**

Use this processing option to automatically create individual resource assignments based on the Assigned To (ANP) address book number on the form. The system validates the address book number against the Resource Master table (F48310). Valid values are:

Blank

Do not create assignments.

1

Create assignments.

---

## **Equipment Master Tab**

These processing options define whether the system updates information in a corresponding equipment record to match the information in a work order.

---

### **1. Customer Number Update**

**Blank = Bypass update**

**1 = Prompt to update Equipment Master customer number to match Work Order customer number**

**2 = Automatically update Equipment Master**

Use this processing option to specify how the system updates the Equipment Master when you change the customer number for an equipment record on a call, a contract, or a work order. Valid values are:

Blank

Do not update the Equipment Master.

1

Display a prompt to update the Equipment Master.

---

2

Automatically update the Equipment Master.

## **2. Site Number Update**

**Blank = Bypass update**

**1 = Prompt to update Equipment Master site number to match Work Order site number**

**2 = Automatically update Equipment Master**

Use this processing option to specify how the system updates the Equipment Master when you change the site number for an equipment record on a call, a contract, or a work order. Valid values are:

Blank

Do not update the Equipment Master.

1

Display a prompt to update the Equipment Master.

2

Automatically update the Equipment Master.

---

## **Versions Tab**

These processing options specify the versions of other programs that the system uses when you require additional information about the work orders. You can access these programs from Form and Row menu selections on the Work Order Revisions form.

---

### **1. Work Order Parts Detail (P17730) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work Order Parts Detail program (P17730). If you leave this processing option blank, the system uses the ZJDE0001 version.

### **2. Work Order Labor Detail (P17732) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work Order Labor Detail program (P17732). If you leave this processing option blank, the system uses the ZJDE0001 version.

### **3. Work Order Print (R17714) version**

**Blank = XJDE0001**

Use this processing option to specify the version of Work Order Print (R17714) to use when you print work orders. If you leave this processing option blank, the system uses the XJDE0001 version.

### **4. Equipment Work Order Report (R48425) version**

**Blank = XJDE0001**

Use this processing option to specify which version of the Maintenance Work Order Report (R48425) the system uses to print maintenance work orders. If you leave this processing option blank, the system uses the XJDE0001 version.

### **5. Work Order Status History (P1307) version**

**Blank = ZJDE0002**

Use this processing option to specify the version of the Status History program (P1307) that the system uses when you inquire on the status history of a work order. If you leave this processing option blank, the system uses the ZJDE0002 version.



---

## **6. Product Repair History (P17715) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work With Work Order History program (P17715) that the system uses for product repair history. If you leave this processing option blank, the system uses the ZJDE0001 version.

## **7. Customer Repair History (P17715) version**

**Blank = ZJDE0002**

Use this processing option to specify the version of the Work With Work Order History program (P17715) that the system uses for customer repair history. If you leave this processing option blank, the system uses the ZJDE0002 version.

## **8. Equipment Repair History (P17715) version**

**Blank = ZJDE0003**

Use this processing option to specify the version of Service Order History (P17715) that the system uses for equipment repair history. If you leave this option blank, the system uses ZJDE0003.

## **9. Work with RMA (P40051) version**

**Blank = ZJDE0001**

Use this processing option to specify the version to be used for Work With Returned Material Authorization (P40051). If you leave this option blank, the system uses ZJDE0001.

## **10. RMA Revision (P400511) version**

**Blank = ZJDE0001**

Use this processing option to specify the version to be used for Return Material Authorization Revisions (P400511). If you leave this option blank, the system uses ZJDE0001.

## **11. Work With Contracts (P1720) version**

---

**Blank = ZJDE0001**

Use this processing option to specify the version to be used for Work With Contracts (P1720). If you leave this option blank, the system uses ZJDE0001.

**12. Work With Labor Master (P3003) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work With Routing Master program (P3003). If you leave this processing option blank, the system uses the ZJDE0001 version.

**13. Bill of Material Revisions (P3002) version**

**Blank = ZJDE0001**

Use this processing option to specify the version to be used for Bill of Material Revisions (P3002). If you leave this option blank, the system uses ZJDE0001.

**14. CRP/RCCP Regeneration (R3382) version**

**Blank = XJDE0001**

Use this processing option to specify the version of the CRP Regeneration (R3382) to use. If you leave this processing option blank, the system uses the XJDE0001 version.

**15. Manager Address Book (P01012) version**

**Blank = ZJDE0001**

Use this processing option to specify which version the system uses for the Address Book program (P01012) for managers. If you leave this processing option blank, the system uses the ZJDE0001 version.

**16. Failure Analysis (P17767) version**

**Blank = ZJDE0001**

Use this processing option to specify which version the system uses for the Failure Analysis program (P17767). If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## **17. Work with Failure Analysis (P17766) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of Work with Failure Analysis (P17766) to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

## **18. Failure Analysis Tree Search and Select (P17763S)**

**Blank = ZJDE0001**

Use this processing option to specify which version of the Failure Analysis Tree Search and Select program (P17763S) the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

## **19. Failure Analysis Search and Select (P17768) version**

**Blank = ZJDE0001**

Use this processing option to specify which version of the Failure Analysis Search and Select program (P17768) the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

## **20. Equipment Master Revisions (P1702) version**

**Blank = ZJDE0001**

Use this processing option to specify the version to use for Equipment Master Revisions (P1702). If you leave this processing option blank, the system uses the ZJDE0001 version.

## **21. Equipment PM Schedule (P1207) version**

**Blank = ZJDE0001**

Use this processing option to specify the version to be used for Equipment PM Schedule (P1207). If you leave this option blank, the system uses ZJDE0001.

## **22. Equipment Status History (P1307) version**

**Blank = ZJDE0001**

Use this processing option to specify the version to be used for Equipment Status History (P1307). If you leave this option blank, the system uses version ZJDE0001.

---

---

### **23. Credit Check (P42050) version**

**Blank = ZJDE0001**

Use this processing option to specify the version to be used for Credit Check (P42050). If you leave this option blank, the system uses ZJDE0001.

### **24. Quick Customer/Contact Add (P01015) version**

**Blank = ZJDE0001**

Use this processing option to specify the version to be used for Quick Customer/Contact Add (P01015). If you leave this option blank, the system uses ZJDE0001.

### **25. Customer Address Book (P01012) version**

**Blank = ZJDE0001**

Use this processing option to specify the version to be used for Customer Address Book (P01012). If you leave this option blank, the system uses ZJDE0001.

### **26. Equipment Search/Select (P17012S) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Search/Select program (P17012S). If you leave this processing option blank, the system uses the ZJDE0001 version.

Note: To enter work orders on the web using this version of Work Order Revisions (P17714), you must activate the Customer Self-Service processing option in the version of Equipment Search/Select that you enter in this field.

### **27. Work With Work Order History (P17715) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work With Work Order History program (P17715) that the system uses to verify existing work orders and prevent duplicate work orders for an equipment number. If you leave this processing option blank, the system uses the ZJDE0001 version.

---

---

## **28. Work Order Quote (P17717) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Online Work Order Quote Inquiry program (P17717) that the system uses after you enter the work order.

## **29. Resource Assignment Workbench (P48331) version**

**Blank = ZJDE0001**

Use this processing option to specify the version for the Resource Assignment program (P48331) to run. If you leave this processing option blank, the system uses version ZJDE0001.

## **30. Component Changeout (P17STAT) version**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Component Changeout program (P17STAT) to run. If you leave this processing option blank, the system uses version ZJDE0001.

---

## Category Codes Tab

These processing options specify the values for category codes in the Work Order Revisions form.

---

Enter default Category Code values for the following:

### 1. Category Code 1

Use this processing option to enter the value for Category Code 1 that the system uses as a default. This category code indicates the current stage or phase of development for a work order. You can assign a work order to only one phase code at a time. You must enter a value that has been defined in the user defined code table (00/W1).

### 2. Category Code 2

Use this processing option to enter the value for Category Code 2 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W2).

### 3. Category Code 3

Use this processing option to enter the value for Category Code 3 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W3).

### 4. Category Code 4

Use this processing option to enter the value for Category Code 4 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W4).

### 5. Category Code 5

Use this processing option to enter the value for Category Code 5 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W5).

### 6. Category Code 6

Use this processing option to enter the value for Category Code 6 that the system uses as a default. This category code indicates the status of a work order. You must enter a value that has been defined in the user defined code table (00/W6).

### 7. Category Code 7

---

Use this processing option to enter the value for Category Code 7 that the system uses as a default. This category code indicates the service type of a work order. You must enter a value that has been defined in the user defined code table (00/W7).

#### **8. Category Code 8**

Use this processing option to enter the value for Category Code 8 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W8).

#### **9. Category Code 9**

Use this processing option to enter the value for Category Code 9 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W9).

#### **10. Category Code 10**

Use this processing option to enter the value for Category Code 10 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W0).

---

### **Prepayment Tab**

These processing options control whether you can record payment information for work orders.

Prepayment of a work order takes place when a seller receives a form of payment from the customer at the time of order entry. Many types of prepayments exist that a customer can use, such as cash, check, and credit card. When a prepayment takes place, the system records transaction information and indicates the payment on the invoice.

---

#### **1. Prepayment Processing**

**Blank = Bypass Prepayment Processing**

**1 = Activate Prepayment Processing**

Use this processing option to determine whether to activate Prepayment Processing.

Valid values are:

Blank The system does not update prepayment processing files.

---

- 
- 1 The system updates prepayment processing files.

## **2. Authorization Processing**

**Blank = Bypass Authorization processing**

**1 = Process Authorization interactively**

**2 = Process Authorization in batch or subsystem mode, based on the version**

Use this processing option to identify the method of processing.

Valid values are:

Blank The system does not process the authorization.

- 1 The system processes the authorization interactively.

- 2 The system processes the authorization in batch or subsystem mode, based on the version.

## **3. Settlement Processing**

**Blank = Bypass Settlement processing**

**1 = Process Settlement interactively**

**2 = Process Settlement in batch or subsystem mode, based on the version**

Use this processing option to identify the settlement processing method.

Valid values are:

Blank The system does not process the settlement.

- 1 The system processes the settlement interactively.

- 2 The system processes the settlement in batch or subsystem mode, based on the version.

## **4. Authorize Prepayment Transaction (R004201) version**



---

**Blank = XJDE0001**

Use this processing option to enter the version to be used for the Authorize Prepayment Transaction UBE (R004201). If you leave this option blank, the system uses version XJDE0001.

#### **5. Settle Prepayment Transaction (R004202) version**

**Blank = XJDE0001**

Use this processing option to enter the version to be used for the Settle Prepayment Transaction (R004202). If you leave this option blank, the system uses version XJDE0001.

#### **6. Override Next Status for Authorized Transactions (future)**

Use this processing option to identify the override next status code for authorized transactions. The override status is another allowed step in the process.

#### **7. Override Next Status for Settled Transactions (future)**

Use this processing option to identify the next status code for Settled transactions. The override status is another allowed step in the process.

---

### **Self Service Tab**

These processing options enable you to specify default values for working with self-service processing on the Web.

---

#### **1. Default Responsible Business Unit**

Use this processing option to specify the default responsible business unit that system uses when you enter a customer self-service work order.

#### **2. Default Branch**

Use this processing option to specify the default branch that the system uses when you enter a customer self-service work order.

#### **3. Enable Customer Number Field**

---

---

**Blank = Not enable customer number field**

**1 = Enable customer number field**

Use this processing option to specify whether the system enables the customer number field on the Customer Self Service form.

Valid Values are:

Blank

Do not enable the customer number field.

1

Enable the customer number field.

#### **4. Default Customer Number**

**Blank = Not default customer number**

**1 = Default customer number**

Use this processing option to specify whether to use the user address book number as the default customer when you create a work order for Customer Self Service. Valid values are:

Blank

Do not use a default customer.

1

Use the user address book number as the default customer.

---

## What You Should Know About Processing Options for Work Order Revisions (P17714)

You can access the processing options for Work Order Revisions by retrieving P17714 in the Interactive Versions application.

## Assigning Parts to a Work Order

You can assign parts to a work order to satisfy parts requirements for repair tasks. Depending on how you set up your system, you can indicate how and when the system commits inventory to satisfy the parts requirements for a work order. For example, you can use Workflow Management to direct the system to commit inventory to a work order only at a particular work order status.

You can assign inventory parts when you are creating a work order for an unanticipated emergency repair. You can also assign parts for which you do not maintain an inventory master, such as order parts for which you rarely have a need. All parts inventory information that applies to a work order appears on the Work Order Parts List.

### Prerequisites

- ❑ Verify that you have purchased and installed the following systems. You must have installed these systems to be able to use parts lists for work orders:
  - System 30: Product Data Management
  - System 31: Shop Floor Management
  - System 40: Inventory Base and Order Processing
  - System 41: Inventory Management
  - System 43: Procurement
- ❑ Set up substitute parts through the Inventory Cross-Reference program. See *Setting Up Item Cross-References* in the *Inventory Management Guide* for more information about assigning inventory cross-references.

### ► To copy an existing parts list

---

*From the Daily Work Order Processing menu (G1712), choose Work Order Entry.*

1. On Work With Work Orders, in the query-by-example row, complete the following field and click Find:
  - Order Number
2. Choose the record and then choose Parts Detail from the Row menu.
3. On Work Order Parts List Revisions, choose Copy BOM from the Form menu.
4. On Copy Screen, click OK to copy the bill of material for the displayed item and branch/plant to the work order parts list.
5. On Work Order Parts List Revisions, make any necessary changes to the parts list and click OK.

► **To manually assign a parts list**

---

*From the Daily Work Order Processing menu (G1712), choose Work Order Entry.*

1. On Work With Work Orders, locate the work order to which you want to attach a parts list.
2. Choose the record and then choose Parts Detail from the Row menu.
3. On Work Order Parts List Revisions, choose the applicable component to attach to the work order and click OK.
4. To override the billing adjustment schedule, complete the following field:

- Bill Adj. Schedule

The system retrieves the value for this field from the extension table to the address book that contains SWM Address Book Information table (F1797).

5. To determine if the customer is entitled, review the following field:

- Entitlement Check

A value of 1 indicates that the customer is entitled.

The system retrieves the value for the Entitlement Check field from the Service Order Extension table (F4817).

6. To review coverage information for entitled customers, click the Service and Warranty Mgt tab, and review the following fields:

- Coverage Group
- Percentage Covered

7. To override the cost type of the part, complete the following field:

- Cost Type

The system retrieves the value for this field from the Item Branch Master - Service/Warranty Extension table (F41171).

8. To override whether or not the account is billable, complete the following field:

- Billable Y/N

If a work order has a flat rate, the parts are not billable.

9. If you are pricing using the Advanced Pricing system, review the following field, and override it if necessary:

- Estimated Billable Unit

Based on the value in the Estimated Billable Unit field, the system calculates the Estimated Billable Amount.

10. To override the service provider payment information, complete the following fields:

- Pay Method of Pricing

- Pay Adj. Schedule

The system retrieves the value for these fields from the address book record in the SMW Address Book Information table (F1797).

PeopleSoft®

Work Order Entry - Work Order Parts List Revisions

OK Delete Cancel Form Row Tools

Order Number 451717 VWM Replace Tires

General Delivery

Equipment Number 24900 Forklift

Inventory Item Number E200 Forklift Master Parts List

Branch/Plant M30 Eastern Manufacturing Center

Request Date 06/03/05

Records 1 - 6 Customize Grid

|                          | Component Item Number | Description      | Description Line 2 | Estimated Quantity | Actual Quantity | Request Date | Ln Ty | UM | Material Status |
|--------------------------|-----------------------|------------------|--------------------|--------------------|-----------------|--------------|-------|----|-----------------|
| <input type="checkbox"/> | 31525                 | Motor Oil        |                    | 5                  |                 | 06/01/05     | S     | QT |                 |
| <input type="checkbox"/> | 9033                  | Grease           |                    | 5                  |                 | 06/01/05     | S     | OZ |                 |
| <input type="checkbox"/> | 9204                  | Traction Tire    |                    | 2                  |                 | 06/01/05     | S     | EA |                 |
| <input type="checkbox"/> | 9208                  | Hose Set         |                    | 1                  |                 | 06/01/05     | S     | EA |                 |
| <input type="checkbox"/> | 9209                  | Cable & Wire Set |                    | 1                  |                 | 06/01/05     | S     | EA |                 |

## Processing Options for Work Order Parts List (P17730)

### Display Tab

For S/WM Work Order Types

#### 1. Billable Amount Fields

**Blank = Hide billable amount fields**

**1 = Show billable amount fields**

Use this processing option to specify whether to hide the billable-related fields in the parts detail area. Valid values are:

Blank

Hide the billable-related fields.

1

Display the billable-related fields.

---

## 2. Payable Amount Fields

**Blank = Hide payable amount fields**

**1 = Show payable amount fields**

Use this processing option to specify whether to hide the payable-related fields in the parts detail area. Valid values are:

Blank

Hide the payable-related fields.

1

Display the payable-related fields.

## 3. Supplier Recovery

**Blank = Hide Supplier Recovery Fields**

**1 = Show Supplier Recovery Fields**

Use this processing option to specify whether to hide the fields related to supplier recovery information. Valid values are:

Blank

Hide the fields.

1

Display the fields.

---

## Process Tab

---

### 1. Labor Details

**Blank = Do not automatically create Labor Details when adding Parts Detail.**

**1 = Automatically create Labor Details when adding Parts Detail.**

Use this processing option to specify whether the system creates labor detail records when you create parts detail lines for a work order. Valid values are:

Blank

Do not create labor detail records.

1

Create labor detail records.

### 2. Substitute Processing Method

**Blank = Substitute processing will not be done.**

**1 = Use substitutes for shortages. (Commitment processing will be used if '1' is selected.)**

**2 = Display the substitute availability window when substitute quantity can cover the shortage.**

Use this processing option to specify the substitute processing method that the system uses when attaching parts detail information to a work order. Valid values are:

Blank

Do not use substitutes for shortages.

1

Use substitutes for shortages.

2

Display the Substitute Availability form when the substitute quantity can cover the shortage.

---

### 3. Commitment Processing

**Blank = Commitment processing is done as per commitment method specified in Manufacturing constants (F3009).**

**1 = Bypass commitment processing.**

Use this processing option to specify whether the system generates component commitments when the parts detail is attached to the work order. This feature is based on the commitment control settings that are stored in the Job Shop Manufacturing Constants table (F3009). Valid values are:

Blank

Use the commitment control settings in the Job Shop Manufacturing Constants table.

1

Do not use commitment processing.

### 4. Component's generic text

**Blank = Do not copy component's generic text.**

**1 = Copy component's generic text.**

Use this processing option to specify whether to copy the text attachment for a component line item to the work order parts detail. Valid values are:

Blank

Do not copy the text attachment.

1

Copy the text attachment.

### 5. Component Inclusion when performing a Copy



---

**Blank = All components will be included.**

**1 = Only selected components will be included.**

Use this processing option to specify whether the system includes all components when you copy orders. Valid values are:

Blank

Include all components.

1

Include only selected components.

## **6. Prior Revision Levels**

**Blank = Do not allow attachment of prior revision levels.**

**1 = Allow attachment of prior revision levels.**

Use this processing option to specify whether to allow the attachment of prior revision levels. Valid values are:

Blank

Do not allow the attachment of prior revision levels.

1

Allow the attachment of prior revision levels.

## **7. Inventory search form exit (P40ITM2)**

**Blank = Item Search by Branch**

**1 = Item Search by Supplier / Item**

Use this processing option to specify which form the system accesses when you choose the Form exit to search for inventory. Valid values are:

---

Blank

Item Search by Branch

1

Item Search by Supplier / Item

### **8. Material status code to:**

Use this processing option to specify the status code that the system uses to update the material status of components on the work order parts detail. Enter a value from UDC 31/MS.

---

## **Warehousing Tab**

---

### **1. Request processing mode:**

**Blank = No pick request**

**1 = Generate request only**

**2 = Generate request and process using subsystem**

Use this processing option to specify whether the system generates a warehouse pick request for the items on the parts detail. Valid values are:

Blank

Do not generate a pick request.

1

Generate a pick request only.

2

Generate a pick request and process it via the subsystem.

---

Note: To use this processing option, you must complete all warehouse setup and ensure that warehouse control is turned on in the Branch/Plant Constants program (P41001).

## **2. Version for Location Selection Driver (R46171)**

**If processing pick requests through the subsystem, enter the version of Location Selection to use. If blank, XJDE0007 is used.**

Use this processing option to specify the version of the Location Selection Driver program (R46171). If the Request Process Mode processing option is set to 2, enter a version here. If you leave this processing option blank, the system uses the XJDE0007 version.

## **3. Default staging location**

**The parts picked from the warehouse are staged at this location prior to use within manufacturing.**

Use this processing option to specify the default staging location for releasing warehouse goods. When you set the Request Processing Mode processing option to generate pick requests, the system stages the pick requests at the location that you enter here.

## **4. Default Staging Location for Availability**

**If the part is available at the staging location a request will NOT be generated. This option only applies to parts without work center locations.**

**Blank = Do not verify part availability in the default staging location.**

**1 = Verify part availability in the default staging location.**

Use this processing option to specify whether the system verifies part availability in the default staging location. If the part is available at the staging location, the system does not generate a request for the part.

Note: This processing option applies to parts without an assigned work center location.

Valid values are:

---

Blank

Do not verify part availability.

1

Verify part availability.

---

## **Versions Tab**

---

### **1. Work Order Labor Details - P17732**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work Order Labor Detail program (P17732) to use when automatically generating labor detail records attached to parts detail. If you leave this processing option blank, the system uses the ZJDE0001 version.

### **2. Work Order Inventory Issues - P31113**

**Blank = ZJDE0001**

Use this processing option to specify the version for the Work Order Inventory Issues program (P31113). If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## EM Edits Tab

---

### 1. Purchase Order Creation

**Blank = Do not allow creation of Purchase Order.**

**1 = Allow creation of Purchase Order.**

Use this processing option to specify whether the system allows you to create a purchase order from the Work Order Parts Detail program (P17730). Valid values are:

Blank

Do not allow purchase order creation.

1

Allow purchase order creation.

### 2. Purchase Order Message Consolidation by Vendor

**Blank = Do not consolidate all messages onto one Purchase Order by vendor.**

**1 = Consolidate all messages onto one Purchase Order by vendor.**

Use this processing option to specify, when creating purchase orders, whether the system creates an order for each detail line or consolidates the detail lines by vendor onto an order. Valid values are:

Blank

Do not consolidate all detail lines.

1

Consolidate all detail lines.

### 3. Line Type for Non-Catalogued Items

---

Use this processing option to specify the line type that the system uses when copying noncatalogued parts from the Intelligent Graphic Solution (IGS) to the work order parts detail. Enter a line type code from the Line Type Constants program (P40205). If you leave this processing option blank, the system uses the line type defined within IGS.

---

## **EM Versions Tab**

---

### **1. Supplier Master - P04012 (Not applicable in this release)**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Supplier Master program (P04012). If you leave this processing option blank, the system uses the ZJDE0001 version.

### **2. Open Order Inquiry - P4310**

**Blank = ZJDE0013**

Use this processing option to specify the version for the Purchase Order Inquiry program (P430301). If you leave this processing option blank, the system uses the ZJDE0006 version.

### **3. Supply and Demand Inquiry - P4021**

**Blank = ZJDE0003**

Use this processing option to specify the version for the Supply and Demand Inquiry program (P4021). If you leave this processing option blank, the system uses the ZJDE0003 version.

### **4. Item Availability by Time - P3413**

**Blank = ZJDE0002**

---

---

Use this processing option to specify the version of the MPS Time Series program (P3413). If you leave this processing option blank, the system uses the ZJDE0002 version.

## **5. Purchase Order Entry - P4310**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Purchase Orders program (P4310). If you leave this processing option blank, the system uses the ZJDE0001 version.

## **6. Equipment Parts List Search and Select - P13017S**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Equipment Parts List Search and Select Inquiry program (P13017S) that you access from the Work Order Parts Detail form. If you leave this processing option blank, the system uses the ZJDE0001 version.

## **7. Work Order Pick List - R13415**

**Blank = XJDE0001**

Use this processing option to specify the version of the Work Order Pick List program (R13415) that you access from the Work Order Parts Detail form. If you leave this processing option blank, the system uses the XJDE0001 version.

---

## Export Tab

---

### 1. Transaction Type for the export transaction

**If left blank, export processing will not be performed.**

Use this processing option to specify the transaction type that the system uses for export processing or for supply chain scheduling and planning. Enter a valid value from UDC 00/TT. Leave this option blank if you do not want to use export processing.

---

### What You Should Know About Processing Options for Work Order Parts Detail (P17730)

You can access the processing options for Work Order Parts Detail by entering P17730 in the Interactive Versions application.

## Swapping a Component

You can use the Component Changeout program (P17STAT) for different purposes, as follows:

- For Capital Asset Management (CAM), you can swap components.
- For Service Management, you can exchange a piece of equipment.

For CAM, to simplify moving equipment components from parent to parent, you can swap an equipment component for another component on a work order. When you swap a component, you can specify changes that you want to make to the parent and component relationships for each component. For example, you might need to install a new exhaust fan in Production Line 1 while you service the old exhaust fan. You can update the parent and component relationships to indicate that the new exhaust fan is now a component of Production Line 1.

When you swap components, you can update the status of each component that is affected by the swap. For example, you can indicate a status of Down for the exhaust fan that you removed from Production Line 1 and a status of Working for the new exhaust fan that you installed.

You can also revise the responsible business unit of the old component. In addition, you can revise the location information for either component. When you revise the location information for the new component, you can specify a location or use the location of the component's parent.

For Service Management, when a customer returns a piece of equipment for repair and the service technician decides that the repair is more costly than a replacement, you can indicate that the equipment was replaced on the work order. You need to add a return material authorization to record the shipment of the new equipment. The component changeout optionally changes the owner, site, responsible business unit, and contract coverage of the replaced component and the new component.



## See Also

- ❑ *Returned Material Authorization in the Sales Order Management Guide*

## ► To swap a component

---

### Note

For CAM and Service Management, you can access the Component Changeout form from either the work order or from the Status Change form. See *To change the status of a work order in the Capital Asset Management Guide*. The following task uses the work order to access the form.

---

*Use one of the following navigations:*

*For Capital Asset Management, choose Work Order Entry from the Work Order menu (G1316).*

*For Service Management, choose Work Order Entry from the Daily Work Order Processing menu (G1712).*

1. On Work With Work Orders, complete the steps to locate a work order.
2. Choose the record for the work order and click Select.
3. From the Form menu of Work Order Revisions, choose Equipment Info, Swapping Component.

**PeopleSoft®**

**Work Order Entry - Component Changeout**

OK Cancel Tools

Start Effective Date 03/19/04 13:32:57

|                    |       |                |
|--------------------|-------|----------------|
| Replaced Component | 24766 | Vertical Mill  |
| Parent Number      | 24731 | Machine Center |

|               |  |
|---------------|--|
| New Component |  |
| Parent Number |  |

☒ Move Children ☐ Detail From Parent

**Replaced Component** **New Component**

|  |                          |   |
|--|--------------------------|---|
| Equipment Status                           | <input type="checkbox"/> | <input checked="" type="checkbox"/> Update Children |
| Location                                   | <input type="text"/>     |   |
| Business Unit                              | <input type="text"/>     | <input checked="" type="checkbox"/> Update Children |
| Customer Number                            | <input type="text"/>     | <input checked="" type="checkbox"/> Update Children |
| Site Number                                | <input type="text"/>     | <input checked="" type="checkbox"/> Update Children |
| <input type="checkbox"/> Create Work Order |                          |   |

4. On Component Changeout, complete the following fields:
  - Start Effective Date
  - Replaced Component
  - New Component
5. Click the following options:
  - Move Children
  - Detail From Parent
6. To update information for the old component, complete the following optional fields on the Replaced Component tab:
  - Equipment Status
  - Location
  - Business Unit
  - Customer Number

- Site Number
7. To update information for the children of swapped components (both replaced and new), click the following option:
    - Update Children
  8. To create a work order for the replaced component, click the following option:
    - Create Work Order
  9. For the new component, complete the following optional fields on the New Component tab and click OK:
    - Equipment Status
    - Location
    - Business Unit
    - Customer Number
    - Site Number

For Service Management, the new component inherits whatever contracts were associated with the replaced component and updates the equipment record.

## Attaching Service Instructions

You can specify which work center is responsible for each task on a work order. You can specify the sequence of operations for each task, as well as the labor rates and the number of hours that is necessary to complete each task.

You can assign labor details to a work order using the following methods:

- Copy labor details from standard instructions.
- Manually assign labor details.

When you know the labor requirements for a particular task in advance, you can set up standard instructions for the task. You can copy from the instructions when you need to assign labor details for similar tasks. You can manually assign labor details for any task for which you have not set up standard instructions.

### Prerequisite

- ❑ To use labor detail for work orders, verify that you have purchased and installed the following required systems:
  - System 30: Product Data Management
  - System 31: Shop Floor Management
  - System 40: Inventory Base and Order Processing
  - System 41: Inventory Management
  - System 43: Procurement

► **To copy labor details from standard instructions**

*From the Daily Work Order Processing menu (G1712), choose Work Order Entry.*

After you have created a work order, you can copy labor details from standard instructions. Labor details establish the responsible work center for each task on a work order, as well as the sequence of operations for the tasks.

1. On Work With Work Orders, in the query-by-example row, complete the following field and click Find:
  - Order Number
2. Choose the record and choose Labor Detail from the Row menu.

The screenshot shows the 'Work Order Entry - Work Order Labor Details' form in PeopleSoft. At the top, there's a header with the PeopleSoft logo and a title bar. Below the title bar, there's a menu bar with 'OK', 'Cancel', 'Form', 'Row', and 'Tools'. The main form area has a 'General' tab selected. Under the 'General' tab, there are three input fields: 'Inventory Item Number' with the value 'E200' and a dropdown arrow, 'Branch' with the value 'M30' and a dropdown arrow, and 'Scheduled Finish Date' with the value '06/03/05'. To the right of these fields, there are two text labels: 'Forklift Master Parts List' and 'Eastern Manufacturing Center'. Below the input fields, there's a table with the following columns: 'Work Center', 'Oper Seq#', 'Op St', 'Description', 'Run Machine', 'Estimated Hours', 'Setup Crew', 'Est Dur', 'Actual Hours', 'Piecwork Rate', and 'Extended Cost'. The table has one row with a search icon in the 'Work Center' column. To the right of the table, there's a 'Customize Grid' link.

3. On Work Order Labor Details, choose Copy by Item from the Form menu.

The screenshot shows the 'Work Order Entry - Copy by Item' form in PeopleSoft. At the top, there's a header with the PeopleSoft logo and a title bar. Below the title bar, there's a menu bar with 'OK', 'Cancel', and 'Tools'. The main form area has a search icon and two input fields: 'Inventory Item Number' with the value 'E200' and a search icon, and 'Branch/Plant' with the value 'M30' and a dropdown arrow.

4. On Copy by Item, click OK to copy the standard instructions for the displayed item and branch/plant to the work order labor details.

You can accept the values on the Copy by Item form or enter different values. The system completes the Work Order Labor Details form with values from the standard instructions.

5. On Work Order Labor Details, make any additional changes and click OK.

► **To manually assign labor details**

---

*From the Daily Work Order Processing menu (G1712), choose Work Order Entry.*

After you have created a work order, you can manually assign labor details for any task for which you have not set up standard instructions.

1. On Work With Work Orders, in the query-by-example row, complete the following field and click Find:

- Order Number

2. Choose the record and choose Labor Detail from the Row menu.

3. On Work Order Labor Details, complete the following fields:

- Work Center

The system retrieves the value for the Work Center field from the service provider address book record, if available.

- Oper Seq#
- Description
- Estimated Hours
- Capacity UOM

Capacity unit of measure is required if you use Advanced Pricing.

The system retrieves the value for the Customer field from the Work Order Master table (F4801).

4. To determine if the customer is entitled, review the following field:

- Entitlement Check

A value of 1 indicates that the customer is entitled.

The system retrieves the value for the Entitlement Check field from the Work Order Master table (F4801).

5. To review coverage information for entitled customers, review the following fields:

- Coverage Group
- Percentage Covered

6. To override the cost type of the labor, complete the following field:

- Cost Type

7. To override whether or not the account is billable, complete the following field:

- Bill Y/N

8. To override the labor costs associated with the order, complete the following field:

- Est. Billable Rate

9. Complete the following optional fields:

- Op St
- Piecework Rate
- Scheduled Finish Time
- Percent of Overlap
- Setup Crew
- Message Number

---

**Note**

To see the payable fields, ensure that you set the P17732 processing option to display payable fields.

---

10. To override payable information, complete the following fields and click OK:

- Payable Y/N
- Pay Price Method
- Payable Adj Schedule
- Est. Payable Rate
- Estimated Payment Amount
- Act. Payable Rate
- Payment Amount
- Paid Date

11. On Work Order Labor Details, choose the applicable instructions to attach to the work order and click OK.

## Processing Options for Work Order Labor Detail (P17732)

### Process Tab

---

#### 1. Parts Detail

**Blank = Do not automatically create Parts Detail.**

**1 = Automatically create Parts Detail.**

Use this processing option to specify whether the system creates parts detail records when you create labor detail lines for a work order. Valid values are:

Blank

Do not create parts detail records.

1

Create parts detail records. The system stores the parts detail information in the Work Order Parts List table (F3111).

#### 2. Operation's Generic Text

**Blank = Do not copy to the work order routing.**

**1 = Copies to the work order routing.**

Use this processing option to specify whether the system copies the generic text of an operation and attaches it to a work order labor detail record. Valid values are:

Blank

Do not copy the generic text.

1

Copy and attach the generic text.

#### 3. Queue and Move Hours

---

**Blank = Do not default Queue and Move Hours from Work Center.**

**1 = Always Default Queue and Move Hours from Work Center.**

**2 = Default Queue and Move Hours from Work Center only for manual entry.**

Use this processing option to specify whether the system enters the queue and move hours from the work center into the Work Order Labor Detail program (P17732) when the queue and move hours are blank in the Work With Routing Master program (P3003). Valid values are:

Blank

Do not enter the queue and move hours from the work center.

1

Enter the queue and move hours from the work center only when those fields are blank in the Routing Master program.

2

Enter the queue and move hours from the work center only when you manually add a routing step or instruction in the detail area for work orders.

#### **4. Address Search Type for employees**

---

##### **Defaults Tab**

---

##### **1. Time Basis Code**

---



## Display Tab

---

### 1. Billable Fields

**Blank = Display billable fields.**

**1 = Hide billable fields.**

Use this processing option to specify whether the system displays the billable-related fields in the labor detail area. Valid values are:

Blank

Display the billable-related fields.

1

Hide the billable-related fields.

### 2. Payable Fields

**Blank = Display payable fields.**

**1 = Hide payable fields.**

Use this processing option to specify whether the system displays the payable-related fields in the labor detail area. Valid values are:

Blank

Display the payable-related fields.

1

Hide the payable-related fields.

### 3. Hide Contract-related fields

**Blank = Display contract-related fields.**

**1 = Hide contract-related fields.**

---

Use this processing option to specify whether the system displays the contract-related fields, such as Customer Number, Site Number, Entitlement Check, Coverage Group, and Percentage Covered. Valid values are:

Blank

Display the contract-related fields.

1

Hide the contract-related fields.

---

## Export Tab

---

### 1. Transaction Type

**Enter the Transaction Type for the export transaction.**

**Blank = Export processing will not be performed.**

Use this processing option to specify a transaction type for a work order to use for export processing or for supply chain scheduling and planning. Enter a value from UDC 00/TT. If you do not want to use export processing, leave this processing option blank.

---

## Versions Tab

---

### 1. Capacity Load program (P3313)

**Blank = ZJDE0003**

Use this processing option to specify the version of the Capacity Load program (P3313). The system uses this program to identify the capacity load in a work center for a specific operation in the work order routing. If you leave this processing option blank, the system uses the ZJDE0003 version.

### 2. Work With Activity Based Costing Workbench (P1640)

**Blank = ZJDE0001**

---

---

Use this processing option to specify the version of the Activity Based Costing Workbench program (P1640). If you leave this processing option blank, the system uses the ZJDE0001 version.

### **3. Equipment Master Workbench (P1701)**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work with Equipment Master program (P1701). If you leave this processing option blank, the system uses the ZJDE0001 version.

### **4. Work Order Process Resource Revisions (P3111P) (Future)**

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work Order Process Resource Revisions program (P3111P). If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## **What You Should Know About Processing Options for Work Order Labor Detail (P17732)**

You can access the processing options for Work Order Labor Detail by retrieving P17732 in the Interactive Versions application.

## **Generating and Printing Quotes for Work Orders**

*From the Daily Work Order Processing menu (G1712), choose Work Order Quote.*

You can generate quotes for work orders and print them for your customer. The Work Order Quote (R17711) displays the estimated quantities and amounts for all parts and labor, including taxes and the total amount of the work order.

---

### **Note**

You can also generate and print work order quotes directly from the work order. See *To generate and print a work order quote online* in the *Service Management Guide*.

---

## Prerequisite

- ❑ Complete the parts and labor details for the applicable work orders. The prices for the parts and the cost of the labor are the basis for the quote.

## ► To generate and print a work order quote online

---

*From the Daily Work Order Processing menu (G1712), choose Work Order Entry.*

1. On Work With Work Orders, locate and choose a work order for which you want to create a quote.
2. From the Row menu, choose Costing/Analysis, and then choose Work Order Quote.
3. On Online Work Order Quote Inquiry, review the quote.

The system displays the estimated quantities and amounts for all parts and labor, including taxes and the total amount of the work order.

4. To print the quote, choose Print Quote from the Form menu.

## Processing Options for Work Order Quote (R17711)

### Display Tab

---

#### 1. Currency to Print

**F = Foreign**

**D = Domestic**

Use this processing option to specify which currency to print. Valid values are:

F

Foreign

D

Domestic

#### 2. Print Non-Billable Lines

**Blank = Print non-billable detail lines**

**1 = Do not print non-billable detail lines**

Use this processing option to specify which detail lines appear on the report. Valid values are:

---

Blank

Show all detail lines.

1

Do not show detail lines that are designated as nonbillable by the Bill Y/N field.

---

## Vertex Tab

---

These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.

Billables:

### 1. Parts Transaction Type

**Blank = SERVIC**

Use this processing option to specify which Vertex transaction type to use when you tax billable parts. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the default value SERVIC.

### 2. Routing Transaction Type

**Blank = SERVIC**

Use this processing option to specify which Vertex transaction type to use when you tax billable routing. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the default value SERVIC.

### 3. Flat Rate Billing Transaction Type

**Blank = SERVIC**

Use this processing option to specify which Vertex transaction type to use when you tax flat rate billings. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the default value SERVIC.

---

## Updating the Life Cycle Information of a Work Order

The life cycle of a work order includes the steps or statuses through which a work order must pass to accurately communicate the progress of the maintenance tasks that it represents. For example, the life cycle of a work order can include statuses that indicate the following:

- Work order entered
- Work order pending review
- Waiting for parts
- Work in progress

When you have completed all of the tasks that are requested on a work order, you can change the work order's status to complete. When you change the status of a work order to complete, the system provides a warning message that alerts you to any open purchase orders that are associated with the work order.

You can also close a work order to prevent transactions from being entered against it.

### ► To change the status of a work order

---

*For Capital Asset Management, choose Work Order Entry from the Work Order menu (G1316).*

*For Service Management, choose Work Order Entry from the Daily Work Order Processing menu (G1712).*

After you create a work order, you can revise its status to indicate the progress of the tasks that are indicated on the order.

1. On Work With Work Orders, complete the steps for locating a work order.
2. Choose a work order and click Select.
3. Click the Scheduling tab of Work Order Revisions, complete the following field, and then click OK:
  - Status
4. On Status Change, complete the following optional fields to override any default values that the system provides:
  - Beginning Date
  - Beginning Time
5. Complete the following optional field:
  - Remark
6. To change the status of the equipment that is associated with the work order, complete the following field:
  - New Status
7. Click the following option:

- Update Children Status
8. To swap the component, click the following option and click OK:
    - Change Component

► **To close a work order**

---

*From the Work Order menu (G1316), choose Work Order Entry.*

1. On Work With Work Orders, complete the steps for locating a work order.
2. Choose a work order and click Select.
3. On Work Order Revisions, click the Accounting tab and type a value other than blank in the following field:
  - Subledger Inactive Code
4. Click OK.

