

PeopleSoft®

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EnterpriseOne JDE5  
Customer Service Management  
PeopleBook

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**May 2002**



EnterpriseOne JDE5  
Customer Service Management PeopleBook  
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## Overview

### **Customer Service Management Overview**

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The J.D. Edwards Customer Service Management System (CSMS) allows your manufacturing and distribution company to deliver excellent customer service efficiently, accurately, and consistently. CSMS allows you to manage all aspects of customer service, including:

- Receiving and responding to calls
- Scheduling equipment repair
- Generating service contracts
- Tracking customer purchases and service

Customer service is critical to the long-term survival and success of every company for the following reasons:

- 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.

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

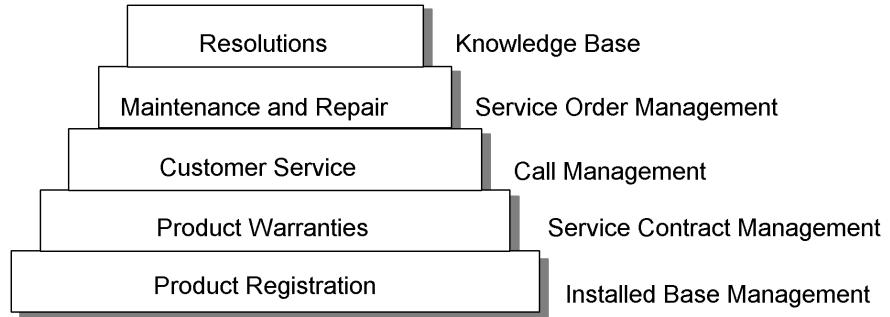
- Providing world-class customer responsiveness
- Operating efficient and cost-effective customer service processes
- Achieving maximum service revenue

## System Features

The Customer Service Management System consists of five modules:

- Installed Base Management
- Service Contract Management
- Call Management
- Service Order Management
- Knowledge Management

The following graphic illustrates how you can achieve maximum service revenue. The levels of CSMS features build on each other when your customer purchases a product. CSMS uses customer and product information that you enter once in order to operate efficient and cost-effective service processes.



## Installed Base Management

The Installed Base Management module allows you to enter and manage product registration and product master records. You can create and track current and historical information associated with each product or piece of equipment that you manufacture or sell. Key product 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

## Service Contract Management

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

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. Key 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

## **Call Management**

The Call Management module provides the features and functions to record contact between customers and consultants. It is the central point of contact for all customer interaction. This module allows you to store and track customer issues. An issue is a question or problem for which a customer wants a solution. You can track the ownership of the issue, the dates and times that an issue is received and completed, the root cause analysis, and the client data throughout the life of the issue. Key features of this module include the following:

- Call log and disposition history
- Statistical reporting
- Call queues
- Entitlement checking
- Service billing
- Front end to Knowledge Management

## **Knowledge Management**

The Knowledge Management module allows you to review and associate symptoms, analyses, and resolutions with calls and service orders. Key features of this module include the following:

- Database of problems, research and testing, and solutions
- Reusable units of knowledge
- Knowledge management transactions, in which you can associate a symptom from a call or service order with multiple analyses and resolutions

## **Service Order Management**

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

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

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

## System Integration

To simplify your processes and facilitate communication within your organization, the Customer Service Management system integrates with other J.D. Edwards systems, including:

### Financials

<b>Accounts Receivable</b>	The Accounts Receivable system allows you to receive payment for services provided or for product purchases.
<b>Accounts Payable</b>	The Accounts Payable system allows you to pay service providers.
<b>General Accounting</b>	The General Accounting system allows you to review, approve, and post inventory journal entries to the general ledger.
<b>Fixed Assets</b>	The Fixed Assets system allows you to depreciate company-owned equipment, which may be used for loaners, leases, or rentals.

### Human Resources and Payroll

<b>Human Resources and Payroll Foundation</b>	The Human Resources and Payroll Foundation system allows consultants to record time spent assisting a customer on a call.
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### Manufacturing

<b>Plant and Equipment Management</b>	The Plant and Equipment Management system allows you to set up maintenance schedules for your products.
<b>Work Orders</b>	The Work Orders system contains records that you create in the Service Order Management module.
<b>Service Billing</b>	The Service Billing system allows you to generate and print invoices for contracts, service orders, and calls.

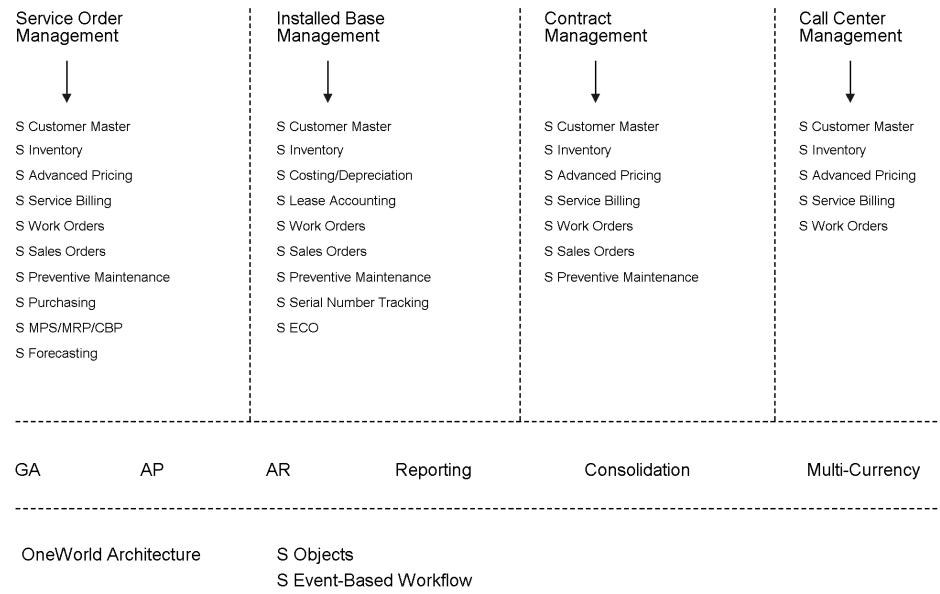
### Distribution

<b>Advanced Pricing</b>	The Advanced Pricing system allows you to apply complex pricing methods to service contracts, service orders, and calls.
<b>Inventory Management</b>	The Inventory Management system allows you to record item information and to issue inventory to a service order.

**Sales Order Management** The Sales Order Management system allows you to update the Installed Base Management module to create installed base records for new pieces of equipment.

**Procurement** The Procurement system allows you to purchase spare parts and supplies.

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



## Setup

### General Setup

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Before you can use certain features of Customer 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 comprise the Customer Service Management system (CSMS).

#### Topics

- Setting up system constants
- Setting up user defined codes for CSMS
- Setting up next numbers for CSMS
- Setting up product family and model combinations
- Setting up customers and service providers
- Setting up inventory information
- Setting up automatic accounting instructions for CSMS

### Setting Up CSMS Constants

CSMS constants define 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.

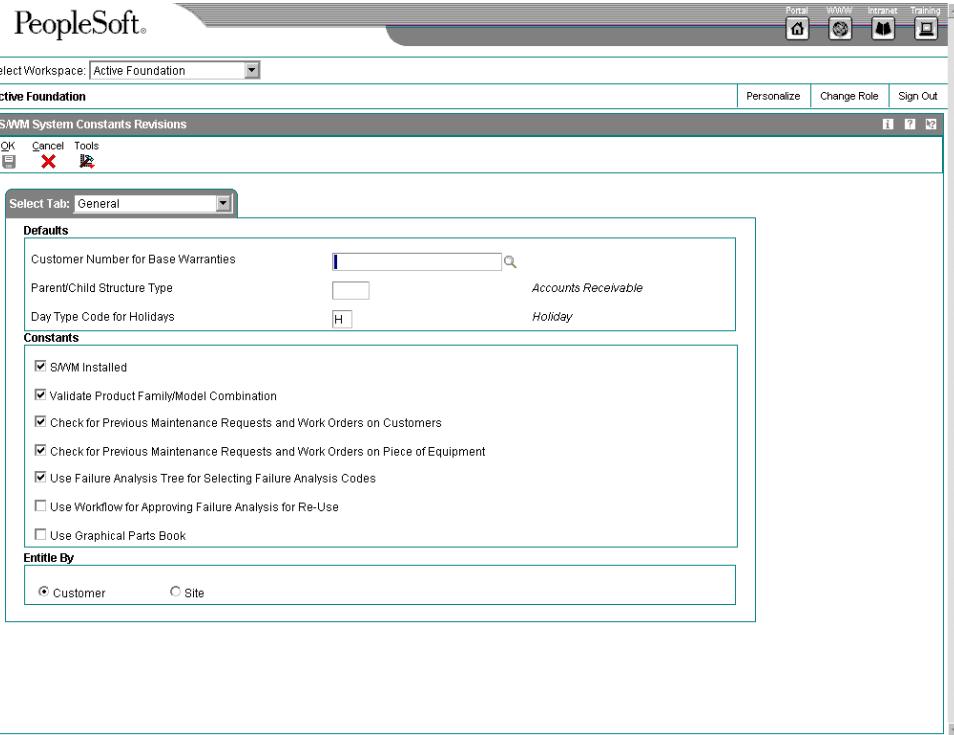
#### See Also

- Setting Up Call Management Constants*
- Setting Up Service Order Constants*
- Setting Up Contracts Constants*
- Setting Up Installed Base Constants*

#### ► **To set up CSMS constants**

---

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



1. On the General tab of CSMS System Constants Revisions, 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, base warranties are created using the Sold to Address Book Number on the sales order or the owner address book number on the Installed Base record as the customer number.

If you enter an address book number in this field, the base warranties that are created using the Installed Base Update program and the Installed Base Revisions are created with this address book number as the customer number.
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 CSMS, click the following option:
  - CSMS 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 calls or service orders when you are entering a call or service order, click the following option:
  - Check for Previous Calls and Service Orders on Customers
7. To use the equipment number, inventory item number, or product model to automatically check for previous calls or service orders when you are entering a call or service order, click the following option:
  - Check for Previous Calls and Service Orders on Piece of Equipment
8. To require users to choose knowledge base codes from the knowledge tree, click the following option:
  - Use Knowledge Base Tree for Selecting Knowledge Base Codes

If you do not turn on this option, the system allows you to choose symptoms, analyses, and resolutions from the Knowledge Base Codes Search & Select program (P17761S).
9. To use workflow to approve a knowledge base for reuse, click the following option:
  - Use Workflow for Approving Knowledge Base for Re-Use
10. To integrate with the graphical parts book, click the following option:
  - Use Graphical Parts Book

If you are using Enterprise Asset Management (EAM), 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 EAM and IGS to locate parts and documentation for work orders.
11. To choose whether to perform system-wide entitlement checking for service orders and calls by using the customer (owner) or site number (location), click the appropriate option:
  - Customer
  - Site
12. Click OK.