## Reviewing the Status History of a Work Order

You can review a history of the statuses that you have assigned to a work order, such as new order, parts list attached, in progress, and so on. This action is especially useful when you need to quickly review the status of a work order and determine how long a work order has been at various statuses in the work order life cycle. When you review the status history of a work order, you can also review the following:

- Remarks entered when you changed the work order status
- The beginning and ending dates, and times of each status change
- The hours that are associated with each occurrence of a particular status

Processing options for Status History (P1307) allow you to revise existing remarks for any status change, enter a new remark if you did not do so when you changed the status, or protect the Remarks field from future revisions.

► **To review the status history of a work order**

---

*For Capital Asset Management, choose Status History from the Work Order menu (G1316).*

*For Service Management, choose Work Order Status History from the Daily Work Order Processing menu (G1712).*

On Work With Status History, complete the following field and click Find:

- W.O. Number

A history of each status that is assigned to the work order appears, from the order's creation to the present.

## Processing Options for Status History (P1307)

### Process Tab

---

#### 1. Remarks

**Blank = Allow modifications**

**1 = Protect**

**2 = Protect if it is not blank**

Use this processing option to specify whether the system protects the remarks field. Valid values are:

Blank

Allow modifications to the remarks field.

1

Protect the remarks field regardless of whether it contains text.

2

Protect the remarks field only if it contains text.

#### 2. Work Day Calendar

Use this processing option to specify the work day calendar that the system uses to calculate the number of days for equipment analysis.

---

### Defaults Tab

---

#### 1. Starting Effective Date

**Blank = Default from acquired date**

**1 = Default from installation date**

Use this processing option to specify the starting date that the system uses for the for downtime analysis in Status History program(P1307). The system uses this date when calculating the mean time between failures. Valid values are:



---

Blank

Use the acquired date from the equipment master.

1

Use the installation date from the equipment master.

NOTE: If you choose 1, but the installation date is blank, the system uses the acquired date.

## **2. Equipment Downtime Status**

**Blank = Default from current status**

Use this processing option to specify the equipment status (UDC 12/ES) that you want to use to indicate a downtime status in the Status History program (P1307). The system uses this status when determining the mean time between failures. If you leave this processing option blank, the system uses the current status from the equipment master.

---

## **Versions Tab**

---

### **1. Work Order Revisions (P17714) Version**

**Blank = ZJDE0003**

Use this processing option to specify the version that the system uses for the Work Order Revisions program (P17714). If you leave this processing option blank, the system uses the ZJDE0003 version.

### **2. Equipment Master (P1702) Version**

**Blank = ZJDE0001**

---

Use this processing option to specify the version that the system uses for the Equipment Master Revisions program (P1702). If you leave this processing option blank, the system uses the ZJDE0001 version.

---

## Reviewing Work Order Parts Lists

Review work order parts lists to view the most current information about the parts requirements of your work orders. Use Parts List Inquiry to review information for individual work orders or a selection of related work orders. You can review the following:

- Parts requirements that are based on work order status
- Parts requirements that are based on the start date
- Parts with a negative availability

---

### ► To review work order parts lists

---

#### Note

You can search for parts information based on a work order number or on a combination of fields on the Additional Selection Criteria form, but not on both.

---

*Use one of the following navigations:*

*For Capital Asset Management, choose Parts List Inquiry from the Work Order menu (G1316).*

*For Service Management, choose Parts List Inquiry from the Daily Work Order Processing menu (G1712).*

1. On Work With Work Order Parts List, do one of the following:
  - Complete the following field and go to step 4:
  - WO Number
  - From the Form menu, choose Added Selection.



## Parts List Inquiry - Additional Selection Criteria

Close Form Tools



Address Number

Business Unit

Asset Number

WO Start Date

From Status  Thru Status

|             |                      |             |                      |
|-------------|----------------------|-------------|----------------------|
| Category 01 | <input type="text"/> | Category 06 | <input type="text"/> |
| Category 02 | <input type="text"/> | Category 07 | <input type="text"/> |
| Category 03 | <input type="text"/> | Category 08 | <input type="text"/> |
| Category 04 | <input type="text"/> | Category 09 | <input type="text"/> |
| Category 05 | <input type="text"/> | Category 10 | <input type="text"/> |

- On Additional Selection Criteria, complete any combination of the following fields to search for parts that are associated with multiple work orders:

- Address Number
- Business Unit
- Asset Number
- WO Start Date
- From Status

- Thru Status
3. Complete any of the optional category code fields to further limit your search to specific work orders, and then choose OK from the Form menu.
  4. On Work With Work Order Parts List, complete the following fields and click Find:
    - Requirements
    - Availability
  5. To determine which work orders are creating a demand for a part, choose a record, and then choose Supp/Dem (Supply and Demand) Inquiry from the Row menu.

The system displays Work With Supply and Demand, from which you can review the associated work orders.

## Processing Options for Work Order Parts List Inquiry (P3121)

### Versions Tab

---

#### 1. Purchase Order Inquiry Version (P4310)

**Blank = ZJDE0001**

Use this processing option to specify the version of the Purchase Orders program (P4310). If you leave this processing option blank, the system uses the ZJDE0001 version.

#### 2. Supply/Demand Version (P4021)

**Blank = ZJDE0001**

Use this processing option to specify the version for the Supply and Demand Inquiry program (P4021). If you leave this processing option blank, the system uses the ZJDE0003 version.

#### 3. Manufacturing WO Parts List (P3111)

**Blank = ZJDE0001**

Use this processing option to specify the version that the system uses when you choose the row exit to the Parts List program (P3111) from the Work With Manufacturing Work Orders form or the Work Order Details form. If you leave this processing option blank, the system uses the ZJDE0001 version of the Parts List program.

Versions control how the Parts List program displays information. Therefore, you might need to specify the processing options to specific versions to meet your needs.

#### 4. Equipment/Service Order Parts List (P17730)

**Blank = ZJDE0001**

Use this processing option to specify the version of the Work Order Parts Detail program (P17730) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

## Reviewing Work Order Costs by Parent Work Order

You can quickly review all of the work order costs that are associated with a parent work order. Use Work With Cost by Parent Order to review the total amounts and hours at the parent work order level. Individual work orders can be summarized as follows:

- Estimated amount or hours
- Actual amount or hours
- Variance between estimated and actual

You review costs by amounts or hours. After you review a summary of costs for the parent work order, you can review detailed costs for each work order in the project.

### ► To review work order costs by parent work order

---

*Use one of the following navigations:*

*For Capital Asset Management, choose Parent Work Order Inquiry from the Work Order menu (G1316).*

*For Service Management, choose Parent Work Order Inquiry from the Daily Work Order Processing menu (G1712).*

1. On Work With Cost by Parent Order, complete the following field and click Find:
  - Order Number
2. To review costs for a particular work order, choose the record, and then choose WO (Work Order) Cost Detail from the Row menu.

Work With Work Order Cost appears.

## Printing Work Orders

You can print work orders when you need a hard copy of a work order or group of work orders. For example, shop personnel might need to print a hard copy of a work order for equipment that is serviced. If you already know the work order number, you can quickly print the work order from Scheduling Workbench. If you need to print multiple work orders, you can use report selection criteria to specify which work orders to print.

### Prerequisite

- ❑ Set up Default Locations and Printer. See *Defining Default Location and Printers* in the *Capital Asset Management Guide*.

### Printing a Single Work Order

You can print a single work order when you need a copy of a work order. For example, shop personnel might need to print a copy of a work order for each piece of equipment that they service. If you already know the work order number, you can quickly print the work order from the Scheduling Workbench program (P48201). You use processing options to specify which version of the Work Order Print program (R17714) that the system uses to print the order.

### ► To print a single work order

---

*Use one of the following navigations:*

*For the Work Orders system, choose Scheduling Workbench from the Work Order Processing menu (G4811).*

*For the Capital Asset Management system, choose Work Order Entry from the Work Order menu (G1316).*

*For the Service Management system, choose Work Order Entry from the Daily Work Order Processing menu (G1712).*

1. On Work With Work Orders, to limit your search to a specific work order, complete any combination of fields on any of the tabs and click Find.
2. Choose the work order that you want to print, and then choose Print WO from the Row menu.

### Printing Batches of Work Orders

*Choose one of the following navigations:*

*For Capital Asset Management, choose Print Work Orders from the Work Order menu (G1316).*

*For Service Management, choose Work Order Print from the Daily Work Order Processing menu (G1712).*

You can print multiple work orders by using report selection criteria to specify the work orders that you want to print.

You print work orders when you need a hard copy of a group of work orders. When you print work orders, you use data selection to specify which work orders to print or suppress. You then use processing options to specify the information that you want to print, such as whether to suppress dates that are associated with work order record type information, suppress estimated hours that are associated with work orders, or print equipment messages that are associated with a piece of equipment on the work order. In addition, you can enter record types to be printed with a work order. You also can specify whether the system changes the status of the work orders at the same time that it prints them.

## Creating Work Order Prepayment Transactions

To track your customer's payments that are prepaid, you can use prepayment processing. Customers can prepay by using cash, check, or credit card. If payment has already been made for service, the invoice reflects that the work order has been prepaid. If prepayments are being used with the work order, the full amount of the work order must be prepaid.

### Prerequisite

- ❑ Define the processing options for Work Order Revisions (P17714) to process prepayment transactions.

### ► To create work order prepayment transactions

---

*From the Daily Work order Processing menu (G1712), choose Work Order Entry.*

1. On Work With Work Orders, locate, choose and then select the work order that is being prepaid.
2. On Work Order Revisions, click the Accounting tab.
3. Complete the following fields under the Accounting heading, and then click OK:
  - Payment Instrument
  - Pre-Payment Amount

---

## Processing Work Orders

After you have created work orders and made any necessary revisions, you can issue inventory to work orders and post inventory to the general ledger.

## Issuing Inventory to Work Orders

You can use the Inventory Issue Revisions form to issue material that is associated with a work order. You can also change the commitments that the system recorded. When you change commitments, the system displays an error message if the quantities do not equal the total quantity required. The system also adjusts the available balance for any location for which you changed the quantity that is committed. The system creates journal entries. The total cost of each part can be split into separate journal entries, based on the percentage of the part that is covered under a contract.

To reverse an issue transaction, enter the item quantity as a negative number. The system decreases the amount in the Quantity Issued field.

### Prerequisites

- ❑ Set up work order document types in the Document Type Maintenance program (P40040) from the Work Order Setup menu (G1742).
- ❑ Ensure that you have set up Inventory AAIs to track inventory cost.

### ► To issue material from a single location

---

*From the Daily Work Order Processing menu (G1712), choose Work Order Inventory Issues.*

1. On Work With Work Order Inventory Issue, complete the following field and click Find:
  - Skip to Order Number
2. Choose an item and click Select.



PeopleSoft®

Work Order Inventory Issues - Inventory Issue Revisions

OK Find Cancel Form Row Tools

**Basic Information** Additional Details Filters

Order Number/ Type 451717 VVM Branch/Plant M30

Replace Tires G/L Date 06/01/05

Qty Ordered/UOM 1.0000 Account Number

Issue Material For/UOM 1.0000 EA

Issue To 200 Manufacturing/Distribut

Records 1 - 6 Customize Grid

| Issue 1/0 | Item Number | Description      | Account Number | Issues | Secondary Issues | Request Date |
|-----------|-------------|------------------|----------------|--------|------------------|--------------|
| 0         | 31525       | Motor Oil        |                | 5.0000 |                  | 06/01/05     |
| 0         | 9033        | Grease           |                | 5.0000 |                  | 06/01/05     |
| 0         | 9204        | Traction Tire    |                | 2.0000 |                  | 06/01/05     |
| 0         | 9208        | Hose Set         |                | 1.0000 |                  | 06/01/05     |
| 0         | 9209        | Cable & Wire Set |                | 1.0000 |                  | 06/01/05     |
| 0         |             |                  |                |        |                  |              |

3. On Inventory Issue Revisions, review or revise the following fields:

- Issue Material For/UOM
- Issue To
- Mt St
- Quantity Ordered
- UM
- Location
- Lot Serial Number

4. Click OK.

#### ► To issue material from multiple locations

*From the Daily Work Order Processing menu (G1712), choose Work Order Inventory Issues.*

This task is only necessary to issue material from locations that are different than what is listed on the Inventory Issues form.

1. On Work With Work Order Inventory Issue, complete the following field and click Find:

- Skip to Order Number

2. Choose an item and click Select.

3. On Inventory Issue Revisions, complete the following field:

- Issues

4. Choose an item and choose Multi-Location from the Row menu.

5. On Select Multiple Locations, review the following default information:

- Quantity
- Location
- Lot / Serial
- Branch/Plant

## **Processing Options for Work Order Inventory Issues (P31113)**

### **Edits Tab**

These processing options control default values for the Inventory Issues program-- for example, the default document type for inventory issues-- as well as the status beyond which the system cannot issue inventory and the lot hold codes that still allow you to issue inventory to a lot. You can also determine whether an error message is displayed when an issue causes the on-hand quantity to become negative.

---

#### **1. Document Type**

Use this processing option to specify the default document type that the system enters when issuing inventory. Document type is a user defined code (00/DT) that identifies the origin and purpose of the document. Enter the document type to use as the default value or choose it from the Select User Defined Codes form.

#### **2. Work Order Status Code**

Use this processing option to specify the default status code for the issued material on the work order header. Work order status code is a user defined code (00/SS) that identifies the status of the work order that the system uses when a material issue has been performed. Enter the status code to use as the default value or choose it from the Select User Defined Codes form. If you leave this field blank, the system does not update the work order header status code.

#### **3. Material Status Code**

Use this processing option to specify the default material status code that the system uses on the work order header. Material status code is a user defined code (31/MS) that identifies the status of the material to use when the system issues material. Enter the status code to use as the default value or choose it from the Select User Defined Codes form. If you leave this field blank, the system does not enter a material status code.

#### **4. Work Order Status Code Limit**

Use this processing option to specify the default status code that the system assigns to the work order header, at or beyond which the system cannot issue material.

---

---

## 5. Negative Quantity on Hand

Use this processing option to specify whether the system displays an error message when the material issued sets the on-hand quantity to a negative amount. Valid values are:

- 1 The system displays an error message for negative on-hand quantities.

Blank The system does not display an error message for negative on-hand quantities.

## 6. Item Sales History

Use this processing option to specify whether the system updates the Item Sales History table (F4115) when you issue material. Valid values are:

- 1 The system updates the Sales Item History table.

Blank The system does not update the Sales Item History table.

## 7. Lot Hold Codes

### a. Lot Hold Code #1

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

### b. Lot Hold Code #2

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

### c. Lot Hold Code #3

---

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

**d. Lot Hold Code #4**

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

**e. Lot Hold Code #5**

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

**8. Unplanned Issues**

Use this processing option to specify whether the system processes unplanned issues. Valid values are:

1     The system processes unplanned issues.

Blank The system does not process unplanned issues.

**9. Purchase Order Document Type**

Use this processing option to specify the default document type of the purchase order associated with the simultaneous issue and receipt of material.

Purchase order document type is a user defined code (00/DT) that identifies the document type that the system uses when searching for an open purchase order. Enter the document type to use as default value or choose it from the Select User Define Codes form. If you leave this field blank, the system uses OP as the document type.

## Display Tab

These processing options control the display of values in the Inventory Issue program. For example, you can specify that the system only display components with valid issue type codes, and that the issue quantity is displayed with shrink or yield already applied.

---

### 1. Issue Type Code

Use this processing option to specify whether the system displays all components or only components with a valid issue type code. Valid values are:

- 1 The system displays only components with valid issue type codes.

Blank The system displays components of all issue type codes.

### 2. Lot Number

Use this processing option to specify whether the system protects the Lot Number field from entry. Valid values are:

- 1 The system does not allow you to enter a value in the Lot Number field.

Blank The system allows you to enter a value in the Lot Number field.

### 3. Issue Material For

Use this processing option to specify whether the system enters the recommended issued quantity for all components with a valid issue type code.

The system uses the value from the Issue Material For field on the Work With Work Order Inventory Issue form. The system issues only items with an issue quantity. Valid values are:

- 1 The system automatically enters the quantity.

---

Blank The system does not enter the quantity.

4. Apply Shrink to Issue Quantity

1 = Apply

Blank = Do not apply

A code that controls whether the system applies a parent item's shrink factor to the recommended issue quantity of a component item. Valid values are:

1 The system applies the shrink factor to the issue quantity.

Blank The system does not apply the shrink factor to the issue quantity.

5. Apply Yield to Issue Quantity

1 = Apply

Blank = Do not apply

A code that specifies whether the system applies operation scrap percentage to the recommended issue quantity of a component item. Valid values are:

1 The system applies the operation scrap percent to the issue quantity.

Blank The system does not apply the operation scrap percent to the issue quantity.

6. Select All Lines for Issue on Entry

Use this processing option to specify whether the system processes unviewed records after you click OK. The detail area displays components one page at a time. Click OK before scrolling down to view and process all records. Valid values are:

Blank

Process unviewed records after clicking OK.

---

1

Do not process unviewed records after clicking OK.

#### 7. Display Only Open Lines

Use this processing option to specify whether the system displays only open lines or all lines in the detail area. A line is considered open if it has not been closed by choosing "Close Line" from the row menu. A line is also considered open if the order quantity is greater than the issued quantity. Valid values are:

Blank

Display all lines in the detail area.

1

Display only open lines in the detail area.

---

### **Versions Tab**

These processing options control which version the system uses when you call the following programs from the Inventory Issues program:

---

#### 1. Shortage Maintenance (P3118)

Use this processing option to specify the version that the system uses when you choose the row exit to the Shortage Maintenance program (P3118) from the Inventory Issue Revisions form. If you leave this field blank, the system uses the ZJDE0001 version of the Shortage Maintenance program. Versions control how the Shortage Maintenance program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

#### 2. Open Purchase Orders (P3160W)

Use this processing option to specify the version that the system uses when you choose the row exit to the Purchase Order Inquiry program (P4310) from the Inventory Issue Revisions form. If you leave this field blank, the system uses the ZJDE0001 version of the Purchase Order Inquiry program. Versions control how the Purchase Order Inquiry program displays information.

---

---

Therefore, you might need to set the processing option to a specific version to meet your needs.

### 3. PO Receipts (P4312)

Use this processing option to specify the version that the system uses when you choose the row exit to the Purchase Order Receipts program (P4312) from the Inventory Issue Revisions form. If you leave this field blank, the program uses the ZJDE0008 version of the Purchase Order Receipts program. Versions control how the Purchase Order Receipts program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

### 4. Movement and Disposition (P43250)

Use this processing option to specify the version that the system uses when you choose the row exit to the Receipt Routing Movement and Disposition program (P43250) from the Inventory Issue Revisions form. If you leave this field blank, the program uses the ZJDE0002 version of the Receipt Routing Movement and Disposition program. Versions control how the Receipt Routing Movement and Disposition program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

---



## Equipment Management Tab

This processing option controls whether the system automatically enters the work order number into the subledger field of the journal entry when processing maintenance orders.

---

### 1. Work Order Number

Use this processing option to specify whether the system enters the work order number in the subledger field of the journal entry when the system processes a maintenance work order. Valid values are:

1

The system automatically enters the work order number in the subledger field.

Blank

The system does not enter the work order number in the subledger field.

---

## Interop Tab

These processing options control the default transaction type for inventory issue and work order transactions, as well as whether the system writes a before image for the work order header.

---

### 1. Inventory Issue Transaction Type

Use this processing option to specify the transaction type that the system uses for export processing. Transaction type is a user defined code (00/TT) that identifies the type of transaction for the work order. Enter the transaction type to use as the default value or choose it from the Select User Define Code form. If you leave this field blank, the system does not use export processing.

### 2. Work Order Transaction Type

Use this processing option to specify the default transaction type for the work order header that the system uses when processing export transactions. If you leave this field blank, the system does not perform export processing.

---

---

### 3. Work Order Header Before Image

**1 = Include the image**

**2 = Do not include the image**

Use this processing option to specify whether the system writes the before image for the work order header. Valid values are:

1     The system includes the image.

Blank   The system does not include the image.

---

#### What You Should Know About Processing Options for P31113

|  |  |
|--|--|
| <b>Equipment Management tab,<br/>Work Order Number</b> | For Service Management, enter 1 for equipment issue entries. |
|--|--|

## Reviewing and Approving Inventory Journal Entries

*From the Daily Work Order Processing menu (G1712), choose G/L Journal Review.*

You can review information at different levels before posting journal entries. You can:

- Review a list of journal entry batches.
- Revise journal entry detail.

When you review journal entries for posting, you can display a list of batches based on the batch type, number, date, status, or your user ID. For example, you might want to review all batches with a posting status of pending. If the batch review security feature is activated, the system lists only the batches that you are authorized to review and approve.

After you review a list of batches, you can access transaction detail within a specific batch of journal entries. For example, you can review the number of journal entries within a batch. You can also select a specific journal entry for review.

The G/L Journal Review program displays and updates information in the Batch Control Records (F0011) and Account Ledger (F0911) tables.

After you enter and review a batch of journal entries, you might need to approve it before posting can occur. Based on your company requirements as defined by the general accounting constants, the system assigns either a pending or an approved status to the batch.

# Posting Inventory to the General Ledger

*From the Daily Work Order Processing menu (G1712), choose Post Inventory to G/L.*

After you enter, review, and approve inventory journal entries, post them to the general ledger. You can use various methods to post journal entries.

## See Also

- ❑ *Journal Entry Processing* in the *General Accounting Guide* for information about the methods and instructions on posting journal entries

## Prerequisites

- ❑ Verify that the batch has an approved status.
- ❑ Ensure that all post menu selections are routed to the same job queue and that the job queue allows only one job to process at a time.

## Processing Options for General Ledger Post (R09801)

### Print Tab

These processing options specify which account format prints on the report and whether the report includes error messages.

---

#### 1. Account Format

**Blank = Default Account Format**

**1 = Structured Account**

**2 = Short Account ID**

**3 = Unstructured Account**

Use this processing option to specify the account format that you want to print on the General Ledger Post report.

#### 2. Print Error Messages

**Blank = No error message will print**

**1 = Error message will print**

Use this processing option to specify whether to print error messages on the General Ledger Post report. If you leave this processing option blank, an error message still prints in the work center when an error message is detected. Valid values are:

---

Blank

Do not print error messages.

1

Print error messages.

---

## **Versions Tab**

These processing options specify versions of the corresponding programs to run. If a version is not specified, the system does not run the program. If a version is specified, the system runs the program after the post program finishes.

---

### **1. Detail Currency Restatement Version**

**Blank = No Detail Currency Restatement entries created**

Use this processing option to specify the version of the Detailed Currency Restatement program (R11411) that you want to run to create entries. If you leave this field blank, the program does not run and does not create detailed currency restatement entries.

### **2. Fixed Asset Post Version**

**Blank = No Fixed Asset entries created**

Use this processing option to specify the version of the Fixed Asset Post program (R12800) that you want the system to run to create fixed asset entries. If you leave this field blank, the Fixed Asset Post program (R12800) does not run and does not create fixed asset entries.

### **3. 52 Period Post Version**

**Blank = No 52 Period Post entries created**

---

---

Use this processing option to specify the version of the 52 Period Accounting Post program (R098011) to use to update the Account Balances table (F0902) and the Account Balances - 52 Period Accounting table (F0902B). If you leave this processing option blank, the 52 Period Accounting Post program does not run and does not update the tables.

---

## **Edits Tab**

This processing option specifies whether the system updates the specific fields on the transaction.

---

### **1. Update Transaction**

**Blank = No editing**

**1 = Update transaction**

Use this processing option to update Account ID, Company, Fiscal Year, Period Number, Century, and Fiscal Quarter on unposted records in the Account Ledger table (F0911). You might need to update these fields if you have records in the Account Ledger table that were created by a custom program and may not contain the correct values in these fields.

The system uses the value in the G/L Account Number field of the unposted record in the Account Ledger table to update the Account ID and Company fields.

The system calculates the correct values for the Fiscal Year, Period Number, and Century fields using the value in the G/L date field of the unposted record in the Account Ledger table.

The system will update the Fiscal Quarter field on the unposted record in the Account Ledger table to blank.

---

## **Taxes Tab**

These processing options specify how the system updates tax information.

---

### **1. Update Tax File**

**Blank = No update to Tax File**

**1 = VAT or Use Tax only**

**2 = For all Tax Amount**

**3 = For all Tax Explanation Codes**

Use this processing option to specify whether and how to update the Taxes table (F0018) when you post transactions with tax information to the general ledger. Valid values are:

Blank

The system does not update the Taxes table.

1

The system updates the Taxes table for the following tax explanation codes only: V, VT, V+, U, and UT.

2

The system updates the Taxes table for all tax amounts. The system does not update the Taxes table for transactions with tax explanation code E (exempt).

3

The system updates the Taxes table for all tax explanation codes including E (exempt).

### **2. Update VAT Discounts**

**Blank = No Adjustment**

**1 = Update VAT only**

**2 = Update VAT, Ext Price and Taxable**

---

Use this processing option to specify whether to adjust the tax amount fields, and which fields to adjust, when discounts are taken. The system adjusts the tax amount fields only for transactions with tax explanation code V.

Note: The following options in the tax rules must be turned on to use this processing option:

- o Tax on Gross Including Discount
- o Discount on Gross Including Tax

Valid values are:

Blank

The system does not adjust tax amounts for discounts taken.

1

The system updates only the tax amount field (STAM).

2

The system updates the tax (STAM), taxable (ATXA), and extended price (AEXP) amount fields.

The system uses the following algorithms to calculate the adjustment amounts to the tax, taxable, and gross (extended price) amount fields for discounts taken:

- o Adjustment to the gross amount (extended price) = discount taken
- o Adjustment to the taxable amount = (taxable amount / gross amount) x discount taken
- o Adjustment to the tax amount = (tax amount / gross amount) x discount taken

---

For example:

Tax Rate = 25%

Discount Taken = 12.50 USD

Gross Amount (Extended Price) = 1,250.00 USD

Taxable Amount = 1,000.00 USD

Tax Amount = 250.00 USD

Based on the example, using the adjustment algorithms, the system calculates the following adjustment amounts:

- o Adjustment to the Gross Amount = 12.50
- o Adjustment to the Taxable Amount = 10.00
- o Adjustment to the Tax Amount = 2.50

To calculate the adjustments, the system subtracts the adjusted amount from the original amount:

- o Adjusted Gross Amount:  $1,250.00 - 12.50 = 1,237.50$
- o Adjusted Taxable Amount:  $1,000.00 - 10.00 = 990.00$
- o Adjusted Tax Amount:  $250.00 - 2.50 = 247.50$

### **3. Update VAT Receipts and W/O**

**Blank = No Adjustment**

**1 = Update VAT only**

**2 = Update VAT, Ext Price and Taxable**



---

Use this processing option to specify whether to adjust the tax fields, and which fields to adjust, when the receipt has a write-off. The system adjusts the tax amount fields only for transactions with tax explanation code V. Valid values are:

Blank

The system does not adjust tax amounts for write-offs.

1

The system updates only the tax amount field (STAM).

2

The system updates the tax (STAM), taxable (ATXA), and extended price (AEXP) amount fields.

The system uses the following algorithms to calculate the adjustment amounts to the tax, taxable, and gross (extended price) amount fields for write-off amounts:

- o Adjustment to the gross amount (extended price) = write-off amount
- o Adjustment to the taxable amount = (taxable amount / gross amount) x write-off amount
- o Adjustment to the tax amount = (tax amount / gross amount) x write-off amount

For example:

Tax Rate = 25%

Write-off Amount = 12.50 USD

Gross Amount (Extended Price) = 1,250.00 USD

Taxable Amount = 1,000.00 USD

Tax Amount = 250.00 USD

Based on the example, using the adjustment algorithms, the system calculates the following adjustment amounts:

- 
- o Adjustment to the Gross Amount = 12.50
  - o Adjustment to the Taxable Amount = 10.00
  - o Adjustment to the Tax Amount = 2.50

To calculate the adjustments, the system subtracts the adjusted amount from the original amount:

- o Adjusted Gross Amount:  $1,250.00 - 12.50 = 1,237.50$
- o Adjusted Taxable Amount:  $1,000.00 - 10.00 = 990.00$
- o Adjusted Tax Amount:  $250.00 - 2.50 = 247.50$

---

## Process Tab

This processing option specifies whether the system explodes the parent item.

---

### 1. Explode parent item time

**Blank = No exploding**

**1 = Explode parent item time**

Use this processing option to specify whether the system explodes the time entries for a parent asset down to the children of the parent asset. If you enter a 1 for this processing option, the General Ledger Post Report program (R09801) creates time entries for the parent asset's children. The system uses the unit of time from the parent asset entries and the rates from the child asset to calculate the appropriate entries. This processing option applies only to batch type T entries. Valid Values are:

Blank

Do not explode the time entries for a parent asset down to the children of the parent asset.

1

Explode the time entries for a parent asset down to the children of the parent asset.

---

## Cash Basis Tab

These processing options specify the units ledger type to assign to cash basis entries, and the version of the Create Cash Basis Entries program (R11C850) to run. If a version is not specified, the system does not run the program. If a version is specified, the system runs the program after the post program finishes.

---

### 1. Units Ledger Type

**Blank = ZU**

Use this processing option to specify the units ledger type for the system to use for cash basis entries. You must enter a valid ledger type from the Ledger Type Master Setup program (P0025). If you leave this processing option blank, the system uses a default ledger type of ZU.

### 2. Create Cash Basis Entries Version

**Blank = No Cash Basis entries created**

Use this processing option to specify which version of the Create Cash Basis Entries program (R11C850) to run. If you leave this processing option, the system does not create cash basis entries.

---

## Technical Considerations for the Post

If your system is set up to run the General Ledger Post Report program (R09801) through multithreaded job queues, PeopleSoft recommends that you not set the processing options of the General Ledger Post Report program to automatically run the 52 Period Accounting Post program (R098011). If it is run automatically, this program could potentially cause problems because it will be submitted from the General Ledger Post Report program with no report interconnect information linking it to the batch that the General Ledger Post Report program is processing.

This does not apply to running the Create Cash Basis Entries (R11C850) or the Detailed Currency Restatement (R11411) programs automatically.

---

### Note

Contact your system administrator to find out whether your system is set up to run the General Ledger Post Report program through multithreaded job queues.

---

## Entering Time

Use the Work Order Time Entry program (P311221) to charge hours and quantities to a work order. You can use the processing options to display the information in order number format or employee number format. Use these formats to record time and quantities for employees against work order routing steps, or work order routing steps against employees.

Note the following important information about entering hours and quantities:

- Enter the quantity completed only once for each operation sequence number. Entering the quantity for each type of hours causes a variance amount.
- Enter hours using beginning and ending times for each entry or enter the actual hours up to two decimal places.
- Reverse completed or scrapped quantities that you have entered by entering the quantity as a negative value.

### ► To enter time

---

*From the Daily Work Order Processing menu (G1712), choose Work Order Time Entry.*

1. On Work With Work Order Time Entry, complete the following fields and click Find:
  - Work Date
  - Employee Number
2. To enter hours and quantities, click Add.
3. On Time Entry Revisions, complete the following optional fields and click OK:
  - Oper #
  - Ty Hrs
  - Hours
  - Quantity
  - UM
  - St

## Processing Options for Work Order Time Entry (P311221)

---

### Display

1. Display

Blank = Employee Format Display

1 = Order Number Format Display

### Defaults

1. Enter the Document Type associated with Shop Floor Activity.

2. Work Order Status Code

### Edits

1. Enter the Status Code beyond which Shop Floor Activity cannot be entered.

2. Quantity Verification

Blank = Disable Quantity Verification

1 = Enable Quantity Verification

3. Employee Rate

Blank = Show Rates

1 = Hide Rates

4. Apply Yield to Completed Quantity

Blank = Do not apply

1 = Apply

### Versions

Enter the version for each application.

1. Test Results Revisions (P3711)

Blank = ZJDE0001

2. Manufacturing Scheduling Workbench (P31225)

Blank = ZJDE0001

3. Production Status (P31226)

Blank = ZJDE0001

4. Hours and Quantities Update (R31422)

Blank = XJDE0001

### Interop

1. Work Order Transaction Type

2. Work Order Header Before Image

Blank = Do not include the image

1 = Include the image

# Updating Hours and Quantities

*Use one of the following navigations*

*From the Daily Work Order Processing menu (G1712), choose Hours and Quantities Proof.*

*From the Daily Work Order Processing menu (G1712), choose Hours and Quantities Update.*

To process the hours and quantities that you have entered and to create journal entries for the costs, you must run the Hours and Quantities Update batch program. This program updates the Work Order Routing table (F3112) and creates journal entries. The total cost of each routing is split into separate journal entries, based on the percentage of the routing that is covered under a contract. After you run this program, you cannot make changes.

You can run the Hours and Quantities Proof program (R31322) before running W.O. Hours and Quantities Update (R31422) to review and correct any errors.

---

## Note

In the processing options of the W.O. Hours and Quantities Update program, you must activate the SWM processing option 1, Create SWM Journal Entries, for the system to create journal entries.

---

## Prerequisites

- ❑ Ensure that the document type on your work order is set to 1 in the Work Order field on the Document Type Maintenance program (P40040).
- ❑ Set up AAIs to cost routings.

## Processing Options for W.O. Hours and Quantity Update (R31422)

### Interop Tab

---

#### 1. Transaction Type

**A specific transaction type**

**Blank = No outbound transaction processing**

Use this processing option to specify the transaction type for the hours and quantities the system uses when processing outbound transactions. If you leave this field blank, the system does not perform outbound processing.

#### 2. Outbound Subsystem UBE

**1 = The UBE will be called**

**Blank = The UBE will not be called**

Use this processing option to specify whether the system calls the subsystem after the Hours and Quantities Update program (P31422) successfully processes the outbound transactions. Valid values are:

1     The system calls the subsystem.

Blank The system does not call the subsystem.

---

### SWM Tab

---

#### 1. S/WM Journal Entries

**1 = Create S/WM journal entries**

**Blank = Do not create S/WM journal entries**

Use this processing option to specify whether the system creates journal entries for SWM Work Orders. Valid values are:

1

The system creates SWM journal entries.

---

Blank

The system does not create SWM journal entries.

## **2. Flex Accounting**

**1= Use flex accounting**

**Blank = Do not use flex accounting**

Use this processing option to indicate whether this program searches for flex accounting rules to populate cost objects in the Account Ledger table (F0911).

The system requires flex accounting to attach cost objects to the journal entries. Valid values are:

1     The system uses flex accounting.

Blank The system does not use flex accounting.

## **3. General Ledger Date**

**A specific date**

**Blank = Use today's date**

Use this processing option to specify the date that appears on journal entries. If you leave this field blank, the program uses the system date.

## **4. Subledger**

**1 = Default order number**

**Blank = Do not default order number**

Use this processing option to specify whether the system uses the work order number as the default in the Subledger field. Valid values are:

1     The system uses the work order number as the default.

Blank The system does not supply a default value.

---



---

## 5. Document Type

### A specific document type

**Blank = Default 'IH'**

Use this processing option to specify the default document type that the system enters for journal entries on extra cost components if you do not use routings. Document type is a user defined code (00/DT) that identifies the origin and purpose of the document. Enter the document type to use as the default value or choose it from the Select User Define Code form. If you use routings, the system automatically assigns a document type of IH. If you leave this field blank, the system uses document type IH.

---

## Defaults Tab

### 1. Work Order Status Code

Use this processing option to specify the work order status code (UDC 00/SS) that the system uses to update the work order when hours and quantities are posted to the work order routing. If you leave this processing option blank, the system does not update the work order status code.

---

## Reviewing and Approving Cost Routing Journal Entries

*From the Daily Work Order Processing menu (G1712), choose G/L Journal Review.*

You can review information at different levels before posting journal entries. You can:

- Review a list of journal entry batches.
- Revise journal entry detail.

When you review journal entries for posting, you can display a list of batches that are based on the batch type, number, date, status, or your user ID. For example, you might want to review all of the batches with a posting status of pending. If the batch review security feature is activated, the system lists only the batches that you are authorized to review and approve.

After you review a list of batches, you can access transaction detail within a specific batch of journal entries. For example, you can review the number of journal entries within a batch. You can also select a specific journal entry for review. The General Journal Review program (P0911B) updates and displays information in the Batch Control (F0011) and the Account Ledger (F0911) tables.

After you enter and review a batch of journal entries, you might need to approve the batch before it can be posted. Based on your company requirements as defined by the general accounting constants, the system assigns either a pending or an approved status to the batch.

### Prerequisite

- ❑ Change the value in the Batch Type field to 0 (zero).

## Posting Cost Routing Journal Entries to the General Ledger

*From the Daily Work Order Processing menu (G1712), choose Post Inventory to G/L.*

After you enter, review, and approve cost routing journal entries (batch type equal to zero), post them to the general ledger. You can use various methods to post journal entries.

### See Also

- ❑ *The Journal Entry Post Process* in the *General Accounting Guide* for information about these methods and instructions on posting journal entries

### Prerequisites

- ❑ Verify that the batch has an approved status.
- ❑ Ensure that all of the posting menu selections are routed to the same job queue and that the job queue allows only one job to process at a time.

---

## Billing and Paying Work Orders

The typical billing and payment process includes accumulating work orders to bill and pay, creating and printing invoices, and recording journal entries for income and receivables.

Invoices are based on billable work orders, and the first step in the billing process is to accumulate the billable work orders. Vouchers are based on payable work orders, and the first step in the payment process is to accumulate payable orders.

When you run Work Order Workfile Generation, the system gathers the work orders that are eligible for billing and payment from the Work Order Parts List table (F3111), the Parts List - Extension table (F31171), the Work Order Routing table (F3112) and the Routing Instructions - Extension table (F31172) and then creates Billing Detail Workfile records (F4812).

For multicurrency environments, the system retrieves currency information from the following sources:

#### When billing for a part or routing

Domestic: currency code of the company to which the work order business unit belongs.

Foreign: currency code of the customer within the Customer Master.

#### When paying for a part or routing

Domestic: currency code of the company to which the work order business unit belongs.

Foreign: currency code of the service provider within the Supplier Master.

# Understanding Work Order Billing in Service Management

The typical billing process includes accumulating work orders to bill, creating and printing invoices, and recording journal entries for income and receivables.

The typical payment process includes accumulating work orders for payment, creating and printing invoices, and recording journal entries for payables.

When you perform work order billing, you create accounts receivable entries for customers whom you invoice. You also create accounts payable entries for service providers whom you pay. Based on a processing option in the SWM Work Order Workfile Generation program (R1775), you can choose whether to process billable and payable records at the same time, or perform one process before the other.

## See Also

- ❑ *Billing for Service Management* in the *Service Management Guide* for information and tasks about billing customers for work orders
- ❑ *Voucher Processing for Service Management* in the *Service Management Guide* for information and tasks about generating vouchers for work orders

## Customer Invoice Processing

When you generate the work order workfile using SWM Work Order Workfile Generation (R1775), the system gathers the orders that are eligible for billing from the following tables., and.

- Work Order Master File (F4801)
- Service Order Extension (F4817)
- Work Order Parts List (F3111)
- Parts List - Extension (F31171)
- Work Order Routing (F3112)
- Routing Instructions - Extension (F31172)

The system then creates records in the Billing Detail Workfile table (F4812).

After you generate the work order workfile, you must continue the standard billing process, which includes:

- Generating the invoice workfile using the Service Billing Invoice Generation program (P48121)
- Printing invoices using the Invoice Print Selection program (R48504)
- Generating the Invoice Journal using the Journal Generation program (R48131)
- Creating A/R and G/L entries using the Create A/R Entries program (R48199)
- Posting the A/R and G/L entries using the General Ledger Post Report program (R09801)

Run the Service Billing Invoice Generation program to group workfile transactions and assign invoice numbers. When you run the this program, the system summarizes one or more workfile transactions into pay item records. Pay items are the billing lines that make up the total amount of a

specific invoice. The system stores pay item information in the Invoice Summary Work File (F4822), and updates the workfile transaction records with the new invoice information and the sequence and summarization key information.

After you run the Service Billing Invoice Generation program, you can print invoices for your customers for services provided to them.

To complete the billing process, you must create A/R and G/L entries. You first create preliminary A/R and G/L entries using the Journal Generation program (R48131). When the system creates preliminary A/R and G/L entries, you can review the resulting reports, the Billing Journal Register and the Invoice Journal Generation Report, to determine whether the entries were generated with errors.

After you ensure that no errors are within the batch, you can create the final A/R entries, using Create A/R Entries, and then post invoices to the general ledger.

## **Service Provider Voucher Processing**

When you generate the work order workfile using SWM Work Order Workfile Generation (R1775), the system gathers the orders that are eligible for payables and creates records in the Billing Detail Workfile (F4812). After you generate the work order workfile, you must continue the standard voucher process, which includes:

- Generating the voucher workfile using the Voucher Generation program (R48122)
- Printing vouchers
- Generating the Voucher Journal using the Journal Generation program (R48131)
- Creating A/P and G/L entries using the Billing Vouchers A/P – G/L Journal Generation program (R48197)
- Posting the A/P and G/L entries using the General Ledger Post Report program (R09801)

Run the Voucher Generation program to group workfile transactions and assign voucher numbers. The system stores pay item information in the Voucher Summary table (F4823). In addition, the system updates the workfile transaction records with the new voucher information and the sequence and summarization key information.

To complete the voucher process, you must create A/P and G/L entries. You first create preliminary A/P and G/L entries using the Journal Generation program (R48131). After the system creates preliminary A/R and G/L entries, you can determine whether the entries were generated with errors by reviewing the associated reports, the Journal Edit Register and the Journal Audit Report. After you ensure that the batch contains no errors, you can create the final A/P entries by running the Create A/P Entries program (R48197). You then post vouchers to the general ledger, by running the standard General Ledger Post Report program.

## **Generating the Work Order Workfile**

From the Periodic Work Order Processing menu (G1722), choose Work Order Workfile Generation.

Generating the work order workfile allows you to do the following:

- Bill customers for services that you provided to them.
- Pay service providers for services that they provided to your company.

The system retrieves the billing information from the parts and routing detail lines.

The following tables are accessed when you generate the Work Order Workfile:

|  |   |
|--|---|
| <b>Work Order Master File (F4801)</b>            | Contains general work order information   |
| <b>Service Order Extension (F4817)</b>           | Contains work order information that is specific to Service Management                      |
| <b>Work Order Parts List (F3111)</b>             | Contains general parts list information   |
| <b>Parts List - Extension (F31171)</b>           | Contains parts list information that is specific to Service Management                      |
| <b>Work Order Routing (F3112)</b>                | Contains general routing and instruction information  |
| <b>Routing Instructions - Extension (F31172)</b> | Contains information about routings and instructions that is specific to Service Management |

Generating the Work Order Workfile creates or updates the following tables:

|  |   |
|--|---|
| <b>Billing Details Workfile (F4812)</b>          | When you run the Work Order Workfile Generation program in final mode, the system creates table F4812 records for each detail line within the Work Order Parts List table (F3111) and Work Order Routing table (F3112). When you create payable records to pay a service provider, the system creates a record within the Billing Details Workfile for the Covered Expense and a separate record for the Non-Covered Expense. |
| <b>Parts List - Extension (F31171)</b>           | Based on the processing involved, it is possible for the system to update the following: <ul style="list-style-type: none"><li>• Date Billed</li><li>• Date Paid</li><li>• Actual Billable Unit</li><li>• Actual Payable Unit</li><li>• Actual Billable Amount</li><li>• Actual Payable Amount</li></ul>  |
| <b>Routing Instructions - Extension (F31172)</b> | Based on the processing involved, it is possible for the system to update the following: <ul style="list-style-type: none"><li>• Date Billed</li><li>• Date Paid</li><li>• Actual Billable Rate</li><li>• Actual Payable Rate</li><li>• Actual Billable Amount</li><li>• Actual Payable Amount</li></ul>  |

## Processing Options for SWM Work Order Workfile Generation (R1775)

---

### Process

#### 1. Proof or Final Mode

Blank = Proof Mode

1 = Final Mode

#### 2. Work Center Or Report

Blank = Write errors to work center

1 = Write errors to Report

#### 3. Bill Work Orders

Blank = Bill Work Orders

1 = Do Not Bill Work Orders

#### 4. Pay Work Orders

Blank = Pay Work Orders

1 = Do NOT Pay Work Orders

#### 5. Use Price Adjustment History

Blank = Do not use Price Adjustment History

1 = Use Price Adjustment History

### Billables

#### 1. Parts/Labor Pricing

Blank = No actual billable amounts

1 = All

2 = Do not calculate

#### 2. Billable Subledger Default

Blank = No Default

1 = Work Order Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

5 = Contract Number

6 = Equipment Number

#### 3. Date Billed

Blank = System Date

1 = Estimated Start Date on Service Order

### Payables

#### 1. Parts/Labor Pricing

Blank = No actual payable amounts

1 = All

2 = Do not calculate

#### 2. Payable Subledger Default

Blank = No Default

1 = Work Order Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

---

5 = Contract Number  
6 = Equipment Number  
7 = Service Provider Number  
3. Date Paid

Blank = Use System Date  
1 = Use Estimated Start Date on Work Order  
Vertex

These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.

Billables:

1. Parts Transaction Type

Blank = SERVIC  
2. Labor Transaction Type

Blank = SERVIC  
3. Flat Rate Billings Transaction Type

Blank = SERVIC  
Payables:  
1. Parts Transaction Type

Blank = SERVIC  
2. Labor Transaction Type

Blank = SERVIC  
3. Flat Rate Payables Transaction Type

Blank = SERVIC

---

---

## Working with Work Orders on the Web

As part of your company's customer service solution, you can provide customer service over the Web. Customer Self-Service for Service Management enables your customers to enter requests for maintenance or to report problems at any time. You can use the versions of Work Order Revisions (P17714) and Work with Work Orders (P48201) that are set up for customer self-service, and allow your customers to enter or review the status of work orders on the Web.

PeopleSoft EnterpriseOne Web-based solutions are designed so that customers can intuitively access, enter, and review their specific information.

---

### Note

The following tasks are based on PeopleSoft EnterpriseOne forms and data provided for self-service in a Windows environment. The navigations, forms, steps, and data shown in these tasks might not correspond to your customized self-service Internet site.

---

## Prerequisites

- ❑ Verify that you have set up address book records, including SWM extension records, as well as A/R information, for customers to enter Service Management information.
- ❑ Verify that you have set up a user profile that limits customer access in PeopleSoft EnterpriseOne software to only the Customer Self-Service menu (G42314). Your customers cannot log in without a profile.
- ❑ Verify that you have set up the work order features, such as SWM constants, to process customer maintenance requests.
- ❑ Set the processing options in the following programs to use customer self-service:
  - Work with Work Orders (P48201) to inquire on work orders
  - Work Order Revisions (P17714) to enter work orders
  - Equipment Search/Select (P17012S) to review associated parts and equipmentReference the version of the Equipment Search/Select program that is set up for Customer Self-Service in the Work Order Revisions program.

## Entering Work Orders on the Web

If an issue cannot be resolved by a consultant using maintenance requests in combination with the Failure Analysis programs, your trained personnel can enter a work order to send a technician to repair the problem.

In a Web environment, your customers can enter a work order and provide minimum information about the problem, including the equipment number and a failure description.

When you enter a work order, the system creates a record in the Work Order Master File table (F4801). The system also creates the Work Order Master Tag File table (F4801T) to store information that is pertinent only to Service Management work orders.

### ► To enter work orders on the Web

---

*From the Daily Self-Service Processing menu (G1715), choose Work Order Entry.*

1. On Self Service, complete the following fields:

- Customer

Based on the user ID, the system retrieves default information about the customer, such as the telephone number.
- Contact Name
- Phone
- Equipment Number
- Inventory Item Number
- Failure Description

Depending on how you have set your processing options, the first 80 characters from the media object can be used as the default value for the Failure Description field.



- Requested Finish Date

PeopleSoft®

Work Order Entry - Self Service

OK Cancel Tools

**Customer/Equipment Information**

Customer 3003

Contact Name Phone

Equipment Number

Inventory Item Number E200

Failure Description REPLACE TIRES

Requested Finish Date 05/04/05

Text1

Courier New 10 B I U

2. Click OK.

The system creates a work order. The work order document type and service type are based on the processing options or customer information.

## Reviewing Work Orders on the Web

To allow your customers to review the status of a work order on the Web, you can use a version of Work with Work Orders (P48201) that is set up for Customer Self-Service.

### ► To review work orders on the Web

*From the Daily Self-Service Processing menu (G1715), choose View Work Orders.*

### Note

Based on the user ID, the system displays all of the work orders that are associated with that customer number.

1. On Work With Work Orders, enter query information in the QBE fields, such as priority and requested finish date, and click Find.
2. Review the information and click Select.

## **Activating Processing Options for Customer Self-Service in Service Management**

To enable your customers to use your Web site to enter and review orders and to review service and billing information, you must activate the customer self-service processing options for the following programs:

- Maintenance Request Entry (P17501)
- Work with Maintenance Requests (P17500)
- Work With Work Orders (P48201)
- Work Order Revisions (P17714)
- Equipment Search/Select (P17012S)

Specify the version of Equipment Search/Select in the version of Work Order Revisions (P17714) that is set up for customer self-service.

- Entitlements Inquiry (P1723)

When you activate the processing options for customer self-service, the system displays only the fields for maintenance requests, work order entry, order inquiry, item information, and customer information that are useful to your customers.

# Warranty Claims and Supplier Recovery Claims

Manufacturers commonly sell their products through a network of distributors and service their products through a network of authorized service dealers. The manufacturer provides the base and extended warranties, while the distributor provides the actual service.

If the product fails, the distributor provides and pays for the service. The distributor then creates a claim to the manufacturer to recover some or all of the service cost.

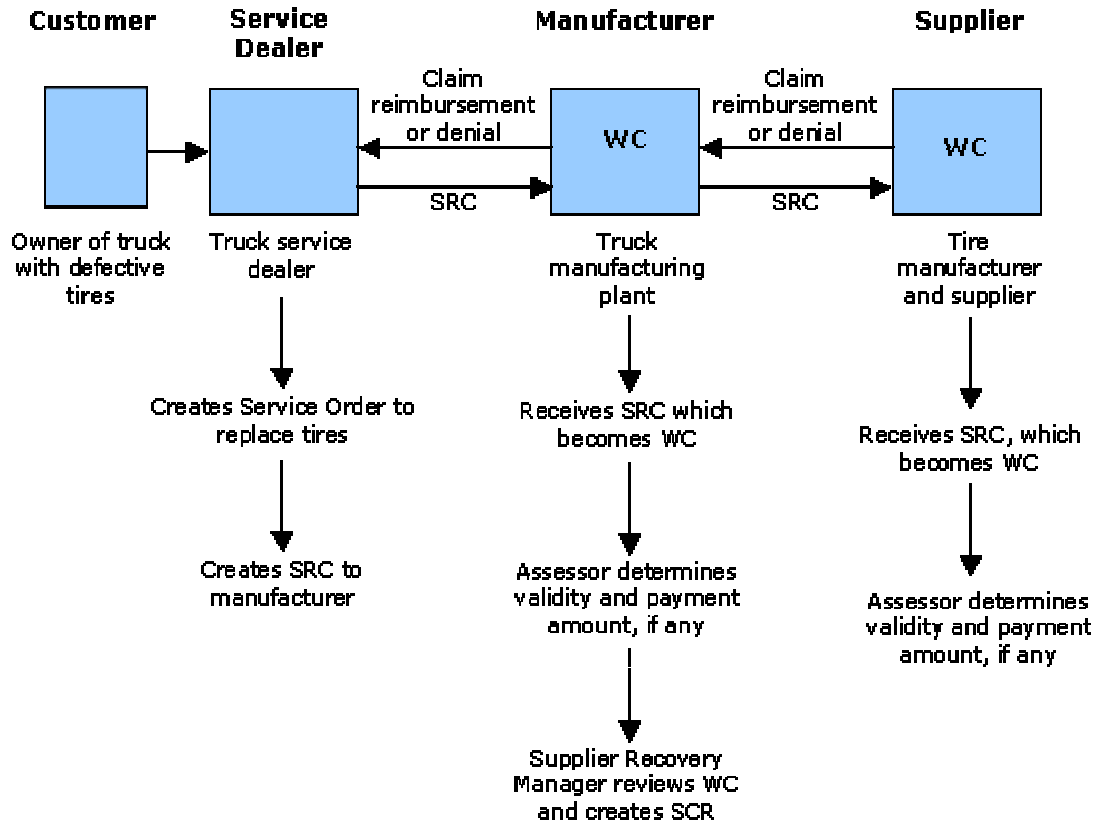
The supplier provides parts to the manufacturer. The supplier might warranty those parts. If a product or part fails, the manufacturer creates a claim to the supplier to recover some or all of the parts cost.

Service dealers and assessors use the warranty claims programs to enter and manage warranty claims. Features include the assessment, approval, or rejection of claims, as well as the generation of supplier recovery claims from warranty claims.

Recovery managers use the supplier recovery programs to enter and manage supplier recovery claims. Supplier recovery claims are claims made by the manufacturer to the supplier for reimbursement for the warranty-related costs that are associated with a warranty claim or work order when the cause of the defect was a supplied part.

The following graphic illustrates an example of the process for a claim involving defective tires. In this example, a customer brings his truck to the service dealer for tire replacement. Note that supplier recovery claims are always outbound transactions, whereas warranty claims are inbound transactions.

### Supplier Recovery Claim (SRC) vs. Warranty Claim (WC)



---

## Warranty and Supplier Recovery Terms

The following terms and concepts relate to warranty claims and supplier recovery claims:

|                                  |   |
|----------------------------------|---|
| <b>Manufacturer</b>              | A business that manufactures products and sells them to dealers or directly to customers.   |
| <b>Dealer</b>                    | A business that sells products to the end customer and that provides service on those products. Also known as a distributor.  |
| <b>Supplier</b>                  | A business that supplies parts to the manufacturer. Suppliers often warranty their parts by way of supplier contracts.  |
| <b>Product Registration</b>      | A program in Service Management that allows the dealer or the end customer to register ownership. This registration usually marks the beginning of the warranty period.               |
| <b>Warranty Claim</b>            | A claim entered by the dealer to the manufacturer to recover costs (such as parts and labor) incurred in the repair of the product.   |
| <b>Supplier Recovery Claim</b>   | A claim entered by the manufacturer to the supplier to recover parts costs, if the supplier's parts failed.   |
| <b>Service Contract</b>          | A warranty provided by the manufacturer that applies to the product purchased by the end customer.  |
| <b>Supplier Contract</b>         | A contract between the manufacturer and the supplier that indicates the coverage for parts that are used in the manufacture of the end product.                                       |
| <b>Assessor</b>                  | An employee of the manufacturer who reviews and then approves or denies warranty claims from the dealer.  |
| <b>Supplier Recovery Manager</b> | An employee of the manufacturer who reviews warranty claims to determine the costs that can be recovered from the supplier. The recovery manager enters the supplier recovery claims. |

---

# Checklist for Setting Up Warranty Claims and Supplier Recovery Claims

You must complete the following setup checklist for warranty claims and supplier recovery claims.

## User Defined Codes (UDCs):

- ❑ Set up the service types (UDC 00/TY).  
You also must set up document types for warranty claims and supplier recovery claims. See Document Type Maintenance under the G1740 heading below.
- ❑ Set up the status codes (UDC 00/SS) for warranty claims and supplier recovery claims. Status codes control the document status in relation to the Work Order Activity Rules (P4826). The status of the warranty claim indicates which user (service dealer, assessor, or supplier recovery manager) can make changes to certain fields.

## From the Service & Warranty Setup menu (G1740):

- ❑ Service & Warranty Constants, Warranty Claims tab and Supplier Recovery Claims tab: set the Use Base Price field.
- ❑ Document Type Maintenance, for both warranty claims and supplier recovery claims document types:  
Work Order Definition tab: set up the work order types (UDC 48/OT).
- ❑ Address Book Revisions, Supplier Information Revisions and Service Provider Revisions: set up the adjustment schedule for claims and the reimbursement method. If you pay suppliers, they must have supplier master records. If you invoice customers, they must have customer master records.

## From the Warranty Claim Setup menu (G1747):

- ❑ Assessor Defaults: set up the assessor for warranty claims and supplier recovery claims (controlled through the Activity Types processing option). Set up the Assessor Default Rules sequence for each.
- ❑ Repair Time Schedule: set up the expected amount of time to repair specific equipment. The time appears on warranty claims and supplier recovery claims. Assessors can use the time to determine the generally acceptable amount of time required to repair the equipment.
- ❑ Work Order Activity Rules: set up rules that control who can alter values on warranty claims at a given status. Valid roles for the Edit Authority field include dealer, assessor, or supplier recovery manager.

---

**Note:**

If you do not set up the edit authority, you will not be able to process warranty claims.

---

**From the Equipment Master Setup menu (G1741):**

- ❑ Product Registration Status Rules: set up the status rules that control which claims you can add to an equipment record, including claim eligibility.
- ❑ Warranty Default Entry: set up the base warranty default values for service contracts.

**From Interactive Versions (IV):**

- ❑ Set the processing options for the following programs:
  - Parts Detail (P17710)
  - Set the Labor Detail (P17712)

**From the Daily Contract Processing menu (G1714):**

- ❑ Service Contract Entry: set up the entitlement rules sequence for warranty claims (Warranty Claims form exit).

**From the Supplier Recovery Daily Processing menu (G1718):**

- ❑ Set the Supplier Recovery Claims (P1779) processing options as follows:

Default tab: set the document type.

Versions tab: set the parts details version and labor details version.

**From the Daily Warranty Claim Processing menu (G1717):**

- ❑ Set the Warranty Claim Entry (P1777) processing options as follows:

Defaults tab: set the document type.

Versions tab: if you are creating supplier recovery claims from warranty claims, be sure to set up the correct version of R1776 (PO to create supplier recovery claim version).

---

**Important**

Process tab: set the processing option for enabling functions related to service dealers, assessors, or supplier recovery managers. Programs are hard-coded to allow certain user roles (such as assessors) to view or edit claims. If you do not set this processing option correctly, users will not have the correct permissions to perform their roles.

---

- ❑ Supplier Recovery Claim Generation: set the Create Supplier Recovery Claims (R1776) batch version processing options as follows:

Defaults tab: set the supplier recovery document type, service type, and current status.

---

# Warranty Claims Management

Service dealers and assessors use the Warranty Claims program (P1777) differently to perform their tasks. The warranty claim is entitled against the customer's service contract.

Service dealers use this program to enter new warranty claims and inquire on the status of outstanding claims. The program requires minimal data to enter a claim, including any repair details.

Assessors use this program to evaluate submitted warranty claims so that they can approve or reject them. The program provides the information that is needed to make a claim approval decision, and assessors enter details about the claim approvals or rejections. The program is also an entry point for creating and maintaining Returned Material Authorizations (RMAs) for returned parts.

The program can use Advanced Pricing to obtain the Claimed Unit Rate and the Approved Unit Rate, taking into consideration the terms and conditions that are specified in the service contracts with the customers.

## Prerequisite

- ❑ Complete the checklist for setting up warranty claims and supplier recovery claims. See *Checklist for Setting Up Warranty Claims and Supplier Recovery Claims* in the *Service Management Guide*.

## See Also

- ❑ *Setting Up Activity Rules for Work Orders* in the *Service Management Guide*. In addition to the reasons listed for using activity rules, you need to set up activity rules to specify who has the edit authority to update warranty claims at a certain status.

## Setting Up AAIs for Warranty Claims

You must create AAIs for each unique combination of company, document type, and G/L class (G/L offset account), and cost type that you want to use. Each AAI is associated with a specific G/L account that consists of a business unit; an object; and, optionally, a subsidiary.

When you set up AAIs for Service Management, the system uses distribution AAIs for warranty claims billing and paying. Warranty claims-related distribution AAIs consist of the following:

- 1723, Warranty Claim Price Adjustment
- 1724, Warranty Claim Offset
- 1743, Warranty Claim A/R Offset
- 1785, Warranty Claim A/P Offset
- 1725, Supplier Recovery Price Adjustment
- 1726, Supplier Recovery Offset
- 1744, Supplier Recovery A/R Offset
- 1786, Supplier Recovery A/P Offset

Based on the four key fields --Company, Document Type, G/L Class Code, and Cost Type -- the system retrieves the G/L Account to use when creating an entry in Workfile Revisions (P4812).



## Entering a Warranty Claim

Use the Warranty Claims program (P1777) to enter a new claim or inquire on the status of an existing claim.

### ► To enter a warranty claim

---

*From the Daily Warranty Claim Processing menu (G1717), choose Warranty Claim Entry.*

---

#### **Reminder**

The Status Code must be correct for the Document Type and the Service Type. The system checks the status of the equipment against the product registration status (Product Registration Activity Rules, P17052) to determine whether the equipment is eligible for a warranty claim.

In addition, you must set the Edit Authority for a valid role in the Work Order Activity Rules program (P4826)

See *Checklist for Setting Up Warranty Claims and Supplier Recovery Claims* in the *Service Management Guide*.

---

1. On Work With Warranty Claims, click Add.
2. On the General tab of Warranty Claim Revisions, complete the following fields under the Dealer heading:
  - Service Dealer  
This field is required.
  - Dealer Reference
  - Assessor
3. Complete the following fields under the Product heading:
  - Serial Number
  - Inventory Item Number
  - Lot/Serial Number
  - Product Model
  - Product Family
  - Customer Number
4. Complete the following fields under the Meter Reading heading:
  - Current Balance Meter 1
  - Current Balance Meter 2
  - Current Balance Meter 3

Meter readings are only used for warranty claims and supplier recovery claims. For a warranty claim, the system checks these fields against the meter reading fields on the customer's service contract.

5. Complete the following fields under the Failure heading:

- Causal Part
- Causal Part Business Unit
- Causal Supplier
- Defect Code
- Component Code - Part
- Failure Description  
This field is required.

- Supplier Lot
- Failure Date  
This field is required.

- Repair Date  
This field is required.

PeopleSoft®

Warranty Claim Entry - Warranty Claim Revisions

OK Cancel Form Tools

Order Number 466345 WC Service Type On-site Repair

General Classification Accounting Attachment

**Dealer**

Service Dealer 7424534 Tanuja Puvvada  
 Dealer Reference Current Status 10 Released (Firm) Not Started  
 Assessor 4242 Capital System

**Product**

Equipment Number 31430 Phone Switch  
 Inventory Item Number 7101 Phone Switch  
 Lot/Serial Number  
 Product Model C200 Product Family CBX  
 Customer Number 4242 Capital System

**Meter Reading**

Current Balance Meter 1  
 Current Balance Meter 2  
 Current Balance Meter 3

**Failure**

Causal Part  
 Causal Part Business Unit M30 Eastern Manufacturing Cent  
 Causal Supplier  
 Defect Code  
 Component Code - Part  
 Failure Description TEST

Supplier Lot  
 Failure Date 01/19/04  
 Repair Date 01/19/04

6. Click the Classification tab and complete any of the optional category code fields.
7. Click the Accounting tab and complete the following field:
  - Business Unit
8. Click OK.

## Processing Options for Warranty Claims (P1777)

---

### Defaults

1. Document Type
2. Service Type
3. Category Code 01
4. Category Code 02
5. Category Code 03
6. Category Code 04
7. Category Code 05
8. Category Code 06
9. Category Code 07
10. Category Code 08
11. Category Code 09
12. Category Code 10
13. Repair Date

Blank = Do not default

1 = Default today's date

14. Branch

15. Responsible Business Unit

16. Supplier Recovery Flag

### Edits

1. Require Meter Reading 1

Blank = Do Not Require entry for Current Balance for Meter 1.

1 = Require entry for Current Balance for Meter 1.

2. Require Meter Reading 2

Blank = Do Not Require entry for Current Balance for Meter 2.

1 = Require entry for Current Balance for Meter 2.

3. Require Meter Reading 3

Blank = Do Not Require entry for Current Balance for Meter 3.

1 = Require entry for Current Balance for Meter 3.

### Versions

1. Product Registration (P17051) Version

Blank = ZJDE0001

2. Return Material Authorization Revisions (P400511) Version

Blank = ZJDE0001

3. Supplier Recovery Claims (P1779) Version

Blank = ZJDE0001

4. Parts Detail (P17710) Version

Blank = ZJDE0001

5. Labor Detail (P17712) Version

Blank = ZJDE0001

6. Create Supplier Recovery Claim (R1776) Version

Blank = XJDE0001

7. Entitlement Inquiry (P1723) Version

---

Blank = ZJDE0001

8. Work With RMA (P40051) Version

Blank = ZJDE0001

Process

1. Enable the application functionalities related:

Blank = Service Dealers

1 = Assessors

2 = Recovery Managers

2. Product Registration Validation

Blank = Validate Product Registration (soft error)

1 = Validate Product Registration (hard error)

2 = Do not validate Product Registration

3. Service Dealer against the Selling Dealer validation:

Blank = Do not Validate

1 = Validate Service and Selling Dealer (soft error)

2 = Validate Service and Selling Dealer (hard error)

4. Assign Assessor to a claim:

Blank = Automatically assign Assessors

1 = Do not assign Assessor automatically

5. Entitlement Checking:

Blank = Bypass Entitlement Checking

1 = Check Entitlement Checking using the date table (F1791)

2 = Check Entitlement Checking without the date table

6. Allow Defaulted Service Dealer to Change:

Blank = Do not allow the default to be changed

1 = Allow the default to be changed

7. Claim status to indicate Approval.

8. Claim status to indicate Denial.

9. Check for duplicate dealer reference

Blank = Check for duplicate dealer reference (soft error)

1 = Check for duplicate dealer reference (hard error)

2 = Do not check for duplicate dealer reference

10. Validate lot numbers for Product.

Blank = Do not validate lot numbers

1 = Validate lot numbers

11. Validate lot numbers for Causal Part.

Blank = Do not validate lot numbers

1 = Validate lot numbers

12. Automatically add parts line while adding a claim

Blank = Do not add

1 = Add a parts line

13. Automatically add labor line while adding a claim

Blank = Do not add

1 = Add a labor line

---

# Submitting Warranty Claims

From the Periodic Warranty Claim Processing menu (G1727), choose Warranty Claim Workfile Generation.

After you enter warranty claims, you use the Warranty Claim Workfile Generation program (R177701) to generate the payables or receivables records for the dealer. Warranty claims and supplier recovery claims use the same workfile generation program; only a processing option setting on the Process tab differs. (You set it either for warranty claims or for supplier recovery claims.) The program includes the following information in the submittal:

- Warranty claim number
- Dealer details
- Causal part information
- Failure information
- Details about the warranty claim

## Processing Options for SWM Warranty Claim/Supplier Recovery Workfile Generation (R177701)

---

### Process

1. Process Warranty Claim/Supplier Recovery

Blank = Warranty Claim

1 = Supplier Recovery

2. Proof or Final Mode

Blank = Proof Mode

1 = Final Mode

3. Write Errors

Blank = Work Center

1 = Report

4. Use Price Adjustment History

Blank = Do NOT use Price Adjustment History

1 = Use Price Adjustment History

Supplier Recovery

1. Billable Subledger Default

Blank = No Default

1 = Supplier Recovery Claim Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

5 = Contract Number

6 = Equipment Number

2. Date Billed

Blank = System Date

1 = Estimated Start Date on Service Order

---

---

## Warranty Claim

### 1. Payable Subledger Default

Blank = No Default

1 = Warranty Claim Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

5 = Contract Number

6 = Equipment Number

7 = Service Provider Number

### 2. Date Paid

Blank = Use System Date

1 = Use Estimated Start Date on Service Order

Vertex (FUTURE)

These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.

Billables:

### 1. Parts Transaction Type

Blank = Service

### 2. Labor Transaction Type

Blank = Service

### 3. Flat Rate Billings Transaction Type

Blank = Service

Payables:

### 1. Parts Transaction Type

Blank = Service

### 2. Labor Transaction Type

Blank = Service

### 3. Flat Rate Payables Transaction Type

---

---

## Supplier Recovery Management

Recovery managers use the Supplier Recovery Claim Entry program (P1779) to enter claim information. The program can use Advanced Pricing to obtain the Claimed Unit Rate and the Approved Unit Rate, considering the terms and conditions that are specified in the contracts with the suppliers. You can also use this program to create a supplier recovery claim without a warranty claim.

### Prerequisite

- ❑ Complete the checklist for setting up warranty claims and supplier recovery claims. See *Checklist for Setting Up Warranty Claims and Supplier Recovery Claims* in the *Service Management Guide*.

## Entering a Supplier Recovery Claim

Recovery managers use the Supplier Recovery Claim Entry program (P1779) to enter a new claim or inquire on the status of an existing claim. The supplier recovery claim is entitled against the supplier's contract.

Supplier recovery claims (SRCs) are outbound transactions. When a part that is covered under warranty needs to be replaced, the supplier recovery manager of the original equipment manufacturer (OEM) creates an outbound SRC against the supplier of the part.

### Examples

- A bus company creates an order for repair work on an air conditioner and an engine. Both parts are covered by supplier contracts. From some of the detail lines of the work order, the bus company creates two claims to send to two vendors.
- A car manufacturer creates SRCs for causal parts and peripheral parts damage due to faulty tires. From all parts included in the header of the work order, the manufacturer creates a claim to send to the tire supplier.

### ► To enter a supplier recovery claim

---

*From the Supplier Recovery Daily Processing menu (G1718), choose Supplier Recovery Claim Entry.*

1. On Work With Supplier Recovery Claims, click Add.
2. On Supplier Recovery Claim Revisions, complete the following fields in the header area:
  - Order Number
  - Service Type
3. On the General tab, complete the following fields:
  - Primary / Last Supplier  
Primary/Last Supplier is a required field.
  - Status

---

#### Note

The Status Code must be correct for the Document Type and the Service Type. The system checks the status of the equipment against the product registration status (Product Registration Activity Rules, P17052) to determine whether the equipment is eligible for a supplier recovery claim.

---

- Equipment Number
- Inventory Item Number
- Lot/SN
- Service Dealer



- Supplier Recovery Manager
4. Enter failure information in the following fields under the Failure heading:
- Causal Part
  - Defect Code
  - Failure Date  
Failure Date is a required field.
  - Repair Date  
Repair Date is a required field.
  - Component Code - System
  - Failure Description
5. Enter meter reading information in the following fields under the Meter Reading heading:
- Current Balance Meter 1
  - Current Balance Meter 2
  - Current Balance Meter 3

Meter readings are only used for warranty claims and supplier recovery claims. For a supplier recovery claim, the system compares these fields against the meter reading fields on the supplier's contract.

PeopleSoft.

Supplier Recovery Claim Entry - Supplier Recovery Claim Revisions

Order Number 466302 SA Service Type On-site Repair

General Classification Accounting Attachment

Primary / Last Supplier 4343 Parts Emporium

Status 10 Released (Firm) Not Started Parent Number

Equipment Number

Inventory Item Number

Lot/SN

Service Dealer

Supplier Recovery Manager 7424594 Tanuja Puvvada

**Failure**

Causal Part

Defect Code

Failure Date 01/19/04

Repair Date 01/19/04

Component Code - System

Failure Description TEST

**Meter Reading**

Current Balance Meter 1

Current Balance Meter 2

Current Balance Meter 3

6. Click the Classification tab, and then complete any of the category code fields.
7. Click the Accounting tab, and then complete the following fields:
  - Business Unit  
Business Unit is a required field.
  - Subsidiary
  - Covered G/L Category
  - Non-Covered G/L Category
  - Tax Expl Code
  - Tax Rate/Area
  - Payment Instrument
8. To specify the reimbursement method, click one of the following options under the Reimbursement heading:
  - Accounts Payable
  - Accounts Receivable
9. If you want to entitle against a supplier contract, complete the following field:
  - Contract Number/Type

Then click the Paper icon to run the entitlement. (Or, you can set a processing option on Supplier Recovery Claims (P1779) to automatically check entitlements.)

If a supplier contract exists to cover this claim, the system displays the contract number on the Accounting tab of the supplier recovery claim. The system also displays the percent covered on the parts list and the labor detail of the claim.
10. Click OK.

## Processing Options for Supplier Recovery Claims (P1779)

---

### Default

1. Document Type
2. Service Type
3. Branch
4. Business Unit

### Edits

1. Require Meter Reading 1

Blank = Do Not Require entry for Current Balance for Meter 1.

1 = Require entry for Current Balance for Meter 1.

2. Require Meter Reading 2

Blank = Do Not Require entry for Current Balance for Meter 2.

1 = Require entry for Current Balance for Meter 2.

3. Require Meter Reading 3

Blank = Do Not Require entry for Current Balance for Meter 3.

1 = Require entry for Current Balance for Meter 3.

### Version

1. RMA Revisions (P400511) Version

Blank = ZJDE0001

2. Warranty Claims (P1777) Version

Blank = ZJDE0001

3. Product Registration (P17051) Version

Blank = ZJDE0001

4. Parts Details (P17710) Version

Blank = ZJDE0001

5. Labor details (P17712) Version

Blank = ZJDE0001

6. Meter Reading (P12120) Version

Blank = ZJDE0001

7. Submit Claims (R174801Z2O) Version

Blank = XJDE0001

8. Supplier Contract (P17201) Version

Blank = ZJDE0001

9. Work With RMA (P40051) Version

Blank = ZJDE0001

### Process

1. Validate Lot Numbers

Blank = Do not validate lot numbers.

1 = Validate lot numbers.

2. Default User to Supplier Recovery Manager in Add Mode

---

Blank = Do not default  
1 = Default supplier  
3. Entitlement Checking

Blank = Bypass Entitlement Checking  
1 = Check entitlement using the date table (F1791)  
2 = Check entitlement without using the date table

---

## Submitting Supplier Recovery Claims

From the Periodic Supplier Recovery Processing menu (G1728), choose Supplier Recovery Workfile Generation.

After you enter supplier recovery claims, you use the Supplier Recovery Workfile Generation program (R177701) to generate the payables or receivables records from the supplier. Warranty claims and supplier recovery claims use the same workfile generation program; only a processing option on the Process tab differs. (You set it either for warranty claims or for supplier recovery claims.) The program includes the following information in the submittal:

- Supplier recovery claim number
- Supplier details
- Causal part information
- Failure information
- Details about the supplier recovery claim

### Processing Options for SWM Warranty Claim/Supplier Recovery Workfile Generation (R177701)

---

Process

1. Process Warranty Claim/Supplier Recovery

Blank = Warranty Claim

1 = Supplier Recovery

2. Proof or Final Mode

Blank = Proof Mode

1 = Final Mode

3. Write Errors

Blank = Work Center

1 = Report

4. Use Price Adjustment History

Blank = Do NOT use Price Adjustment History

1 = Use Price Adjustment History

Supplier Recovery

1. Billable Subledger Default

---

---

Blank = No Default

1 = Supplier Recovery Claim Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

5 = Contract Number

6 = Equipment Number

2. Date Billed

Blank = System Date

1 = Estimated Start Date on Service Order

Warranty Claim

1. Payable Subledger Default

Blank = No Default

1 = Warranty Claim Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

5 = Contract Number

6 = Equipment Number

7 = Service Provider Number

2. Date Paid

Blank = Use System Date

1 = Use Estimated Start Date on Service Order

Vertex (FUTURE)

These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.

Billables:

1. Parts Transaction Type

Blank = Servic

2. Labor Transaction Type

Blank = Servic

3. Flat Rate Billings Transaction Type

Blank = Servic

Payables:

1. Parts Transaction Type

Blank = Servic

2. . Labor Transaction Type

Blank = Servic

3. Flat Rate Payables Transaction Type

---

---

# Multicurrency Transactions for Warranty Claims and Supplier Recovery Claims

Effective with the PeopleSoft EnterpriseOne 8.9 release, if a parts or labor record exists for a warranty claim or a supplier recovery claim, you cannot change the dealer for a warranty claim or the supplier for a supplier recovery claim, if that change would result in different currency codes.

Two types of labor lines are specified by the Source field (LSRCE) value from the Labor Detail program (P17712), as follows:

- L-source = labor lines
- T-source = third-party invoice lines, which have the flexibility to contain different currency information, if needed

The following currency values are consistent between the header, parts lines, and L-source labor lines:

- Base Currency field or Currency Code field
- Transaction Currency (To Currency Code field or Currency field)
- Foreign/Domestic Mode
- Exchange Rate

## Considerations for Header Fields

- The base currency default is derived from the company. The company can be derived from the responsible business unit. You cannot change the value in the Base Currency field.
- The system supplies the transaction currency default from:
  - The service dealer's A/R record for a warranty claim
  - The supplier's A/P record for a supplier recovery claim
  - You can change the value in the transaction currency fields until you attach parts detail or labor detail.
- If currencies are different, the system supplies the Foreign default value in the Foreign/Domestic Mode field. You can change the value in this field until you attach parts detail or labor detail.
- If currencies are the same, the system supplies the Domestic default value in the Foreign/Domestic Mode field. You cannot change the value in this field. Also, the default value of the exchange rate is zero, which you cannot change.
- The system supplies the default exchange rate based on the two currencies from the Currency Exchange Rates table (F0015). You can change the value in this field until you attach parts detail or labor detail.
- After you attach parts detail or labor detail, you cannot change the service dealer for a warranty claim or the supplier for a supplier recovery claim.

## Considerations for Parts and Labor Fields

- You can change the transaction currency, exchange rate, and foreign/domestic mode:

- If no existing parts lines exist, and
- If no existing L-source labor lines exist

When you save the parts and labor lines, the system writes any changes (to the transaction currency, exchange rate, or foreign/domestic mode) back to the header of the claim.

- If you do not enter values for T-source labor lines, the values for transaction currency, exchange rate, and foreign/domestic mode are the same as the values for the L-source labor lines. You can change the T-source labor lines until you save the record.

---

## Interoperability for Warranty Claims and Supplier Recovery Claims

You can receive, process, revise, and purge flat file warranty claims that are sent in from dealers and flat file supplier recovery claims that are sent out to suppliers. Use the programs on the Warranty Claim Interoperability menu (G17371) and the Supplier Recovery Interoperability menu (G17381) to complete these tasks.

### Processing Inbound Warranty Claims

*From the Warranty Claim Interoperability menu (G17371), choose Inbound Warranty Claim Processing.*

A dealer or authorized service provider performs work that is covered under a manufacturer's warranty. Use Inbound Warranty Claims Processing (R174801Z21) to receive flat file claims that are sent in from dealers. For each claim, the program creates a new warranty claim number, and processes parts detail and labor detail if they exist.

The Dealer Reference field can contain the dealer's claim number as a cross-reference. The program uses the failure date and the repair date to prevent duplicate warranty claim numbers. Processing options and work order activity rules perform additional checks, such as whether the system validates the registration status to determine if the equipment is eligible for a warranty claim.

## Processing Options for Inbound Warranty Claim Processing (R174801Z2I)

---

### Defaults

1. Job Status Message Recipient
2. Warranty Claim Status

Blank = Default from Work Order Activity Rules

3. Branch
4. Responsible Business Unit
5. Supplier Recovery Vendor Process

1. Process Module

WARC = Warranty Claims (P1777) (default)

2. Validate Product Registration

Blank = Do not validate product registration

- 1 = Validate product registration
3. Assign Assessor

Blank = Do not assign assessor from defaults

- 1 = Assign assessor from defaults

### Versions

1. Warranty Claims (P1777) Version

Blank = ZJDE0001

2. Inbound Parts Detail (R173111Z2I) Version

Blank = XJDE0001

3. Inbound Labor Detail (R173112Z2I) Version

Blank = XJDE0001

---

## Processing Outbound Supplier Recovery Claims

*From the Supplier Recovery Interoperability menu (G17381), choose Outbound Supplier Recovery Processing.*

A manufacturer submits a reimbursement claim to the supplier of a warranted part that was found to be defective. Use Outbound Supplier Recovery Processing (R174801Z20) to send flat file claims to suppliers. For each claim, the program creates a new supplier recovery claim number. Each claim can contain several parts detail and labor detail records.