## Setting Up User Defined Codes for CSMS

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

## Topics

- UDCs for Installed Base Management
- UDCs for Service Contract Management
- UDCs for Call Management
- UDCs for Service Order Management
- UDCs for Work Orders
- UDCs for Knowledge Management

## See Also

- *User Defined Codes* in the *OneWorld Foundation* documentation for additional information about setting up user defined codes

## UDCs for Installed Base Management

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

**12/C1** Major Accounting Class

**12/C2** Major Equipment Class

**12/C3 through 12/C0** Equipment Category Codes 3 through 10

**12/F1 through 12/F0** Category Codes F/A 11 through 20

**12/21 through 12/23** Category Codes F/A 21 through 23

**17/B1 through 17/B0** Installed Base Category Codes 1 through 10

**17/PA** Product Family codes. Use to categorize and group Installed Base 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 Installed Base records based on a specific model within a product family.

## See Also

- User Defined Codes* in the *Enterprise Asset Management* documentation for more information about equipment category codes

## UDCs for Service Contract Management

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

<b>52/CS</b>	Contract Status
<b>51/CT</b>	Contract Type
<b>17/CN</b>	Cancellation Reason Code
<b>17/S1 through 17/S5</b>	Service Types 1 through 5
<b>17/C1 through 17/C5</b>	Coverage Category Codes 1 through 5
<b>17/H1 through 17/H0</b>	Contract Header Category Codes 1 through 10
<b>17/D1 through 17/D5</b>	Contract Detail Category Codes 1 through 5
<b>00/EX (from the Service Contract Setup menu, G1744)</b>	Tax Explanation Codes. You set up tax explanation codes to attach to your customer master records to calculate taxes in conjunction 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.
<b>H91/TZ</b>	Time Zones

## UDCs for Call Management

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

<b>17/PR</b>	Call Priority
<b>17/CR</b>	Call Reason
<b>17/SC</b>	Call Source
<b>17/ST</b>	Call Status
<b>17/CT</b>	Call Type
<b>17/EN</b>	Environment
<b>17/GR</b>	Geographic Region
<b>H91/TZ</b>	Time Zone
<b>17/WT</b>	Work Type
<b>17/CB</b>	Call Back
<b>17/TN</b>	Task Name
<b>17/01 through 17/10</b>	Call Category Codes 1 through 10

**00/RR** 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. Set this user defined code to check access in the Customer Call 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.

**40/RN** Returned Material Authorization Status. If you are using the Returned Material Authorization (RMA) module, you must also set up the RMA status user defined codes

## UDCs for Service Order Management

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

**17/SG** Service Group

**17/WT** Time Entry Hour Type

## UDCs for Work Orders

*You can access these UDCs from the Work Order User Defined Codes menu (G4842).*

**00/TY** Type Codes

**00/PR** Priority Codes

**00/SS** Status Codes

**00/W1** Phase or Matter

**00/W2 through 00/W5** User Codes 2 through 5

## UDCs for Knowledge Management

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

**48/K1 through 48/K5** Knowledge Management Codes CC 1 through 5

## Setting Up System Next Numbers

When you enter a document, such as an invoice, a voucher, a work order, or a journal entry, you can assign a document number or let the Next Numbers program 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 containing the next number value for that data item.

J.D. Edwards makes several important recommendations to set up next numbers. J.D. Edwards recommends that you:

- Do not change a next number. Changing the numbers can result in duplicates 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. .
- Do not use blank as a next number value.

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.

J.D. Edwards recommends that you use check digits for next numbers only if a transposition during data entry is likely to create errors.

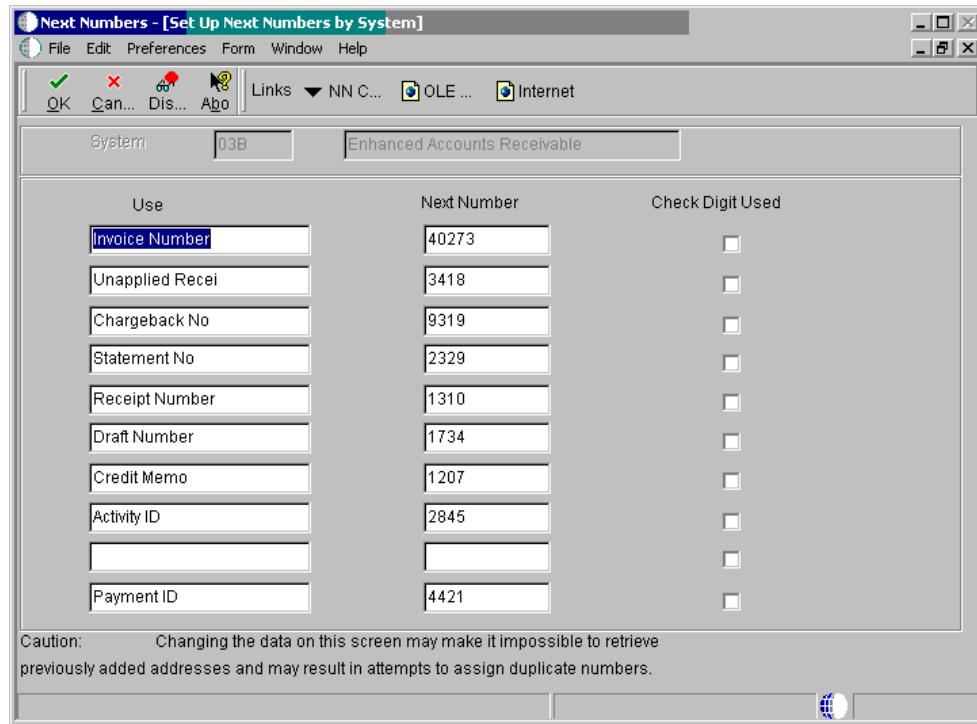
### ► To review next numbers

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

You can review the next numbers that the system assigns to invoices and other documents. You can also have the system assign check digits for any set of standard next numbers. Check digits prevent errors caused by transposition during data entry.

1. On Work With Next Numbers, scroll down to find the system that you want to review, or use the following query by example field to find the system:
  - System
2. Choose the system that you want to review and click Select.



3. On Set Up Next Numbers by System, verify information in the following field:
  - Next Number Range 1
4. Choose the Check Digits Used option for each number that you want to activate check digits.

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#### Note

J.D. Edwards recommends that you use check digits for next numbers only if a transposition during data entry is likely to create errors.

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5. 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 link to the Knowledge Base to track failures.

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

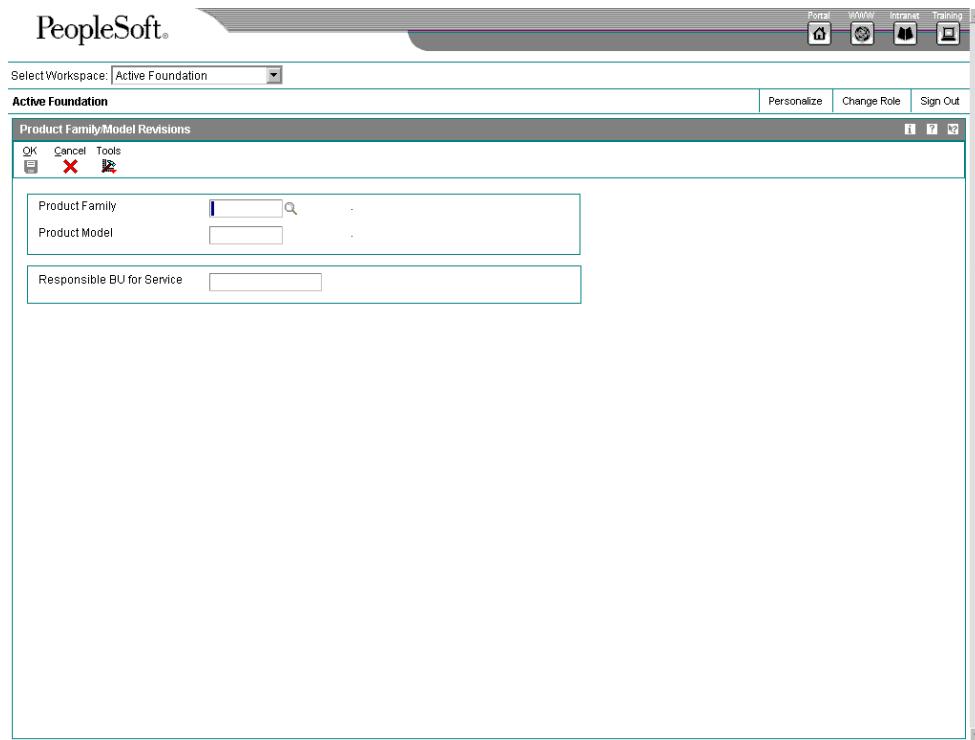
For EAM, an example of family and model combinations might be a Forklift family, with models of Gas Engine and Electric Engine. For CSMS, an example might be a Printer family, with models of Laser and Ink Jet.

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

---

*From the Customer Service Setup menu (G1740), choose Product Family/Model Revisions.*

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 CSMS 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.

## Setting Up Customers and Service Providers

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 CSMS Address Book Information table (F1797), which is an extension of the Address Book Master table (F0101) and which stores the additional CSMS address book information.

For EAM, you must define CSMS information in business units and in the address book records of employees who create or revise service orders. The installed base record uses the business unit to represent the primary site and owner of the asset.

### Topics

- Setting up customer records
- Setting up service provider records

## Setting Up Customer Records

You must create an address book record for a customer before you can use Customer Service Management to create contracts, enter calls, or enter service orders for them.

### ► To set up customer records

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

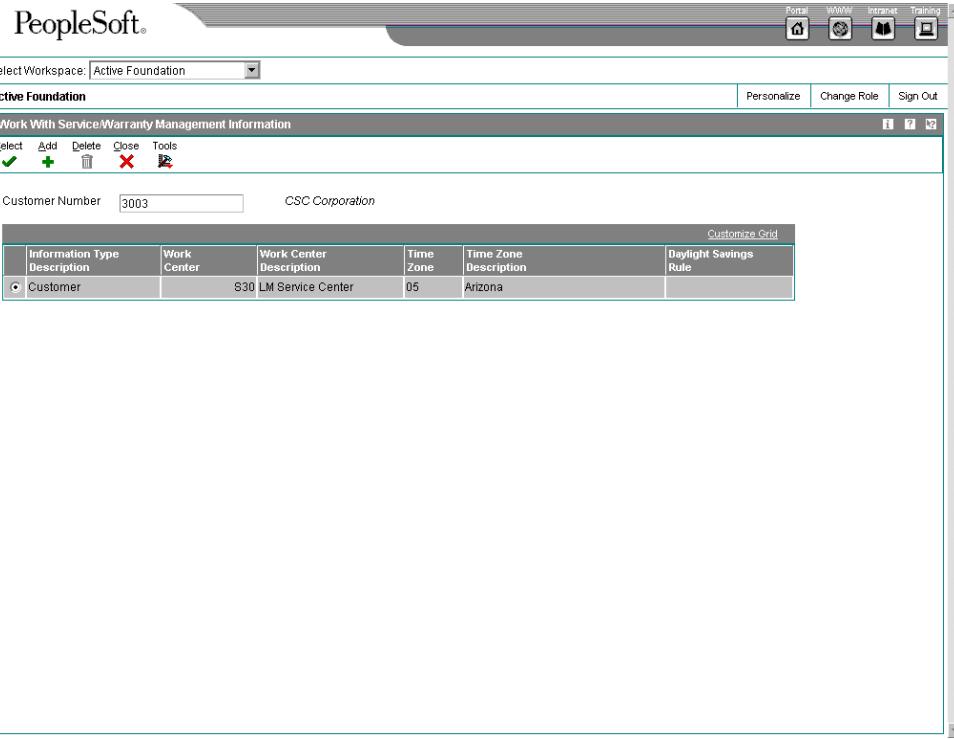
1. On Work With Addresses, click Add.