The program uses the date submitted and the time submitted on parts and labor detail records to prevent duplicate submission of detail lines. A processing option specifies whether to allow claims without any parts or labor detail.



## Processing Options for Outbound Supplier Recovery Processing (R174801Z20)

---

Process

1. Clear Outbound Records

Blank = Do not clear outbound records

1 = Clear outbound records

2. Job Status Message Recipient

3. Submit Claim Header

Blank = Do not allow claim to submit without parts or labor detail

1 = Allow claim to submit without parts or labor detail

4. Enter the Transaction Type for Work Order Header Transactions. If left blank, "JDEWO" will be used.

5. Enter the Transaction Type for Work Order Parts List Transactions. If left blank, "JDEPL" will be used.

6. Enter the Transaction Type for Work Order Routings Transactions. If left blank, "JDERTG" will be used.
- 

## Revising an Inbound Warranty Claim or an Outbound Supplier Recovery Claim

Use the Warranty Claim/Supplier Recovery Processing program (P174801Z) to review or revise inbound warranty claims or outbound supplier recovery claims.

### ► To revise an inbound warranty claim or an outbound supplier recovery claim

---

*Use one of the following navigations:*

*From the Warranty Claim Interoperability menu (G17371), choose Inbound Warranty Claim Revisions.*

*From the Supplier Recovery Interoperability menu (G17381), choose Outbound Supplier Recovery Revisions.*

1. On Work With Inbound/Outbound Warranty Claim/Supplier Recovery Header, locate and select the applicable warranty claim or supplier recovery claim.
2. On Inbound/Outbound Warranty Claim/Supplier Recovery Header Revisions, revise the data as necessary and click OK.

## Processing Options for Warranty Claim/Supplier Recovery Processing (P174801Z)

---

### Display

1. Default View Mode. If left blank, default is '1'.

'1' - View Unprocessed Records

'2' - View Records Processed Successfully

'3' - View Records Processed Unsuccessfully

2. Direction Indicator

1 = Inbound Records

2 = Outbound Records (default)

### Defaults

1. Enter the Transaction Type for new Work Order Header Transactions. If left blank, "JDEWO" will be used.

2. Enter the Transaction Type for new Work Order Parts List Transactions. If left blank, "JDEPL" will be used

3. Enter the Transaction Type for new Work Order Routings Transactions. If left blank, "JDERTG" will be used

---

## Processing Parts Detail for Inbound Warranty Claims

*From the Warranty Claim Interoperability menu (G17371), choose Inbound Warranty Claim Parts Detail.*

A dealer or authorized service provider performs work that is covered under a manufacturer's warranty. Inbound Warranty Claim Parts Detail Processing (R173111Z21) processes the parts detail of incoming flat file claims that are sent in from dealers. The data is uploaded to the work order file, and the claim is then processed through Service Management.

Each warranty claim is identified by a transaction (work order) number. Each claim can contain several parts detail records. The system verifies that the associated inbound claim was processed successfully and that the warranty claim number is valid. Other validity checks for the parts detail include valid component numbers, causal part numbers, vendor numbers, and so on.

## Processing Options for Inbound Warranty Claim Parts Detail Processing (R173111Z21)

### Defaults Tab

---

#### 1. Job Status Message Recipient

Use this processing option to specify the address book number of the recipient of job status messages. The Inbound Warranty Claim Parts Detail Processing program (R173111Z21) sends any success messages or error messages to this address book number. If you leave this processing option blank, the system uses the address book number of the current user.

---

## Process Tab

---

### 1. Process Module (FUTURE)

#### **WARC = Warranty Claims (P1777)**

Use this processing option to specify the process module that the system uses when creating parts lists for inbound warranty claims. The valid value is:

WARC

Warranty Claims (P1777)

---

## Processing Labor Detail for Inbound Warranty Claims

*From the Warranty Claim Interoperability menu (G17371), choose Inbound Warranty Claim Labor Detail.*

A dealer or authorized service provider performs work that is covered under a manufacturer's warranty. Inbound Warranty Claim Labor Detail Processing (R173112Z21) processes the labor detail of incoming flat file claims that are sent in from dealers. The data is uploaded to the work order file, and the claim is then processed through Service Management.

Each warranty claim is identified by a transaction (work order) number. The system verifies that the associated inbound claim was processed successfully and that the warranty claim number is valid. Other validity checks for the labor detail include valid causal part numbers, vendor numbers, time basis codes, and so on. The system also checks for duplicate labor detail.

## Processing Options for Inbound Warranty Claim Labor Detail Processing (R173112Z2I)

### Defaults Tab

---

#### 1. Job Status Message Recipient

Use this processing option to specify the address book number of the recipient of job status messages. The Inbound Warranty Claim Labor Detail Processing program (R173112Z2I) sends any success messages or error messages to this address book number. If you leave this processing option blank, the system uses the address book number of the current user.

---

### Process Tab

---

#### 1. Process Module (FUTURE)

**WARC = Warranty Claims (P1777)**

Use this processing option to specify the process module that the system uses when creating routings for inbound warranty claims. The valid value is:

WARC

Warranty Claims (P1777)

---

## Purging Inbound Warranty Claims or Outbound Supplier Recovery Claims

*Use one of the following navigations:*

*From the Warranty Claim Interoperability menu (G17371), choose Inbound Warranty Claim Purge.*

*From the Supplier Recovery Interoperability menu (G17381), choose Outbound Supplier Recovery Purge.*

After the system successfully processes either inbound warranty claims or outbound supplier recovery claims, you can use Warranty Claim/Supplier Recovery Purge (R174801Z2P) to purge the records. A processing option specifies which records the system purges.

## **Processing Options for Warranty Claim/Supplier Recovery Purge (R174801Z2P)**

### **Process Tab**

---

#### **1. Purge Records**

**Blank = Inbound and Outbound**

**1 = Inbound**

**2 = Outbound**

Use this processing option to specify which interoperability records the system purges for warranty claims and supplier recovery records. Valid values are:

Blank

Purge inbound and outbound records.

1

Purge only inbound records.

2

Purge only outbound records.

---

# Failure Analysis

The Failure Analysis module is the database that allows you to associate failures, analyses, and resolutions with maintenance requests and work orders.

---

## Terms and Concepts

The following Failure Analysis terms and concepts are used in this guide:

|                                 |   |
|---------------------------------|---|
| <b>Failure analysis type</b>    | A category that distinguishes among failures, analyses, and resolutions.  |
| <b>Failure analysis code</b>    | A user defined code describing failures, analyses, and resolutions.   |
| <b>Failure analysis tree</b>    | A hierarchy of failure analysis codes that are used as a means of selecting codes for a failure, analysis, or resolution.   |
| <b>Failure</b>                  | The problem according to the customer. Failures are stored separately from analyses and resolutions, and can be searched for and reused for other issues.   |
| <b>Analysis</b>                 | The cause of the failure. Analyses are stored separately from failures and resolutions.   |
| <b>Resolution</b>               | The correction for the failure of an issue. Resolutions are stored separately from analyses and failures, and can be searched for and reused for other issues.  |
| <b>Unit of Failure Analysis</b> | <p>A piece of information that consists of one or all of the following:</p> <ul style="list-style-type: none"><li>• Failure analysis codes</li><li>• Descriptions</li><li>• Media objects</li></ul> <p>To distinguish units of failure analysis, the following failure analysis types are used:</p> <ul style="list-style-type: none"><li>• Failures</li><li>• Analyses</li><li>• Resolutions</li></ul> |
| <b>Pareto analysis</b>          | The method of ranking the analyses and resolutions of a problem to identify the most commonly occurring ones.   |

# Setting Up Failure Analysis

Before you can use Failure Analysis to assist you in resolving maintenance requests or work orders, you must set up the system constants, codes, trees, failures, analyses, and resolutions to use later when you enter data into the system.

You also need to set up user defined codes for Failure Analysis.

## Setting Up Failure Analysis Constants

You set up constants to define default information for the entire system. Constants control the types of information that you track and the rules that the system uses to perform certain calculations.

### ► To set up failure analysis constants

*From the Service & Warranty Setup menu (G1740), choose Service & Warranty Constants.*

The screenshot shows the PeopleSoft interface for 'Service & Warranty Constants - SWM System Constants Revisions'. The window has a title bar with 'OK', 'Cancel', and 'Tools' buttons. Below the title bar is a 'Select Tab:' dropdown menu set to 'General'. The main content area is divided into three sections: 'Defaults', 'Constants', and 'Entitle By'. The 'Defaults' section contains three rows of input fields: 'Customer Number for Base Warranties' (a text box), 'Parent/Child Structure Type' (a text box with 'Accounts Receivable' to its right), and 'Day Type Code for Holidays' (a text box with 'H' and 'Holiday' to its right). The 'Constants' section contains a list of checkboxes: 'SWM Installed' (checked), 'Validate Product Family/Model Combination' (checked), 'Check for Previous Maintenance Requests and Work Orders on Customers' (checked), 'Check for Previous Maintenance Requests and Work Orders on Piece of Equipment' (checked), 'Use Failure Analysis Tree for Selecting Failure Analysis Codes' (checked), 'Use Workflow for Approving Failure Analysis for Re-Use' (unchecked), and 'Use Graphical Parts Book' (unchecked). The 'Entitle By' section contains two radio buttons: 'Customer' (selected) and 'Site'.

1. On SWM System Constants Revisions, click the following option to enable the interface with other systems:
  - S/WM Installed
2. To require users to choose codes from the failure analysis tree, click the following option:
  - Use Failure Analysis Tree for Selecting Failure Analysis Codes

By choosing this option, you protect the failure analysis codes from being overwritten on Failure Analysis Revisions.

3. To provide a method of approving records for re-use, click the following option:

- Use Workflow for Approving Failure Analysis for Re-Use

---

**Note**

The actual workflow process is currently reserved for future use. However, you can use a method to approve records by using the Approvals row option in the Work with Failure Analysis program (P17766).

---

4. Click OK.

## Setting Up Failure Analysis Codes

Set up failure analysis codes if you use codes to define a unit of failure. The codes are the building blocks of the tree, but you are not required to set up trees to use failure analysis codes. You can use these codes with failures, analyses, and resolutions that are associated with maintenance requests or work orders.

The system does not recognize these codes until you attach them to a transaction. You can associate codes with a failure, analysis, or resolution by using a tree, which standardizes how the codes are defined. Alternatively, you can choose a code from a table.

When you create failures, analyses, and resolutions, you can associate as many as seven failure analysis codes to define the failure, analysis, or resolution. You can also create as many as five user defined codes to associate with each failure analysis code; you might create these codes for reporting purposes. You must set up failure analysis codes if you are using the failure analysis tree.

You can assign the following failure analysis types to failure analysis codes:

- Failure
- Analysis
- Resolution
- All of the above

---

► **To set up failure analysis codes**

---

*From the Failure Analysis Setup menu (G1749), choose Failure Analysis Codes.*

1. On Work with Failure Analysis Codes, click one of the following options to define the failure type and then click Add:
  - Failure
  - Analysis
  - Resolution
  - All



PeopleSoft.

Failure Analysis Codes - Failure Analysis Code Revisions

Work with Failure Analysis Codes Failure Analysis Code Revisions

OK Cancel Row Previous Next Tools

Failure Analysis Type

Failure Analysis Resolution All

Records 1 - 10

| Failure Analysis Code                  | Code Description            | Start Date | End Date | FA Code CC 1 | FA Code CC 2 | FA Code CC 3 | FA Code CC 4 | FA Code CC 5 |
|--|-----------------------------|------------|----------|--------------|--------------|--------------|--------------|--------------|
| <input checked="" type="radio"/> 12KEY | 12 Button Phone Set         |            |          |              |              |              |              |              |
| <input type="radio"/> 24KEY            | 24 Button Phone Set         |            |          |              |              |              |              |              |
| <input type="radio"/> ACD              | Automatic Call Distribution |            |          |              |              |              |              |              |
| <input type="radio"/> DISPLAY          | Display Console Phone       |            |          |              |              |              |              |              |
| <input type="radio"/> HARD             | Hardware                    |            |          |              |              |              |              |              |
| <input type="radio"/> MON              | Monitor                     |            |          |              |              |              |              |              |
| <input type="radio"/> NONACD           | Non Automatic Dist. Call    |            |          |              |              |              |              |              |
| <input type="radio"/> PHONE            | Phone Sets                  |            |          |              |              |              |              |              |
| <input type="radio"/> PRINT            | Printer                     |            |          |              |              |              |              |              |
| <input type="radio"/> REPORT           | Software Reporting          |            |          |              |              |              |              |              |

2. On Failure Analysis Code Revisions, complete the following fields:
  - Failure Analysis Code  
You can enter up to 15 alphanumeric characters.
  - Code Description
3. Complete the following optional fields:
  - Start Date
  - End Date
  - FA Code CC 1
  - FA Code CC 2
  - FA Code CC 3
  - FA Code CC 4
  - FA Code CC 5
4. To attach descriptions in foreign languages to failure analysis codes, highlight the code and choose Language from the Row menu.
5. On Language Overrides, complete the following fields for each language and click OK:
  - Language
  - Description
6. Click Cancel.
7. On Failure Analysis Code Revisions, click OK.

## Processing Options for Failure Analysis Codes (P17761)

### Defaults Tab

---

#### 1. Failure Analysis Type

**Blank = All**

**1 = Failure**

**2 = Analysis**

**3 = Resolution**

Use this processing option to specify the default Failure Analysis type. The system uses this information when searching for and also adding Failure Analysis codes. Valid values are:

Blank

All

1

Failure

2

Analysis

3

Resolution

#### 2. Failure Analysis Code CC 1

Use this processing option to specify the default Failure Analysis Code CC 1. The system uses this information when searching for and also adding Failure Analysis codes. Enter a value from UDC 48/K1 (Failure Analysis Code CC1).

#### 3. Failure Analysis Code CC 2

---

Use this processing option to specify the default Failure Analysis Code CC 2. The system uses this information when searching for and also adding Failure Analysis codes. Enter a value from UDC 48/K2 (Failure Analysis Code CC2).

#### **4. Failure Analysis Code CC 3**

Use this processing option to specify the default Failure Analysis Code CC 3. The system uses this information when searching for and also adding Failure Analysis codes. Enter a value from UDC 48/K3 (Failure Analysis Code CC3).

#### **5. Failure Analysis Code CC 4**

Use this processing option to specify the default Failure Analysis Code CC 4. The system uses this information when searching for and also adding Failure Analysis codes. Enter a value from UDC 48/K4 (Failure Analysis Code CC4).

#### **6. Failure Analysis Code CC 5**

Use this processing option to specify the default Failure Analysis Code CC 5. The system uses this information when searching for and also adding Failure Analysis codes. Enter a value from UDC 48/K5 (Failure Analysis Code CC5).

---

## **Defining Failure Analysis Tree Names**

You define failure analysis tree names to give logical meaning to a hierarchical structure of failure analysis codes and types.

### **► To define failure analysis tree names**

---

*From the Failure Analysis Setup menu (G1749), choose Failure Analysis Tree Entry.*

1. On Work with Failure Analysis Tree Names, click Add.

PeopleSoft®

Failure Analysis Tree Entry - Failure Analysis Tree Name Revisions

Work with Failure Analysis Tree Names | Failure Analysis Tree Name Revisions

OK Cancel Form Previous Next Tools

Tree Name: SOFTWARER Description: Software Resolution Tree

**Product Information**

Equipment Number:   
 Inventory Item No.:   
 Product Model:   
 Product Family:   
 Product Component:   
 Environment:

**Failure Analysis Type**

☐ Failure  
☐ Analysis  
☒ Resolution  
☐ All

**Category Codes**

|   |   |
|---|---|
| Equipment Cat Code 01: <input type="text"/> | Equipment Cat Code 06: <input type="text"/> |
| Equipment Cat Code 02: <input type="text"/> | Equipment Cat Code 07: <input type="text"/> |
| Equipment Cat Code 03: <input type="text"/> | Equipment Cat Code 08: <input type="text"/> |
| Equipment Cat Code 04: <input type="text"/> | Equipment Cat Code 09: <input type="text"/> |
| Equipment Cat Code 05: <input type="text"/> | Equipment Cat Code 10: <input type="text"/> |

2. On Failure Analysis Tree Name Revisions, complete the following fields:
  - Tree Name
  - Description
3. Click one of the following options:
  - Failure
  - Analysis
  - Resolution
  - All
4. Complete the following optional fields:
  - Equipment Number
  - Inventory Item No.
  - Product Model
  - Product Family
  - Product Component
  - Environment
5. Complete any of the optional equipment category codes.
6. Click OK.

# Setting Up the Failure Analysis Tree Structure

After you define a failure analysis tree name, you set up the structure for the tree. When you set up a tree, you create a hierarchical structure of failure analysis codes by using a parent/child relationship.

## Prerequisite

- ❑ Define the failure analysis codes that you plan to use when you create the tree structure.

## ► To set up the failure analysis tree structure

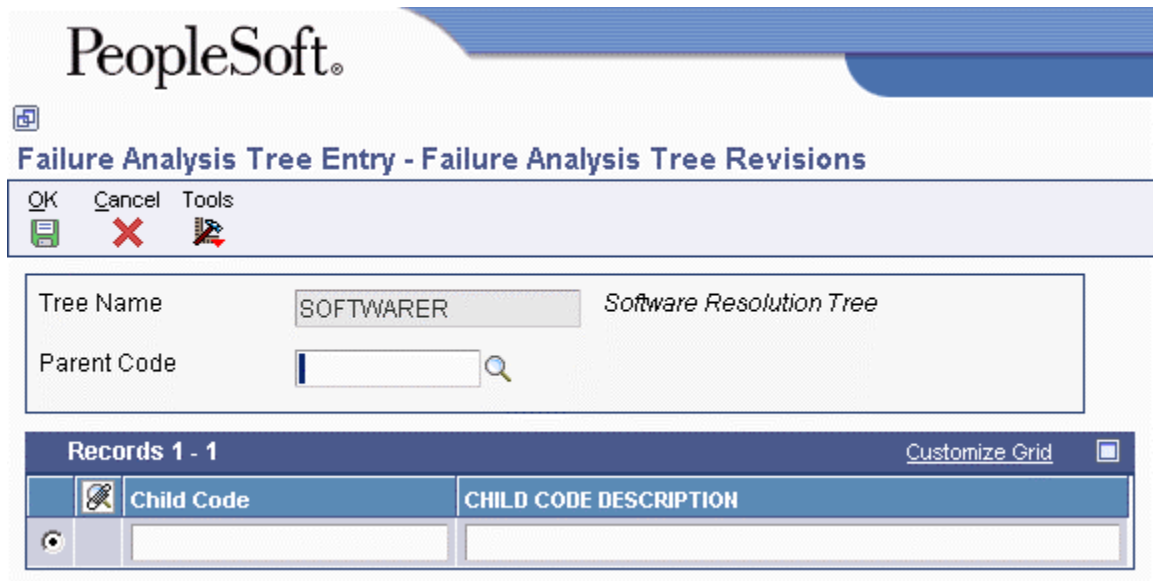
From the *Failure Analysis Setup* menu (G1749), choose *Failure Analysis Tree Entry*.

1. On *Work with Failure Analysis Tree Names*, locate the tree name to which you are adding the structure and choose *Tree* from the *Row* menu.

The screenshot shows the PeopleSoft interface for the 'Failure Analysis Tree Entry - Failure Analysis Tree' window. At the top is the PeopleSoft logo. Below it is a toolbar with icons for Select (checkmark), Find (magnifying glass), Add (+), Close (X), Row (grid), and Tools (wrench). The 'Tree Name' field contains 'SOFTWARER' and the description 'Software Resolution Tree'. Below this is the 'Code Descriptions' section with four radio button options: 'Never Show', 'Show Root Node', 'Always Show', and 'Code + Desc' (which is selected). Below the radio buttons is a table header 'Records 1 - 1'. The table has one row with the code 'SOFTWARER'. Below the table is a tree structure showing a folder icon and the text 'SOFTSoftware'.

2. On *Failure Analysis Tree*, click one of the following options to define how the code descriptions are displayed:
  - **Never Show**  
The system displays the code only with no description.
  - **Show Root Node**  
The system displays the description only at bottom of the tree.
  - **Always Show**  
The system always displays the description.
  - **Code + Desc**  
The system displays the code and description concatenated.

3. Click Add.



The screenshot shows the PeopleSoft interface for 'Failure Analysis Tree Entry - Failure Analysis Tree Revisions'. At the top is the PeopleSoft logo. Below it is a toolbar with 'OK', 'Cancel', and 'Tools' buttons. The main form area contains two input fields: 'Tree Name' with the value 'SOFTWAREAR' and a description 'Software Resolution Tree', and 'Parent Code' with an empty field and a search icon. Below the form is a table header 'Records 1 - 1' with a 'Customize Grid' link. The table has two columns: 'Child Code' and 'CHILD CODE DESCRIPTION'. The first row shows an empty 'Child Code' field and an empty 'CHILD CODE DESCRIPTION' field.

| Records 1 - 1 |            | Customize Grid         |
|---------------|------------|------------------------|
|               | Child Code | CHILD CODE DESCRIPTION |
|               |            |                        |

4. On Failure Analysis Tree Revisions, to enter a parent code and all of its children, complete the following fields:
  - Parent Code
  - Child Code
5. Click OK.

PeopleSoft®

**Failure Analysis Tree Entry - Failure Analysis Tree**

Select Find Add Close Row Tools

Tree Name  *Software Resolution Tree*

**Code Descriptions**

☐ Never Show
 ☐ Show Root Node
 ☐ Always Show
 ☒ Code + Desc

Records 1 - 7

| SOFTWARER                        |                                |
|----------------------------------|--------------------------------|
| <input checked="" type="radio"/> | SOFTSoftware                   |
| <input type="radio"/>            | NONACDNon Automatic Dist. Call |
| <input type="radio"/>            | REPORTSoftware Reporting       |
| <input type="radio"/>            | ROUTEAgent Routing             |
| <input type="radio"/>            | ACDAutomatic Call Distribution |
| <input type="radio"/>            | REPORTSoftware Reporting       |
| <input type="radio"/>            | ROUTEAgent Routing             |

6. Click Cancel.
7. On Failure Analysis Tree, do one of the following:
  - To add additional parent and child codes, repeat steps 3 through 6.
  - To add children to an existing code, locate and choose the code, and then choose Add Children from the Row menu.
8. On Enter Child, complete the following field and click OK:
  - Child Code

## Setting Up Failures, Analyses, and Resolutions

Based on prior experience, a business might identify common or recurring failures, analyses, or resolutions, which you can set up to reuse existing information. You can attach this information to new maintenance requests or work orders.

A failure, analysis, or resolution is composed of the following information:

- As many as seven failure analysis codes selected from either a failure analysis tree or the failure analysis code table
- A description that is no more than 80 characters long

- Media objects, such as:
  - Text documents
  - Images
  - OLE objects
  - Shortcuts

## Prerequisite

- ❑ In Service & Warranty Constants (P17001), define how the user selects a unit of failure analysis.

## ► To set up failures, analyses, and resolutions by code

*From the Failure Analysis Setup menu (G1749), choose Failure Analysis.*

1. On Work With Failure Analysis, click the Failure option and then click Add.

**PeopleSoft®**

**Failure Analysis - Failure Analysis Revisions**

OK Cancel Form Tools

Order Number  Product Model

Equipment Number  Product Family

Inventory Item Number  Product Component

Environment

**Failure** Failure Codes

Failure Description

Text1

Courier New 10 **B** U

2. On Failure Analysis Revisions, to define a failure, complete the following optional fields:
  - Equipment Number
  - Inventory Item Number
  - Product Model



- Product Family
  - Product Component
  - Environment
3. On the Failure tab, complete the following field:
- Failure Description

---

**Note**

Depending on how you have set the Use Failure Analysis Tree for Selecting Failure Analysis Codes option in the SWM constants, when you click the Search button in the Failure Description field, one of the following occurs:

- On Failure Analysis Search & Select, the system lists the existing failure analysis records from which you can select a record (this task).
  - On Failure Analysis Tree Name Search & Select, the system lists the tree names from which you can select a tree.
- 

4. To add media objects or text descriptions that are longer than 80 characters, attach the information in the media object area.
5. On the Failure Codes tab, to attach failure codes to this record, complete any or all of the Failure Analysis Code IDs.

---

**Note**

If you make a mistake while adding a record, you can start over by choosing the appropriate Clear Failure, Clear Analysis, or Clear Resolution option from the Form menu.

---

6. Click OK and then click Cancel.
7. On Work with Failure Analysis, to add an analysis, click the Analysis option and then click Add.
8. Repeat steps 2 through 6 using the Analysis tab and the Analysis Codes tab.
9. On Work with Failure Analysis, to add a resolution, click the Resolution option and then click Add.
10. Repeat steps 2 through 6 using the Resolution tab and the Resolution Codes tab.
11. On Work with Failure Analysis, if you want to add failures, analyses, and resolutions all at the same time, click the All option and then click Add.
12. Repeat steps 2 through 6, using all the tabs as needed.
13. When you finish adding failures, analyses, and resolutions, click OK.

---

**Notes**

If the Use Workflow for Approving Failure Analysis for Re-Use option is on in the SWM constants, records must go through the workflow approval process. If the constant is off, records are automatically approved.

When you add records for failures, analyses, and resolutions, the records are separate and not associated with each other. The relationship between records is built only within a work order or a maintenance request.

---

► **To set up failures, analyses, and resolutions by tree**

---

*From the Failure Analysis Setup menu (G1749), choose Failure Analysis.*

1. On Work With Failure Analysis, click the Failure option and then click Add.
2. On Failure Analysis Revisions, to define a failure, complete the following optional fields:
  - Equipment Number
  - Inventory Item Number
  - Product Model
  - Product Family
  - Product Component
  - Environment
3. On the Failure tab, complete the following field:
  - Failure Description

---

**Note**

Depending on how you have set the Use Failure Analysis Tree for Selecting Failure Analysis Codes option in the SWM constants, when you click the Search button in the Failure Description field, one of the following occurs:

- On Failure Analysis Tree Name Search & Select, the system lists the tree names from which you can select a tree (this task).
  - On Failure Analysis Search & Select, the system lists the existing failure analysis records from which you can select a record.
- 

4. On Failure Analysis Tree Name Search & Select, choose a tree name and click Select.
5. On Failure Analysis Tree Search & Select, expand the tree, choose a code, and click Select.

On the Failure tab of Failure Analysis Revisions, the system displays the failure description from the tree. The code structure from the tree is also automatically loaded into the Failure Analysis Code ID fields on the Failure Codes tab.

PeopleSoft®

Failure Analysis - Failure Analysis Revisions

OK Cancel Form Tools

|                       |                      |                   |                      |
|-----------------------|----------------------|-------------------|----------------------|
| Order Number          | <input type="text"/> | Product Model     | <input type="text"/> |
| Equipment Number      | <input type="text"/> | Product Family    | <input type="text"/> |
| Inventory Item Number | <input type="text"/> | Product Component | <input type="text"/> |
|                       |                      | Environment       | <input type="text"/> |

Failure Failure Codes

|                            |   |                             |
|----------------------------|---|-----------------------------|
| Failure Analysis Code ID 1 | <input type="text" value="SOFT"/>       | Software                    |
| Failure Analysis Code ID 2 | <input type="text" value="ACD"/>        | Automatic Call Distribution |
| Failure Analysis Code ID 3 | <input type="text" value="ROUTE"/>      | Agent Routing               |
| Failure Analysis Code ID 4 | <input type="text" value="DISCONNECT"/> | Calls disconnected          |
| Failure Analysis Code ID 5 | <input type="text"/>                    |                             |
| Failure Analysis Code ID 6 | <input type="text"/>                    |                             |
| Failure Analysis Code ID 7 | <input type="text"/>                    |                             |

6. To add media objects or text or to revise the text that the system retrieves from the last failure code, attach the information in the media object area.

---

### Note

If you make a mistake while adding a record, you can start over by choosing the appropriate Clear Failure, Clear Analysis, or Clear Resolution option from the Form menu.

---

7. Click OK, and then click Cancel.
8. On Work with Failure Analysis, to add an analysis, click the Analysis option and then click Add.
9. Repeat steps 2 through 7 using the Tree Name and Analysis Description.
10. On Work with Failure Analysis, to add a resolution, click the Resolution option and then click Add.
11. Repeat steps 2 through 7 using the Tree Name and Resolution Description.
12. On Work with Failure Analysis, if you want to add failures, analyses, and resolutions all at the same time, click the All option and then click Add.
13. Repeat steps 2 through 7, using all the tabs as needed.
14. When you finish adding failures, analyses, and resolutions, click OK.

---

## Notes

If the Use Workflow for Approving Failure Analysis for Re-Use option is on in the SWM constants, records must go through the workflow approval process. If the constant is off, records are automatically approved.

When you add records for failures, analyses, and resolutions, the records are separate and not associated with each other. The relationship between records is built only within a work order or a maintenance request.

---

## Processing Options for Work with Failure Analysis (P17766)

---

### Defaults

#### 1. Failure Analysis Type

Blank = All

1 = Failure

2 = Analysis

3 = Resolution

#### 2. Failure Analysis Approval Flag

#### 3. Order Type

#### 4. Product Family

#### 5. Product Model

#### 6. Product Component

#### 7. Environment

### Process

#### 1. Media Object Display

Blank = Display First Generic Text Item

1 = Display First Image Item

2 = Display First OLE Item

3 = Display First URL/File Item (FUTURE)

#### 2. Approvals Access

Blank = Do not allow access to approvals

1 = Allow access to approvals

### Versions

#### 1. Failure Analysis Revisions (P17767) Version

Blank = ZJDE0001

---

---

## Working With Failure Analysis Transactions

When you use failure analysis, you first attach a failure record to a work order or maintenance request. Then you attach an analysis and resolution to that failure.

When you enter the failure analysis database from a work order or maintenance request, the system displays the failure that is associated with the issue. If a standard, reusable failure was used, the failure entry information is disabled. If a non-standard failure was used, the failure fields are enabled.

---

### ► To attach failure information to a work order or maintenance request

---

#### Note

The steps for this process are shown as you enter the Failure Analysis program from a maintenance request, but the same steps apply if you enter the Failure Analysis program from a work order.

---

*From the Maintenance Request menu (G1713), choose Maintenance Request Entry.*

1. On Work With Maintenance Requests, complete the steps to locate a specific maintenance request, choose the request, and then click Select.
2. On Maintenance Request Entry, choose Failure Analysis from the Form menu, and then choose Add/Revise FA.

PeopleSoft®

Maintenance Request Entry - Failure Analysis Revisions

OK Cancel Form Tools

|                       |       |                   |      |
|-----------------------|-------|-------------------|------|
| Order Number          | 4     | Product Model     | C200 |
| Equipment Number      | 31430 | Product Family    | CBX  |
| Inventory Item Number | 7101  | Product Component |      |
|                       |       | Environment       |      |

Failure Failure Codes Analysis Analysis Codes Resolution Resolution Codes

Failure Description

NONE OF THE LIGHTS LIGHT UP ON THE CBX

Text1

Courier New 10 B I U

3. Click the Failure tab of Failure Analysis Revisions, and then enter a failure description or use the Search button in the following field:

- Failure Description

---

#### Note

When you use the Search button, an SWM constant controls whether the system uses failure analysis trees, or the search and select program.

---

4. Choose one of the following actions:
  - If you are using the Search button and if the SWM constant is set to use failure analysis trees, go to step 5.
  - If you are using the Search button and if the SWM constant is not set to use failure analysis trees, go to step 7.
  - If you are not using the Search button, go to step 10.
5. On Failure Analysis Tree Name Search and Select, select a tree name that applies to your specific issue.

---

**Note**

If you set up failure analysis sequences using the Failure Analysis Sequences program (P17769), the system might not display the Failure Analysis Tree Name Search and Select form if an exact tree match is found.

---

6. On Failure Analysis Tree Search and Select, browse through the tree to find a tree node that is similar to your issue, and then go to step 8.
7. On Failure Analysis Search and Select, browse through the information to find a record that is similar to your issue.
8. Choose the issue and click Select.
9. On Failure Analysis Revisions, click the following option to add information to an existing issue:
  - Modify Failure Record

---

**Note**

A processing option controls whether you can modify existing records. If you are not allowed to modify them, the option is disabled.

---

10. If you are adding a new failure or modifying existing records, enter the information in the media object text box.

---

**Note**

If you make a mistake while adding a failure record, you can start over by choosing Clear Failure from the Form menu.

---

11. Click OK to save the record.

The system returns to the Maintenance Request Entry form.

---

**► To attach analyses and resolutions to a failure**

---

*From the Maintenance Request menu (G1713), choose Maintenance Request Entry.*

1. On Work With Maintenance Requests, complete the steps to locate a specific maintenance request, choose the request, and click Select.
2. On Maintenance Request Entry, choose Failure Analysis and then choose Work with FA from the Form menu.
3. On Work with Failure Analysis, locate and choose the existing failure, and choose F/A/R Revisions from the Row menu.

The screenshot shows the PeopleSoft interface for 'Maintenance Request Entry - Failure Analysis Revisions'. At the top is the PeopleSoft logo. Below it is a title bar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. The main form area contains two columns of input fields. The left column has 'Order Number' (4), 'Equipment Number' (31430), and 'Inventory Item Number' (7101). The right column has 'Product Model' (C200), 'Product Family' (CBX), 'Product Component', and 'Environment'. Below these fields is a tabbed interface with tabs for 'Failure', 'Failure Codes', 'Analysis' (selected), 'Analysis Codes', 'Resolution', and 'Resolution Codes'. The 'Analysis' tab is active, showing an 'Analysis Description' field with the text 'CHECK CONNECTION'. Below this is a checkbox for 'Modify Analysis Record' which is checked. There is a 'Text1' dropdown menu and a rich text editor with a toolbar containing options for font face (Courier New), size (10), bold, italic, underline, color, and alignment. The rich text editor area is currently empty.

4. On the Analysis tab of Failure Analysis Revisions, choose one of the following actions:
  - Enter an analysis description or use the Search button in the following field:



- Analysis Description

---

**Note**

When you use the Search button, an SWM constant controls whether the system uses failure analysis trees, or the search and select program.

---

- Click the Pareto button, if it appears.
5. Choose one of the following actions:
    - If you are using the Search button and if the SWM constant is set to use failure analysis trees, go to step 6.
    - If you are using the Search button and if the SWM constant is not set to use failure analysis trees, go to step 8.
    - If you are using the Pareto button, go to step 9.
    - If you are entering an analysis description manually, go to step 12.
  6. On Failure Analysis Tree Name Search and Select, select a tree name that applies to your specific issue.

---

**Note**

If you set up failure analysis sequences by using the Failure Analysis Sequences program (P17769), the system might not display the Failure Analysis Tree Name Search and Select form if an exact tree match is found.

---

7. On Failure Analysis Tree Search and Select, browse through the tree to find a tree node that is similar to your issue, and then go to step 9.
8. On Failure Analysis Search and Select, browse through the information to find a record that is similar to your issue, and then go to step 9.
9. On Failure Analysis Pareto Analysis, locate a record that is similar to your issue.
10. Choose the analysis and click Select.
11. On Failure Analysis Revisions, to add information to an existing issue, click the following option:
  - Modify Analysis Record

---

**Note**

A processing option controls whether you are allowed to modify existing records. If you are not allowed to modify them, the option is disabled.

---

12. If you are adding a new analysis or modifying existing records, enter the information in the media object text box.
13. On the Analysis Codes tab, choose an existing code or enter a new code in any of the Failure Analysis Code IDs.

---

**Note**

You do not need to enter information on the Analysis Codes tab if you used a standard, reusable analysis. The system supplies the default codes from the reusable record.

---

14. On the Resolution tab of Failure Analysis Revisions, choose one of the following actions:

- Enter a resolution description or use the visual assist in the following field:
  - Resolution Description

---

**Note**

When you use the visual assist, an SWM constant controls whether the system uses failure analysis trees, or the search and select program.

---

- Click the Pareto button, if it appears.

15. Repeat steps 5 through 13, entering resolution information instead of analysis information, and using the Resolution tab and the Resolution Codes tab. Then go to step 16.

---

**Note**

If you make a mistake while adding an analysis or a resolution record, you can start over by choosing the Clear Analysis or the Clear Resolution option from the Form menu.

---

16. Click OK.

# Setting Up Advanced Pricing for Service Management

Setting up advanced pricing for contracts, work orders, and maintenance requests allows you to price items and services by using an advanced pricing structure, and allows you to streamline pricing setup and maintenance.

Advanced pricing provides flexibility when defining pricing. You can easily adjust prices for each contract, work order, or maintenance request; and then combine the adjustments into a pricing structure or schedule. Within each schedule, you can define unlimited price adjustments. The adjustment schedule attaches to the customer record and, therefore, is used for any contract, work order, or maintenance request for that customer.

---

## Setting Up Preference Hierarchies

The system applies pricing adjustments to service contracts, work orders, and maintenance requests in the order that you determine on the pricing hierarchy. The system uses the pricing structure to calculate price adjustments and updates. For this reason, you should set up your hierarchy to search from specific combinations to general combinations.

## Setting Up a Preference Master

Before you define each pricing hierarchy, you must create a master record called the preference master. You can create as many different preference hierarchies as you need.

You define the hierarchy and then attach it to an adjustment definition. You can create a hierarchy for each adjustment definition, or you can use a single hierarchy for many adjustment definitions. Although you can create as many different preference hierarchies as you need, PeopleSoft recommends that you set up the fewest number of hierarchies possible that can accommodate all of the adjustment definitions that your company requires.

---

### ► To set up a preference master

*From the Adjustment Set Up menu (G174613), choose Preference Hierarchy.*

1. On Work With Preference Hierarchy, click Add.

PeopleSoft®

Preference Hierarchy - Preference Hierarchy Revisions

OK Cancel Form Tools

| Preference Type |                 | Payment Terms                  |                                |                                |
|-----------------|-----------------|--------------------------------|--------------------------------|--------------------------------|
|                 |                 | Item Number                    | Item Group                     | All Items                      |
| Ship To         | Customer Number | <input type="text"/>           | <input type="text"/>           | <input type="text"/>           |
|                 | Customer Group  | <input type="text"/>           | <input type="text"/>           | <input type="text"/>           |
| Sold To         | Customer Number | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
|                 | Customer Group  | <input type="text"/>           | <input type="text"/>           | <input type="text" value="4"/> |
| Parent          | Customer Number | <input type="text"/>           | <input type="text"/>           | <input type="text"/>           |
|                 | Customer Group  | <input type="text"/>           | <input type="text"/>           | <input type="text"/>           |
| All Customers   |                 | <input type="text"/>           | <input type="text"/>           | <input type="text"/>           |

- On Preference Hierarchy Revisions, choose Master Revision from the Form menu.

PeopleSoft®

Preference Hierarchy - Preference Master Revision

OK Cancel Tools

|                           |   |
|---------------------------|---|
| Preference Type           | <input type="text" value="01"/>                     |
| Description               | <input type="text" value="Payment Terms"/>          |
| Preference Classification | <input type="text" value="IN"/> Invoice Preferences |
| Sequence Number           | <input type="text" value="1"/>                      |

☒ Enable Effective Dates

☐ Enable Effective Quantity

- On Preference Master Revision, complete the following fields and click OK:
  - Preference Type

- Description
  - Preference Classification
  - Sequence Number
4. If applicable, click either of the following options:
    - Enable Effective Dates
    - Enable Effective Quantity
  5. Click OK.

## Defining a Pricing Hierarchy

A preference hierarchy allows you to specify the order in which pricing adjustments are applied. You identify the pricing hierarchy by typing numbers at the intersections of the rows and columns. The pricing search begins at the intersection where you type 1 and looks for records defined for that customer and item combination. If no adjustment details are found for that combination, the system moves to the next combination in the hierarchy, identified by the number 2 in the intersection, and so on.

The system selects the first combination found during a search. Therefore, you should set up the most specific method of pricing first in your hierarchy and then continue defining the hierarchy to the most general pricing.

Although you can enter as many as nine numbers, searching takes system time and resources, so you should limit your hierarchy to three or four numbers. Each number represents a system search and increases system processing time. The Sold To and All Customer rows are the only fields that Service Management can recognize.

---

### Note

For Service Management, only the information that is attached to the Sold To and All Customer rows is currently applicable.

---

### Prerequisite

- ❑ Verify that a master record has been created for the preference hierarchy.

### ► To define a pricing hierarchy

---

*From the Adjustment Set Up menu (G174613), choose Preference Hierarchy.*

1. On Work With Preference Hierarchy, click Add.
2. On Preference Hierarchy Revisions, complete the following field:
  - Preference Type
3. Beginning with 1, enter numbers in the intersections to indicate search order. When you define the pricing hierarchy, start with 1 and do not skip any numbers.
4. Click OK.

---

## Setting Up Service and Warranty Detail Groups

You can use order detail groups to create adjustments to the pricing line of a contract, work order, or maintenance request. When you set up your system, you need to consider the information that is standard for each contract, work order, or maintenance request. For example, if all contracts or all work orders contain a customer number and a model number, you can set up advanced pricing information based on the customer number and model number fields.

---

### ► To set up service and warranty detail groups

---

*From the Adjustment Set Up menu (G174613), choose Service and Warranty Detail Group.*

1. On Work with Price Group Definition, click Add.

The system imports the price group type code, based on your processing option selection. When you click Find, the system displays only those groups of that price group type code. To override the system default, type a new price group type code in the field and click Find or Add. The system retrieves the appropriate form, based on this type code.

2. On SWM Order Detail Price Group Definition, define a user defined code to complete the following field:

- Price Group

3. If the price group is for a service contract, indicate the fields that you want to use to price service contracts by typing the numbers 1 through 3 next to three of the following fields:

- Business Unit
- Company
- Line Type
- Country
- Payment Terms
- Payment Instrument
- Product Model
- Product Family
- Contract Service Package
- Contract Bill Duration
- Billing Frequency Code
- Billing In Advance/Arrears
- Contract Non-Bill Duration
- Contract Total Duration
- Contract Cat Code 01
- Contract Cat Code 02
- Contract Cat Code 03
- Contract Cat Code 04

4. If the price group is for a work order, indicate the fields that you want to use to price work orders by typing the numbers 1 through 3 next to three of the following fields:
  - Business Unit
  - Company
  - Cost Code
  - Pricing Method
  - Country
  - Payment Terms
  - Payment Instrument
  - Product Model
  - Product Family
  - Type of Service
  - Work Order Cat Code 01
  - Work Order Cat Code 02
  - Work Order Cat Code 03
  - Work Order Cat Code 04
5. If the price group is for a maintenance request, indicate the fields that you want to use to price maintenance requests by typing the numbers 1 through 3 next to three of the following fields:
  - Business Unit
  - Company
  - Cost Code
  - Pricing Method
  - Country
  - Payment Terms
  - Payment Instrument
  - Product Model
  - Product Family
  - Contract Service Package
  - Type of Service
  - Request Type - 1
  - Request Queue
  - Maintenance Request Priority
  - Maintenance Request Language
  - Maintenance Request Environment
  - Maintenance Request Cat Code 01

- Maintenance Request Cat Code 02
- Maintenance Request Cat Code 03
- Maintenance Request Cat Code 04

PeopleSoft®

Service And Warranty Detail Group - SWM Order Detail Price Group Definition

OK Cancel Form Tools

Price Group CALLBILL Maintenance Request Billing

|                          |                          |                            |                          |                         |                          |
|--------------------------|--------------------------|----------------------------|--------------------------|-------------------------|--------------------------|
| Business Unit            | <input type="checkbox"/> | Contract Bill Duration     | <input type="checkbox"/> | Work Order Cat Code 02  | <input type="checkbox"/> |
| Company                  | <input type="checkbox"/> | Billing Frequency Code     | <input type="checkbox"/> | Work Order Cat Code 03  | <input type="checkbox"/> |
| Line Type                | <input type="checkbox"/> | Billing In Advance/Arrears | <input type="checkbox"/> | Work Order Cat Code 04  | <input type="checkbox"/> |
| Cost Code                | <input type="checkbox"/> | Contract Non-Bill Duration | <input type="checkbox"/> | Request Type - 1        | <input type="checkbox"/> |
| Pricing Method           | 1                        | Contract Total Duration    | <input type="checkbox"/> | Request Queue           | <input type="checkbox"/> |
| Country                  | <input type="checkbox"/> | Contract Cat Code 01       | <input type="checkbox"/> | Maintenance Request     | <input type="checkbox"/> |
| Payment Terms            | <input type="checkbox"/> | Contract Cat Code 02       | <input type="checkbox"/> | Maintenance Request     | <input type="checkbox"/> |
| Payment Instrument       | <input type="checkbox"/> | Contract Cat Code 03       | <input type="checkbox"/> | Maintenance Request     | <input type="checkbox"/> |
| Product Model            | <input type="checkbox"/> | Contract Cat Code 04       | <input type="checkbox"/> | Maintenance Request Cat | <input type="checkbox"/> |
| Product Family           | <input type="checkbox"/> | Type of Service            | <input type="checkbox"/> | Maintenance Request Cat | <input type="checkbox"/> |
| Contract Service Package | 2                        | Work Order Cat Code 01     | <input type="checkbox"/> | Maintenance Request Cat | <input type="checkbox"/> |
|                          |                          |                            |                          | Maintenance Request Cat | <input type="checkbox"/> |

6. Click OK.

## Setting Up Price Adjustment Definitions

Once you have created SWM order detail groups and defined pricing hierarchies, you can attach them to adjustments. An adjustment is a record that describes a special pricing situation, such as a pricing plan or promotion. Before you can add an adjustment to a schedule, you must create adjustment definitions to specify the characteristics of the adjustment. These characteristics determine the following:

- The sequence that the system uses to search for prices
- Whether the adjustment is based on quantity
- Whether the adjustment is an override price, manual add or change, or a mandatory adjustment



## Prerequisites

- ❑ Set up price adjustment names (user defined code 40/TY).
- ❑ Set up preference hierarchies.
- ❑ Set up service and warranty detail groups.

### ► To set up price adjustment definitions

*From the Adjustment Set Up menu (G174613), choose Price Adjustment Definitions.*

1. On Work with Adjustment Types, click Add.

The screenshot shows the 'Price Adjustment Definitions - Modify Adj. Controls' window in the PeopleSoft application. The window has a title bar with 'PeopleSoft' and a toolbar with 'OK', 'Cancel', and 'Tools' buttons. Below the toolbar is a search bar with the text 'Adjustment Name' and a search icon. The search results show 'ADJCON' and 'Contract Adjustment'. The main area is divided into three sections: 'Target Application', 'Adjustment Control Code', and 'Adjustment Level'. Each section contains a list of radio button options.

| Target Application                                      | Adjustment Control Code                            | Adjustment Level                                       |
|---|--|--|
| <input checked="" type="radio"/> Sales Order Management | <input type="radio"/> Do not Print on Document     | <input checked="" type="radio"/> Line Level Adjustment |
| <input type="radio"/> Procurement                       | <input checked="" type="radio"/> Print on Document | <input type="radio"/> Basket Level Adjustment          |
| <input type="radio"/> Service and Warranty Management   | <input type="radio"/> Add to Sales Detail File     | <input type="radio"/> Order Level Adjustment           |
| <input type="radio"/> Ship and Debit                    | <input type="radio"/> Accrued to G/L               | <input type="radio"/> Volume Level Adjustment          |
| <input type="radio"/> Sales Order/Procurement/SWM       | <input type="radio"/> Rebate                       |  |
|   | <input type="radio"/> Print on Invoice - Detached  |  |
|   | <input type="radio"/> Supplier Proof of Sales      |  |
|   | <input type="radio"/> Rounding Adjustment          |  |

2. On Modify Adj. Controls, complete the following field:
  - Adjustment Name
3. Click the following option under the Target Application heading:
  - Service and Warranty Management
4. Click one of the following options under the Adjustment Control Code heading:

- Do not Print on Document
  - Accrued to G/L
5. Click the following option under the Adjustment Level heading, and then click OK:
- Line Level Adjustment

**PeopleSoft®**

**Price Adjustment Definitions - Price Adjustment Definition**

OK Cancel Form Tools

**Adjustment Controls**

Adjustment Name: ADJCON Contract Adjustment

Target Application: 2 Service & Warranty Management

Adjustment Control Code: 1 Do Not Print on Document

**Adjustment Level**

☒ Line Level Adjustment

☐ Basket Level Adjustment

☐ Order Level Adjustment

☐ Volume Level Adjustment

**Options** Additional Options

**Groups**

Item Price Group:

Customer Price Group:

Order Detail Group: CONTRACT

**Adjustment Specifications**

Preference Hierarchy: CS S&WM Hierarchy

Subledger in G/L: G/L Offset:

**Level Break Type**

☒ Quantity Level Break

☐ Weight Level Break

☐ Amount Level Break

**Adjustment Options**

☐ Enable Basket Master

☐ Sliding Rate

☐ Up Sell Adjustment

☒ Override Price

☐ Manual Add/Change

☐ Mandatory Adjustment

☐ Apply Absolute Value

**Detached Adjustment Only**

☐ Exclude From A/R Discount

6. On the Options tab of Price Adjustment Definition, complete the following fields to attach price groups:
- Item Price Group
  - Customer Price Group
  - Order Detail Group

---

**Note**

This field is required for Advanced Pricing to work in Service Management.

---

7. To attach a price adjustment hierarchy, complete the following fields:

- Preference Hierarchy
- Subledger in G/L
- G/L Offset

8. Click any of the following options:

- Override Price
- Manual Add/Change
- Mandatory Adjustment
- Apply Absolute Value

For Level Break Type, the system applies the Quantity Level Break default.

9. On the Additional Options tab, complete any of the optional Reporting Codes 1 through 6.

10. Click OK.

The following fields are not applicable to Service Management:

- Rebate Beneficiary
- Line Type
- Exclude from A/R Discount
- Weight Level Break
- Amount Level Break
- Basket Level Adjustment
- Order Level Adjustment

---

## Setting Up Adjustment Schedules

After you define a price adjustment, you attach it to a schedule. An adjustment schedule contains one or more price adjustment types for which a customer or an item might be eligible. An adjustment schedule consists of price adjustment definitions and adjustment details.

You assign customers to adjustment schedules so that the system can calculate prices. In the adjustment schedule, you specify the sequence that the system uses to apply price adjustment types to the order being priced.

Each adjustment schedule can contain an unlimited number of price adjustments. You can add adjustments at any time. You link customers to an adjustment schedule through the SWM address book extension. If necessary, you can override the adjustment schedule on the order (contract, work order, or maintenance request).

## Prerequisites

- ❑ Set up adjustment schedule names (user defined code 40/AS).
- ❑ Set up price adjustment definitions.

### ► To set up adjustment schedules

---

From the Adjustment Set Up menu (G174613), choose Price & Adjustment Schedule Revisions.

1. On Work With Adjustment Schedules, click Add.

PeopleSoft.

Price & Adjustment Schedule Revisions - Price Adjustment Schedule Revisions

OK Delete Cancel Form Row Tools

Adjustment Schedule GLOBAL Global Pricing

Address Number

Records 1 - 9

| Seq No. | Adjustment Name | Description                 | Promotion ID | Promotion ID Description | Effective Date | Expired Date | Beneficiary Address |
|---------|-----------------|-----------------------------|--------------|--------------------------|----------------|--------------|---------------------|
| 10      | VOLUPSEL        | Volume Based Upsell         |              |                          | 05/20/03       | 12/31/10     |                     |
| 20      | VOLINC          | Volume Incentive Deal       |              |                          | 05/20/03       | 12/31/10     |                     |
| 30      | SLIDE           | Sliding Rate Adjustment     |              |                          | 05/20/03       | 12/31/10     |                     |
| 40      | GPMARGIN        | Gross Profit Margin         |              |                          | 05/20/03       | 12/31/10     |                     |
| 50      | ADDPRI          | Additional Price Search UOM |              |                          | 05/20/03       | 12/31/10     |                     |
| 60      | RELATEUP        | Related Items Upselling     |              |                          | 05/20/03       | 12/31/10     |                     |
| 70      | MULTUOM         | Multiple UOMs               |              |                          | 05/20/03       | 12/31/10     |                     |
| 80      | ROUND           | Rounding Rule               |              |                          | 05/20/03       | 12/31/10     |                     |

2. On Price Adjustment Schedule Revisions, complete the following fields and click OK:

- Adjustment Schedule
- Adjustment Name

---

## Setting Up Adjustment Details

You can use the Price & Adjustment Detail Revisions program (P4072) to set up prices for adjustments.

---

### Note

You set up prices for adjustment names rather than adjustment schedules.

---

► **To set up adjustment details**

From the Advanced Pricing Set Up menu (G174613), choose Price & Adjustment Detail Revisions.

1. On Work with Adjustment Detail, complete the following field and click Find:
  - Adjustment Name
2. Click Add.

The screenshot shows the 'Price & Adjustment Detail Revisions - Preference Hierarchy Selection' form. At the top is the PeopleSoft logo. Below it is a toolbar with 'Select' (green checkmark), 'Close' (red X), and 'Tools' (wrench icon). A text field labeled 'Pricing Hierarchy' is present. Below this is a table titled 'Records 1 - 5' with a 'Customize Grid' link and a checkbox. The table has a 'Description' column and five radio button options: 'Item and Customer' (selected), 'Item Group and Customer', 'Customer Only', 'Item and Customer Group', and 'All Items and All Customers'.

3. On Preference Hierarchy Selection, choose the appropriate description and click Select.  
Your choices on the Preference Hierarchy Selection form and the selections within the price group determine the fields that appear on the Price and Adjustment Detail Revisions form (retrieved from the Preference Hierarchy and the Order Detail group).

The screenshot shows the 'Price & Adjustment Detail Revisions - Price Adjustment Detail Revisions' form. At the top is the PeopleSoft logo. Below it is a toolbar with 'OK' (green checkmark), 'Delete' (trash icon), 'Cancel' (red X), 'Row' (grid icon), 'Form' (document icon), and 'Tools' (wrench icon). There are two text fields: 'Adjustment Name' with the value 'ADDPRICE' and 'Additional Price Search UOM'. Below these is a table titled 'Records 1 - 2' with a 'Customize Grid' link and a checkbox. The table has columns: 'From Level', 'Threshold UM', 'Factor Value Numeric', 'B C', 'Basis Code', 'FV UM', 'Price Partial', 'Customer Number', 'Customer Name', 'Cur Cod', and 'Effective Date'. The first row has values: '0.0001', 'PL', '10.0000-', '1', '% of Base', '1', '4242', 'Capital System', 'USD', and '04/17/03'.

4. On Price Adjustment Detail Revisions, complete the following field:

- Item Number

5. To enter quantity breaks, complete the following field:

- From Level

For service contracts, the unit of measure for an item, not duration, must match the unit of measure on the contract.

6. To define the adjustment price, enter a price or percentage in the following field:

- Factor Value Numeric

By entering a negative value in the Factor Value Numeric field, you can apply a discount.

7. Enter the Basis Code in the following field:

- B C

For Service Management, you can enter one of the following values for Basis Code:

- 2, which represents a percent markup or markdown (percent of the current net price)
- 3, which represents a percent of the cost
- 4, which represents the cost plus the amount
- 5, which represents an addition to or subtraction from the current price

The Basis Code value in the first detail line must be a 3, 4, or 5 to indicate the start amount. Service Management does not use the base prices from Inventory.

8. To apply the price adjustment to a customer, complete the following field:

- Customer Number

9. To specify the currency that applies to the amount entered in the Factor Value Numeric field, complete the following field:

- Cur Cod

10. To override the price adjustment start and end dates, complete the following fields:

- Effective Date
- Expired Date

The system uses the system date as the default value in the Effective Date field.

11. Enter N in the following field:

- F G

Service Management does not use the Free Goods field to associate the price adjustment with free goods. Use the following guidelines:

- To define a free contract in Service Management, enter 0 in the Unit Price field on the Contract Revisions form, or define the line type in the contract as a base warranty or free contract.

- To define a free part or labor for a work order, enter 0 in the Actual Billable Amount field on the work order labor detail or parts list form.
- To define a free maintenance request, enter 0 in the Actual Billable Amount field on the maintenance request or maintenance request time entry record.

Depending on your selection in the Preference Hierarchy, the fields for your Order Detail Groups appear at the end of the detail area.

---

## Attaching Adjustment Schedules

After you completed the setup tasks that are associated with advanced pricing, you can apply an adjustment schedule to a service contract, work order, or maintenance request.

### ► To attach an adjustment schedule to a customer record

---

*From the Service & Warranty Setup menu (G1740), choose Address Book Revisions.*

1. On Work With Addresses, click Find, choose the customer record, and then click Select.
2. On Address Book Revision, choose SWM from the Form menu.
3. On Work With Service/Warranty Management Information, choose the information type record for the customer and click Select.
4. On Customer Information Revisions, complete one of the following fields to attach a schedule to a contract, work order, or maintenance request; and then click OK.
  - Contracts
  - Work Orders
  - Maintenance Requests

### ► To attach an adjustment schedule to a service provider record

---

*From the Service & Warranty Setup menu (G1740), choose Address Book Revisions.*

1. On Work With Addresses, click Find, choose the address book record for the service provider, and then click Select.
2. On Address Book Revision, choose SWM from the Form menu.
3. On Work With Service/Warranty Management Information, choose the information type record for the service provider and click Select.
4. On Service Provider Revisions, click the Adjustment Schedules tab.
5. Complete the following field and click OK:
  - Claims

### ► To activate an adjustment schedule for a contract

---

*From the Daily Contract Processing menu (G1714), choose Service Contract Detail.*

If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the contract. You can override the default value in the contract.

1. On Work With Contracts, click Find, choose the contract, and then and click Select.
2. On Contract Revisions, complete the following fields, and then click OK:
  - Advance Pricing
  - Adjustment Schedule

---

► **To activate an adjustment schedule for a work order**

---

*From the Daily Work Order Processing menu (G1712), choose Work Order Entry.*

If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the work order. You can override the default value in the work order.

1. On Work With Work Orders, click Find, choose the work order, and choose Parts Detail from the Row menu.
2. On Work Order Parts List Revisions, complete the following fields, if necessary, and then click OK:
  - Bill Adj. Schedule  
The system retrieves this value from the SWM Customer information in Address Book.
  - Pay Adj. Schedule  
The system retrieves this value from the SWM Service Provider information in Address Book.

---

► **To activate an adjustment schedule for a maintenance request**

---

*From the Maintenance Request menu (G1713), choose Maintenance Request Entry.*

---

**Note**

You must enable the Bill for Maintenance Requests processing option to activate adjustment schedules for maintenance requests. Use the Interactive Versions (IV) fast path to access the processing options for P1700140 and enable the processing option on the Process tab.

---

If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the maintenance request. You can override the default value in the maintenance request.

1. On Work With Maintenance Requests, click Find, choose the maintenance request, and then click Select.
2. From the Form menu on Maintenance Request Entry, choose Billing, and then Billing Information.
3. On Billing Information, click the Pricing Info tab.
4. Complete the following field (Adjustment Schedule):
  - Maintenance Requests



# Reviewing Price History

You can review the history of price adjustments and add price adjustments for contracts, work orders, warranty claims, and supplier recovery claims.

## ► To review price history

*From the Daily Work Order Processing menu (G1712), choose Work Order Entry*

### Note

As an example, this task documents one method to review price history for work orders.

1. On Work With Work Orders, locate a work order for which you want to review price history.
2. Choose the work order and then choose Labor Detail from the Row menu.

PeopleSoft.

Work Order Entry - Work Order Labor Details

OK Delete Cancel Form Row Tools

Order Number 452517 SV The switch has not worked in o

General Service and Warranty Mgt

Inventory Item Number 7101 Phone Switch

Branch M30 Eastern Manufacturing Center

Scheduled Finish Date 06/19/00

Records 1 - 3

|                          | Work Center | Oper Seq# | Op St | Description    | Run Machine | Estimated Hours | Setup Crew | Est Dur | Actual Hours | Piecework Rate | Extended Cost |
|--------------------------|-------------|-----------|-------|----------------|-------------|-----------------|------------|---------|--------------|----------------|---------------|
| <input type="checkbox"/> | 200-800     | 10.00     |       | Service Center |             | 1.00            | 1.0        | 1.00    | 1.00         | 25.000         | 25.00         |
| <input type="checkbox"/> | 200-950     | 20.00     |       | Repair Center  |             | 4.00            | 1.0        | 4.00    | 4.00         | 15.000         | 60.00         |
| <input type="checkbox"/> |             |           |       |                |             |                 |            |         |              |                |               |

3. On Work Order Labor Details, choose a record, and then choose one of the Price History options from the Row menu. For this example, choose Price History and then Est. Billable.

PeopleSoft.

Work Order Entry - Price History

OK Delete Cancel Form Row Tools

Currency Code USD Foreign Line Number \*  
 Address Number 4243 Branch/Plant M30  
 Ship To 4243 Price Effective 06/19/00  
 Item Number 7101 Service Center Adjustment Schedule SCHSVO  
 Quantity From 1.0000 HR Exchange Rate Pricing UOM HR

Records 1 - 2 Customize Grid

|                          | Seq No. | Adj Name | Desc Adj Name | Factor Value Numeric | Unit Price | B C | Desc BC | Factor Value UM | Reason Code | Desc Reason Code | Cost Meth | O P | M C |
|--------------------------|---------|----------|---------------|----------------------|------------|-----|---------|-----------------|-------------|------------------|-----------|-----|-----|
| <input type="checkbox"/> |         |          |               |                      |            |     |         |                 |             |                  |           | Y   | N   |
| <input type="checkbox"/> |         |          |               |                      |            |     |         |                 |             |                  |           |     |     |

Unit Cost 0.0000 Unit Price 2.0000 Profit Margin 100.00

- On Price History, review the price adjustment history. You can also add price adjustments on this form.

# Billing for Service Management

Service Management uses the same billing programs as the Service Billing system.

Before you can complete the billing process, you must generate any of the following workfiles:

- For contracts, the Service Contract Workfile Generation (R1732)
- For service orders, the SWM Work Order Workfile Generation (R1775)
- For maintenance requests, the Maintenance Request Workfile Generation (R17675)

The system gathers the corresponding records that are eligible for billing and creates Billing Detail Workfile records (F4812).

## Prerequisite

- ❑ Generate the workfile for contracts, work orders, and maintenance requests.

---

## Generating the Invoice Workfile

*From the Invoice Processing menu (G48S21), choose Invoice Generation.*

After you generate the workfile, the system creates records in the Billing Detail Workfile (F4812). When you run the Invoice Processing program, the system groups workfile transactions and assigns invoice numbers to records in table F4812.

When you run the Invoice Processing program, the system creates pay item records and invoice documents. Pay items are the billing lines that summarize one or more workfile transactions. The pay items for a specific invoice make up the total amount of the invoice. The system stores pay item information in the Invoice Summary Work File (F4822). The program also updates the workfile transaction records with the new invoice information, and the sequence and summarization key information.

After you run the Invoice Generation program, the system generates a report that includes the following information:

- Invoice number and related pay items
- Totals by invoice
- Batch number
- Any applicable tax information
- Sequence and summarization code

## Prerequisites

- ❑ Generate workfile transactions.
- ❑ Define the sequence and summarization of the invoice information.
- ❑ If you want to print invoices during generation, define an invoice format. See *Setting Up Invoice Formats* and *Defining Sequence and Summarization Rules* in the *Service Billing Guide*.

# Processing Options for Service Billing Invoice Generation (R48121)

## Defaults Tab

---

### 1. Document Type

**Blank = Use document type from Billing Constants**

Use this processing option to define the default document type for invoice generation. Enter a document type to use as the default or select it from the Select User Defined Code form. Valid values are:

Blank Use default document type from Billing Constants

UDC 00/DI

### 2. G/L Date

**Blank = Use system date**

Use this processing option to enter the G/L Date for invoice generation. The system assigns this date during invoice generation, and it is used when posting the invoices to the general ledger files. If you leave this field blank, the application uses the system date. This date is validated against the current fiscal period identified in the company constants.

### 3. Invoice Date

**Blank = Use system date**

Use this processing option to enter the Invoice Date for invoice generation.

---

---

The system assigns this date to the invoices during invoice generation. If you leave this field blank, the application uses the system date. This date is validated against the G/L Date. If the Invoice Date is greater than the G/L Date, the system issues a warning.

---

## Select Tab

---

### 1. Bill From Date

**Blank = No From Date used**

Use this processing option to enter the Bill From Date for invoice generation.

The application uses this date to select billing detail transactions. If this date is left blank, all billing detail transactions with a Table Basis Date less than the Bill Through Date are selected for invoice generation.

### 2. Bill Through Date

**Blank = Use system date**

Use this processing option to enter the Bill Through Date for invoice generation. The application uses this date to select billing detail transactions. If this date is left blank, all billing detail transactions with a Table Basis Date greater than or equal to the system date are selected for invoice generation.

---

## **Process Tab**

---

### **1. Invoice Sequence/Summarization Key (Required)**

Use this processing option to enter the Invoice/Pay Item Structure key. You must use this key to identify the level breaks and sequencing when assigning the invoice/pay item information to the billing detail transactions.

### **2. Invoice Journal Generation Version (R48131)**

Use this processing option to control whether the system generates journals in proof mode. Enter the version of the Invoice Journal Generation (R48131) to run. If you leave this field blank, the Invoice Journal Generation will not be run.

NOTE: If you enter a version, the system will ignore any version entered for Create A/R Entries.

### **3. Create A/R Entries Version (R48199)**

Use this processing option to control whether the system generates journals in final mode. Enter the version of the Create A/R Entries (R48199) to run. If you leave this field blank, the Create A/R Entries will not be run.

NOTE: If you enter a version for Invoice Journal Generation, the system will ignore any version entered here.

---

## **Print Tab**

---

### **1. Invoice Print Version (R48504)**

Use this processing option to control the printing of the invoice. Enter the version of the Invoice Print program (R48504). If you leave this field blank, the system will not print invoices during invoice generation.

## Currency Tab

---

### 1. Exchange Rate Date Basis

**1 = Use invoice date (Default)**

**2 = Use G/L date**

Use this processing option to identify the date the system uses to retrieve the exchange rate for invoice generation. Valid values are:

1 Use the Invoice date (default).

2 Use the G/L date.

---

---

## Printing Invoices

*From the Invoice Processing menu (G48S21), choose Invoice Print.*

After you generate and review invoices, you can print invoices for your customers.

## Processing Options for Invoice Print Selection (R48504)

### Select Tab

---

#### 1. Invoice Format Type (Required)

Use this processing option to specify the invoice format type that the system uses to retrieve the invoice version UBE and the invoice version.

---

## Print Tab

---

### 1. Invoice Version UBE

Use this processing option to specify an invoice print UBE to be used instead of the invoice version set up in the Invoice Print Cross Reference Table (F48S58). Valid values are:

R48506

Invoice Print UBE

R48507

Invoice Print with Smart Field

Note: If you specify an invoice print UBE in this processing option, you must also enter a valid version for that UBE in the Invoice Version processing option.

### 2. Invoice Version

Use this processing option to specify the version of the invoice print UBE specified in the Invoice Version UBE processing option to be used instead of the invoice version set up in the Invoice Print Cross-Reference table (P4858). Complete this processing option only if you also complete the Invoice Version UBE processing option.

### 3. Invoice Workfile Detail Selection

Use this processing option to specify which workfile or workfile history records are processed as individual line items during invoice printing. Valid values are:

Blank

Include base, burden, and component records

1

Include base records only

2



---

Include base and burden records only

3

Include base and component records only

#### **4. Invoice Format Name**

Use this processing option to override the invoice format name set up in the Invoice Print Version Cross Reference table (F48S58) or retrieved from the Contract Master table (F5201).

---

### **Currency Tab**

---

#### **1. Currency**

Use this processing option to control in which currency the system prints the monetary amounts on an invoice. Valid values are:

Blank

Use the currency of the invoice to determine in which currency to print monetary amounts.

0

Print the monetary amounts in the domestic currency.

1

Print the monetary amounts in the foreign currency.

Note: This value affects only monetary amounts printed using the 'Retrieve Amounts' Smart Field.

---

## Working with A/R and G/L Entries

You complete the billing process by creating the following journal entries that are associated with a batch of invoices:

- The credit for the account that you specify in the distribution AAIs that you define for your system. The system stores the credit entry temporarily in the Billing Detail Journal Workfile table (F48S910) and the Summarized Journal Workfile table (F48S911).
- The debit for the account that you specify in the G/L offset rules (accounting AAIs) that you define for your system. This AAI is RC (Accounts Receivable Class) in the Chart of Accounts AAIs. The system stores the debit entry in the Invoice Summary Work File table (F4822).

PeopleSoft strongly recommends that you create and carefully review preliminary G/L entries before you create the final entries that post to the general ledger. If you post out-of-balance records to the general ledger, you can correct these balances only by voiding and regenerating the invoice.

### Prerequisite

- ❑ Generate invoices.

## Creating Preliminary A/R and G/L Entries

You complete the billing process by creating journal entries. You first create preliminary A/R and G/L entries. When you create the entries, the system prints the Invoice Journal Generation report. You can also set a processing option to print the Service Billing Journal Register. You should carefully review these reports to ensure that you do not create final journal entries that create out-of-balance records in the general ledger.

When you run Invoice Journal Generation, the system:

- Creates preliminary journal entries from the transactions in the Billing Workfile. The distribution AAIs define which accounts the system assigns to the credit side of the journal entries.
- Updates the batch status description for the batch.
- Prints the Invoice Journal Generation report with accounting rule information and journal entry detail.
- Compresses the detail journal workfile information and stores it temporarily in the Billing Detail Journal Workfile (F48S910) and the Summarized Journal Workfile (F48S911) tables.
- Prints the Service Billing Journal Register with the compressed information as a summary of the journal entry detail.

---

### ► To create preliminary A/R and G/L entries

*From the Invoice Processing menu (G48S21), choose Batch Review.*

1. On Work With Batches, locate your batch of invoices.
2. Choose the batch and choose Journal Generation from the Row menu.

## Reviewing Preliminary A/R and G/L Entries

*From the Invoice Processing menu (G48S21), choose Batch Review.*

When the system creates preliminary A/R and G/L entries, you can review the batch status on Batch Review to determine whether the entries were generated with errors. To verify the information for the general ledger journal before you create the final A/R and G/L entries, you can review the following reports:

- Invoice Journal Generation Report, to review the detail of all of the cost transactions that make up the pay items for your invoices and the accounting rules for the transactions
- Billing Journal Register, to review journal entry details summarized by business unit, object, subsidiary, and subledger

Review the Billing Journal Register first for errors and warnings. You can also run the Billing Journal Register to print additional copies of the journal register after you have created preliminary G/L entries.

If you find errors on the reports, you do not always need to delete the batch and regenerate the invoices. Once you identify the errors, you can correct them and run Invoice Journal Generation again. Common errors include:

- Incorrect dates related to the general ledger
- Invalid accounts related to the general ledger

## Creating Final A/R and G/L Entries

You complete the billing process within the billing system when you create the final A/R and G/L entries. To complete the overall invoice process, you then post the journal entries to the general ledger and accounts receivable.

When you create final A/R and G/L entries for a batch of invoices, the system:

- Changes the journal status for the related workfile transactions
- Moves the transactions out of the active Billing Detail Workfile table (F4812) and into the Billing Workfile History table (F4812H)
- Removes the batch header number for the invoice journals
- Deletes the records in the Billing Detail Journal Workfile (F48S910) and the Summarized Journal Workfile (F48S911)

When you create A/R and G/L entries, the system displays processing options before submitting the job for processing. Use the processing options to specify the batch of invoices for which you want to create entries.

---

### Caution

Before you create final A/R and G/L entries, ensure that the invoice amounts and journal transactions are correct. To make any changes after you create A/R and G/L entries, you must either void the invoices or create an adjusting invoice batch.

---

► **To create final A/R and G/L entries**

---

*From the Invoice Processing menu (G48S21), choose Batch Review.*

1. On Work With Batches, locate your batch of invoices.
2. Choose the batch and choose Create A/R from the Row menu.

**Processing Options for Create A/R Entries (R48199)**

**Default Tab**

---

**1. Retainage Pay Status**

**Blank = Use 'H' to hold the retainage**

Use this processing to assign a pay status to retainage records. Valid values are stored in UDC 00/PS. Leave this processing option blank to use status H (Held/Pending Approval) to hold the retainage.

**2. Retainage Due Date**

**Blank = use the last day of the  
century year**

Use this processing to assign a due date for retainage records. Leave this processing option blank to use the last day of the century to derive the due date. The century year is identified as the allowed value in the data item Century Cutoff Year (DCYR).

---

## **Versions Tab**

---

### **1. Invoice Journal Generation Version (R48131)**

**Blank = XJDE0001**

Use this processing option to specify the version of the Journal Generation program (R48131) for journal batch processing. If you leave this processing option blank, the system uses version XJDE0001.

### **2. A/R Batch Draft Version (R03B671)**

**Blank = XJDE0007**

Use this processing option to specify the version of the A/R Batch Draft Creation program (R03B671) for prepayment processing. If you leave this processing option blank, the system use version XJDE0007.

### **3. Journal Edit Register Version (R48300)**

**Blank = XJDE0001**

Use this processing option to specify the version of the Journal Edit Register program (R48300) to run. If you leave this processing option blank, the system uses version XJDE0001.

### **4. Automatic G/L Post Version - Invoice Batch (R09801)**

**Blank = No Auto Post**

Use this processing option to specify the version of the General Ledger Post Report program (R09801) to use for automatic posting of the invoice batch. If you leave this processing option blank, the invoice batch is not automatically posted to the general ledger. You can post it later using the General Ledger Post Report program (R09801).

### **5. Automatic G/L Post Version - G/L Batch (R09801)**

---

---

**Blank = No Auto Post**

Use this processing option to specify the version of the General Ledger Post Report program (R09801) to use for automatic posting of the G/L Batch. If you leave this processing option blank, the G/L batch is not automatically posted to the general ledger. You can post it later using the General Ledger Post Report program (R09801).

---

**Batch Approval Tab**

---

**1. Invoice Batch Approval****Blank = A/R Constant Default****1 = Approved**

Use this processing option to specify the batch status to apply to invoice batches that are created through this batch process. Valid values are:

Blank

Set the batch status according to the Accounts Receivable constant.

1

Set the batch status to approved, regardless of the Accounts Receivable constant.

**2. G/L Batch Approval****Blank = G/A Constant Default****1 = Approved**

Use this processing option to specify the batch status to apply to G/L batches that are created through this batch process. Valid values are:

---

Blank

Set the batch status according to the General Accounting constant.

1

Set the batch status to approved, regardless of the General Accounting constant.

---

## Reviewing Preliminary A/P and G/L Entries

*From the Voucher Processing - SWM Only menu (G48S23), choose Batch Review and locate your batch.*

When the system creates preliminary A/P and G/L entries, you can review the batch status on Batch Review to determine whether the entries were generated with errors. Based on the processing options for Journal Generation, you can review the following reports to verify the information for the general ledger journal before you create the final A/P and G/L entries:

- Journal Edit Register (R48300), to review journal entry details that are summarized by business unit, object, subsidiary, and subledger
- Journal Generation report (R48131), to review the detail of all cost transactions that make up the pay items for your vouchers and the accounting rules for the transactions

Review the Journal Edit Register first for errors and warnings. You can also run the Journal Edit Register to print additional copies of the journal register after you have created preliminary G/L entries.

Use the Journal Generation report to locate errors. If you find errors on the reports, you do not always need to delete the batch and regenerate the vouchers. Once you identify the errors, you can correct them and run Voucher Journal Generation again. Common errors might include incorrect dates or invalid accounts that are related to the general ledger.

## Reviewing and Posting Journal Entries

*From the Invoice Processing menu (G48S21), choose Post Invoices to G/L.*

After you create the final A/R and G/L entries, you complete the overall billing process by reviewing, approving, and posting the journal entries.

The journal review and post programs are the same programs that you use in the Accounts Receivable and General Accounting systems.

# Voucher Processing for Service Management

Service Management uses the billing programs from the Service Billing system as the primary billing programs.

Before you can complete the voucher process, you must generate a workfile. When you run SWM Work Order Workfile Generation (R1775), the system gathers the work orders that are eligible for payment from the Work Order Parts List table (F3111), the Parts List - Extension table (F31171), the Work Order Routing table (F3112), and Routing Instructions - Extension table (F31172); and then creates Billing Workfile table (F4812) records.

---

## Generating the Voucher Workfile

*From the Voucher Processing - SWM Only menu (G48S23), choose Voucher Generation.*

Run the Voucher Generation program (R48122) to group workfile transactions and assign voucher numbers.

When you run the Voucher Generation program, the system creates pay item records. Pay items are the payable lines that summarize one or more workfile transactions. The pay items for a specific voucher make up the total amount of the voucher. The system stores pay item information in the Voucher Summary table (F4823). The program also updates the workfile transaction records with the new voucher information.

After you run the Voucher Generation program, the system generates a report that includes the following information:

- Voucher number and related pay items
- Totals by voucher
- Batch number
- Any applicable tax information

### Prerequisite

- ☐ Generate workfile transactions.

---

## Working with A/P and G/L Entries

After you generate workfile transactions, you create preliminary and final A/P and G/L entries before you post them to the general ledger. PeopleSoft strongly recommends that you create and carefully review preliminary G/L entries before you create the final entries that post to the general ledger. If you post out-of-balance records to the general ledger, the only way to correct these balances is to void and regenerate the voucher.

### Prerequisite

- ☐ Generate vouchers.



## Creating Preliminary A/P and G/L Entries

You complete the voucher process by creating journal entries. You first create preliminary A/P and G/L entries. When you run the Journal Generation program (R48131), the system creates the preliminary entries and prints the Journal Generation report. You can also set a processing option to print the Journal Edit Register. You should carefully review these reports to ensure that you do not create final journal entries that create out-of-balance records in the general ledger.

When you run Journal Generation, the system:

- Creates preliminary journal entries from the transactions in the Billing Detail Workfile table (F4812)
- Updates the batch status description for the batch
- Prints the Journal Generation report with accounting rule information and journal entry detail.
- Compresses the detail journal workfile information and stores it temporarily in the Summarized Journal Workfile (F48S911).
- Prints the Service Billing Journal Edit Register with the compressed information as a summary of the journal entry detail.

### ► To create preliminary A/P and G/L entries

---

*From the Voucher Processing - SWM Only menu (G48S23), choose Batch Review.*

1. Locate and choose your voucher batch.
2. Choose Journal Generation from the Row menu.

## Creating Final A/P and G/L Entries

You complete the voucher process when you create the final A/P and G/L entries. After you create A/P entries, you then post the journal entries to the general ledger and accounts payable ledger.

When you create final A/P and G/L entries for a batch of vouchers, the system:

- Changes the journal status for the related workfile transactions
- Moves the transactions out of the active Billing Detail Workfile table (F4812) and into the Billing Workfile History table (F4812H)
- Removes the batch header number for the voucher journals
- Deletes the records in the Detail Journal Workfile and the Summarized Journal Workfile (F48S911)

When you create final entries, the system displays processing options before submitting the job for processing.

### ► To create final A/P and G/L entries

---

*From the Voucher Processing - SWM Only menu (G48S23), choose Batch Review.*

1. Locate and choose your batch.
2. Choose Create A/P from the Row menu.

## Reviewing and Posting Journal Entries

After you create the final A/P and G/L entries, you complete the overall payment process by reviewing, approving, and posting the journal entries.

The journal review and post programs are the same programs that you use in the Accounts Payable and General Accounting systems.

### ► To review and post journal entries

---

*From the Voucher Processing - SWM Only menu (G48S23), choose Post Vouchers to G/L.*

1. Locate and choose your batch.
2. Choose Post by Batch from the Row menu.

# Working with Prepayments

To track customer payments that are prepaid, you can use prepayment processing. Customers can prepay by using cash, check, or credit card. If a customer has already paid for a service contract or work order, the invoice reflects that the contract or work order has been prepaid.