The screenshot shows the 'Address Book Revision' window in the PeopleSoft application. The window has a toolbar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. The 'Address Book' tab is selected. The 'Address Number' field contains '3003'. The 'Alpha Name' field contains 'CSC Corporation'. The 'Business Unit' field contains '1' with the label 'Financial/Distribution Company' to its right. Other tabs in the header include 'Mailing', 'Additional', 'Related Address', 'Cat. Code 1 - 10', and 'Cat. Code 11 - 30'. The top of the window shows the 'Active Foundation' workspace and various system links like 'Portal', 'WWW', 'Intranet', 'Training', and 'Sign Out'.

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

The screenshot shows the PeopleSoft Address Book Revision interface. The top navigation bar includes links for Portal, WWW, Intranet, and Training. The main window title is "Address Book Revision". The "Additional" tab is selected. In the "Payables Y/N" section, the "N" radio button is selected. In the "Receivables Y/N" section, the checkbox is checked. Other visible fields include "Employee Y/N", "AR/AP Netting (Y)", "HRM Records Exist", "Add1 Ind Tax ID", "Tax Exempt Certificate", "Person/Corporation Code", "Credit Message", "Language", and "Industry Classification" (set to 5200 Services). A "Workflow" section contains "E-mail Preference" and "Shortcut Client Type" fields.

4. To create contracts, enter calls, or enter service orders for your customer, you must also add Accounts Receivable information to the customer record. On Address Book Revision, choose A/R from the Form menu, complete the Customer Master Revision form, and click OK.
- See *Creating Customer Records* in the *Accounts Receivable* documentation.
5. On Address Book Revision, choose CSMS from the Form menu.



6. On Working With Customer Service Management Information, click Add.

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**Note**

If you need to delete a customer, click Delete on the Working With Customer Service Management Information form. The system only deletes the CSMS information from the F1797 extension table and does not affect the F0101 master table.

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Select Workspace: Active Foundation

Active Foundation

Service/Warranty Management Information

Cancel Tools  

Customer
Service Provider
Technician
Supplier

7. On Customer Service Management Information, click Customer.

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Select Workspace: Active Foundation

Active Foundation

Customer Information Revisions

OK Cancel Form Tools  

Customer Number	3003	CSC Corporation
<b>Adjustment Schedules</b>		
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.

- Service Orders

Enter the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor to bill service orders.

- Calls

Enter the adjustment schedule that you want the Advanced Pricing system to use to price a call.

- Default Service Provider

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

- Geographic Region

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

- Service Order Service Type

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

- Time Zone

This required field contains the time zone of the customer. It is used to calculate commitment date and time for calls and service 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 calls and fulfill your service 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 call, a technician on a service order, or an authorized dealer. Set up service providers in the address book.

### ► **To set up service providers**

---

*From Customer Service Setup menu (G1740), choose Address Book Revisions.*

1. On Work With Addresses, click Add.
2. On Address Book Revision, complete the steps to enter a customer record.

*See Working with Address Book Records in the Address Book Guide.*

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 CSMS.
6. On Working With Customer Service Management Information, click Add.

---

#### **Note**

If you need to delete a service provider, click Delete on the Working With Customer Service Management Information form. The system only deletes the CSMS information from the F1797 extension table and does not affect the F0101 master table.

---

7. On Customer Service Management Information, click Service Provider.

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 call is assigned to a service provider, the system retrieves this extension into the call.
  - Mail Box Designator
 

When a call is assigned to a service provider, the system places the call 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 call or service 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 time zone of the service provider, which is used to calculate commitment date and time for calls and service 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 call.

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 that you are paying the service provider for parts used for a repair, click the following option:

- Pay Service Provider for Parts

14. After you complete the fields on Service Provider Revisions, click OK.

## Foundation

**Address Book** The Address Book system contains addresses, tax IDs, adjustment schedules, and pricing information for customers and service providers.

## Setting Up Inventory Information

Customer Service Management uses the Inventory Management system to store CSMS related information about items in inventory. When you use CSMS with the Inventory Management system, you must create an item master and assign the item to a branch/plant location. The information that is specific to a CSMS item master includes product family and product model information.

### Topics

- Creating an item master
- Assigning an item to a branch/plant

## 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 may 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 Information table (F4101) and stores information specific to CSMS in the Item Master - Customer Service 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

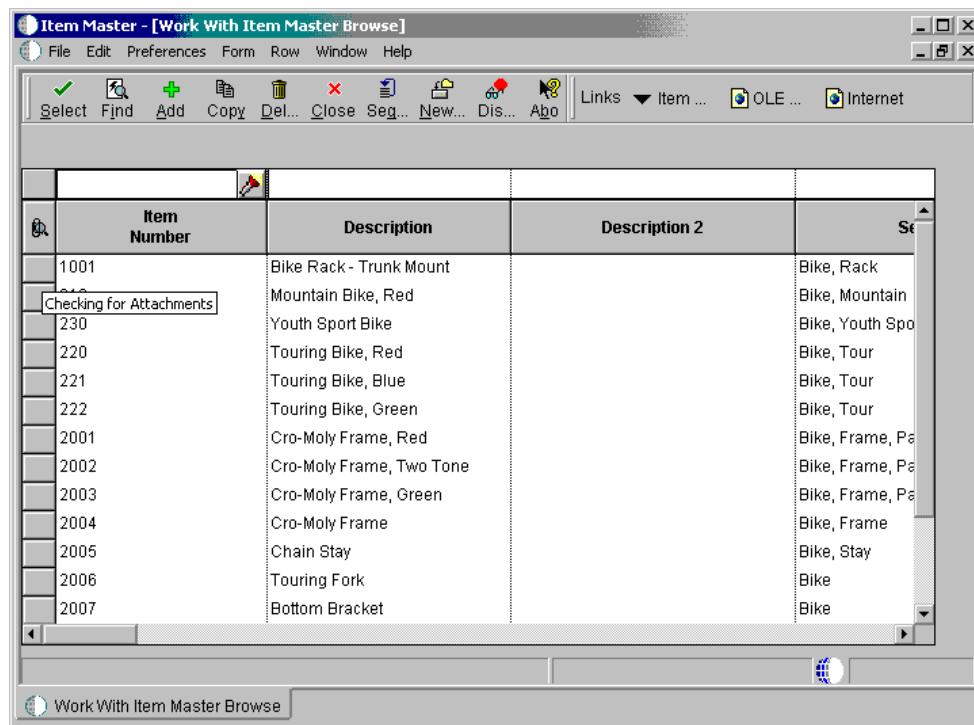
### Before You Begin

- Enable access to Customer Service information by clicking the CSMS Installed option on the CSMS System Constants Revisions form. See *Setting Up System Constants*.
- 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 *Entering Item Master Information* in the *Inventory Management Guide* for detailed descriptions of the processing options for the Item Master program (P4101).

#### ► 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 Number (Short) 701448

Item Number 7259

**Basic Item Data**

Catalog Number	7259	Inventory Cost Level	2	Item/Branch Only
Description	Headset - One Ear Piece	Sales Price Level	2	Item/Branch Only
Description		Purchase Price Level	3	Inventory Cost Level
Stocking Type	P	KitConfigurator Pricing Method		Non-Kit/Non-Configured Item
G/L Class	IN30	Configurator Costing Method		Non Configured Item
Unit of Measure	EA	Commitment Method	1	Location With Most Quantity
Line Type	S	Print Message		
Bulk/Packed Flag	P	Item Flash Message		
Planner Number		Std UOM Conversion		Item Specific UOM
Buyer Number				

Backorders Allowed

Check Availability

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

See [Entering Item Master Information](#) in the *Inventory Management Guide*.

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

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Additional System Information

OK Cancel Form 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
- Field Disposition Code
- Mfg Disposition Code
- Disposition Code 3
- Disposition Code 4
- Disposition Code 5

6. Click one or both of the following options:

- Returnable
- Repairable

When you click the Repairable option, the system sends the item to a repairable warehouse if an RMA is issued. If repairable is not checked, the product, if returned, 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 J.D. Edwards 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 table (F4102) and stores information specific to CSMS in the Item Branch - Customer Service Extension table (F41171).

### Before You Begin

- ❑ Verify that the processing options for Item Branch/Plant Information program (P4102) are set with item defaults, versions, and display options when you attach an item to a branch/plant in the system.

### See Also

- ❑ *Entering Branch/Plant Information* in the *Inventory Management* documentation for detailed descriptions of the processing options for the Item Branch/Plant Information program (P4102).
- ❑ *Working with Item Locations* in the *Inventory Management* documentation for descriptions of fields on Item Branch Revisions and Additional Item Branch Information

### ► 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.

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Item/Branch Plant Info.

Branch/Plant: M30

Item Number: 1001

Bike Rack - Trunk Mount

Basic Branch Plant Data

Stocking Type: Purchased Inc. Raw Material	Sales Taxable: Y
G/L Class: IN30	Inventory
Line Type: S	Stock Inventory Item
Planner Number: 8444	O'Malley, James
Buyer Number: 8444	O'Malley, James
Supplier Number: 4343	Parts Emporium
Print Message:	.
Commitment Method: 1	Location With Most Quantity
Country of Origin: USA	

Additional Info

Lot Processing

Check Availability

Backorders Allowed

2. On Item/Branch Plant Info., complete the following fields and click OK:
  - Branch/Plant
  - Item Number
3. For non-serialized items in CSMS, complete the following fields:
  - Lot Process Type
  - Serial No. Required
  - Shelf Life Days

For more information, see [Entering Branch/Plant Information](#) in the *Inventory Management Guide*.
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 Customer Service tab.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Additional System Info

Item Number: 1001 Branch/Plant: M30

Bike Rack - Trunk Mount

Product Model:   
 Product Family:   
 Business Unit:   
 CSMS Cost Type:   
 Return Policy:

Create Equipment Master Record

Disposition Codes

<input checked="" type="checkbox"/> Returnable	<input checked="" type="checkbox"/> Repairable
Field Disposition Code: <input type="text"/>	.
Mfg Disposition Code: <input type="text"/>	.
Disposition Code 3: <input type="text"/>	.
Disposition Code 4: <input type="text"/>	.
Disposition Code 5: <input type="text"/>	.