The two types of prepayment transactions are:

|                               |   |
|-------------------------------|---|
| <b>Two-party prepayment</b>   | Two-party prepayments are typically cash or check transactions that occur between you and your customer. When an order is prepaid with cash or a check, the system indicates the prepayment form, transaction, and total amount on the invoice.   |
| <b>Three-party prepayment</b> | Three-party prepayments typically are credit card transactions that occur between you, your customer, and the credit card company. In the system, the transaction is an electronic transmission of transaction information between your bank, the credit card company, and the credit card processor. |

The prepayment processing system provides an interface between PeopleSoft EnterpriseOne software applications and a seller's designated credit card processor. With the prepayment processing system, you can integrate credit card authorizations and final settlements with your business processes.

For three-party payment transactions, PeopleSoft does not provide middleware or credit card transaction processors. To complete credit card prepayment processes, you must select a credit card processor, a third-party vendor, or a middleware solution with which you can transmit information between the software, the credit card company, and your bank.

---

## Authorizing Prepayment Transactions

*From the Prepayment Processing menu (G1726), choose Authorize Prepayment Transactions.*

When you enter a prepayment on a work order or contract, you capture the customer's credit card transaction information and transmit the order amount through your middleware solution-- a credit card processor. The processor then checks the cardholder's accounts for available funds and places a hold equivalent to the prepayment amount on the customer's credit line. The credit card processor and then returns the authorization code to you.

When you run the transaction authorization program, the system reads over the transaction table and groups into a batch of all of the prepayment transactions that are at Ready to Authorize status. The system assigns each batch a number, and each transaction within the batch has the Batch Number field on the Prepayment Transaction table. If the authorization is successful, the system updates the status of the transactions in the Prepayment Transaction Table (F004201).

When the batch is settled, the system updates the Batch Header record and the individual prepayment transaction records to Authorized status. Settled transactions are not eligible for changes and updates.

# Processing Options for Work with Prepayment Processing information (P004201)

## Defaults

Enter the Next Status Override Code for:

1. Authorized Lines

## Holds

1. Authorization Hold for Prepayment Processing

## Working with Prepayment Transactions

After you enter a prepayment for a contract or work order, you can access the Prepayment Transaction Revisions program to enter check number or credit card information. The system retrieves the order amount, plus the calculated taxes as the prepayment amount. When you enter prepayment information, the system creates a record in the Prepayment Transaction Table (F004201).

You can review prepayment status for a particular customer or status.

### ► To work with prepayment transactions

*From the Prepayment Processing menu (G1726), choose Work with Prepayment Transaction.*

PeopleSoft®

Work with Prepayment Transaction - Work with Prepayment Transactions

Select Find Close Row Tools

Order Number \* \* \*

Prepayment Origination Flag \*

Records 1 - 10 Customize Grid

| Order Number | Or Ty | Order Co | Ord Suf | Line Number | Disply Seq | Prepayment Orig Flag | Pay Inst | Prepayment Trans Status | Reason Code | Auth Date | Auth Tran Amt |
|--------------|-------|----------|---------|-------------|------------|----------------------|----------|-------------------------|-------------|-----------|---------------|
| 28           | CM    | 00200    | 001     | 0.001       |            | 02                   | ?        | 05                      |             | 10/26/99  | 1,300.00      |
| 28           | CM    | 00200    | 001     | 0.002       |            | 02                   | ?        | 05                      |             | 10/26/99  | 1,050.00      |
| 28           | CM    | 00200    | 001     | 0.003       |            | 02                   | ?        | 05                      |             | 10/26/99  | 750.00        |
| 28           | CM    | 00200    | 001     | 0.004       |            | 02                   | ?        | 05                      |             | 10/26/99  | 1,500.00      |
| 28           | CM    | 00200    | 001     | 0.005       |            | 02                   | ?        | 05                      |             | 10/26/99  | 900.00        |
| 28           | CM    | 00200    | 001     | 0.006       |            | 02                   | ?        | 05                      |             | 10/26/99  | 0.00          |
| 29           | CM    | 00200    | 001     | 0.001       |            | 02                   | !        |                         |             |           | 0.00          |
| 29           | CM    | 00200    | 001     | 0.002       |            | 02                   | !        |                         |             |           | 0.00          |
| 29           | CM    | 00200    | 001     | 0.003       |            | 02                   | !        |                         |             |           | 0.00          |
| 29           | CM    | 00200    | 001     | 0.004       |            | 02                   | !        |                         |             |           | 0.00          |

1. On Work with Prepayment Transactions, to locate prepayment transactions, complete the following fields and click Find:

- Order Number
- Or Ty

- Ord Suf
  - Program ID
2. Select the transaction and choose Revisions from the Row menu.

| PeopleSoft®  |          |
|--|----------|
| Work with Prepayment Transaction - Prepayment Transaction Revisions  |          |
| <input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Tools"/> |          |
| Order Number   | 28       |
| Order Type   | CM       |
| Order Company  | 00200    |
| Order Suffix   | 001      |
| Prepayment Origination Flag  | 02       |
| Sequence Number  |          |
| Line Number  | 0.001    |
| Payment Instrument   | ?        |
| Prepayment Transaction Status  | 05       |
| Authorize Transaction Amount   | 1,300.00 |
| Cash Payment Amt   | 0.00     |
| Check Payment Amt  | 0.00     |
| Tax  | 0.00     |
| Settle Transaction Amount  | 1,300.00 |

3. On Prepayment Transaction Revisions, review the transaction information.
4. To manually update the prepayment status, complete the following field:
  - Prepayment Trans Status

## Settling Prepayment Transactions

*From the Prepayment Processing menu (G1726), choose Settle Prepayment Transactions.*

Final settlement occurs between you and the credit card company by way of your selected middleware software solution. At this time, you transmit all authorized transactions to the credit card processor who is requesting funds.

For contracts, the transaction can be moved to settled status when the authorization is received. For work orders, the transaction can be moved to settled status when the approval is received.

When you run the transaction settlement program, the system reads over the transaction table and groups into a batch all of the prepayment transactions that are at Ready to Settle status. The system assigns a number to each batch, and each transaction within the batch has the Batch Number field on the Prepayment Transaction Table (F004201).

When the batch is settled, the system updates the Batch Header record and the individual prepayment transaction records to Settled status. Settled transactions are not eligible for changes and updates. You

can set up your processing options to purge all settled transactions from the Prepayment Transaction History table.

## Processing Options for Settle Prepayment Transactions (R004202)

---

### Defaults

Enter a Next Status Override Code for:

1. Settled Lines

### Holds

1. Settlement Hold for Prepayment Processing

---

## Running the A/R Draft Collection for Prepayments Program

*From the Prepayment Processing menu (G1726), choose A/R Draft Collection for Prepayments.*

After the settlement process occurs successfully, you can generate drafts for receivables from the credit card company's bank.

Your bank collects the funds for the draft from the credit card company's bank on the due date of the draft. On or after the due date, both you and the credit card company recognize the transfer of cash. You update the status of the draft in your records to show that it has been collected.

Some companies prefer to close the draft on the settlement date while others wait until the payment appears on the bank statement. Depending on your company policy, use the A/R Draft Collection for Prepayments to do one of the following:

- Run Status Update with Journal Entries on the draft due dates to create journal entries.
- Run Status Update without Journal Entries on the draft due dates, using a pay status code of something other than P (paid). After you verify that payments have been collected, run Status Update with Journal Entries.

Additionally, the credit card company might assess fees for authorizations. You account for all fees by creating a separate journal entry in the Journal Entries program (P0911).

You can run the batch process in either proof or final mode.

### Proof mode

In proof mode, the system:

- Selects drafts with a remitted to bank status, that is, drafts that have been remitted but not yet collected.
- Prints a report that shows the drafts to be updated. It shows all drafts that have a payment status of G (drafts deposited not due) with a due date that you specify in a processing option.

### Final mode

In final mode, the system works in the same way as proof mode except that it also:

- Changes the pay status of drafts to P (paid) or to another value that you choose.
- Closes your drafts and creates a journal entry to debit a cash account and credit drafts remitted.
- Clears the account of drafts that were created with a contingent liability.

The process updates records in the Accounts Receivable Ledger (F0311), Receipts Register, and Receipts Application Detail tables; and creates records in the Receipts Application Detail table.

## Processing Options for A/R Draft Collection (R03B680)

### Proof/Final Tab

---

#### 1. Final Mode

**Blank = Print report only**

**1 = Run in final mode**

Use this processing option to specify whether to process drafts for collection in proof or final mode. In proof mode, the system generates a report of the drafts that are eligible for collection. In final mode, the system generates a report, changes the payment status of the draft from G (draft deposited not due) to P (paid in full), and creates journal entries. Valid values are:

Blank

Proof mode

1

Final mode

---

### As Of Date Tab

---

#### 1. "As Of" Date

**Blank = Use current system date**

Use this processing option to specify the date for the system to use to process drafts for collection. The system selects all drafts with a due date on or before the date specified that are eligible for collection. If you leave this processing option blank, the system uses the system date.

---

## G/L Date Tab

---

### 1. Journal Entry G/L Date

**Blank = Use system date**

Use this processing option to specify the G/L date for the system to assign to the journal entry it generates for collected drafts. If you leave this processing option blank, the system assigns the system date.

### 2. G/L Date From Bank Account Float Day

**Blank = Use option 1**

**1 = Add Float Days of G/L bank account to Draft Due Date**

Use this processing option to specify whether to add the float days specified for the G/L bank account in the Bank Transit Master table (F0030) to the draft due date used as the G/L date on the journal entry that the system generates for draft collection. Valid values are:

Blank

Use the date from the previous processing option.

1

Add the number of float days specified for the G/L bank account to the due date.

Note: The system generates a separate journal entry for each G/L date that the system calculates.

### 3. G/L Date from Float Day Entered

**Blank = Use option 1 or 2**

**1 = Add Float Day in option 4 below to Draft Due Date and select drafts by Pay Instruments. Number of Float Day must be entered. Ignore options 1 and 2**

Use this processing option to specify whether to use a different number of float days to add to the due date used as the G/L date, instead of the days specified for the bank account in the Bank Transit Master table (F0030). Valid values are:

Blank

---



---

Do not specify float days. Use one of the previous processing options to determine the G/L date.

1

Use the float days specified in the next processing option to determine the G/L date and to select draft records. If you do not specify the float days in the next processing option, the system uses one of the previous processing options or the system date.

#### **4. Number of Float Days**

**Blank = Option 3 will be ignored**

Use this processing option to specify the number of float days for the system to add to the due date used as the G/L date on the journal entry that the system generates for draft collection. You must specify a value in this processing option if you specified 1 in the previous processing option.

#### **5. Payment Instrument**

Use this processing option to specify the payment instrument for the system to use to select draft records. Use this processing option only if you specified 1 in processing option 3 (G/L Date from Float Day Entered). Otherwise, the system does not select draft records by payment instrument. You are not required to complete this processing option.

---

## Pay Status Tab

---

### 1. Pay Status Code

#### **Blank = Update Draft Pay Status to "P" (Paid)**

Use this processing option to specify the payment status code for the system to assign to collected drafts. The code that you specify must be set up in the Payment Status Codes UDC (00/PS). If you leave this processing option blank, the system assigns the payment status code P (Paid in Full).

Note: This processing option works in conjunction with the Close Draft processing option. If you choose to update the pay status to P, but do not close the draft, the system considers the draft open and:

- o Does not create Receipts Detail records (F03B14) for the R1 draft invoice records.
- o Does not update the pay status of the R1 draft records to P; it updates the pay status to A.
- o Creates an empty batch header record for batch type DB. You can either post the empty batch header record or run the Batch to Detail integrity report (R007031) to delete it.

### 2. Close Draft

#### **Blank = Close the draft**

#### **1 = Leave draft open**

Use this processing option to specify whether to remove the open amount from the R1 draft invoice record (F03B11) if one exists. Valid values are:

Blank

Remove the open amount from the R1 invoice draft records.

1

Do not remove the open amount.

---

Note: This processing option works in conjunction with the Pay Status Code processing option. If you choose to update the pay status to P, but do not close the draft, the system considers the draft open and:

- o Does not create Receipts Detail records (F03B14) for the R1 draft records.
- o Does not update the pay status of the R1 draft records to P; it updates the pay status to A.
- o Creates an empty batch header record for batch type RB. You can either post the empty batch header record or run the Batch to Detail integrity report (R007031) to delete it.

---

## Exchange Rate Tab

---

### 1. Exchange Rate Override

**(\*\*\* Effective only if draft has been remitted  
without Contingent Liability\*\*\*)**

**Blank = Derive rate from exchange rate information**

Use this processing option to specify the exchange rate to use for drafts that pay foreign invoices. The system applies the exchange rate that you specify to all drafts regardless of the invoice currency. If you leave this processing option blank, the system locates the exchange rate from the Currency Exchange Rates table (F0015).

Note: This processing option is applicable only to drafts remitted without contingent liability.

---

## Reviewing Prepayment Journal Entries

*From the Prepayment Processing menu (G1726), choose Journal Entries.*

After you create the final prepayment journal entries, you complete the overall billing process by reviewing, approving, and posting the journal entries.

The journal review and post programs are the same programs that you use in the General Accounting system.

## Running the Prepayment Transaction Report

*From the Prepayment Processing menu (G1726), choose Prepayment Transaction Report.*

When you run the Prepayment Transaction Report, you can determine the statuses of your transactions. Based on your data selection, you can view prepayments that are authorized but not settled, or transactions that are in error.

### Processing Options for Prepayment Transaction Report (R004203)

---

Purge

1. Purge Prepayment Transactions

Blank = Prepayment transactions will  
not be purged.

'1' = Settled Prepayment  
Transactions will be purged.

---

# Vertex Sales Tax Q Series

If your company wants to apply sales taxes automatically, you can use the Vertex Sales Tax Q Series system with the following EnterpriseOne systems:

- General Accounting
- Accounts Receivable
- Accounts Payable
- Sales Order Management
- Procurement
- Customer Service Management System (CSMS)
- Contract Billing
- Service Billing

---

## Caution

If you are using the Payroll system, you are required to use the Quantum for Payroll Tax System. See *Setting Up Tax Information* in the *Payroll Guide*.

---

## See Also

- ❑ *Interface to Vertex Sales Tax Q Series Guide* for information about using the Vertex Sales Tax Q Series product

# EnterpriseOne PeopleBooks Glossary

|                                       |   |
|---------------------------------------|---|
| <b>“as of” processing</b>             | A process that is run at a specific point in time to summarize item transactions.   |
| <b>52 period accounting</b>           | A method of accounting that uses each week as a separate accounting period.   |
| <b>account site</b>                   | In the invoice process, the address to which invoices are mailed. Invoices can go to a different location or account site from the statement.   |
| <b>active window</b>                  | The window that contains the document or display that will be affected by current cursor movements, commands, and data entry in environments that are capable of displaying multiple on-screen windows.   |
| <b>ActiveX</b>                        | A technology and set of programming tools developed by Microsoft Corporation that enable software components written in different languages to interact with each another in a network environment or on a web page. The technology, based on object linking and embedding, enables Java applet-style functionality for Web browsers as well as other applications (Java is limited to Web browsers at this time). The ActiveX equivalent of a Java applet is an ActiveX control. These controls bring computational, communications, and data manipulation power to programs that can “contain” them—for example, certain Web browsers, Microsoft Office programs, and anything developed with Visual Basic or Visual C++. |
| <b>activity</b>                       | In Advanced Cost Accounting, an aggregation of actions performed within an organization that is used in activity-based costing.   |
| <b>activity driver</b>                | A measure of the frequency and intensity of the demands that are placed on activities by cost objects. An activity driver is used to assign costs to cost objects. It represents a line item on the bill of activities for a product or customer. An example is the number of part numbers, which is used to measure the consumption of material-related activities by each product, material type, or component. The number of customer orders measures the consumption of order-entry activities by each customer. Sometimes an activity driver is used as an indicator of the output of an activity, such as the number of purchase orders that are prepared by the purchasing activity. See also cost object.           |
| <b>activity rule</b>                  | The criteria by which an object progresses from a given point to the next in a flow.  |
| <b>actual cost</b>                    | Actual costing uses predetermined cost components, but the costs are accumulated at the time that they occur throughout the production process.   |
| <b>adapter</b>                        | A component that connects two devices or systems, physically or electronically, and enables them to work together.  |
| <b>add mode</b>                       | The condition of a form where a user can enter data into it.  |
| <b>advanced interactive executive</b> | An open IBM operating system that is based on UNIX.   |
| <b>agent</b>                          | A program that searches through archives or other repositories of information on a topic that is specified by the user.   |
| <b>aging</b>                          | A classification of accounts by the time elapsed since the billing date or due date. Aging is divided into schedules or accounting periods, such as 0-30 days, 31-60  |

|   |   |
|---|---|
|   | days, and so on.  |
| <b>aging schedule</b>                             | A schedule that is used to determine whether a payment is delinquent and the number of days which the payment is delinquent.  |
| <b>allegato IVA clienti</b>                       | In Italy, the term for the A/R Annual VAT report.   |
| <b>allegato IVA fornitori</b>                     | In Italy, the term for the A/P Annual VAT report.   |
| <b>application layer</b>                          | The seventh layer of the Open Systems Interconnection Reference Model, which defines standards for interaction at the user or application program level.  |
| <b>application programming interface (API)</b>    | A set of routines that is used by an application program to direct the performance of procedures by the computer's operating system.  |
| <b>AS/400 Common</b>                              | A data source that resides on an AS/400 and holds data that is common to the co-existent library, allowing PeopleSoft EnterpriseOne to share information with PeopleSoft World.   |
| <b>assembly inclusion rule</b>                    | A logic statement that specifies the conditions for using a part, adjusting the price or cost, performing a calculation, or using a routing operation for configured items.   |
| <b>audit trail</b>                                | The detailed, verifiable history of a processed transaction. The history consists of the original documents, transaction entries, and posting of records and usually concludes with a report.   |
| <b>automatic return</b>                           | A feature that allows a user to move to the next entry line in a detail area or to the first cell in the next row in several applications.  |
| <b>availability</b>                               | The expression of the inventory amount that can be used for sales orders or manufacturing orders.   |
| <b>available inventory</b>                        | The quantity of product that can be promised for sale or transfer at a particular time, considering current on-hand quantities, replenishments in process, and anticipated demand.  |
| <b>back office</b>                                | The set of enterprise software applications that supports the internal business functions of a company.   |
| <b>backhaul</b>                                   | The return trip of a vehicle after delivering a load to a specified destination. The vehicle can be empty or the backhaul can produce less revenue than the original trip. For example, the state of Florida is considered a backhaul for many other states—that is, many trucking companies ship products into the state of Florida, but most of them cannot fill a load coming out of Florida or they charge less. Hence, trucks coming out of Florida are either empty or produce less revenue than the original trip. |
| <b>balance forward</b>                            | The cumulative total of inventory transactions that is used in the Running Balance program. The system does not store this total. You must run this program each time that you want to review the cumulative inventory transactions total.  |
| <b>balance forward receipt application method</b> | A receipt application method in which the receipt is applied to the oldest or newest invoices in chronological order according to the net due date.   |
| <b>bank tape (lock box) processing</b>            | The receipt of payments directly from a customer's bank via customer tapes for automatic receipt application.   |

|                                   |  |
|-----------------------------------|--|
| <b>base location</b>              | [In package management] The topmost location that is displayed when a user launches the Machine Identification application.  |
| <b>basket discount</b>            | A reduction in price that applies to a group or “basket” of products within a sales order.   |
| <b>basket repricing</b>           | A rule that specifies how to calculate and display discounts for a group of products on a sales order. The system can calculate and display the discount as a separate sales order detail line, or it can discount the price of each item on a line-by-line basis within the sales order.  |
| <b>batch job</b>                  | A job submitted to a system and processed as a single unit with no user interaction.   |
| <b>batch override</b>             | An instruction that causes a batch process to produce output other than what it normally would produce for the current execution only.   |
| <b>batch process</b>              | A type of process that runs to completion without user intervention after it has been started.   |
| <b>batch program</b>              | A program that executes without interacting with the user.   |
| <b>batch version</b>              | A version of a report or application that includes a set of user-defined specifications, which control how a batch process runs.   |
| <b>batch/lot tracking</b>         | The act of identifying where a component from a specific lot is used in the production of goods.   |
| <b>batch/mix</b>                  | A manufacturing process that primarily schedules short production runs of products.  |
| <b>batch-of-one processing</b>    | A transaction method that allows a client application to perform work on a client workstation, and then submit the work all at once to a server application for further processing. As a batch process is running on the server, the client application can continue performing other tasks. See also direct connect, store-and-forward. |
| <b>binary large object (BLOB)</b> | A collection of binary data stored as a single entity in a [file].   |
| <b>binder clip</b>                | See paper clip.  |
| <b>black products</b>             | Products that are derived from the low or heavy end of the distillation process—for example, diesel oils and fuel oils. See also white products.   |
| <b>blend note</b>                 | Document that authorizes a blending activity, and describes both the ingredients for the blend and the blending steps that occur.  |
| <b>blend off</b>                  | Reworking off-specification material by introducing a small percentage back into another run of the same product.  |
| <b>blind execution</b>            | The mode of execution of a program that does not require the user to review or change the processing options set for the program, and does not require user intervention after the program has been launched.  |
| <b>boleto</b>                     | In Brazil, the document requesting payment by a supplier or a bank on behalf of a supplier.  |
| <b>bolla doganale</b>             | VAT-Only Vouchers for Customs. In Italy, a document issued by the customs  |



|                                       |   |
|---------------------------------------|---|
|                                       | authority to charge VAT and duties on extra-EU purchasing.  |
| <b>bookmark</b>                       | A shortcut to a location in a document or a specific place in an application or application suite.  |
| <b>bordero &amp; cheque</b>           | In Brazil, bank payment reports.  |
| <b>broker</b>                         | A program that acts as an intermediary between clients and servers to coordinate and manage requests.   |
| <b>BTL91</b>                          | In the Netherlands, the ABN/AMRO electronic banking file format that enables batches with foreign automatic payment instructions to be delivered.   |
| <b>budgeted volume</b>                | A statement of planned volumes (capacity utilization) upon which budgets for the period have been set.  |
| <b>bunkering</b>                      | A rate per ton or a sum of money that is charged for placing fuel on board; can also mean the operation itself.   |
| <b>business function</b>              | An encapsulated set of business rules and logic that can normally be re-used by multiple applications. Business functions can execute a transaction or a subset of a transaction (check inventory, issue work orders, and so on). Business functions also contain the APIs that allow them to be called from a form, a database trigger, or a non-EnterpriseOne application. Business functions can be combined with other business functions, forms, event rules, and other components to make up an application. Business functions can be created through event rules or third-generation languages, such as C. Examples of business functions include Credit Check and Item Availability. |
| <b>business function event rule</b>   | Encapsulated, reusable business logic that is created by using through event rules rather than C programming. Contrast with embedded event rule. See also event rule.   |
| <b>business object library</b>        | [In interoperability] The repository that stores EnterpriseOne business objects, which consist of Java or CORBA objects.  |
| <b>business unit</b>                  | A financial entity that is used to track the costs, revenue, or both, of an organization. A business unit can also be defined as a branch/plant in which distribution and manufacturing activities occur. Additionally, in manufacturing setup, work centers and production lines must be defined as business units; but these business unit types do not have profit/loss capability.  |
| <b>business view</b>                  | Used by EnterpriseOne applications to access data from database tables. A business view is a means for selecting specific columns from one or more tables with data that will be used in an application or report. It does not select specific rows and does not contain any physical data. It is strictly a view through which data can be handled.  |
| <b>business view design aid (BDA)</b> | An EnterpriseOne GUI tool for creating, modifying, copying, and printing business views. The tool uses a graphical user interface.  |
| <b>buy-back crude</b>                 | In foreign producing oil countries, that portion of the host government's share of "participation crude" which it permits the company holding a concession to "buy back."   |
| <b>CAB</b>                            | In Italy, the bank branch code or branch ID. A five-digit number that identifies any agency of a specific bank company in Italy.  |

|                                      |  |
|--------------------------------------|--|
| <b>cadastro de pessoas físicas</b>   | Cadastro de pessoas físicas. In Brazil, the federal tax ID for a person.   |
| <b>category code</b>                 | A code that identifies a collection of objects sharing at least one common attribute.  |
| <b>central object</b>                | A software component that resides on a central server.   |
| <b>central objects merge</b>         | A process that blends a customer's modifications with the objects in a current release with objects in a new release.  |
| <b>central server</b>                | A computer that has been designated to contain the originally installed version of the software (central objects) for deployment to client computers.  |
| <b>certificate input</b>             | See direct input.  |
| <b>certificate of analysis (COA)</b> | A document that is a record of all of the testing which has been performed against an item, lot, or both, plus the test results for that item and lot.   |
| <b>change management</b>             | [In software development] A process that aids in controlling and tracking the evolution of software components.  |
| <b>change order</b>                  | In PeopleSoft, an addendum to the original purchase order that reflects changes in quantities, dates, or specifications in subcontract-based purchasing. A change order is typically accompanied by a formal notification.   |
| <b>chargeback</b>                    | A receipt application method that generates an invoice for a disputed amount or for the difference of an unpaid receipt.   |
| <b>chart</b>                         | EnterpriseOne term for tables of information that appear on forms in the software. See forms.  |
| <b>check-in location</b>             | The directory structure location for the package and its set of replicated objects. This location is usually \\deploymentserver\release\path_code\package\packagename. The subdirectories under this path are where the central C components (source, include, object, library, and DLL file) for business functions are stored. |
| <b>checksum value</b>                | A computed value that depends on the contents of a block of data, and that is transmitted or stored with the data to detect whether errors have occurred in the transmission or storage.   |
| <b>class</b>                         | [In object-oriented programming] A category of objects that share the same characteristics.  |
| <b>clean cargo</b>                   | Term that refers to cargoes of gasoline and other refined products. See also dirty cargo.  |
| <b>client access</b>                 | The ability to access data on a server from a client machine.  |
| <b>client machine</b>                | Any machine that is connected to a network and that exchanges data with a server.  |
| <b>client workstation</b>            | A network computer that runs user application software and is able to request data from a server.  |
| <b>ClieOp03</b>                      | In the Netherlands, the euro-compliant uniform electronic banking file format that enables batches with domestic automatic direct debit instructions and batches with domestic payment instructions to be delivered.   |

|  |  |
|--|--|
| <b>ClieOp2</b>                                   | In the Netherlands, the uniform electronic banking file format that enables batches with domestic automatic direct debit instructions and batches with domestic payment instructions to be delivered.  |
| <b>cluster</b>                                   | Two or more computers that are grouped together in such a way that they behave like a single computer.   |
| <b>co-existence</b>                              | A condition where two or more applications or application suites access one or more of the same database tables within the same enterprise.  |
| <b>cold test</b>                                 | The temperature at which oil becomes solid. Generally considered to be 5 degrees F lower than the pour point.  |
| <b>commitment</b>                                | The number of items that are reserved to fill demand.  |
| <b>common object request broker architecture</b> | An object request broker standard that is endorsed by the Object Management Group.   |
| <b>compa-ratio</b>                               | An employee's salary divided by the midpoint amount for the employee's pay grade.  |
| <b>component changeout</b>                       | See component swap.  |
| <b>component object model (COM)</b>              | A specification developed by Microsoft for building software components that can be assembled into programs or add functionality to existing programs running on Microsoft Windows platforms. COM components can be written in a variety of languages, although most are written in C++, and can be unplugged from a program at runtime without having to recompile the program.   |
| <b>component swap</b>                            | In Equipment/Plant Management, the substitution of an operable component for one that requires maintenance. Typically, you swap components to minimize equipment downtime while servicing one of the components. A component swap can also mean the substitution of one parent or component item for another in its associated bill of material.   |
| <b>conference room pilot environment</b>         | An EnterpriseOne environment that is used as a staging environment for production data, which includes constants and masters tables such as company constants, fiscal date patterns, and item master. Use this environment along with the test environment to verify that your configuration works before you release changes to end-users.  |
| <b>configurable network computing (CNC)</b>      | An application architecture that allows interactive and batch applications that are composed of a single code base to run across a TCP/IP network of multiple server platforms and SQL databases. The applications consist of re-usable business functions and associated data that can be configured across the network dynamically. The overall objective for businesses is to provide a future-proof environment that enables them to change organizational structures, business processes, and technologies independently of each other. |
| <b>configurable processing engine</b>            | Handles all "batch" processes, including reporting, Electronic Data Exchange (EDI) transactions, and data duplication and transformation (for data warehousing). This ability does not mean that it exists only on the server; it can be configured to run on desktop machines (Windows 95 and NT Workstation) as well.  |
| <b>configuration management</b>                  | A rules-based method of ordering assemble-to-order or make-to-order products in which characteristics of the product are defined as part of the Sales Order Entry  |

|                                |   |
|--------------------------------|---|
|                                | process. Characteristics are edited by using Boolean logic, and then translated into the components and routing steps that are required to produce the product. The resulting configuration is also priced and costed, based on the defined characteristics.  |
| <b>configured item segment</b> | A characteristic of a configured item that is defined during sales order entry. For example, a customer might specify a type of computer hard drive by stating the number of megabytes of the hard drive, rather than a part number.  |
| <b>consuming location</b>      | The point in the manufacturing routing where a component or subassembly is used in the production process. In kanban processing, the location where the kanban container materials are used in the manufacturing process and the kanban is checked out for replenishment.   |
| <b>contra/clearing account</b> | A G/L account used by the system to offset (balance) journal entries. For example, you can use a contra/clearing account to balance the entries created by allocations.   |
| <b>contribution to profit</b>  | Selling price of an item minus its variable costs.  |
| <b>control table</b>           | A table that controls the program flow or plays a major part in program control.  |
| <b>control table workbench</b> | During the Installation Workbench process, Control Table Workbench runs the batch applications for the planned merges that update the data dictionary, user defined codes, menus, and user overrides tables.  |
| <b>control tables merge</b>    | A process that blends a customer's modifications to the control tables with the data that accompanies a new release.  |
| <b>corrective work order</b>   | A work order that is used to formally request unscheduled maintenance and communicate all of the details pertaining to the requested maintenance task.  |
| <b>corrective work order</b>   | A work order that is used to formally request unscheduled maintenance and communicate all of the details pertaining to the requested maintenance task.  |
| <b>cost assignment</b>         | Allocating resources to activities or cost objects.   |
| <b>cost component</b>          | An element of an item's cost—for example, material, labor, or overhead.   |
| <b>cost object</b>             | Any customer, product, service, contract, project, or other work unit for which you need a separate cost measurement.   |
| <b>cost rollup</b>             | A simulated scenario in which work center rates, material costs, and labor costs are used to determine the total cost of an item.   |
| <b>costing elements</b>        | The individual classes of added value or conversion costs. These elements are typically materials, such as raw and packaging; labor and machine costs; and overhead, such as fixed and variable. Each corporation defines the necessary detail of product costs by defining and tracking cost categories and subcategories. |
| <b>credit memo</b>             | A negative amount that is used to correct a customer's statement when he or she is overcharged.   |
| <b>credit notice</b>           | The physical document that is used to communicate the circumstances and value of a credit order.  |
| <b>credit order</b>            | A credit order is used to reflect products or equipment that is received or returned so that it can be viewed as a sales order with negative amounts. Credit orders   |

|   |  |
|---|--|
|   | usually add the product back into inventory. This process is linked with delivery confirmation.  |
| <b>cross segment edit</b>                   | A logic statement that establishes the relationship between configured item segments. Cross segment edits are used to prevent ordering of configurations that cannot be produced.  |
| <b>crude oil assay</b>                      | A procedure for determining the distillation curve and quality characteristics of a crude oil.   |
| <b>cumulative update</b>                    | A version of software that includes fixes and enhancements that have been made since the last release or update.   |
| <b>currency relationships</b>               | When converting amounts from one currency to another, the currency relationship defines the from currency and the to currency in PeopleSoft software. For example, to convert amounts from German marks to the euro, you first define a currency relationship between those two currencies.  |
| <b>currency restatement</b>                 | The process of converting amounts from one currency into another currency, generally for reporting purposes. It can be used, for example, when many currencies must be restated into a single currency for consolidated reporting.   |
| <b>current cost</b>                         | The cost that is associated with an item at the time a parts list and routing are attached to a work order or rate schedule. Current cost is based on the latest bill of material and routing for the item.  |
| <b>customer pricing rules</b>               | In Procurement, the inventory pricing rules that are assigned to a supplier.<br>In Sales, inventory pricing rules that are assigned to a customer.   |
| <b>D.A.S. 2 Reporting (DAS 2 or DADS 1)</b> | In France, the name of the official form on which a business must declare fees and other forms of remuneration that were paid during the fiscal year.  |
| <b>data dictionary</b>                      | A dynamic repository that is used for storing and managing a specific set of data item definitions and specifications.   |
| <b>data source workbench</b>                | During the Installation Workbench process, Data Source Workbench copies all of the data sources that are defined in the installation plan from the Data Source Master and Table and Data Source Sizing tables in the Planner data source to the System - release number data source. It also updates the Data Source Plan detail record to reflect completion. |
| <b>data structure</b>                       | A description of the format of records in a database such as the number of fields, valid data types, and so on.  |
| <b>data types</b>                           | Supplemental information that is attached to a company or business unit. Narrative type contains free-form text. Code type contains dates, amounts, and so on.   |
| <b>datagram</b>                             | A self-contained packet of information that is forwarded by routers, based on their address and the routing table information.   |
| <b>date pattern</b>                         | A period of time that is set for each period in standard and 52-period accounting and forecasting.   |
| <b>DCE</b>                                  | See distributed computing environment.   |
| <b>DEB</b>                                  | See déclaration d'échange de biens.  |

|   |  |
|---|--|
| <b>debit memo</b>                           | In Accounts Payable, a voucher that is entered with a negative amount. Enter this type of voucher when a supplier sends you a credit so that you can apply the amount to open vouchers when you issue payment to the supplier.   |
| <b>debit memo</b>                           | A form that is issued by a customer, requesting an adjustment of the amount, which is owed to the supplier.  |
| <b>debit statement</b>                      | A list of debit balances.  |
| <b>de-blend</b>                             | When blend off does not result in a product that is acceptable to customers. The further processing of product to adjust specific physical and chemical properties to within specification ranges. See also blend off.   |
| <b>déclaration d'échange de biens (DEB)</b> | The French term that is used for the Intrastat report.   |
| <b>delayed billing</b>                      | The invoicing process is delayed until the end of a designated period.   |
| <b>delta load</b>                           | A batch process that is used to compare and update records between specified environments.   |
| <b>denominated-in currency</b>              | The company currency in which financial reports are based.   |
| <b>deployment server</b>                    | A server that is used to install, maintain, and distribute software to one or more enterprise servers and client workstations.   |
| <b>detail</b>                               | The specific information that makes up a record or transaction. Contrast with summary.   |
| <b>detail information</b>                   | Information that primarily relates to individual lines in a sales or purchase order.   |
| <b>direct connect</b>                       | A transaction method in which a client application communicates interactively and directly with a server application. See also batch-of-one immediate, store-and-forward.  |
| <b>direct input</b>                         | The system calculates the net units when you enter gross volume, temperature, and gravity or density. This data is generally entered during product receiving from the certificate that is prepared by an independent inspector.   |
| <b>direct ship orders</b>                   | A purchase order that is issued to a third-party supplier who designates the destination as the customer. A direct ship sales order is also created for the customer. Direct ship orders occur when a product is not available from a company-owned or company-operated source, so the system creates an order to ship the product from a third-party source directly to the customer. Sometimes referred to as a drop ship or third-party supply. |
| <b>direct usage</b>                         | Consumption of resources that are attributable to specific production runs because the resources were directly issued to the schedule/order.   |
| <b>director</b>                             | An EnterpriseOne user interface that guides a user interactively through an EnterpriseOne process.   |
| <b>dirty cargo</b>                          | Term that refers to crude oil cargoes or other non-refined petroleum cargoes. See also clean cargo.  |
| <b>dispatch planning</b>                    | Efficient planning and scheduling of product deliveries. Considerations include:<br>Dispatch groups  |

|   |   |
|---|---|
|   | <p>Scheduled delivery date</p> <p>Scheduled delivery time</p> <p>Preferred delivery date</p> <p>Preferred delivery time</p> <p>Average delivery time for that geographical location</p> <p>Available resources</p> <p>Special equipment requirements at the product's source or destination.</p>        |
| <b>displacement days</b>                              | The number of days that are calculated from today's date by which you group vouchers for payment. For example, if today's date is March 10 and you specify three displacement days, the system includes vouchers with a due date through March 13 in the payment group. Contrast with pay-through date. |
| <b>display sequence</b>                               | A number that the system uses to re-order a group of records on the form.   |
| <b>distributed computing environment (DCE)</b>        | A set of integrated software services that allows software which is running on multiple computers to perform seamless and transparently to the end-users. DCE provides security, directory, time, remote procedure calls, and files across computers running on a network.                              |
| <b>distributed data processing</b>                    | Processing in which some of the functions are performed across two or more linked facilities or systems.  |
| <b>distributed database management system (DDBMS)</b> | A system for distributing a database and its control system across many geographically dispersed machines.  |
| <b>do not translate (DNT)</b>                         | A type of data source that must exist on the AS/400 because of BLOB restrictions.   |
| <b>double-byte character set (DBCS)</b>               | A method of representing some characters by using one byte and other characters by using two bytes. Double-byte character sets are necessary to represent some characters in the Japanese, Korean, and Chinese languages.   |
| <b>downgrade profile</b>                              | A statement of the hierarchy of allowable downgrades. Includes substitutions of items, and meeting tighter specifications for those products with wider or overlapping specification ranges.  |
| <b>DTA</b>  | Datenträgeraustausch. A Swiss payment format that is required by Telekurs (Payserv).  |
| <b>dual pricing</b>                                   | To provide prices for goods and services in two currencies. During the euro transition period, dual pricing between the euro and Economic and Monetary Union (EMU) member currencies is encouraged.   |
| <b>dynamic link library (DLL)</b>                     | A set of program modules that are designed to be invoked from executable files when the executable files are run, without having to be linked to the executable files. They typically contain commonly used functions.  |
| <b>dynamic partitioning</b>                           | The ability to dynamically distribute logic or data to multiple tiers in a client/server architecture.  |
| <b>economy of scale</b>                               | A phenomenon whereby larger volumes of production reduce unit cost by distributing fixed costs over a larger quantity. Variable costs are constant; but fixed costs per unit are reduced, thereby reducing total unit cost.   |

|   |   |
|---|---|
| <b>edit mode</b>                              | A processing mode or condition where the user can alter the information in a form.  |
| <b>edit rule</b>                              | A method that is used for formatting user entries, validating user entries, or both, against a predefined rule or set of rules.   |
| <b>embedded event rule</b>                    | An event rule that is specific to a particular table or application. Examples include form-to-form calls, hiding a field that is based on a processing option value, or calling a business function. Contrast with business function event rule. See also event rule.   |
| <b>employee work center</b>                   | A central location for sending and receiving all EnterpriseOne messages (system and user-generated), regardless of the originating application or user. Each user has a mailbox that contains workflow and other messages, including Active Messages. With respect to workflow, the Message Center is MAPI compliant and supports drag-and-drop work reassignment, escalation, forward and reply, and workflow monitoring. All messages from the message center can be viewed through EnterpriseOne messages or Microsoft Exchange. |
| <b>Emulator</b>                               | An item of software or firmware that allows one device to imitate the functioning of another.   |
| <b>encapsulation</b>                          | The ability to confine access to and manipulation of data within an object to the procedures that contribute to the definition of that object.  |
| <b>engineering change order (ECO)</b>         | A work order document that is used to implement and track changes to items and resulting assemblies. The document can include changes in design, quantity of items required, and the assembly or production process.  |
| <b>enhanced analysis database</b>             | A database containing a subset of operational data. The data on the enhanced analysis database performs calculations and provides summary data to speed generation of reports and query response times. This solution is appropriate when external data must be added to source data, or when historical data is necessary for trend analysis or regulatory reporting. See also duplicated database, enterprise data warehouse.   |
| <b>enterprise server</b>                      | A computer containing programs that collectively serve the needs of an enterprise rather than a single user, department, or specialized application.  |
| <b>EnterpriseOne object</b>                   | A re-usable piece of code that is used to build applications. Object types include tables, forms, business functions, data dictionary items, batch processes, business views, event rules, versions, data structures, and media objects. See also object.   |
| <b>EnterpriseOne process</b>                  | Allows EnterpriseOne clients and servers to handle processing requests and execute transactions. A client runs one process, and servers can have multiple instances of a process. EnterpriseOne processes can also be dedicated to specific tasks (for example, workflow messages and data replication) to ensure that critical processes do not have to wait if the server is particularly busy.   |
| <b>EnterpriseOne web development computer</b> | A standard EnterpriseOne Windows developer computer with the additional components installed:<br><br>Sun's JDK 1.1.<br><br>JFC (0.5.1).<br><br>Generator Package with Generator.Java and JDECOM.dll.  |



|                                 |   |
|---------------------------------|---|
|                                 | R2 with interpretive and application controls/form.   |
| <b>environment workbench</b>    | During the Installation Workbench process, Environment Workbench copies the environment information and Object Configuration Manager tables for each environment from the Planner data source to the System release number data source. It also updates the Environment Plan detail record to reflect completion. |
| <b>equivalent fuel</b>          | A barrel of equivalent fuel supplies six million BTUs of heat. Fuel gas quantities are usually calculated as equivalent fuel barrels in economic calculations for refinery operations.  |
| <b>escalation monitor</b>       | A batch process that monitors pending requests or activities, and restarts or forwards them to the next step or user after they have been inactive for a specified amount of time.  |
| <b>ESR</b>                      | Einzahlungsschein mit Referenznummer. A pay slip with a reference number.   |
| <b>event rule</b>               | [In EnterpriseOne] A logic statement that instructs the system to perform one or more operations that are based on an activity that can occur in a specific application, such as entering a form or exiting a field.  |
| <b>exit bar</b>                 | [In EnterpriseOne] The tall pane with icons in the left portion of many EnterpriseOne program windows.  |
| <b>facility</b>                 | An entity within a business for which you want to track costs. For example, a facility might be a warehouse location, job, project, work center, or branch/plant. Sometimes referred to as a business unit.   |
| <b>fast path</b>                | [In EnterpriseOne] A command prompt that allows the user to move quickly among menus and applications by using specific commands.   |
| <b>file handle</b>              | A temporary reference (typically a number) that is assigned to a file which has been opened by the operating system and is used throughout the session to access the file.  |
| <b>file server</b>              | A computer that stores files to be accessed by other computers on the network.  |
| <b>find/browse</b>              | A type of form used to:<br><br>Search, view, and select multiple records in a detail area.<br><br>Delete records.<br><br>Exit to another form.<br><br>Serve as an entry point for most applications.  |
| <b>firm planned order (FPO)</b> | A work order that has reached a user defined status. When this status is entered in the processing options for the various manufacturing programs, messages for those orders are not exploded to the components.  |
| <b>fiscal date pattern</b>      | A representation of the beginning date for the fiscal year and the ending date for each period in that year.  |
| <b>fix/inspect</b>              | A type of form used to view, add, or modify existing records. A fix/inspect form has no detail area.  |
| <b>fixed quantity</b>           | A term that indicates the bill of material relationship between a parent item and its components or ingredients. When a bill of material component has a fixed quantity relationship to its parent, the amount of the component does not change   |

|   |   |
|---|---|
|   | when the software calculates parts list requirements for different work order quantities. Contrast with variable quantity.  |
| <b>flexible account numbers</b>         | The format of account numbers for journal entries. The format that you set up must be the three segments:<br><br>Business unit.<br><br>Object.<br><br>Subsidiary.   |
| <b>form design aid (FDA)</b>            | The EnterpriseOne GUI development tool for building interactive applications and forms.   |
| <b>form exit</b>                        | [In EnterpriseOne] An option that is available as a button on the Form Exit bar or as a selection in the Form menu. It allows users to open an interconnected form.   |
| <b>form interconnection</b>             | Allows one form to access and pass data to another form. Form interconnections can be attached to any event; however, they are normally used when a button is clicked.                                      |
| <b>form type</b>                        | The following form types are available in EnterpriseOne:<br><br>Find/browse.<br><br>Fix/inspect.<br><br>Header detail.<br><br>Headerless detail.<br><br>Message.<br><br>Parent/child.<br><br>Search/select. |
| <b>form-to-form call</b>                | A request by a form for data or functionality from one of the connected forms.  |
| <b>framework</b>                        | [In object-oriented systems] A set of object classes that provide a collection of related functions for a user or piece of software.  |
| <b>frozen cost</b>                      | The cost of an item, operation, or process after the frozen update program is run; used by the Manufacturing Accounting system.   |
| <b>frozen update program</b>            | A program that freezes the current simulated costs, thereby finalizing them for use by the Manufacturing Accounting system.   |
| <b>globally unique identifier (GUI)</b> | A 16-byte code in the Component Object Model that identifies an interface to an object across all computers and networks.   |
| <b>handle</b>                           | [In programming] A pointer that contains the address of another pointer, which, in turn, contains the address of the desired object.  |
| <b>hard commitment</b>                  | The number of items that are reserved for a sales order, work order, or both, from a specific location, lot, or both.   |
| <b>hard error</b>                       | An error that cannot be corrected by a given error detection and correction system.   |
| <b>header</b>                           | Information at the beginning of a table or form. Header information is used to  |

|  |  |
|--|--|
|  | identify or provide control information for the group of records that follows.   |
| <b>header information</b>                      | Information that pertains to the entire order.   |
| <b>hover help</b>                              | A help function that provides contextual information or instructions when a cursor moves over a particular part of the interface element for a predefined amount of time.  |
| <b>ICMS</b>                                    | Imposto sobre circulação de mercadoria e serviços. In Brazil, a state tax that is applied to the movement of merchandise and some services.  |
| <b>ICMS Substituto</b>                         | Imposto sobre circulação de mercadoria e serviços substituto. In Brazil, the ICMS tax that is charged on interstate transactions, or on special products and clients.  |
| <b>ICMS Substituto-Markup</b>                  | See imposto sobre circulação de mercadoria e serviços substituto-markup.   |
| <b>imposto de renda (IR)</b>                   | Brazilian income tax.  |
| <b>imposto sobre produtos industrializados</b> | In Brazil, a federal tax that applies to manufactured goods (domestic and imported).   |
| <b>imposto sobre services (ISS)</b>            | In Brazil, tax on services.  |
| <b>inbound document</b>                        | A document that is received from a trading partner using Electronic Data Interface (EDI). This document is also referred to as an inbound transaction.   |
| <b>indented tracing</b>                        | Tracking all lot numbers of intermediates and ingredients that are consumed in the manufacture of a given lot of product, down through all levels of the bill of material, recipe, or formula.   |
| <b>indexed allocations</b>                     | A procedure that allocates or distributes expenses, budgets, adjustments, and so on, among business units, based on a fixed percentage.  |
| <b>indirect measurement</b>                    | Determining the quantity on-hand by:<br><br>Measuring the storage vessels and calculating the content's balance quantity.<br><br>or<br><br>Theoretically calculating consumption of ingredients and deducting them from the on-hand balance.   |
| <b>indirect usage</b>                          | Determining what should have been used by multiplying receipt quantity of the parent times the quantity per statement in the formula, recipe, or bill of material. This transaction typically affects both consumption on schedule as well as issue from on-hand balances.   |
| <b>in-process rework</b>                       | Recycling a semi processed product that does not meet acceptable standards. Further processing takes the product out of a given operation and sends it back to the beginning of that operation or a previous operation (for example, unreacted materials).<br><br>Rework that is detected prior to receipt of finished goods and corrected during the same schedule run. |
| <b>INPS withholding tax</b>                    | Instituto Nazionale di Previdenza Sociale withholding tax. In Italy, a 12% social security withholding tax that is imposed on payments to certain types of contractors. This tax is paid directly to the Italian social security office.   |

|                                |  |
|--------------------------------|--|
| <b>inscrição estadual</b>      | ICMS tax ID. In Brazil, the state tax ID.  |
| <b>inscrição municipal</b>     | ISS tax ID. In Brazil, the municipal tax ID.   |
| <b>integrated toolset</b>      | Unique to EnterpriseOne is an industrial-strength toolset that is embedded in the already comprehensive business applications. This toolset is the same toolset that is used by PeopleSoft to build EnterpriseOne interactive and batch applications. Much more than a development environment, however, the EnterpriseOne integrated toolset handles reporting and other batch processes, change management, and basic data warehousing facilities. |
| <b>integrity test</b>          | A process that is used to supplement a company's internal balancing procedures by locating and reporting balancing problems and data inconsistencies.  |
| <b>interbranch sales order</b> | A sales order that is used for transactions between branch/plants other than the selling branch/plant.   |
| <b>Interoperability</b>        | The ability of different computer systems, networks, operating systems, and applications to work together and share information.   |
| <b>inventory pricing rule</b>  | A discount method that is used for purchases from suppliers and sales to customers. The method is based on effectivity dates, up-to quantities, and a factor by which you can mark up or discount the price or cost.   |
| <b>inventory turn</b>          | The number of times that the inventory cycles, or turns over, during the year. A frequently used method to compute inventory turnover is to divide the annual costs of sales by the average inventory level.   |
| <b>invoice</b>                 | An itemized list of goods that are shipped or services that are rendered, stating quantities, prices, fees, shipping charges, and so on. Companies often have their invoices mailed to a different address than where they ship products. In such cases, the bill-to address differs from the ship-to address.   |
| <b>IP</b>                      | See imposto sobre produtos industrializados.   |
| <b>IR</b>                      | See imposto de renda.  |
| <b>IServer Service</b>         | Developed by PeopleSoft, this Internet server service resides on the Web server and is used to speed up delivery of the Java class files from the database to the client.  |
| <b>ISS</b>                     | See imposto sobre serviços.  |
| <b>jargon</b>                  | An alternate data dictionary item description that EnterpriseOne or PeopleSoft World displays, based on the product code of the current object.  |
| <b>java application server</b> | A component-based server that resides in the middle-tier of a server-centric architecture and provides middleware services for security and state maintenance, along with data access and persistence.   |
| <b>JDBNET</b>                  | A database driver that allows heterogeneous servers to access each other's data.   |
| <b>jde.ini</b>                 | A PeopleSoft file (or member for AS/400) that provides the runtime settings that are required for EnterpriseOne initialization. Specific versions of the file or member must reside on every machine that is running EnterpriseOne, including workstations and servers.  |
| <b>JDE.LOG</b>                 | The main diagnostic log file of EnterpriseOne. Always located in the root  |

|   |  |
|---|--|
|   | directory on the primary drive. Contains status and error messages from the startup and operation of EnterpriseOne.  |
| <b>JDEBASE Database Middleware</b>      | <p>PeopleSoft proprietary database middleware package that provides two primary benefits:</p> <ol style="list-style-type: none"> <li>1. Platform-independent APIs for multidatabase access. These APIs are used in two ways: <ol style="list-style-type: none"> <li>a. By the interactive and batch engines to dynamically generate platform-specific SQL, depending on the data source request.</li> <li>b. As open APIs for advanced C business function writing. These APIs are then used by the engines to dynamically generate platform-specific SQL.</li> </ol> </li> <li>2. Client-to-server and server-to-server database access. To accomplish this access, EnterpriseOne is integrated with a variety of third-party database drivers, such as Client Access 400 and open database connectivity (ODBC).</li> </ol>               |
| <b>JDECallObject</b>                    | An application programming interface that is used by business functions to invoke other business functions.  |
| <b>JDEIPC</b>                           | Communications programming tools that are used by server code to regulate access to the same data in multiprocess environments, communicate and coordinate between processes, and create new processes.  |
| <b>JDENET</b>                           | PeopleSoft proprietary middleware software. JDENET is a messaging software package.  |
| <b>JDENET communications middleware</b> | PeopleSoft proprietary communications middleware package for EnterpriseOne. It is a peer-to-peer, message-based, socket-based, multiprocess communications middleware solution. It handles client-to-server and server-to-server communications for all EnterpriseOne supported platforms.   |
| <b>just in time installation (JITI)</b> | EnterpriseOne's method of dynamically replicating objects from the central object location to a workstation.   |
| <b>just in time replication (JITR)</b>  | EnterpriseOne's method of replicating data to individual workstations. EnterpriseOne replicates new records (inserts) only at the time that the user needs the data. Changes, deletes, and updates must be replicated using Pull Replication.  |
| <b>Kagami</b>                           | In Japan, summarized invoices that are created monthly (in most cases) to reduce the number of payment transactions.   |
| <b>latitude</b>                         | The X coordinate of the location of an item in the warehouse. The system can use latitude, longitude, and height when suggesting locations for putaway, replenishment, and picking.  |
| <b>laytime (or layhours)</b>            | <p>The amount of time that is allotted to a tanker at berth to complete loading or discharging cargo. This time is usually expressed in running hours, and is fixed by prior agreement between the vessel owner and the company that is chartering the vessel. Laytime is stipulated in the charter, which states exactly the total of number of hours that are granted at both loading and unloading ports, and indicates whether such time is reversible. A statement of "Seventy-Two Hours, Reversible" means that a total of 72 hours is granted overall at both ports, and any time saved at one port can be applied as a credit at the other port.</p> <p>For example, if the vessel uses only 32 hours instead of 36 hours to load cargo, it can apply an additional four hours to the 36 hours allotted at the discharge port.</p> |

|                            |  |
|----------------------------|--|
|                            | Such considerations are important for purposes of computing demurrage.   |
| <b>leading zeros</b>       | A series of zeros that certain facilities in PeopleSoft systems place in front of a value that is entered. This situation normally occurs when you enter a value that is smaller than the specified length of the field. For example, if you enter 4567 in a field that accommodates eight numbers, the facility places four zeros in front of the four numbers that you enter. The result appears as 00004567.  |
| <b>ledger type</b>         | A code that designates a ledger which is used by the system for a particular purpose. For example, all transactions are recorded in the AA (actual amounts) ledger type in their domestic currency. The same transactions can also be stored in the CA (foreign currency) ledger type.   |
| <b>level break</b>         | The position in a report or text where a group of similar types of information ends and another one begins.  |
| <b>libro IVA</b>           | Monthly VAT report. In Italy, the term for the report that contains the detail of invoices and vouchers that were registered during each month.  |
| <b>line of business</b>    | A description of the nature of a company's work; also a tool to control the relationship with that customer, including product pricing.  |
| <b>linked service type</b> | A service type that is associated with a primary service type. Linked service types can be cancelled, and the maintenance tasks are performed when the primary service type to which they are linked comes due. You can specify whether the system generates work orders for linked service types, as well as the status that the system assigns to work orders that have already been generated. Sometimes referred to as associated service types. See also primary service type and service type. |
| <b>livro razao</b>         | In Brazil, a general ledger report.  |
| <b>load balancing</b>      | The act of distributing the number of processes proportionally to all servers in a group to maximize overall performance.  |
| <b>location workbench</b>  | During the Installation Workbench process, Location Workbench copies all locations that are defined in the installation plan from the Location Master table in the Planner data source to the System data source.  |
| <b>log files</b>           | Files that track operations for a process or application. Reviewing log files is helpful for troubleshooting problems. The file extension for log files is .LOG.   |
| <b>logic data source</b>   | Any code that provides data during runtime.  |
| <b>logical compartment</b> | One of two ways that is identified in the transportation constants to display compartments on vehicles. Logical display numbers the compartments sequentially.<br><br>For example, if two vehicles are on a trip and each vehicle has three compartments, the logical display is 1,2,3,4,5,6.  |
| <b>logical file</b>        | A set of keys or indices that is used for direct access or ordered access to the records in a physical file. Several logical files can have different accesses to a physical.  |
| <b>logical shelf</b>       | A logical, not physical, location for inventory that is used to track inventory transactions in loan/borrow, or exchange agreements with other companies. See also logical warehouse.  |

|  |  |
|--|--|
| <b>logical warehouse</b>                       | Not a physical warehouse containing actual inventory, but a means for storing and tracking information for inventory transactions in loan/borrow, or exchange agreements with other companies.   |
| <b>longitude</b>                               | The Y coordinate of the location of an item in the warehouse. The system can use latitude, longitude, and height when suggesting locations for putaway, replenishment, and picking.  |
| <b>LSV</b>                                     | Lastschriftverfahren. A Swiss auto debit format that is required by Telekurs (Payserv).  |
| <b>mail merge</b>                              | A mass-mail facility that takes names, addresses, and (sometimes) pertinent facts about recipients and merges the information into a form letter or a similarly basic document.  |
| <b>mailmerge workbench</b>                     | [In EnterpriseOne] An application that merges Microsoft Word 6.0 (or higher) word-processing documents with EnterpriseOne records to automatically print business documents.   |
| <b>main fuels</b>                              | Usually refers to bulk fuel products, but sometimes includes packaged products.  |
| <b>maintenance loop</b>                        | See maintenance route.   |
| <b>maintenance route</b>                       | A method of performing PMs for multiple pieces of equipment from a single preventive maintenance work order. A maintenance route includes pieces of equipment that share one or more identical maintenance tasks which can be performed at the same time for each piece of equipment. Sometimes referred to as maintenance loop.                                       |
| <b>maintenance work order</b>                  | In PeopleSoft EnterpriseOne systems, a term that is used to distinguish work orders created for the performance of equipment and plant maintenance from other work orders, such as manufacturing work orders, utility work orders, and engineering change orders.  |
| <b>manufacturing and distribution planning</b> | Planning that includes resource and capacity planning, and material planning operations. Resource and capacity planning allows you to prepare a feasible production schedule that reflects your demand forecasts and production capability. Material Planning Operations provides a short-range plan to cover material requirements that are needed to make a product. |
| <b>mapping</b>                                 | A set of instructions that describes how one data structure passes data to another.  |
| <b>master business function</b>                | An interactive master file that serves as a central location for adding, changing, and updating information in a database.   |
| <b>master business function</b>                | A central system location for standard business rules about entering documents, such as vouchers, invoices, and journal entries. Master business functions ensure uniform processing according to guidelines that you establish.   |
| <b>master table</b>                            | A database table that is used to store data and information that is permanent and necessary to the system's operation. Master tables might contain data such as paid tax amounts, supplier names, addresses, employee information, and job information.  |
| <b>matching document</b>                       | A document that is associated with an original document to complete or change a transaction. For example, a receipt is the matching document of an invoice.  |

|   |   |
|---|---|
| <b>media object</b>                                       | An electronic or digital representation of an object.   |
| <b>media storage objects</b>                              | Files that use one of the following naming conventions that are not organized into table format: Gxxx, xxxGT, or GTxxx.   |
| <b>memory violation</b>                                   | An error that occurs as the result of a memory leak.  |
| <b>menu selection</b>                                     | An option on a menu that initiates a software function directly.  |
| <b>message center</b>                                     | A central location for sending and receiving all EnterpriseOne messages (system- and user-generated), regardless of the originating application or user.  |
| <b>messaging application programming interface (MAPI)</b> | An architecture that defines the components of a messaging system and how they behave. It also defines the interface between the messaging system and the components.   |
| <b>metal content</b>                                      | A series of properties of a blended product that help to determine its suitability for a prescribed purpose.  |
| <b>metals management</b>                                  | The process of maintaining information about the location and status of durable product containers such as liquid petroleum gas (LPG) cylinders.  |
| <b>mobile inventory</b>                                   | Inventory that is transferred from a depot to a barge or truck for milk-run deliveries.   |
| <b>modal</b>  | A restrictive or limiting interaction that is created by a given condition of operation. Modal often describes a secondary window that restricts a user's interaction with other windows. A secondary window can be modal with respect to its primary window or to the entire system. A modal dialog box must be closed by the user before the application continues.                                   |
| <b>model work order</b>                                   | For scheduled preventive maintenance or for a condition-based alert, a model work order functions as a template for the creation of other work orders. You can assign model work orders to service types and condition-based alerts. When the service type comes due or the alert is generated, the system automatically generates a work order that is based on information from the model work order. |
| <b>modeless</b>   | Not restricting or limiting interaction. Modeless often describes a secondary window that does not restrict a user's interaction with other windows. A modeless dialog box stays on the screen and is available for use at any time, but also permits other user activities.  |
| <b>multiple stocking locations</b>                        | Authorized storage locations for the same item number at locations, in addition to the primary stocking location.   |
| <b>multitier architecture</b>                             | A client/server architecture that allows multiple levels of processing. A tier defines the number of computers that can be used to complete some defined task.  |
| <b>named event rules (NER)</b>                            | Also called business function event rules. Encapsulated, re-usable business logic that is created by using event rules, rather than C programming.  |
| <b>national language support (NLS)</b>                    | Mechanisms that are provided to facilitate internationalization of both system and application user interfaces.   |
| <b>natureza da operação</b>                               | Transaction nature. In Brazil, a code that classifies the type of commercial transaction to conform to the fiscal legislation.  |
| <b>negative pay item</b>                                  | An entry in an account that indicates a prepayment. For example, you might  |



|   |  |
|---|--|
|   | prepay a supplier before goods are sent or prepay an employee's forecasted expenses for a business trip. The system stores these pending entries, assigning them a minus quantity as debit amounts in a designated expense account. After the prepaid goods are received or the employee submits an expense report, entering the actual voucher clears all of the negative pay items by processing them as regular pay items. Note that a negative pay item can also result from entering a debit memo (A/P) or a credit memo (A/R). |
| <b>net added cost</b>                     | The cost to manufacture an item at the current level in the bill of material. Thus, for manufactured parts, the net added cost includes labor, outside operations, and cost extras applicable to this level in the bill of material, but not materials (lower-level items). For purchased parts, the net added cost also includes the cost of materials.   |
| <b>next status</b>                        | The next step in the payment process for payment control groups. The next status can be either WRT (write) or UPD (update).  |
| <b>node</b>                               | A termination point for two or more communications links. A node can serve as the control location for forwarding data among the elements of a network or multiple networks, as well as performing other networking and, in some cases, local processing.  |
| <b>non-inventory items</b>                | See non-stock items.   |
| <b>non-list price</b>                     | A price for bulk products that is determined by its own algorithms, such as a rolling average or commodity price plus.   |
| <b>non-prime product</b>                  | A manufactured product with revenue potential that is less than the product planned for, or scheduled to be produced.  |
| <b>non-stock items</b>                    | Items that the system does not account for as part of the inventory. For example, office supplies, or packaging materials can be non-stock items.  |
| <b>nota fiscal</b>                        | In Brazil, a legal document that must accompany all commercial transactions.   |
| <b>nota fiscal fatura</b>                 | In Brazil, a nota fiscal and invoice information.  |
| <b>notula</b>                             | In Italy, the process whereby a business does not recognize value added tax until the payment of a voucher.  |
| <b>object configuration manager (OCM)</b> | EnterpriseOne's object request broker and the control center for the runtime environment. It keeps track of the runtime locations for business functions, data, and batch applications. When one of these objects is called, the Object Configuration Manager directs access to it by using defaults and overrides for a given environment and user.   |
| <b>object embedding</b>                   | When an object is embedded in another document, an association is maintained between the object and the application that created it; however, any changes made to the object are also only kept in the compound document. See also object linking.   |
| <b>object librarian</b>                   | A repository of all versions, applications, and business functions that are re-usable in building applications.  |
| <b>object linking</b>                     | When an object is linked to another document, a reference is created with the file in which the object is stored, as well as with the application that created it. When the object is modified, either from the compound document or directly through the file in which it is saved, the change is reflected in that application as well as  |

|   |   |
|---|---|
|   | anywhere it has been linked. See also object embedding.   |
| <b>object linking and embedding (OLE)</b> | A technology for transferring and sharing information among applications by allowing the integration of objects from diverse applications, such as graphics, charts, spreadsheets, text, or an audio clip from a sound program. OLE is a compound document standard that was developed by Microsoft Corporation. It enables you to create objects with one application, and then link or embed them in a second application. Embedded objects retain their original format and links to the application that created them. See also object embedding, object linking. |
| <b>object management workbench (OMW)</b>  | The change management system that is used for EnterpriseOne development.  |
| <b>object-based technology (OBT)</b>      | A technology that supports some of the main principles of object-oriented technology:<br><br>Classes.<br><br>Polymorphism.I<br><br>Inheritance.<br><br>Encapsulation.   |
| <b>object-oriented technology (OOT)</b>   | Brings software development past procedural programming into a world of re-usable programming that simplifies development of applications. Object orientation is based on the following principles:<br><br>Classes.<br><br>Polymorphism.I<br><br>Inheritance.<br><br>Encapsulation.   |
| <b>offsetting account</b>                 | An account that reduces the amount of another account to provide a net balance. For example, a credit of 200 to a cash account might have an offsetting entry of 200 to an A/P Trade (liability) account.   |
| <b>open database connectivity (ODBC)</b>  | Defines a standard interface for different technologies to process data between applications and different data sources. The ODBC interface comprises set of function calls, methods of connectivity, and representation of data types that define access to data sources.  |
| <b>open systems interconnection (OSI)</b> | The OSI model was developed by the International Standards Organization (ISO) in the early 1980s. It defines protocols and standards for the interconnection of computers and network equipment.  |
| <b>order detail line</b>                  | A part of an order that contains transaction information about a service or item being purchased or sold, such as quantity, cost, price, and so on.   |
| <b>order hold</b>                         | A flag that stops the processing of an order because it has exceeded the credit or budget limit, or has another problem.  |
| <b>order-based pricing</b>                | Pricing strategy that grants reductions in price to a customer. It is based upon the contents and relative size (volume or value) of the order as a whole.  |
| <b>outbound document</b>                  | A document that is sent to a trading partner using EDI. This term is also referred to as an outbound transaction.   |
| <b>outturn</b>                            | The quantity of oil that is actually received into a buyer's storage tanks when a   |

|                                      |  |
|--------------------------------------|--|
|                                      | <p>vessel is unloaded. For various reasons (vaporization, clingage to vessel tank walls, and so on), the amount of a product pumped into shore tankage at unloading is often less than the quantity originally loaded onto the vessel, as certified by the Bill of Lading. Under a delivered or CIF outturn transaction, the buyer pays only for the barrels actually “turned out” by the vessel into storage.</p> <p>When a buyer is paying CIF Bill of Lading figures, a loss of 0.5% of total cargo volume is considered normal. Losses in excess of 0.5%, however, are either chargeable to the seller or are covered by specialized insurance that covers partial, as well as total, loss of the cargo.</p> |
| <b>overhead</b>                      | In the distillation process, that portion of the charge that leaves the top of the distillation column as vapor. This definition is strictly as it relates to ECS.   |
| <b>override conversion method</b>    | A method of calculating exchange rates that is set up between two specific currencies. For those specific currencies, this method overrides the conversion method in General Accounting Constants and does not allow inverse rates to be used when calculating currency amounts.   |
| <b>package / package build</b>       | A collection of software that is grouped into a single entity for modular installation. EnterpriseOne objects are installed to workstations in packages from the deployment server. A package can be compared to a bill of material or kit that indicates the necessary objects for that workstation and where the installation program can find them on the deployment server. It is a point-in-time “snapshot” of the central objects on the deployment server.  |
| <b>package location</b>              | The directory structure location for the package and its set of replicated objects. This location is usually \\deployment server\release\path_code\package\ package name. The replicated objects for the package are placed in the subdirectories under this path. This location is also where the package is built or stored.   |
| <b>package workbench</b>             | During the Installation Workbench process, Package Workbench transfers the package information tables from the Planner data source to the System - release number data source. It also updates the Package Plan detail record to reflect completion.   |
| <b>packaged products</b>             | Products that, by their nature, must be delivered to the customer in containers which are suitable for discrete consumption or resale.   |
| <b>pane/panel</b>                    | A resizable subarea of a window that contains options, components, or other related information.   |
| <b>paper clip</b>                    | An icon that is used to indicate that a media object is attached to a form or record.  |
| <b>parent/child form</b>             | <p>A type of form that presents parent/child relationships in an application on one form:</p> <p>The left portion of the form presents a tree view that displays a visual representation of a parent/child relationship.</p> <p>The right portion of the form displays a detail area in browse mode. The detail area displays the records for the child item in the tree.</p> <p>The parent/child form supports drag and drop functionality.</p>   |
| <b>parent/child relationship</b>     | See parent/component relationship.   |
| <b>parent/component relationship</b> | 1. In Capital Asset Management, the hierarchical relationship of a parent piece of equipment to its components. For example, a manufacturing line could be a parent  |

|                            |   |
|----------------------------|---|
|                            | <p>and the machinery on the line could be components of the line. In addition, each piece of machinery could be a parent of still more components.</p> <p>2. In Product Data Management, a hierarchical relationship of the components and subassemblies of a parent item to that parent item. For example, an automobile is a parent item; its components and subassemblies include: engine, frame, seats, and windows.</p> <p>Sometimes referred to as parent/child relationship.</p> |
| <b>partita IVA</b>         | In Italy, a company fiscal identification number.   |
| <b>pass-through</b>        | A process where data is accepted from a source and forwarded directly to a target without the system or application performing any data conversion, validation, and so on.  |
| <b>pay on consumption</b>  | The method of postponing financial liability for component materials until you issue that material to its consuming work order or rate schedule.  |
| <b>payment group</b>       | A system-generated group of payments with similar information, such as a bank account. The system processes all of the payments in a payment group at the same time.  |
| <b>PeopleSoft database</b> | See JDEBASE Database Middleware.  |
| <b>performance tuning</b>  | The adjustments that are made for a more efficient, reliable, and fast program.   |
| <b>persistent object</b>   | An object that continues to exist and retains its data beyond the duration of the process that creates it.  |
| <b>pervasive device</b>    | A type of intelligent and portable device that provides a user with the ability to receive and gather information anytime, from anywhere.   |
| <b>planning family</b>     | A means of grouping end items that have similarity of design or manufacture.  |
| <b>plug-in</b>             | A small program that plugs into a larger application to provide added functionality or enhance the main application.  |
| <b>polymorphism</b>        | A principle of object-oriented technology in which a single mnemonic name can be used to perform similar operations on software objects of different types.   |
| <b>portal</b>              | A Web site or service that is a starting point and frequent gateway to a broad array of on-line resources and services.   |
| <b>Postfinance</b>         | A subsidiary of the Swiss postal service. Postfinance provides some banking services.   |
| <b>potency</b>             | Identifies the percent of an item in a given solution. For example, you can use an 80% potent solution in a work order that calls for 100% potent solution, but you would use 25% more, in terms of quantity, to meet the requirement ( $100 / 80 = 1.25$ ).  |
| <b>preference profile</b>  | The ability to define default values for specified fields for a user defined hierarchy of items, item groups, customers, and customer groups. In Quality Management setup, this method links test and specification testing criteria to specific items, item groups, customers, or customer groups.   |
| <b>preflush</b>            | A work order inventory technique in which you deduct (relieve) materials from inventory when the parts list is attached to the work order or rate schedule.   |

|  |   |
|--|---|
| <b>preventive maintenance cycle</b>    | The sequence of events that make up a preventive maintenance task, from its definition to its completion. Because most preventive maintenance tasks are commonly performed at scheduled intervals, parts of the preventive maintenance cycle repeat, based on those intervals.  |
| <b>preventive maintenance schedule</b> | The combination of service types that apply to a specific piece of equipment, as well as the intervals at which each service type is scheduled to be performed.   |
| <b>primary service type</b>            | A service type to which you can link related service types. For example, for a particular piece of equipment, you might set up a primary service type for a 1000-hour inspection and a linked service type for a 500-hour inspection. The 1000-hour inspection includes all of the tasks performed at 500 hours. When a primary service type is scheduled to be performed, the system schedules the linked service type. See also linked service type.  |
| <b>pristine environment</b>            | An EnterpriseOne environment that is used to test unaltered objects with PeopleSoft demonstration data or for training classes. You must have this environment so you can compare pristine objects that you modify.   |
| <b>processing option</b>               | A data structure that allows users to supply parameters that regulate the execution of a batch program or report.   |
| <b>product data management (PDM)</b>   | In PeopleSoft EnterpriseOne software, the system that enables a business to organize and maintain information about each item which it manufactures. Features of this system, such as bills of material, work centers, and routings, define the relationships among parents and components, and how they can be combined to manufacture an item. PDM also provides data for other manufacturing systems including Manufacturing Accounting, Shop Floor Management, and Manufacturing and Distribution Planning. |
| <b>product line</b>                    | A group of products with similarity in manufacturing procedures, marketing characteristics, or specifications that allow them to be aggregated for planning; marketing; and, occasionally, costing.   |
| <b>product/process definition</b>      | A combination of bill of material (recipe, formula, or both) and routing (process list). Organized into tasks with a statement of required consumed resources and produced resources.   |
| <b>production environment</b>          | An EnterpriseOne environment in which users operate EnterpriseOne software.   |
| <b>program temporary fix (PTF)</b>     | A representation of changes to PeopleSoft software that your organization receives on magnetic tapes or diskettes.  |
| <b>project</b>                         | [In EnterpriseOne] A virtual container for objects being developed in Object Management Workbench.  |
| <b>projected cost</b>                  | The target expenditure in added value for material, labor, and so on, during manufacture. See also standard cost.   |
| <b>promotion path</b>                  | The designated path for advancing objects or projects in a workflow.  |
| <b>protocollo</b>                      | See registration number.  |
| <b>PST</b>                             | Provincial sales tax. A tax that is assessed by individual provinces in Canada.   |
| <b>published table</b>                 | Also called a "Master" table, this is the central copy to be replicated to other machines and resides on the "publisher" machine. The Data Replication Publisher Table (F98DRPUB) identifies all of the published tables and their associated   |

|   |  |
|---|--|
|   | publishers in the enterprise.  |
| <b>publisher</b>                        | The server that is responsible for the published table. The Data Replication Publisher Table (F98DRPUB) identifies all of the published tables and their associated publishers in the enterprise.  |
| <b>pull replication</b>                 | One of the EnterpriseOne methods for replicating data to individual workstations. Such machines are set up as pull subscribers that use EnterpriseOne's data replication tools. The only time that pull subscribers are notified of changes, updates, and deletions is when they request such information. The request is in the form of a message that is sent, usually at startup, from the pull subscriber to the server machine that stores the Data Replication Pending Change Notification table (F98DRPCN). |
| <b>query by example (QBE)</b>           | Located at the top of a detail area, this area is used to search for data to display in the detail area.   |
| <b>rate scheduling</b>                  | A method of scheduling product or manufacturing families, or both.<br><br>Also a technique to determine run times and quantities of each item within the family to produce enough of each individual product to satisfy demand until the family can be scheduled again.  |
| <b>rate type</b>                        | For currency exchange transactions, the rate type distinguishes different types of exchange rates. For example, you can use both period average and period-end rates, distinguishing them by rate type.  |
| <b>real-time</b>                        | Pertaining to information processing that returns a result so rapidly that the interaction appears to be instantaneous.  |
| <b>receipt routing</b>                  | A series of steps that is used to track and move items within the receipt process. The steps might include in-transit, dock, staging area, inspection, and stock.  |
| <b>referential integrity</b>            | Ensures that a parent record cannot be deleted from the database when a child record for exists.   |
| <b>regenerable</b>                      | Source code for EnterpriseOne business functions can be regenerated from specifications (business function names). Regeneration occurs whenever an application is recompiled, either for a new platform or when new functionality is added.  |
| <b>register types and classes</b>       | In Italian VAT Summary Reporting, the classification of VAT transactions.  |
| <b>relationship</b>                     | Links tables together and facilitates joining business views for use in an application or report. Relationships that are created are based on indexes.   |
| <b>rélevé d'identité bancaire (RIB)</b> | In France, the term that indicates the bank transit code, account number, and check digit that are used to validate the bank transit code and account number. The bank transit code consists of the bank code and agency code. The account number is alphanumeric and can be as many as 11 characters. PeopleSoft supplies a validation routine to ensure RIB key correctness.   |
| <b>remessa</b>                          | In Brazil, the remit process for A/R.  |
| <b>render</b>                           | To include external data in displayed content through a linking mechanism.   |
| <b>repassé</b>                          | In Brazil, a discount of the ICMS tax for interstate transactions. It is the adjustment between the interstate and the intrastate ICMS tax rates.  |

|                                 |  |
|---------------------------------|--|
| <b>replenishment point</b>      | The location on or near the production line where additional components or subassemblies are to be delivered.  |
| <b>replication server</b>       | A server that is responsible for replicating central objects to client machines.   |
| <b>report design aid (RDA)</b>  | The EnterpriseOne GUI tool for operating, modifying, and copying report batch applications.  |
| <b>repost</b>                   | In Sales, the process of clearing all commitments from locations and restoring commitments, based on quantities from the Sales Order Detail table (F4211).                                     |
| <b>resident</b>                 | Pertaining to computer programs or data while they remain on a particular storage device.  |
| <b>retorno</b>                  | In Brazil, the receipt process for A/R.  |
| <b>RIB</b>                      | See relevé d'identité bancaire.  |
| <b>ricevute bancarie (RiBa)</b> | In Italy, the term for accounts receivable drafts.   |
| <b>riepilogo IVA</b>            | Summary VAT monthly report. In Italy, the term for the report that shows the total amount of VAT credit and debit.   |
| <b>ritenuta d'acconto</b>       | In Italy, the term for standard withholding tax.   |
| <b>rollback</b>                 | [In database management] A feature or command that undoes changes in database transactions of one or more records.   |
| <b>rollup</b>                   | See cost rollup.   |
| <b>row exit</b>                 | [In EnterpriseOne] An application shortcut, available as a button on the Row Exit bar or as a menu selection, that allows users to open a form that is related to the highlighted grid record. |
| <b>runtime</b>                  | The period of time when a program or process is running.   |
| <b>SAD</b>                      | The German name for a Swiss payment format that is accepted by Postfinance.  |
| <b>SAR</b>                      | See software action request.   |
| <b>scalability</b>              | The ability of software, architecture, hardware, or a network to support software as it grows in size or resource requirements.  |
| <b>scripts</b>                  | A collection of SQL statements that perform a specific task.   |
| <b>scrub</b>                    | To remove unnecessary or unwanted characters from a string.  |
| <b>search/select</b>            | A type of form that is used to search for a value and return it to the calling field.  |
| <b>selection</b>                | Found on PeopleSoft menus, selections represent functions that you can access from a menu. To make a selection, type the associated number in the Selection field and press Enter.             |
| <b>serialize</b>                | To convert a software object into a stream of bytes to store on a disk or transfer across a network.   |
| <b>server map</b>               | The server view of the object configuration mapping.   |
| <b>server workbench</b>         | During the Installation Workbench process, Server Workbench copies the server  |

|   |  |
|---|--|
|   | configuration files from the Planner data source to the System release number data source. It also updates the Server Plan detail record to reflect completion.  |
| <b>service interval</b>                 | The frequency at which a service type is to be performed. Service intervals can be based on dates, periods, or statistical units that are user defined. Examples of statistical units are hours, miles, and fuel consumption.  |
| <b>service type</b>                     | An individual preventive maintenance task or procedure, such as an inspection, lubrication, or overhaul. Service types can apply to a specific piece of equipment or to a class of equipment. You can specify that service types come due based on a predetermined service interval, or whenever the task that is represented by the service type becomes necessary. |
| <b>servlet</b>                          | A [small] program that extends the functionality of a Web server by generating dynamic content and interacting with Web clients by using a request-response paradigm.  |
| <b>share path</b>                       | The network node under which one or more servers or objects reside.  |
| <b>shop floor management</b>            | A system that uses data from multiple system codes to help develop, execute, and manage work orders and rate schedules in the enterprise.  |
| <b>silent mode</b>                      | A method for installing or running a program that does not require any user intervention.  |
| <b>silent post</b>                      | A type of post that occurs in the background without the knowledge of the user.  |
| <b>simulated cost</b>                   | After a cost rollup, the cost of an item, operation, or process according to the current cost scenario. This cost can be finalized by running the frozen update program. You can create simulated costs for a number of cost methods—for example, standard, future, and simulated current costs. See also cost rollup.   |
| <b>single-byte character set (SBCS)</b> | An encoding scheme in which each alphabetic character is represented by one byte. Most Western languages, such as English, can be represented by using a single-byte character set.  |
| <b>single-level tracking</b>            | Finding all immediate parents where a specific lot has been used (consumed).   |
| <b>single-voyage (spot) charter</b>     | An agreement for a single voyage between two ports. The payment is made on the basis of tons of product delivered. The owner of the vessel is responsible for all expenses.  |
| <b>slimer</b>                           | A script that changes data in a table directly without going through a regular database interface.   |
| <b>smart field</b>                      | A data dictionary item with an attached business function for use in the Report Design Aid application.  |
| <b>SOC</b>                              | The Italian term for a Swiss payment format that is accepted by Postfinance.   |
| <b>soft commitment</b>                  | The number of items that is reserved for sales orders or work orders in the primary units of measure.  |
| <b>soft error</b>                       | An error from which an operating system or program is able to recover.   |
| <b>software action request (SAR)</b>    | An entry in the AS/400 database that is used for requesting modifications to PeopleSoft software.  |