7. Revise the following fields or accept the system default values:
  - Product Model
  - Product Family
  - Business Unit
  - CSMS 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:
  - 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 in order 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 table (F40905). Whenever a program performs an accounting function, it accesses the Automatic Accounting Instructions 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 Customer Service Management system and the general ledger interact. Accounting AAIs define the rules by which the CSMS, 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 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

Service 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

Call-related distribution AAIs consist of the following:

- 1747, Call Center Revenue
- 1792, Call Center Expense
- 1793, Accrued Call Center Expense
- 1794, Call Center Goodwill Expense

#### See Also

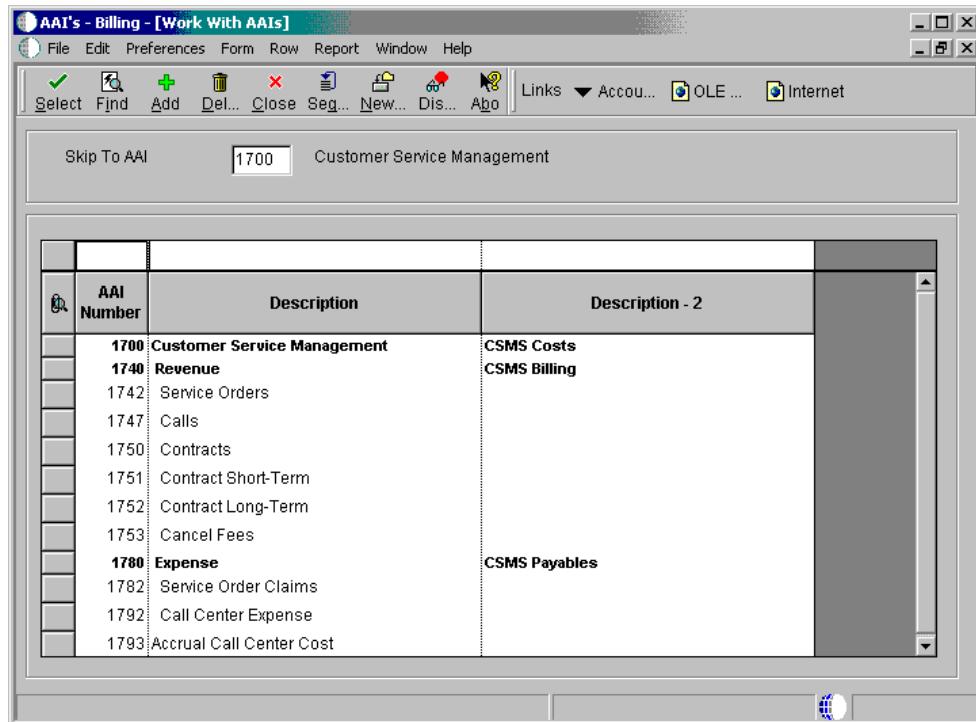
- ❑ *Setting up AAs for Service Contracts* for system-specific information about specifying G/L codes, search hierarchies, and responsible branch/plants for service contract transactions
- ❑ *Setting Up AAs for Service Orders* for system-specific information about specifying G/L codes, search hierarchies, and responsible branch/plants for service order transactions
- ❑ *Setting Up AAs for Calls* for system-specific information about specifying G/L codes, search hierarchies, and responsible branch/plants for Call Management transactions

#### ► To set up automatic accounting instructions

---

*From the Call Setup menu (G1743), choose AAs - Billing.*

1. On Work With AAs, choose the row that contains the AAI table that you want to set up.



2. From the Row menu, choose Details.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Account Revisions

AAI Table Number 1747 Maintenance Requests

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="checkbox"/>	<input type="button" value="D"/>	CL Maintenance Requests	<input type="button" value="G"/>	Blank G/L Posting Cat	<input type="checkbox"/>		B1		5095	<input checked="" type="checkbox"/>
<input type="radio"/>	<input checked="" type="checkbox"/>	00200 CL Maintenance Requests CS10		Warranty Revenue		B1		5095		
<input type="radio"/>	<input checked="" type="checkbox"/>	00200 CL Maintenance Requests CS20		Billable Non-warranty F		B1		5096		
<input type="radio"/>	<input checked="" type="checkbox"/>									

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

## Installed Base Management

### Installed Base Management

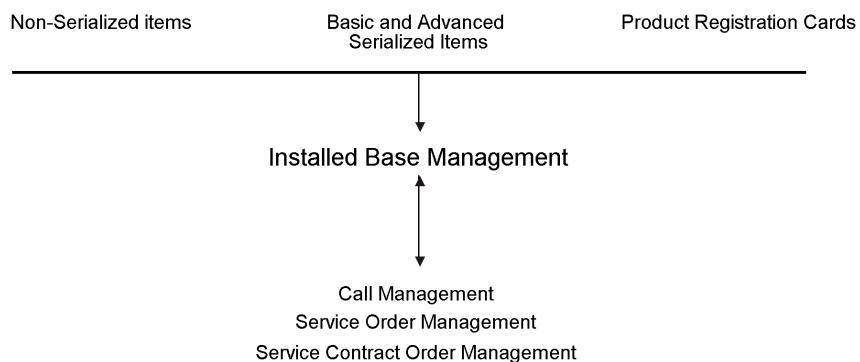
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The Installed Base Management module provides you with the means to enter and manage product registrations and product master records. You can use this module to create and track the current and historical information for every product or piece of 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 Installed Base 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 Installed Base. The system uses a set of defaults that define the conditions of the warranty.

Most Installed Base updates are created from information derived from sales orders. You can, however, create Installed Base records from product registration cards or fixed assets. The following graphic illustrates the process of creating Installed Base records from a variety of sources:



You can then update the Installed Base by using any of the following methods:

- Global update

Global update makes changes for multiple transactions.

- Installed Base Revisions (P1702)
- Call Management
- Contract Management
- Service Order Management

Installed Base Revisions, Call Management, Contract Management, and Service Order Management make changes to single records in the system.

## Topics

- Setting up Installed Base records
- Creating Installed Base records
- Working with the Installed Base
- Scheduling maintenance for installed equipment
- Reviewing the Customer Reference report

## Terms and Concepts

You should be familiar with the following terms and concepts related to Installed Base Management:

<b>Installed equipment</b>	Product or equipment items that are included in the Installed Base.
<b>Installed Base</b>	The comprehensive database of installed products. The Installed Base 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 installed 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 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 Installed Base Records

Before you can use certain features of the Installed Base 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 Installed Base.

If you own equipment that you lease to customers, you need to perform a variety of setup tasks associated with Equipment/Plant Maintenance. For more information, refer to the *Equipment/Plant Maintenance Guide*.

### Topics

- Setting up Installed Base constants
- Setting up base warranty defaults

### Before You Begin

- Set up general CSMS information and system constants. See *Setting Up System Constants*.
- Whether you sell or lease equipment to a customer, you must set up equipment constants. See *Setting Up Fixed Asset Constants* in the *Fixed Assets* documentation.
- Set up the depreciation default and asset cost account. See *Setting Up Depreciation Default Values*.

---

### Caution

You must have the depreciation default set correctly for a valid asset cost account and a responsible business unit, or the setup will fail.

---

### See Also

- Setting Up Equipment* in the *Enterprise Asset Management* documentation for more information about identification numbers, AAIs, and so on
- Understanding User Defined Codes* in the *Enterprise Asset Management* documentation for more information about setting up category codes for equipment information tracking and Installed Base Management.
- Setting Up PM Schedule Information* in the *Enterprise Asset Management* documentation for more information about setting up standard maintenance procedures and rules for scheduling maintenance

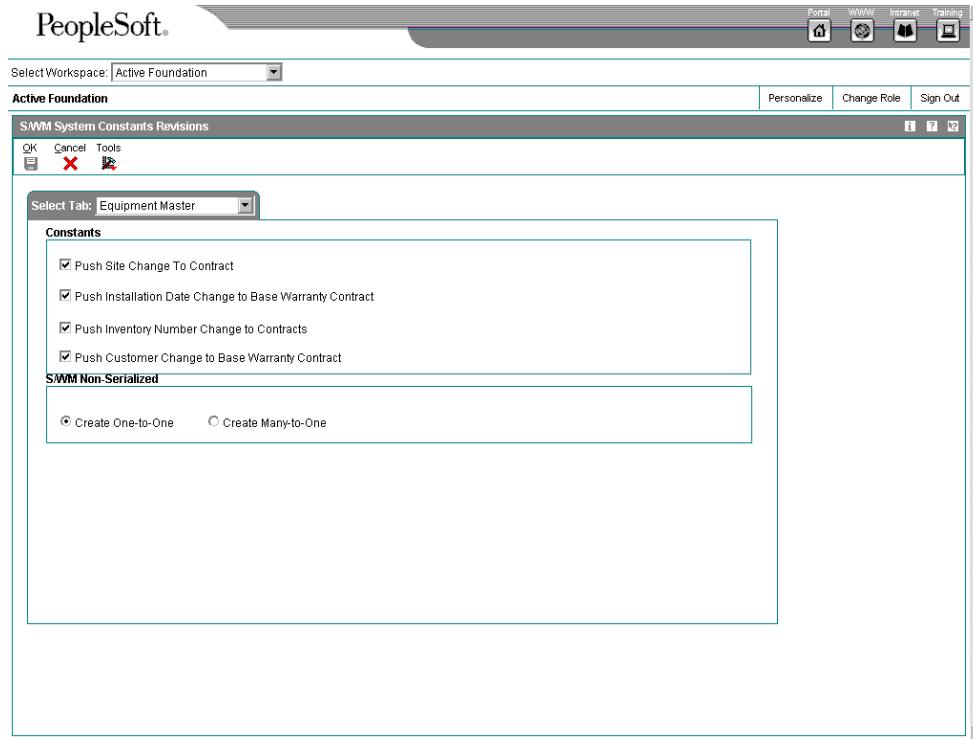
## Setting Up Installed Base Constants

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 displays for the Installed Base item. The information that you enter for the primary number overrides the primary number information stored in the company constants.

## ► To set up Installed Base constants

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

1. On CSMS System Constants Revisions, click the Installed Base tab.



2. Complete two of the following fields:

- Symbol to Identify Asset Number
- Symbol to Identify Unit Number
- Symbol to Identify Serial Number

One of the above three fields must be left blank. The blank designates the primary number that is used in Installed Base. J.D. Edwards strongly recommends that symbols be used as valid values instead of letters. J.D. Edwards also recommends that these primary number settings be in synch with the Fixed Asset constants.

3. To update the site number on all contracts related to installed base record installation site changes, click the following option:
  - Push Site Change To ContractIf site number has changed, that change is applied to all contracts for the item.
4. To update the start and end dates on base warranty contracts only related to installed base record installation date changes, click the following option:

- Push Installation Date Change to Base Warranty Contract  
Date changes do not apply to billable contracts.

5. To update the inventory number on all contracts related to installed base record installation inventory number changes, click the following option:
  - Push Inventory Number Change to Contracts
6. To create installed base record for non-serialized items when you run the Installed Base Update - Unified program (R17024), click one of the following options:
  - 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 installed base record for the single item.
  - Create Many-to-One  
When you click this option, the system creates a single installed base record for the item, regardless of the quantity.