|  |  |
|--|--|
| <b>SOG</b>                                 | The French term for a Swiss payment format that is accepted by Postfinance.  |
| <b>source directory</b>                    | The path code to the business function source files belonging to the shared library that is created on the enterprise server.  |
| <b>special period/year</b>                 | The date that determines the source balances for an allocation.  |
| <b>specification merge</b>                 | <p>The Specification merge is comprised of three merges:</p> <p>Object Librarian merge (via the Object Management Workbench).</p> <p>Versions List merge.</p> <p>Central Objects merge.</p> <p>The merges blend customer modifications with data that accompanies a new release.</p>           |
| <b>specification table merge workbench</b> | During the Installation Workbench process, Specification Table Merge Workbench runs the batch applications that update the specification tables.   |
| <b>specifications</b>                      | A complete description of an EnterpriseOne object. Each object has its own specification, or name, which is used to build applications.  |
| <b>spot charter</b>                        | See single-voyage charter.   |
| <b>spot rates</b>                          | An exchange rate that is entered at the transaction level. Spot rates are not used on transactions between two EMU member currencies because exchange rates are irrevocably fixed to the euro.   |
| <b>stamp tax</b>                           | In Japan, a tax that is imposed on drafts payable, receipts over 30000 Japanese yen, and all contracts. The party that issues any of the above documents is responsible for this tax.  |
| <b>standalone</b>                          | Operating or capable of operating independently of certain other components of a computer system.  |
| <b>standard cost</b>                       | The expected, or target cost of an item, operation, or process. Standard costs represent only one cost method in the Product Costing system. You can also calculate, for example, future costs or current costs. However, the Manufacturing Accounting system uses only standard frozen costs. |
| <b>standard costing</b>                    | A costing method that uses cost units that are determined before production. For management control purposes, the system compares standard costs to actual costs and computes variances.   |
| <b>subprocess</b>                          | A process that is triggered by and is part of a larger process, and that generally consists of activities.   |
| <b>subscriber table</b>                    | The Subscriber table (F98DRSUB), which is stored on the Publisher Server with the Data Replication Publisher table (F98DRPUB), that identifies all of the subscriber machines for each published table.  |
| <b>summary</b>                             | The presentation of data or information in a cumulative or totaled manner in which most of the details have been removed. Many systems offer forms and reports that summarize information which is stored in certain tables. Contrast with detail.   |
| <b>super backflush</b>                     | To create backflush transactions for material, labor, or both, against a work order at predefined pay points in the routing. By doing so, you can relieve inventory  |

|                                      |   |
|--------------------------------------|---|
|                                      | and account for labor amounts at strategic points throughout the manufacturing process.   |
| <b>supersession</b>                  | Specification that a new product is replacing an active product on a specified effective date.  |
| <b>supplemental data</b>             | Additional types of data for customers and suppliers. You can enter supplemental data for information such as notes, comments, plans, or other information that you want in a customer or supplier record. The system maintains this data in generic databases, separate from the standard master tables (Customer Master, Supplier Master, and Address Book Master).   |
| <b>supplying location</b>            | The location from which inventory is transferred once quantities of the item on the production line have been depleted. In kanban processing, the supplying location is the inventory location from which materials are transferred to the consuming location when the containers are replenished.  |
| <b>system code</b>                   | A numeric or alphanumeric designation that identifies a specific system in EnterpriseOne software.  |
| <b>system function</b>               | [In EnterpriseOne] A named set of pre-packaged, re-usable instructions that can be called from event rules.   |
| <b>table access management (TAM)</b> | The EnterpriseOne component that handles the storage and retrieval of user defined data. TAM stores information such as data dictionary definitions; application and report specifications; event rules; table definitions; business function input parameters and library information; and data structure definitions for running applications, reports, and business functions.   |
| <b>table conversion workbench</b>    | During the Installation Workbench process, Table Conversion Workbench runs the table conversions that change the technical and application tables to the format for the new release of EnterpriseOne. It also updates the Table Conversions and Controls detail records to reflect completion.  |
| <b>table design aid (TDA)</b>        | An EnterpriseOne GUI tool for creating, modifying, copying, and printing database tables.   |
| <b>table event rules</b>             | Use table event rules to attach database triggers (or programs) that automatically run whenever an action occurs against the table. An action against a table is referred to as an event. When you create an EnterpriseOne database trigger, you must first determine which event will activate the trigger. Then, use Event Rules Design to create the trigger. Although EnterpriseOne allows event rules to be attached to application events, this functionality is application-specific. Table event rules provide embedded logic at the table level. |
| <b>table handle</b>                  | A pointer into a table that indicates a particular row.   |
| <b>table space</b>                   | [In relational database management systems] An abstract collection of containers in which database objects are stored.  |
| <b>task</b>                          | [In Solution Explorer and EnterpriseOne Menu] A user defined object that can initiate an activity, process, or procedure.   |
| <b>task view</b>                     | A group of tasks in Solution Explorer or EnterpriseOne Menu that are arranged in a tree structure.  |
| <b>termo de abertura</b>             | In Brazil, opening terms for the transaction journal.   |

|                                       |   |
|---------------------------------------|---|
| <b>termo de encerramento</b>          | In Brazil, closing terms for the transaction journal.   |
| <b>three-tier processing</b>          | The task of entering, reviewing, approving, and posting batches of transactions.  |
| <b>three-way voucher match</b>        | The process of comparing receipt information to supplier's invoices to create vouchers. In a three-way match, you use the receipt records, the purchase order, and the invoice to create vouchers.  |
| <b>threshold percentage</b>           | In Capital Asset Management, the percentage of a service interval that you define as the trigger for maintenance to be scheduled. For example, you might set up a service type to be scheduled every 100 hours with a threshold percentage of 90 percent. When the equipment accumulates 90 hours, the system schedules the maintenance.  |
| <b>throughput agreement</b>           | A service agreement in which a business partner agrees to store and manage product for another business partner for a specified time period. The second partner actually owns the stock that is stored in the first partner's depot, although the first partner monitors the stock level; suggests replenishments; and unloads, stores, and delivers product to the partner or its customers. The first partner charges a fee for storing and managing the product. |
| <b>throughput reconciliation</b>      | Reconcile confirmed sales figures in a given period with the measured throughput, based on the meter readings. This process is designed to catch discrepancies that are due to transactions not being entered, theft, faulty meters, or some combination of these factors. This reconciliation is the first stage. See also operational reconciliation.   |
| <b>token</b>                          | [In Object Management Workbench] A flag that is associated with each object which indicates whether you can check out the object.   |
| <b>tolerance range</b>                | The amount by which the taxes that you enter manually can vary from the tax that is calculated by the system.   |
| <b>TP monitor</b>                     | Transaction Processing monitor. A monitor that controls data transfer between local and remote terminals and the applications that originated them. TP monitors also protect data integrity in the distributed environment and can include programs that validate data and format terminal screens.   |
| <b>tracing</b>                        | The act of researching a lot by going backward, to discover its origin.   |
| <b>tracking</b>                       | The act of researching a lot by going forward, to discover where it is used.  |
| <b>transaction set</b>                | An electronic business transaction (EDI Standard document) composed of segments.  |
| <b>transclude</b>                     | To include the external data in the displayed content through a linking mechanism.  |
| <b>transfer order</b>                 | An order that is used to ship inventory between branch/plants within your company and to maintain an accurate on-hand inventory amount. An interbranch transfer order creates a purchase order for the shipping location and a sales order for the receiving location.  |
| <b>translation adjustment account</b> | An optional G/L account used in currency balance restatement to record the total adjustments at a company level.  |
| <b>translator software</b>            | The software that converts data from an application table format to an EDI Standard Format, and from EDI Standard Format to application table format. The   |

|                                       |   |
|---------------------------------------|---|
|                                       | data is exchanged in an EDI Standard, such as ANSI ASC X12, EDIFACT, UCS, or WINS.  |
| <b>tree structure</b>                 | A type of graphical user interface that displays objects in a hierarchy.  |
| <b>trigger</b>                        | Allows you to attach default processing to a data item in the data dictionary. When that data item is used on an application or report, the trigger is invoked by an event which is associated with the data item. EnterpriseOne also has three visual assist triggers:<br><br>Calculator.<br><br>Calendar.<br><br>Search form.   |
| <b>two-way voucher match</b>          | The process of comparing purchase order detail lines to the suppliers' invoices to create vouchers. You do not record receipt information.  |
| <b>universal batch engine (UBE)</b>   | [In EnterpriseOne] A type of application that runs a noninteractive process.  |
| <b>unnormalized</b>                   | Data that is a random collection of data elements with repeating record groups scattered throughout. Also see Normalized.   |
| <b>user overrides merge</b>           | The User Overrides merge adds new user override records into a customer's user override table.  |
| <b>user-defined code (UDC)</b>        | A value that a user has assigned as being a valid entry for a given or specific field.  |
| <b>utility</b>                        | A small program that provides an addition to the capabilities which are provided by an operating system.  |
| <b>variable numerator allocations</b> | A procedure that allocates or distributes expenses, budgets, adjustments, and so on, among business units, based on a variable.   |
| <b>variable quantity</b>              | A term that indicates the bill of material relationship between a parent item and its components or ingredients. When a bill of material component has a variable quantity relationship to its parent, the amount of the component changes when the software calculates parts list requirements for different work order quantities. Contrast with fixed quantity.  |
| <b>variance</b>                       | 1. In Product Costing and Manufacturing Accounting, the difference between the frozen standard cost, the current cost, the planned cost, and the actual cost. For example, the difference between the frozen standard cost and the current cost is an engineering variance. Frozen standard costs come from the Cost Components table, and the current costs are calculated by using the current bill of material, routing, and overhead rates.<br><br>2. In Capital Asset Management, the difference between revenue that is generated by a piece of equipment and costs that are incurred by the equipment. |
| <b>versions list merge</b>            | The Versions List merge preserves any non-XJDE and non-ZJDE version specifications for objects that are valid in the new release as well as their processing options data.  |
| <b>VESR</b>                           | Verfahren Einzahlungsschein mit Referenznummer. The processing of an ESR pay slip with reference line through accounts receivable and accounts payable.   |
| <b>visual assist</b>                  | Forms that can be invoked from a control to assist the user in determining what   |

|                                   |  |
|-----------------------------------|--|
|                                   | data belongs in the control.   |
| <b>voucher logging</b>            | The process of entering vouchers without distributing amounts to specific G/L accounts. The system initially distributes the total amount of each voucher to a G/L suspense account, where it is held until you redistribute it to the correct G/L account.  |
| <b>wareki date format</b>         | In Japan, a calendar format, such as Showa or Heisei. When a new emperor begins to reign, the government chooses the title of the date format and the year starts over at one. For instance, January 1, 1998, is equal to Heisei 10, January 1st.  |
| <b>wash down</b>                  | A minor cleanup between similar product runs. Sometimes used in reference to the sanitation process of a food plant.   |
| <b>wchar_t</b>                    | An internal type of a wide character. Used for writing portable programs for international markets.  |
| <b>web server</b>                 | A server that sends information as requested by a browser and uses the TCP/IP set of protocols.  |
| <b>work order life cycle</b>      | In Capital Asset Management, the sequence of events through which a work order must pass to accurately communicate the progress of the maintenance tasks that it represents.   |
| <b>workfile</b>                   | A system-generated file that is used for temporary data processing.  |
| <b>workflow</b>                   | According to the Workflow Management Coalition, workflow means “the automation of a business process, in whole or part, during which documents, information, or tasks are passed from one participant to another for action, according to a set of procedural rules.”  |
| <b>workgroup server</b>           | A network server usually containing subsets of data that are replicated from a master network server.  |
| <b>WorldSoftware architecture</b> | The broad spectrum of application design and programming technology that PeopleSoft uses to achieve uniformity, consistency, and complete integration throughout its software.   |
| <b>write payment</b>              | A step in processing payments. Writing payments includes printing checks, drafts, and creating a bank tape table.  |
| <b>write-off</b>                  | A method for getting rid of inconsequential differences between amounts. For example, you can apply a receipt to an invoice and write off the difference. You can write off both overpayments and underpayments.   |
| <b>Z file</b>                     | For store and forward (network disconnected) user, EnterpriseOne store-and-forward applications perform edits on static data and other critical information that must be valid to process an order. After the initial edits are complete, EnterpriseOne stores the transactions in work tables on the workstation. These work table are called Z files. When a network connection is established, Z files are uploaded to the enterprise server; and the transactions are edited again by a master business function. The master business function then updates the records in your transaction files. |
| <b>z-process</b>                  | A process that converts inbound data from an external system into an EnterpriseOne software table or converts outbound data into an interface table for  |

|                                     |  |
|-------------------------------------|--|
|                                     | an external system to access.                  |
| <b>zusammenfassende<br/>meldung</b> | In Germany, the term for the EU Sales Listing. |

# Index

## A

- A/R entry
  - billing A/R entries, 410, 416
  - creating final, 411, 417
  - reviewing preliminary, 411, 415
- AAIs
  - setting up for contracts, 173
  - setting up for work orders, 215
- Activity rules
  - setting up for work orders, 38
- Adding price adjustments, 401
- Address Book Revisions
  - revising customers, 18
- Adjustment details
  - setting up, 396
- Adjustment schedules
  - attaching schedules to contracts, work orders, and maintenance requests, 399
  - setting up a schedule, 395
- Advanced pricing
  - attaching adjustment schedules to contracts, work orders, and maintenance requests, 399
  - defining a pricing hierarchy, 389
  - setting up, 387
  - setting up a preference master, 387
  - setting up adjustment details, 396
  - setting up adjustment schedules, 395
  - setting up preference hierarchies, 387
  - setting up price adjustment definitions, 392
  - setting up service and warranty detail groups, 390
- Amortization
  - Billing/Amortization Control Inquiry (P1794), 182
  - definition, 117
  - generating tables, 178
  - generating the workfile for contracts, 178
  - reviewing contract billing, 177
  - reviewing records, 182
  - working with, 178
  - working with contracts, 178
- Amortization Workfile Generation
  - processing options, 179
- Analysis
  - definition, 366
- Assessor defaults

- setting up, 35
- Assigning an item to a branch/plant, 30
- Assigning labor detail to a work order
  - copying instructions from standard instructions, 284
- Assigning labor details to a work order
  - manually assigning instructions, 285
- Assigning parts to a work order, 267
- Attaching activity rules to a work order, 218
- Attaching an adjustment schedule to contracts, work orders, and maintenance requests, 399
- Attaching service instructions, 283
- Authorizing prepayment transactions, 419

## B

- Base warranty
  - definition, 212
  - explanation, 116
- Billing for contracts, 172
- Billing frequency
  - setting up, 121
- Billing journal register report
  - reviewing, 411, 415
- Billing work orders, 330
- Billing/Amortization Control Inquiry (P1794), 182
- Blanket contract
  - explanation, 117

## C

- Canceling and suspending contract information, 166
- Check digits, 15
- Checklist
  - Warranty and Supplier Recovery Claims setup, 342
- Components, 102
  - Parent Change Date form, 103
- Contract billing
  - reviewing information, 177
  - updating tables, 175
- Contract constants
  - setting up, 117
- Contract coverage
  - definition, 116
  - entering information, 126
- Contract Management

- overview, 116
- terms and concepts, 116
- Contract prepayments
  - creating, 169
- Contracts
  - billing, 172
    - billing process, 175
  - canceling and suspending, 166
  - Contract Report (R1734), 187
  - copying service contracts, 147
  - coverage, 126
  - crediting detail lines, 169
  - defining, 116
  - detail lines
    - canceling/suspending, 168
    - crediting, 169
  - duration ranges, 132
  - entering service contract detail, 143
  - entering service contract header, 140
  - entering supplier contracts, 136
  - entitlement rules, 164, 165
  - managing contracts, 136
  - overview, 116
  - prepayments, 169
  - renewal letters, 171
    - setting up mailmerge documents, 133
  - renewing service contracts, 147
  - reviewing service contracts, 146
  - Sales and Use Tax
    - AAIs, 173
  - Service Contract Cancel Report (R1736), 205
  - Service Contract Detail Renewal Report (R1735), 202
  - Service Contract Renewal Report (R1730), 187
  - service package, 129
  - service types, 127
  - suspending contracts, 166
- Copying an existing parts list, 267
- Copying service contracts, 147
- Cost type percentages
  - setting up, 128
- Creating an item master, 27
- Creating base warranty contracts, 98
- Creating contract prepayment transactions, 169
- Creating Equipment records from Fixed Assets records, 90
- Creating equipment records using batch processes, 77
- Creating final A/R and G/L entries, 411
- Creating preliminary A/R and G/L entries, 410, 417

- Credit
  - contract detail lines, 169
- Crediting contract detail lines, 169
- Customer records
  - setting up, 18
- Customer reference report
  - overview, 115
- Customer service line types
  - setting up, 118
- Customers
  - deleting, 21
- Customers and service provider records
  - setting up, 18

## D

- Daylight savings rules
  - setting up, 125
- Defining a pricing hierarchy, 389
- Defining Failure Analysis tree names, 371
- Defining the entitlement rules sequence, 164
- Deleting customers, 21
- Deleting service providers, 24
- Document Type Maintenance (P40040)
  - user defined code lists, 41
- Document Type Revisions form, 42
- Document types
  - setting up and maintaining, 41
- Documents
  - adding MailMerge documents, 133
- Duration ranges
  - setting up, 132

## E

- Entering contract coverage information, 126
- Entering maintenance request information, 336
- Entering service contracts, 139
- Entering service package information, 129
- Entering service type information, 127
- Entering time, 324
- Entering work orders, 220
- Entitlement rules, 164
- Entitlements
  - dates, 130
  - reviewing entitlements in work orders, 268
  - reviewing entitlements information, 165
  - rules sequence
    - defining, 132
  - sequence rules, 164
  - supplier contracts, 166
- Equipment
  - components, 101



- Parent/Child Browse form, 103
  - constants, 46
  - exchanging equipment, 281
  - mean time between failures, 106
  - model work orders, 112
  - parent and component information, 101
    - Parent/Child Browse form, 103
  - product registration, 72
  - scheduling maintenance, 109
  - setting up equipment records, 46
  - working with equipment status, 104
- Equipment Information
  - overview, 44
- Equipment Information management
  - overview, 4
- Equipment Information Management
  - terms and concepts, 44
- Equipment Master
  - creating a single record
    - from Fixed Assets, 90
  - creating records, 52
  - creating records from batch processes, 77
    - Ship Confirm, 80
  - creating records from fixed assets, 89
  - definition, 45
  - forms
    - Asset Master Revisions, 102
  - locating records, 93
  - reports, 115
  - serialized vs. non-serialized items, 77
  - setting up base warranty defaults, 48
  - tables, 52
- Equipment Master reports
  - Customer Reference (R17022), 115
- Equipment Master Update (R17024), 80
- Equipment number
  - definition, 212
- Equipment record
  - equipment status, 104
  - non-serialized items, 79
- Equipment records
  - creating a single record
    - from Fixed Assets, 90
  - creating base warranty contracts, 98
  - creating records from Fixed Assets, 90
  - searching, 93
  - serialized items, 78
  - status history, 105
  - Updating the Equipment Master from Fixed Assets, 90
  - Updating the Equipment Master from Ship Confirm, 80

- Exchanging a piece of equipment, 281
- Extended warranty
  - definition, 212
  - explanation, 116

## F

- Failure
  - explanation, 366
- Failure analysis, 6
- Failure Analysis
  - overview, 366
  - setting up, 367
  - setting up failure analysis codes, 368
  - system constants, 367
  - terms and concepts, 366
  - tree names, 371
  - tree structure, 373
- Failure analysis code
  - definition, 366
- Failure Analysis codes
  - setting up, 368
- Failure Analysis constants
  - setting up, 367
- Failure analysis tree
  - definition, 366
- Failure analysis tree structure
  - setting up, 373
- Failure analysis type
  - definition, 366
- Failures, analyses, and resolutions, 375
- Forms
  - Account Revisions, 34
  - Add Daylight Savings Rule, 125
  - Additional Selection Criteria
    - Work With Work Order Parts List, 300
  - Additional System Info, 32
  - Additional System Information, 29
  - Address Book Revision, 19
  - Assessor Defaults Revisions, 35
  - Asset Master Revisions, 102
  - Billing Frequency Code Revisions, 122
  - Billing/Amortization Control Inquiry, 178, 182
  - Cancel Contract, 167
  - Cancel/Suspend Contract Line, 168
  - Component Changeout, 282
  - Contract Detail, 147
  - Contract Duration Ranges, 133
  - Contract Entitlement Rules Sequence, 164
  - Contract Revisions, 143
  - Copy by Item, 284
  - Cost Type Percentages Revisions, 128

- Create Equipment Master from Fixed Assets, 90
- Customer Information Revisions, 22
- Document Type Revisions, 42
- Downtime Analysis, 106
- Entitlement Date Revisions, 131
- Entitlement Rules, 164
- Equipment Master Revisions, 53
- Equipment PM Schedule, 111
- Failure Analysis Code Revisions, 369
- Failure Analysis Revisions, 376, 378
- Failure Analysis Tree, 373
- Failure Analysis Tree Revisions, 372, 374
- Failure Analysis Tree Search Select, 383, 385
- Inventory Issue Revisions, 305
- Item Branch Revisions, 31
- Item Master Revisions, 28
- Item/Branch Plant Info., 31
- Language Overrides, 369
- Line Type Constants Revisions, 119
- Modify Adj. Controls, 393
- Parent Change Date, 103
- Parent/Child Browse, 103
- PM Classification, 113
- Preference Hierarchy Revisions, 388
- Preference Master Revision, 388
- Price Adjustment Definition, 394
- Price Adjustment Schedule Revisions, 396
- Quick Product Registration, 76
- Reject Status, 40
- Revise Contract Coverage, 126
- Revise Contract Services, 127
- Revise Service Contract Package, 130
- Select Multiple Locations, 305
- Self Service, 336
- Service Contract Header, 140
- Service Management Information, 22
- Service Provider Revisions, 24
- Status Change, 294
- Supplier Entitlement Sequence Rules, 165
- Supplier Recovery Claim Revisions, 352
- Suspend Contract, 167
- SWM Line Type Constants Revisions, 120
- SWM Order Detail Price Group Definition, 390
- SWM System Constants Revisions, 9, 117, 367
- Tax Rate Area/ Revisions, 123
- Warranty Default Revisions, 51
- Warranty Default Rules Sequence, 51
- Work Order Activity Rules, 38, 218
- Work Order Labor Details, 284

- Work Order Parts Detail Revisions, 268
- Work Order Revisions, 221
- Work with Addresses, 18
- Work With Cost by Parent Order, 302
- Work with Entitlement Inquiry, 208
- Work with Equipment Locations, 100
- Work with Equipment Master, 93
- Work With Equipment PM Schedule, 110
- Work With Parent History, 101
- Work with Preference Hierarchy, 388
- Work with Prepayment Transactions, 420
- Work With Status History, 105
- Work With Supply and Demand, 301

## G

- G/L class codes
  - hierarchy for contracts, 173
- G/L entry
  - billing G/L entries, 410, 416
  - creating final, 411, 417
  - reviewing preliminary, 411, 415
- General Ledger
  - posting cost routing journal entries, 330
  - posting inventory, 315
- Generating the amortization workfile, 178
- Generating the contract workfile, 175
- Generating the invoice workfile, 403, 416
- Generating the Work Order Workfile, 332

## H

- Hierarchy
  - G/L class codes for contracts, 173
  - responsible business unit for contracts, 174
- History
  - reviewing price history, 401

## I

- Installed Base
  - revising owner and site information, 99
- Installed Base Management, 4
- Installed Base Update
  - processing options, 81
- Interoperability
  - warranty and supplier recovery claims, 359
- Inventory information
  - setting up, 27
- Inventory issues
  - for work orders, 304
  - from a single location, 304
  - from multiple locations, 305
- Inventory Issues (P3111)

- processing options, 306
- Inventory item number
  - explanation, 212
- Inventory journal entries
  - reviewing and approving entries, 314
- Invoice
  - A/R and G/L entries, 410, 416
- Invoice journal generation report
  - reviewing, 411, 415
- Invoice Journal Generation report, 410, 417
- Invoice workflow
  - generating, 403, 416
- Invoices
  - printing, 407
- Issuing inventory to work orders, 304
- Item branch/plant information
  - assigning an item to a branch/plant, 30
- Item master
  - creating, 27

## J

- Journal entries
  - posting entries to the general ledger, 315, 330
  - posting journal entries, 415, 418
  - reviewing and approving entries, 314
- Journal generation
  - overview, 410, 417

## K

- Knowledge Management, 6

## L

- Line types, 118

## M

- MailMerge Workbench
  - adding documents, 133
- Maintenance
  - estimated occurrences, 112
  - linking service types, 113
  - model work orders, 112
  - scheduling maintenance for equipment, 109
- Maintenance costing
  - reviewing costs by parent work order, 302
- Maintenance of equipment records
  - mean time between failures for equipment, 106
- Managing contracts, 136
- Mean Time Between Failure
  - definition, 212

- Mean Time to Repair
  - definition, 212
- Model
  - explanation, 212
- Model work orders, 112
- Multicurrency transactions
  - warranty and supplier recovery claims, 358

## N

- Non-serialized items, 79

## O

- Overview of Failure Analysis, 366
- Overviews
  - Service Management, 4

## P

- Parent history, 101
  - Equipment Components (P12011), 103
- Parent/component relationships
  - swapping a component, 280
- Pareto analysis
  - definition, 366
- Parts and parts plans
  - reviewing work order parts lists, 298
- Parts list
  - assigning a parts list manually, 268
- Posting cost routing journal entries to the
  - general ledger, 330
- Posting inventory to the general ledger, 315
- Posting journal entries, 415, 418
- Preference hierarchies
  - setting up, 387
- Preference master
  - setting up, 387
- Preliminary A/R and G/L entries
  - creating, 410, 417
- Prepayment transactions
  - authorizing transactions, 419
  - reviewing journal entries, 427
  - running A/R Draft Collection for
    - Prepayments, 422
  - running the report, 428
  - settling transactions, 421
- Prepayments
  - work orders, 303
- Preventive maintenance (PM) schedule
  - calculating occurrences, 112
  - linking service types, 113
  - overview of PM schedules, 109
  - service intervals, 112

- Preventive maintenance contract
  - explanation, 117
- Price adjustment definitions
  - setting up, 392
- Price adjustments
  - adding, 401
- Price history
  - reviewing, 401
- Pricing hierarchy
  - defining, 389
- Printing
  - multiple work orders, 303
  - single work order, 302
  - work orders, 302
- Printing a single work order, 303
- Printing invoices, 407
- Processing options
  - Amortization Workfile Generation, 179
  - Installed Base Update, 81
  - Inventory Issues (P31113), 306
  - Processing Options for P1721, 148
  - Service Work Order Revisions, 239
  - Work Order Quote, 292
  - Work With Contracts, 162
  - Work with Equipment Master, 94
  - Work With Work Orders (P48201), 228
- Processing Options for P1721
  - processing options, 148
- Processing work orders, 304
- Product
  - explanation, 45
- Product family
  - definition, 212
  - explanation, 45
- Product family/model combinations
  - setting up, 16
- Product registration
  - equipment records, 72
- Product speed registration, 75
- Programs and IDs
  - P0004A (User Defined Codes), 11
  - P01012 (Address Book Revisions), 18
  - P1201 (Asset Master Information), 102
  - P12011 (Equipment Components), 103
  - P12017 (Equipment Parent/Child), 103
  - P1207
    - Equipment PM Schedule, 110
  - P12212 (Parent History Inquiry), 101
  - P1307 (Status History), 105, 106
  - P17001 (SWM System Constant Revisions), 117, 213, 367
  - P17001 (SWM System Constants Revisions), 9, 47
  - P1701 (Work with Equipment Master), 93
  - P1702 (Equipment Master Revisions), 53
  - P1704 (Equipment Master Address Location Revision), 100
  - P1705 (Speed Registration), 76
  - P17051 (Product Registration), 72
  - P17111 (Warranty Defaults), 50
  - P17113 (Assessor Default Entry), 35
  - P1720 (Work with Contracts), 140
    - Entitlement Rules Sequence, 164
  - P1721 (Contract Revisions)
    - Cancel Contract, 166
  - P17212 (Create Base Warranty Contracts), 98
  - P1723 (Entitlements Inquiry), 165
  - P17714 (Work Order Revisions), 221
  - P1790 (Product Family/Model Revisions), 17
  - P1791 (Entitlement Dates), 131
  - P1794 (Billing/Amortization Control Inquiry), 178, 182
  - P17STAT
    - Component Changeout form, 282
  - P3121 (Work Order Parts List Inquiry), 298
    - Additional Selection Criteria form, 300
  - P40040 (Document Type Maintenance), 41
  - P4021 (Supply and Demand Inquiry)
    - Work With Supply and Demand form, 301
  - P40950 (Account Revisions), 34
  - P4101 (Item Master Revisions), 28
  - P4102 (Item Branch Information), 31
  - P48201
    - Work With Work Orders form, 303
  - P48201 (Scheduling Workbench), 303
  - P48201 (Work With Work Orders), 292
  - P48220 (Parent Work Order Inquiry), 302
  - P4826 (Work Order Activity Rules), 38
    - Reject Status form, 40
    - Work Order Activity Rules form, 38
    - Work With Work Order Activity Rules form, 38
  - P48STAT (Status Change Date Window)
    - Status Change form, 294
  - P980014 (Maintain Mailmerge Documents), 134
  - R17022 (Customer Reference Report), 115
  - R17024 (Equipment Master Update), 80
  - R1730 (Service Contract Renewal Report), 187
  - R1732 (Service Contract Workfile Generation), 175
  - R17321 (Amortization Workfile Generation)

- contracts, 178
- R1734 (Contract Report), 187
- R1735 (Service Contract Detail Renewal Report), 202
- R1736 (Service Contract Cancel Report), 205
- R17714 (Work Order Print), 303
- R48425 (Work Order Print), 303
- Supplier Recovery Claims (P1779), 352
- Projects
  - reviewing project costs, 302

## R

- Registering product
  - equipment records, 72
  - speed registration, 75
- Reject Status form, 40
- Renewing contracts, 171
- Renewing service contracts, 147
- Report
  - invoice journal generation, 410, 417
- Reports
  - Contract (R1734), 187
  - Customer Reference, 115
  - Customer Reference Report (R17022), 115
  - Service Contract Cancel (R1736), 205
  - Service Contract Detail Renewal (R1735), 202
  - Service Contract Renewal (R1730), 187
  - Work Order Print, 303
- Reports for Contract Management
  - Reviewing, 187
- Resolution
  - explanation, 366
- Responsible business unit
  - hierarchy for contracts, 174
- Returned Material Authorization
  - definition, 212
- Reviewing
  - service contracts, 146
- Reviewing amortization records, 182
- Reviewing and approving cost routing journal entries, 329
- Reviewing and approving inventory journal entries, 314
- Reviewing and posting journal entries, 415, 418
- Reviewing and revising parent information, 101
- Reviewing contract billing information, 177
- Reviewing contract renewal letters, 171
- Reviewing costs by parent work order, 302
- Reviewing current equipment components, 103
- Reviewing journal entries, 415, 418

- Reviewing preliminary A/R and G/L entries, 411, 415
- Reviewing prepayment journal entries, 428
- Reviewing the Contract report, 187
- Reviewing the customer reference report, 115
- Reviewing the Service Contract Cancel report, 205
- Reviewing the Service Contract Detail Renewal report, 201
- Reviewing the Service Contract Renewal report, 187
- Reviewing the status history of a work order, 295
- Reviewing work order parts lists, 298
- Revising owner and site history, 99
- Rules sequence for assessor defaults
  - setting up, 35
- Running the A/R Draft Collection for Prepayments, 422
- Running the Prepayment Transaction report, 428

## S

- Scheduling maintenance for equipment, 109
- Searching for equipment records, 93
- Self Service form, 336
- Sequence rules
  - supplier contracts, 165
- Serial number
  - definition, 212
- Serial numbers
  - advanced processing, 78
  - basic processing, 78
  - Equipment Master, 77
- Service address number
  - explanation, 213
- Service and warranty detail groups
  - setting up, 390
- Service Contract Detail Renewal report
  - reviewing, 201
- Service Contract Renewal report
  - reviewing, 187
- Service contracts
  - entering service contracts, 139
  - on the web, 207
- Service intervals, 112
- Service order constants
  - setting up, 213
- Service package
  - definition, 213
  - explanation, 45, 117
- Service package information
  - entering, 129

- Service providers
  - deleting, 24
  - setting up, 23
- Service types
  - definition, 45, 117, 213
- Service Work Order Revisions
  - processing options, 239
- Setting up
  - activity rules for work orders, 38
- Setting up a preference master, 387
- Setting up AAIs for Contracts, 173
- Setting up AAIs for Warranty Claims, 344
- Setting up AAIs for work orders, 215
- Setting up adjustment details, 396
- Setting up adjustment schedules, 395
- Setting up advanced pricing, 387
- Setting up automatic accounting instructions, 33
- Setting up base warranty defaults, 48
- Setting up billing frequency, 121
- Setting up contract constants, 117
- Setting up contract duration ranges, 132
- Setting up cost type percentages, 128
- Setting up customer records, 18
- Setting up customer service line types, 118
- Setting up customers and service provider records, 18
- Setting up daylight savings rules, 125
- Setting up document type information, 41
- Setting up entitlement dates, 130
- Setting up equipment constants, 46
- Setting up equipment records, 46
- Setting up failure analysis, 375
- Setting up Failure Analysis, 367
- Setting up Failure Analysis codes, 368
- Setting up Failure Analysis constants, 367
- Setting up inventory information, 27
- Setting up preference hierarchies, 387
- Setting up product family/model combinations, 17
- Setting up service and warranty detail groups, 390
- Setting up service order constants, 213
- Setting up service providers, 23
- Setting up system constants, 9
- Setting up tax rates, 123
- Setting up the failure analysis tree structure, 373
- Setting up user defined codes, 11
- Setting up work order history, 216
- Setting up work orders, 213
- Settling prepayment transactions, 421
- Setup
  - Automatic accounting instructions, 33
  - contracts
    - billing frequency, 121
  - cost type percentages, 128
  - customer records, 18
  - daylight savings rules, 125
  - document type information, 41
  - entitlement dates, 130
  - inventory information, 27
  - line types, 118
  - mailmerge documents, 133
  - product family/model combinations, 17
  - service contracts
    - duration ranges, 132
    - service types, 127
  - service packages, 129
  - service providers, 23
  - suppliers, 26
  - system constants, 9
    - contracts, 117
    - equipment, 46
    - failure analysis, 367
    - service orders, 213
  - tax rates, 123
  - user defined codes, 11
  - warranties, 48
  - work order activity rules, 38
  - work orders
    - activity rules, 218
    - history, 216
- Status
  - changing work order status, 294
  - reviewing work order status, 295
- Status history
  - Status History (P1307), 105
  - Downtime Analysis form, 106
- Supplier contracts, 136
  - sequence rules, 165
- Supplier entitlement inquiry, 166
- Supplier recovery
  - overview, 6
- Supplier recovery claims
  - entering, 352
  - overview, 351
  - submitting, 356
- Suppliers
  - setting up, 26
- Suspending contracts, 167
- Swapping a component, 280
- System constants, 9
  - setting up, 9
- System setup
  - document type maintenance, 41

equipment, 46

## T

### Tables

- Billing Detail Workfile (F4812), 175
- Billing/Amortization Control Master (F1794), 178
- Contract Detail (F1721), 98, 177
- Generated Documents Definition (F40039), 41
- Item Branch Master – Service/Warranty Extension (F41171), 268
- SWM Address Book Information (F1797), 269
- User Defined Codes (F0005), 41
- Work Order Master (F4801), 285
- Work order Master Extension table (F4817), 268

### Tasks

- work order instructions, 283

### Tax rates

- setting up, 123

### Terms

- Warranty and Supplier Recovery, 341

### Terms and concepts

- Contract Management, 116
- Equipment Information Management, 44
- Failure Analysis, 366
- Work Order Management, 212

### Time entry, 324

- entering time (standard labor rates), 324

### Trees

- failure analysis
  - failures, analyses, resolutions, 375
  - structure, 373
- Failure Analysis
  - names, 371

## U

- Understanding contract billing for Service Management, 175

- Unit of failure analysis
  - definition, 366

- Updating hours and quantities, 326

- Updating the Equipment Master for multiple records, 96

- Updating the Equipment Master from ship confirm, 80

- Updating the life cycle information of a work order, 294

- User defined code lists

- document type, 41

- User defined codes

- overview, 11

- preventive maintenance service types (12/ST), 111

- preventive maintenance status (12/MS), 110

- Product Family (17/PA), 11

- Product Model (17/PM), 12

- setting up, 11

## W

### Warranties

- rules, 51

- setting up base warranty defaults, 48

- setup, 48

- Warranty Default Revisions form, 51

- Warranty Defaults Rules Sequence form, 51

- Work with Warranty Defaults, 50

### Warranty

- definition, 116

- explanation, 213

### Warranty and Supplier Recovery

- terms, 341

### Warranty claims

- entering, 345

- overview, 6, 344

- submitting, 350

### Warranty Claims

- AAIs, 344

### Web

- entering work orders, 336

- reviewing work orders, 337

- service contracts, 207

- work orders, 335

### Work order activity rules

- setting up, 38

- Work Order Activity Rules form, 38

### Work order history

- setting up, 216

### Work order life cycle

- closing a work order, 295

- printing work orders

- printing multiple orders, 303

- reviewing costs by parent order, 302

- reviewing parts lists, 298

- reviewing status changes, 295

- swapping a component, 280

- updating life cycle information, 294

### Work order management, 5

### Work Order Management

- overview, 210

- process flow, 211

- terms and concepts, 212
- Work Order Quote
  - processing options, 292
- Work Order Workfile
  - generating, 332
- Work orders
  - assigning parts, 267
  - attaching activity rules, 218
  - attaching service instructions, 283
  - billing, 330
  - billing information, 286
  - billing work orders, 330
  - charging time against work orders, 324
  - copy an existing parts list, 267
  - entering work orders, 220
  - entering work orders on the web, 336
  - entitlement checking, 268
  - equipment
    - exchanging, 281
  - history, 216
  - instructions, 283
  - issuing inventory, 304
    - from a single location, 304
    - from multiple locations, 305
  - manually assigning a parts list, 268
  - on the web, 335
  - parts list, 268
  - prepayments, 303
  - printing, 302
    - printing multiple, 303
    - printing single, 302
  - processing work orders, 304
  - reviewing work orders on the web, 337
  - setting up work orders, 213
- Work Orders
  - using model work orders, 109
- Work With Contracts
  - processing options, 162
- Work With Cost by Parent Order form, 302
- Work with Entitlement Inquiry form, 208
- Work with Equipment Master
  - processing options, 94
- Work With Work Orders (P48201)
  - processing options, 228
- Working with A/R and G/L entries, 410
- Working with equipment records
  - reviewing components, 103
  - revising customer and site history, 100
  - revising parent information, 101
  - status history, 105
- Working with equipment status, 105
- Working with parent and component information, 101
- Working with prepayment transactions, 420
- Working with prepayments, 419
- Working with the amortization process, 178
- Working with work orders, 219
  - printing work orders, 302