---

**Note**

This option works in conjunction with the Serial Number Required Flag in the Item Branch/Plant program. For non-serialized items that you want to track in CSMS, the Serial Number Required field on the Item Branch/Plant Info. form must be set to 6 in order for you to create installed based records for non-serialized items.

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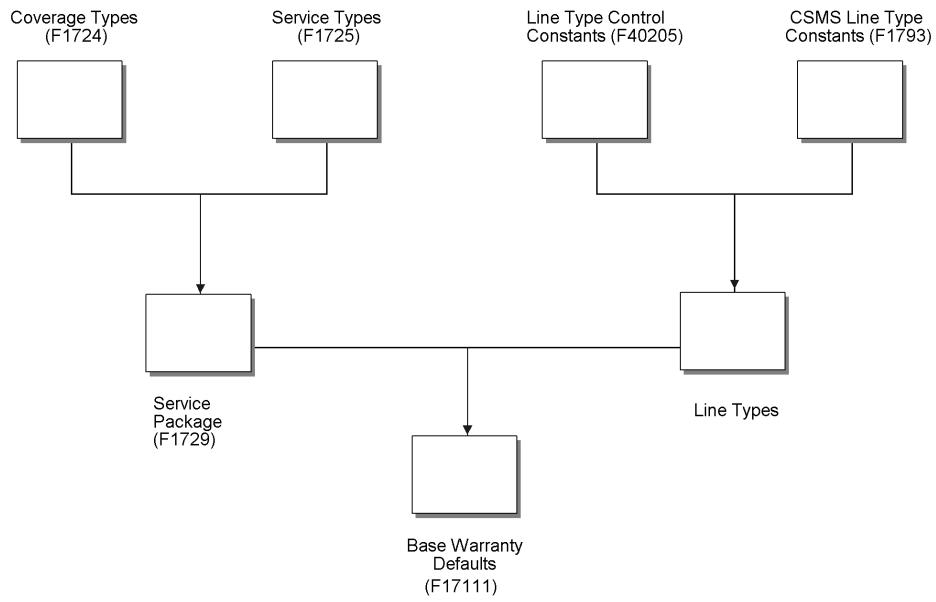
7. Click OK.

## 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 Installed Base, 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 Installed Base item.

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



## Topics

- Setting up warranties
- Setting up warranty rules

### ► To set up warranties

---

*From the Installed Base Setup menu (G1741), choose Warranty Default Entry.*

1. On Work with Warranty Defaults, click Add.

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Warranty Defaults Revisions

Customer Number

Country: USA

Branch/Plant

Inventory Item Number

Product Model

Product Family

Sales Order Doc Type

Sales Order Line Type

Customer Group

Item Group

Ship To Country: USA

Service Package

Warranty Life In Days

Warranty Float In Days

Line Type

Max Meter Reading 1

Max Meter Reading 2

Max Meter Reading 3

2. On Warranty Defaults Revisions, complete the following fields:
  - Service Package
  - Warranty Life In Days
  - Line Type
 

Line Type must be a CSMS line type that is identified as a base warranty line type.
3. Complete the following optional field:
  - Warranty Float in Days
 

Warranty Float in Days are additional days that are added to the base warranty to allow for shipping time.
4. To define the criteria for assigning a base warranty, complete any of the following optional fields and click OK:
  - 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.

Only service package and length of time differentiate base warranties.

### ► To set up warranty rules

*From the Installed Base Setup menu (G1741), choose Warranty Default Entry.*

You use warranty rules to determine how the system applies warranties to a specific Installed Base item. The sequence in a warranty rule indicates the order for using variables, such as customer number, or branch/plant, to determine the default warranty values that apply to a specific Installed Base item.

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

	Sequence Number	Customer Number	Country	Branch/Plant	Inv. Item Number	Prod. Model	Prod. Family	Sales Order D	Sales Order L	Customer Group	Item Group	Ship To
<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	Y	Y	Y					
<input type="radio"/>	4.00	N	N	N	N	N	Y					
<input type="radio"/>	5.00	N	N	Y	N	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

J.D. Edwards recommends that you set up warranty rules from the most specific to the most general. The more fields that are checked Y in a sequence, the more specific the warranty rule.

## Creating Installed Base Records

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

When you create installed base records, the system creates records in the following tables when you run this process:

- Asset Master table (F1201)
- Equipment Master Extension table (F1217)
- Installed Base 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). Based on the sales contract, the system automatically generates warranty entitlement information for the product.

### Topics

- Creating a single Installed Base record
- Entering product registration
- Running Installed Base Update
- Creating Installed Base records from fixed assets

## Creating a Single Installed Base Record

You can use the Work with Installed Base form to create an Installed Base record for products that are not captured by the Installed Base updates.

### ► To create a single Installed Base record

*From the Daily Installed Base Processing menu (G1711), choose Installed Base Entry.*

1. On Work with Installed Base, click Add.

If you are revising an existing record, you might not be able to revise certain fields on the form.

2. On Installed Base Revisions, complete the following fields:

- Site Number
- Owner Number
- Serial Number

Serial Number is a required field depending on processing options.

- Inventory Number
- Acquired Date
- Installation Date

The system date is the default value for the date fields. The system retrieves the description from the inventory item number.

3. Complete any of the following optional fields:

- Equipment Status
- Unit Number
- Proof of Purchase

If the Proof of Purchase field is blank, the Date field is enabled. If a non-blank value is entered, the dates are disabled. If you write a billable contract for an installed base item, the Proof of Purchase and date fields are protected.

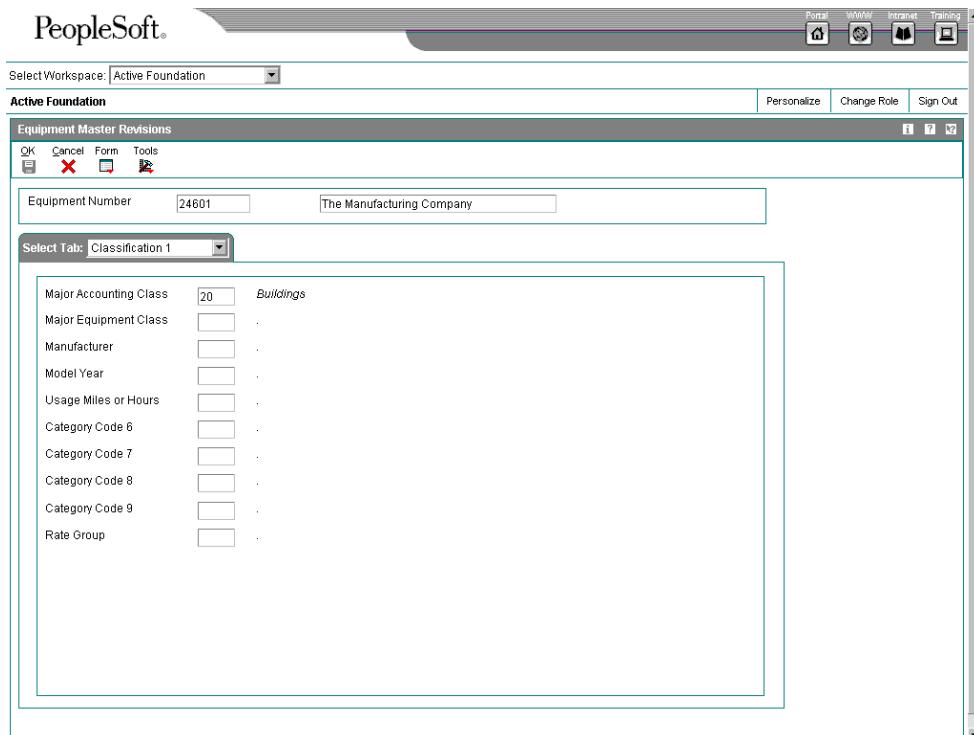
- Product Model
- Product Family
- Parent Number

4. To specify whether the piece of 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.

5. Click the Classification 1 tab.



The screenshot shows the PeopleSoft Equipment Master Revisions window. The title bar reads "PeopleSoft" and "Equipment Master Revisions". The "Classification 1" tab is selected. The window contains fields for "Equipment Number" (24601) and "The Manufacturing Company". Below these, a "Select Tab" dropdown is set to "Classification 1". The main area displays a list of classification fields with dropdown menus: 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, and Rate Group.

6. Complete any of the fixed asset category code fields as appropriate.

You can access the remaining 13 equipment category code fields by clicking the Classification 2 tab.

7. Click the Classification 3 tab.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Equipment Master Revisions

OK Cancel Form Tools

Equipment Number: 24601      The Manufacturing Company

Select Tab: Classification 3

Product Component:   
Equipment Cat Code 01:   
Equipment Cat Code 02:   
Equipment Cat Code 03:   
Equipment Cat Code 04:   
Equipment Cat Code 05:   
Equipment Cat Code 06:   
Equipment Cat Code 07:   
Equipment Cat Code 08:   
Equipment Cat Code 09:   
Equipment Cat Code 10:

8. Complete the following optional field:
  - Product Component
9. Complete any of the Installed Base category code fields as appropriate.
10. Click the Accounting tab.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Equipment Master Revisions

OK Cancel Form 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: <input type="checkbox"/>	Active Subledger
AFE Number: <input type="text"/>	

11. Complete the following required fields:

- Company
- Responsible Business Unit
- Account Number

These fields might already contain default values from processing options.

12. Complete the following field with a value other than blank to prevent transactions from being applied to this record:

- Subledger Inactive Code

13. Click the Service tab.

14. Complete the following fields:

- Service Provider
- Service Technician
- Lease Start Date
- Lease End Date
- Leased From

15. Click OK to create the record.

#### Processing Options for Work with Installed Base Entry (P1701)

##### Defaults

Enter the default for the Equipment Master Category Code selections. Blanks will select all.

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

##### Versions

Enter the version for the following programs. If left blank, the version in parentheses will be the default.

---

value.

1. Installed Base Revisions  
P1702 (ZJDE0001)
2. Scheduling Workbench  
P48201 (ZJDE0002)
3. Status History  
P1307 (ZJDE0002)
4. Message Log  
P1205 (ZJDE0002)
5. Equipment PM Schedule  
P1207 (ZJDE0002)
6. Cost Summary  
P122101 (ZJDE0003)
7. Bill of Material Inquiry  
P30200 (ZJDE0001)
8. Service Contracts  
P1720 (ZJDE0001)
9. Call History  
P17500 (ZJDE0003)
10. Inventory Master  
P4101B (ZJDE0001)
11. Supplemental Data  
P00092 (ZJDE0005)
12. Installed Base Related Orders  
P17023 (ZJDE0001)
13. Installed Base Parent/Child  
P12017 (ZJDE0002)
14. Location Information  
P1201 (ZJDE0001)
15. Location Inquiry  
P12215 (ZJDE0001)
16. Location Transfer  
P12115 (ZJDE0001)

---

## Entering Product Registration

You can use the product registration program to enter installed base records quickly. For example, if you sell bike helmets, you don't have to create installed base 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 might use this program to track new product promotions, product life cycles, and customer demographics.

The Quick Product Registration program (P1705) is not a browse/inquiry form. The fields on the tab headers can be default entry values for multiple entries to the grid. As you create multiple product registration entries, the system adds the entries to the grid area. For example, you can enter information from registration cards that have been sorted by item. If you enter the item information on the Product Defaults tab once, you are able to enter multiple site and owner numbers. 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 branch plants.

### Before You Begin

- You must enter the customer information in the Address Book system. See *Working with Address Book Records* in the *Address Book* documentation.

- You must ensure that items that you enter in the product registration entry form have defined CSMS information.

### ► To enter product registration

*From the Daily Installed Base Processing menu (G1711), choose Product Registration Entry.*

You can only use the Quick Product Registration form to enter customer and product information. To review installed base entries, you must inquire using the Installed Base Entry program (P1701).

You can enter information in the tab header fields that are default entry values that 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 grid area.

1. On Quick Product Registration, click the customer Defaults tab and 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 to 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 grid area.

3. In each grid 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 installed base records for each of the grid rows.

---

#### Note

You can enter serial number, product, and customer information directly into the grid 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 grid rows that follow.

---

## Processing Options for Installed Base Revisions (P1702)

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### Edits

1. Enter a '1' to require the entry of a Unit Number when adding an Equipment Record.

#### Unit Number Required

(Not applicable for Product Registration application)

2. Enter a '1' to require the entry of a Serial Number when adding an Equipment Record.

#### Serial Number Required

3. Enter a '1' to require the entry of a Inventory Item Number when adding an Equipment Record

#### Inventory Item Number Required

4. Enter a "1" to generate Base Warranty Contracts when adding an Installed Base item. "Blank" will not generate Base Warranty Contracts.

#### Base Warranty Contracts

5. Enter a "1" to use Acquired Date as the Base Warranty Contract Start Date. "Blank" will use Installation Date as the Base Warranty Contract Start Date.

#### Base Warranty Contract Start Date

6. Enter a "1" to require that Base Warranty Defaults exist when adding an Installed Base item.

#### Require Base Warranty

7. Enter a "1" to automatically display the Base Warranty Contracts after adding an Installed Base Item.

#### Display Base Warranty

8. Enter a "1" to automatically generate Mailing data when adding an Installed Base item. "Blank" will not create the Mailing data in the Installed Base Location Details table.

#### Create Mailing Data for I/B

#### Defaults

1. Company

2. Responsible Business Unit

#### Asset Cost Accounting Information

3. Cost Center

4. Account Object

5. Account Subsidiary

6. Enter a '1' to default the Cost Account Information from the Parent Asset when adding Children Assets.

#### Default Cost Account from Parent

7. Enter a '1' to add an Account Balances Record.

#### Account Balances Record

8. Beginning Equipment Status to be defaulted.

#### Equipment Status

#### Export

1. Enter the Transaction Type for the export transaction. If left blank, interoperability processing will not be performed.

2. Enter the Outbound Processor Version to call when performing interoperability processing. Default is 'XJDE0002'.

#### Versions

1. Enter the Version of the Work with Contracts (P1720) when the related option is used. Leave blank to call version ZJDE0001.

#### Work with Contracts Version

2. Enter the Version of the Scheduling Workbench (P48201) when the related option is used. Leave blank to call version ZJDE0002.

#### Scheduling Workbench Version

3. Enter the Version of the Status History (P1307) when the related option is used. Leave blank to call version ZJDE0002.

#### Status History Version

4. Enter the Version of the P & E Message Log (P1205) when the related option is used. Leave blank to call version ZJDE0002.

#### P & E Message Log Version

5. Enter the Version of the Equipment PM Schedule (P1207) when the related option is used. Leave blank to call version ZJDE0002.

#### Equipment PM Schedule Version

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6. Enter the Version of the Cost Summary (P122101) when the related option is used. Leave blank to call version ZJDE0003.

Cost Summary Version

7. Enter the Version of the Bill of Material Inquiry (P30200) when the related option is used. Leave blank to call version ZJDE0001.

Bill of Material Inquiry

8. Enter the Version of the Quick Customer Add (P01015) when the related option is used. Leave blank to call version ZJDE0001.

Quick Customer Add

9. Enter the Version of the Calls (P17500) when the related option is used. Leave blank to call version ZJDE0003.

Calls

10. Enter the Version of the Inventory Master (P4101B) when the related option is used. Leave blank to call version ZJDE0001.

Inventory Master

11. Enter the Version of the Item Branch/Plant (P41026B) when the related option is used. Leave blank to call version ZJDE0001.

Item Branch/Plant

12. Enter the Version of the Installed Base Related Order (P17023) when the related option is used. Leave blank to call version ZJDE0001.

Installed Base Related Orders

13. Enter the Version of the Installed Base Parent / Child (P12017) when the related option is used.

Leave blank to call version ZJDE0002.

Installed Base Parent / Child

14. Enter the Version of the Supplemental Data (P00092) when the related option is used. Leave blank to call version ZJDE0005.

Supplemental Data

15. Enter the version of the Location Information (P1201) when the related option is used. Leave blank to call version ZJDE0001.

Location Information

16. Enter the version of the Location Transfer (P12115) when the related option is used. Leave blank to call version ZJDE0001.

Location Transfer

Data Selection

The Installed Base Update from Ship Confirm allows additional data selection criteria.

1. Enter the "Last Status" of a Sales Order that is required to add an Installed Base item.

Last Status Code

2. Enter the Country code of Customers whose orders are to be added to Installed Base.

Country

---

## Running Installed Base Update

You use the Installed Base 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 CSMS, 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 entered lot and serial number information at various points of the manufacturing and distribution cycle, such as the parts list, works orders, purchase order receipts and sales orders. The system captures the information when you create an Installed Base record.

When you run the Installed Base Update, the system creates multiple installed base records from sales orders for serialized items (basic and advanced) and CSMS non-serialized items.

The system retains sales, purchasing, and manufacturing information for each installed base record. You can access that historical data in order to guarantee parts and maintenance service.

## Topics

- Understanding installed base records for serialized and non-serialized items
- Updating the installed base

### Understanding Installed Base Records for Serialized and Non-Serialized Items

You can create Installed Base records for each item that you sell. Installed Base records are created after shipment confirmation based on lot and serial number information in the Item Branch Plant Information table (F4102).

When you enter item information in the Item Branch Plant Information form, 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 Plant Information table (F4102) to indicate whether the item is a serialized item or a non-serialized item in the CSMS system.

### Serialized Items

During the manufacture, procurement, and sales order entry cycles, you might be required to enter serial number information 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 Installed Base records in the CSMS 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 Information 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 Serial Numbers table (F4220).

### Advanced Serial Number Processing

During the manufacture, 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 Header (F4801).

Items that follow advanced serial number processing are identified by the following item information that is assigned in the Item Branch Plant Information 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 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. Quantity must not exceed one.

---

#### Note

When advanced serial numbers are required, you must specify a value in the Shelf Life Days field in order 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 installed base 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 Plant Information 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 CSMS system.

Lot Process Type: Blank.

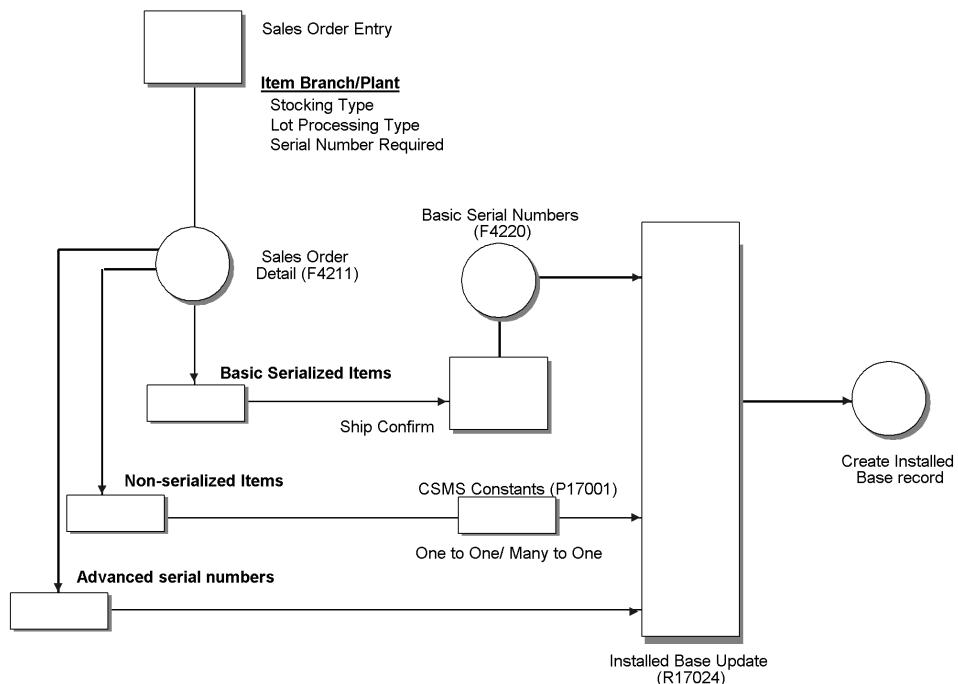
When you create an Installed Base record for non-serialized items, you can create a record for each single unit in the order detail line or one Installed Base record for the entire quantity. For example, a sales order detail line exists for 50 bicycles. You can create 50 Installed Base records for this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

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

- If you click the option, Create One-to-One, the system creates an Installed Base record for each single unit of the order detail line.

- If you click the option, Create Many-to-One, the system creates a single Installed Base record for the item, regardless of the quantity.

The following graphic illustrates the Installed Base Update process.



### Updating the Installed Base

*From the Daily Installed Base Processing menu (G1711), choose Installed Base Update - Unified.*

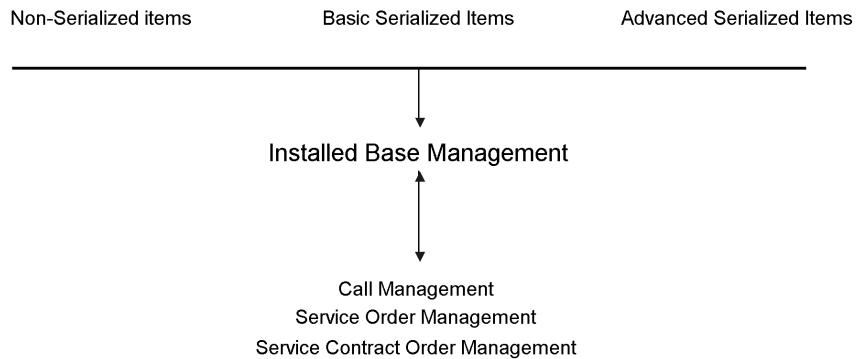
You can automatically update your Installed Base records directly from sales orders. When you run the Installed Base Update program, the system creates Installed Base records for all your products, based on the Serial Number Required and Lot Processing Type fields for each item.

During Installed Base Update, the system creates entries in the following tables:

- Asset Master table (F1201)
- Equipment Master Extension/CSMS Tag table (F1217)
- Installed Base 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).

The following graphic illustrates the process when you create Installed Base records for a variety of serialized items:



When you run the Update Installed Base, the system creates an installed base 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 table (F4108)
- Item Branch Plant Information (F4102)
- Cardex (4111)
- Work Order Master (F4801)
- ECO Parts List table (F3013)

The system identifies manufactured goods in the Item Branch Plant Information 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).

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

- Purchase Order Detail (F4311)
- Lot Master table (F4108)
- Item Branch (F4102)
- Cardex (4111)

The system identifies purchased goods in the Item Branch Plant Information 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).

### **Processing Options for Installed Base Update - Unified (R17024)**

#### **Process Tab**

These processing options define the processing that the system performs for this version of Installed Base 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 = The BW will not be required**

**1 = The BW will be required**

Use this processing option to determine whether a base warranty is required for an Installed Base item.

Valid values are:

Blank The base warranty is not required for an installed base item.

1 The base warranty is required for an installed base item.

## **3. Create Mailing Data**

**Blank = Do not Create Mailing Data**

**1 = Create Mailing Data**

Use this processing option to determine whether the system creates mailing data when an Installed Base item is created.

Valid values are:

Blank Do not create mailing data.

1 Create mailing data for Installed Base item.

---

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 Installed Base item, and you have activated this processing option, the system verifies the sales order number that is associated with the Installed Base item.

If there is an associated sales order number, the system verifies the address information in the Business Unit Master table (F4006). If address information exists in this table, the system creates mailing data for this Installed Base record.

If an address record does not exist in the Business Unit Master table (F4006) or a sales order number does not exist, the system retrieves mailing information from the Address Book.

#### **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.

---

#### **Defaults**

These processing options define the defaults that the system uses when you update the Installed Base. The defaults for Installed Base Update program are used for journal entries. When you create an Installed Base record for CSMS, the system uses the company,

business unit, and asset cost account information and creates entries in the Fixed Assets table (F1201).

---

#### **1. Company**

##### **A Specific Company**

Use this processing option to specify the company that is responsible for the costs of the Installed Base Item. This value is used in validating the depreciation defaults associated with the asset cost account.

#### **2. Business Unit**

##### **A Specific Business Unit**

Use this processing option to specify the business unit responsible for the costs of the Installed Base item. This value is used in validating the depreciation defaults associated with 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 is used for tracking costs associated with the Installed Base item. The asset cost account is used to determine which depreciation default accounts are validated.

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

##### **A Specific Account Object**

Use this processing to specify the object component of the asset cost account that is used for tracking costs associated with the Installed Base item. The asset cost account is used to determine which depreciation default accounts are validated.

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

##### **A Specific Subsidiary**

---

Use this processing option to specify the subsidiary component of the asset cost account that is used for tracking costs associated with the Installed Base item. The asset cost account is used to determine which depreciation default accounts are validated.

## **6. Equipment Status**

### **A Specific Status**

Use this processing option to specify the initial status assigned to the Installed Base item.

You must enter a value that has been set up in user defined code table (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.

---

## **Versions**

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

---

### **1. Installed Base Revisions (P1702)**

Blank = ZJDE0001

Use this processing option to specify the version of Installed Base Revisions (P1702). The system uses the processing options from this version, such as serial number requirements and base warranty defaults requirements when creating Installed Base records.

If you leave this option blank, ZJDE0001 is used.

### **2. Work With Contracts (P1720)**

Blank = ZJDE0001

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

If you leave this option blank, ZJDE0001 is used.

---

## **Select**

This processing option indicate which records the system selects when creating installed base 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.

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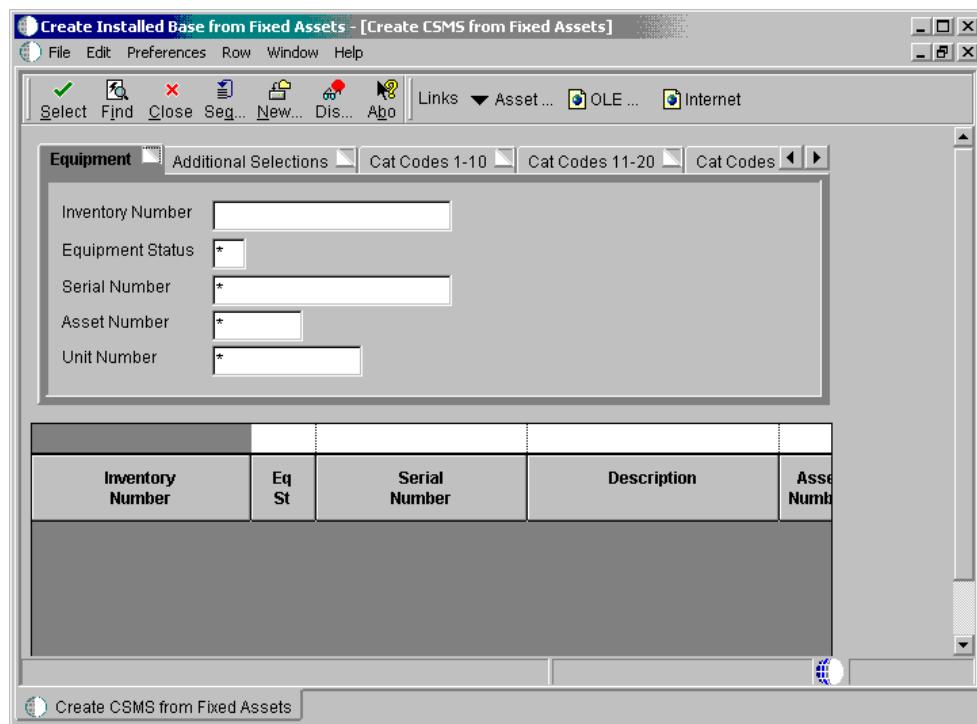
## Creating Installed Base Records From Fixed Assets

You can create an Installed Base record from an existing record in the Fixed Assets system database. Depending on the how you set the processing options, the system generates base warranty contract details.

### ► To create Installed Base records from Fixed Assets

---

*From the Periodic Installed Base Processing menu (G1721), choose Create Installed Base from Fixed Assets.*



1. On Create CSMS from Fixed Assets, enter information in the fields on the tabs to narrow the search criteria, and click Find.
2. Choose a record and choose Create CSMS from the Row menu.

3. On Installed Base Revisions, complete the following fields and click OK:

- Site Number
- Owner Number
- Inventory Number
- Serial Number
- Product Model
- Product Family
- Acquired Date
- Installation Date

### **Processing Options for Create CSMS from Fixed Assets (P17021)**

---

#### **Edits**

1. Enter a "1" to generate Base Warranty Contracts when creating an Installed Base item. "Blank" will not generate Base Warranty Contracts.

#### **Base Warranty Contracts**

2. Enter a "1" to use Acquired Date as the Base Warranty Contract Start Date. "Blank" will use Installation Date as the Base Warranty Contract Start Date.

#### **Base Warranty Contract Start Date**

3. Enter a "1" to automatically display the Base Warranty Contracts after creating an Installed Base item.

#### **Display Base Warranty**

#### **Versions**

1. Enter the version of the Installed Base Revisions (P1702) to be used when creating the Installed Base item. Leave blank to use version ZJDE0001.

#### **Installed Base Revisions**

2. Enter the version of the Installed Base Revisions (P1702) when the related option is used. Leave blank to call version ZJDE0001.

#### **Installed Base Revisions**

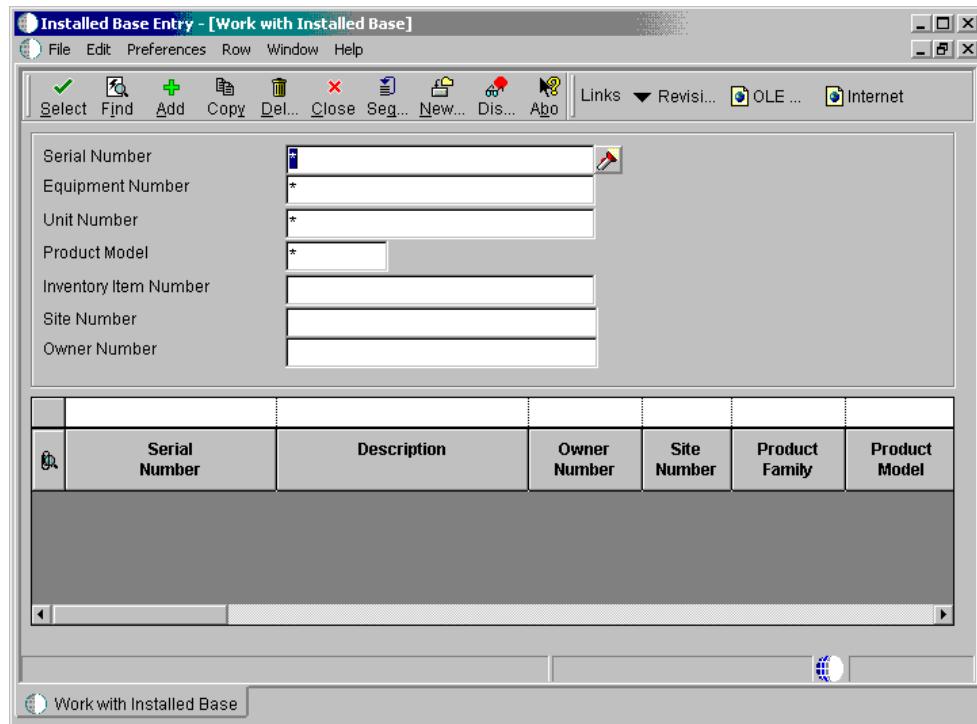
3. Enter the version of the Work with Contracts (P1720) to be used when Base Warranty Contracts are created. Leave blank to use version ZJDE0001.

#### **Contracts**

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## Working with the Installed Base

Regardless of how you initially create the installed base record, you can review and update the information using a variety of features in Installed Base Management.



### Topics

- Searching for installed base records
- Updating the Installed Base
- Creating base warranty contracts
- Revising owner and site history
- Working with parent and component information
- Working with installed base item status

### Searching for Installed Base Records

Many of the daily tasks that you perform with Installed Base Management require the ability to locate a specific record quickly. To locate an installed base record or group of records, you can use a variety of search criteria. After you locate the records, you can perform most tasks related to the Installed Base 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 10 fixed assets category codes.

## ► To search for installed base records

---

*From the Daily Installed Base Processing menu (G1711), choose Installed Base Entry.*

1. On Work with Installed Base, complete any combination of the following fields:
  - Serial Number
  - Product Model
  - Inventory Item Number
  - Site Number
  - Owner Number
2. To further narrow your search, complete any combination of fields in the Query by Example row, and then click Find.

The system displays all installed base records that match your search criteria.

## Processing Options for Work with Installed Base (P1701)

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### Defaults

Enter the default for the Equipment Master Category Code selections. Blanks will select all.

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

### Versions

Enter the version for the following programs. If left blank, the version in parentheses will be the default value.

1. Installed Base Revisions  
P1702 (ZJDE0001)
2. Scheduling Workbench  
P48201 (ZJDE0002)
3. Status History  
P1307 (ZJDE0002)
4. Message Log  
P1205 (ZJDE0002)
5. Equipment PM Schedule  
P1207 (ZJDE0002)
6. Cost Summary  
P122101 (ZJDE0003)
7. Bill of Material Inquiry  
P30200 (ZJDE0001)
8. Service Contracts  
P1720 (ZJDE0001)
9. Call History  
P17500 (ZJDE0003)
10. Inventory Master  
P4101B (ZJDE0001)
11. Supplemental Data  
P00092 (ZJDE0005)
12. Installed Base Related Orders

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P17023 (ZJDE0001)  
13. Installed Base Parent/Child  
P12017 (ZJDE0002)  
14. Location Information  
P1201 (ZJDE0001)  
15. Location Inquiry  
P12215 (ZJDE0001)  
16. Location Transfer  
P12115 (ZJDE0001)

---

## Updating the Installed Base

To make changes to multiple installed base records at one time, you can use the Installed Base Global Update program. For example, you might use this program to update your installed base 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.

### Before You Begin

- ❑ Set up installed base constants. See *Setting Up Installed Base Constants*.

### ► To update the Installed Base

---

*From the Periodic Installed Base Processing menu (G1721), choose Installed Base Global Update.*

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Equipment Master Global Update

Select Find Close Row Tools

Select Tab: Equipment Master Search

Customer Number	60001	Computerized Branch Exch. Queue	Date Acquired
Site Number		Installation Date	
Inventory Item Number		Order Number	
Product Model			
Product Family			
Default Dealer			
Assessor Number			

No records fetched.

Customer Number	Site Number	Inventory Item Number	Serial Number	Date Acquired	Installation Date	Product Model	Product Family	Order Number	Proof Purch

1. On Installed Base 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 Number
  - Product Family
  - Product Model
  - Acquired Date
  - Installed Date
  - Order Number
3. Click Find.
4. To make date changes, click the Date Change tab and complete the following fields:
  - Acquired Date
  - Installed Date

5. To indicate a location change for your equipment, click the Site Change tab and complete the following fields:
  - Site Number
  - 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
  - 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 Installed Base Global Update (P17022)**

---

#### **Defaults**

1. Enter a "1" to use the change to Acquired Date to update the Base Warranty Contract Start Date. "Blank" will use the change to Installed Date to update the Base Warranty Contract Start Date.

Base Warranty Contract Start Date

---

### **Creating Base Warranty Contracts**

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

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

#### **► To create base warranty contracts**

---

*From the Periodic Installed Base 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 installed base records that do not have base warranty contracts.

The screenshot shows the PeopleSoft Active Foundation workspace. The main title is 'Create Base Warranty Contract'. The interface includes a search bar ('Select Workspace: Active Foundation'), a toolbar with icons for Find, Close, Row, Tools, and a red X, and a table with columns for B/W Avail, Serial Number, Description, Owner Number, Site Number, Acquired Date, Installed Date, Inventory Number, and Product Family. Three rows are listed, all with the B/W Avail field set to 'Y'.

B/W Avail	Serial Number	Description	Owner Number	Site Number	Acquired Date	Installed Date	Inventory Number	Product Family
<input type="checkbox"/> Y	N 11	Deluxe Pager	3333	3333	02/02/00	02/02/00	7205	PG
<input type="checkbox"/> Y	N 6	Deluxe Pager	3333	3333	02/02/00	02/02/00	7205	PG
<input type="checkbox"/> Y	N 8	Deluxe Pager	3333	3333	02/02/00	02/02/00	7205	PG

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 there are base warranty defaults for the installed base item. 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 Owner and Site History**

You can easily revise information about equipment owners 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 owner and site history**

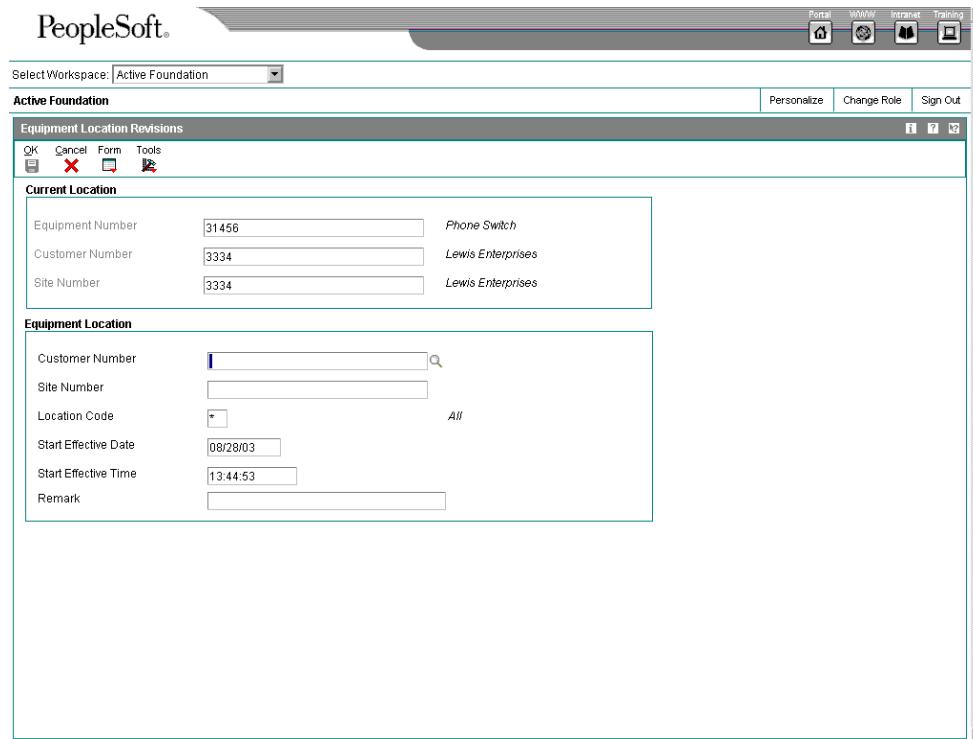
*From the Daily Installed Base Processing menu (G1711), choose Installed Base Entry.*

1. On Work with Installed Base, complete the steps to locate a specific installed base record.

See *Searching for Installed Base Records*.

Alternatively, if you know the equipment number of the installed base record, you can choose Installed Base Location Revisions directly from the Daily Installed Base Processing menu.

2. To revise current and historical owner and site location information, choose the record, choose Installed Base from the Row menu, and then choose Change Site.



The screenshot shows the PeopleSoft Equipment Location Revisions form. At the top, there is a toolbar with icons for Home, Refresh, Print, and Help. Below the toolbar, the workspace is set to 'Active Foundation'. The main title is 'Equipment Location Revisions'. The form is divided into two sections: 'Current Location' and 'Equipment Location'. In the 'Current Location' section, the equipment number is 31456, owned by 'Phone Switch' (Customer Number 3334, Site Number 3334). In the 'Equipment Location' section, there are fields for Customer Number, Site Number, Location Code (set to 'All'), Start Effective Date (08/28/03), Start Effective Time (13:44:53), and a Remark field.

The system displays the Equipment Location Revisions form. Current owner and site information appears in the upper portion of the form.

3. Complete the following fields to enter new owner and site information:
  - Owner
  - Site Number
4. If applicable, override the following fields:
  - Location Code
  - Start Effective Date
  - Start Effective Time
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 Installed Base. 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

### Topics

- Reviewing and revising parent information
- Reviewing current equipment components

### 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 displays 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 displays 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 Installed Base Processing menu (G1711), choose Installed Base Entry.*

1. On Work with Installed Base, complete the steps to locate a specific installed base record.

See *Searching for Installed Base Records*.

**Installed Base Entry - [Work with Installed Base]**

File Edit Preferences Row Window Help

Select Find Add Copy Del... Close Seg... New... Dis... Abo Links Revisi... OLE... Internet

Serial Number	JDE1
Equipment Number	*
Unit Number	*
Product Model	*
Inventory Item Number	
Site Number	
Owner Number	

	Serial Number	Description	Owner Number	Site Number	Product Family	Product Model
	JDE1	Amplifier - Headset	3003	3003	HEAD	EARSET

Row:1

Work with Installed Base

2. To review parent information, choose the record. From the Row menu, choose Installed Base, Parent Information, and Parent History.

PeopleSoft.

Select Workspace: Active Foundation

Active Foundation

Work With Parent History

Select Find Delete Close Form Row View Tools

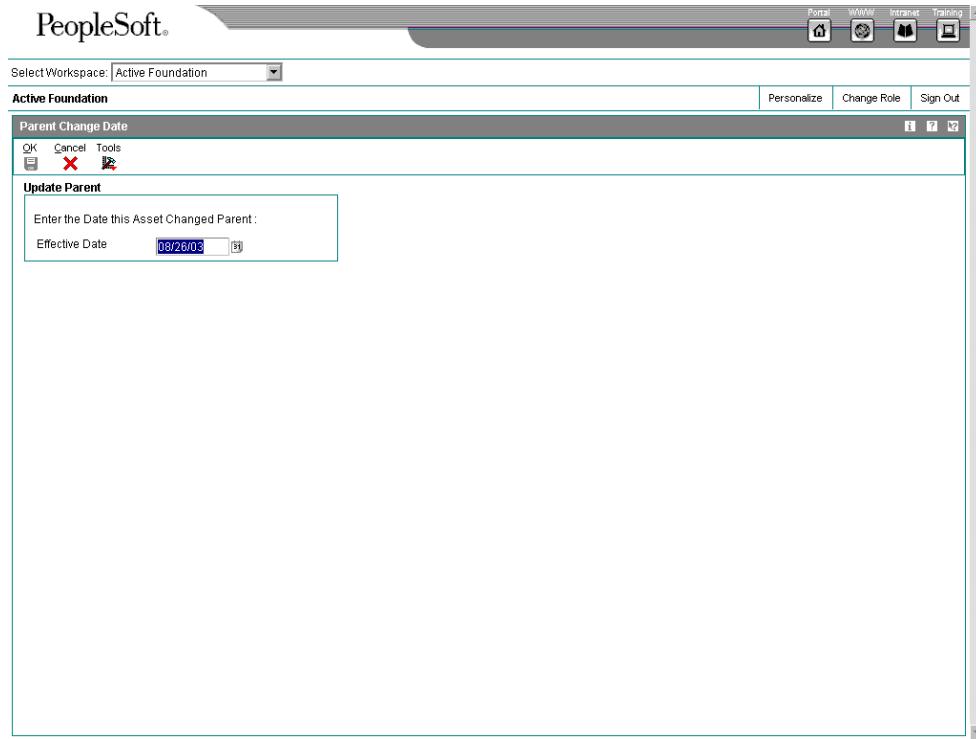
Asset Number	24601	<input type="button" value=""/>	The Manufacturing Company
Date From	*	Date Thru	*

Customize Grid

Parent Number	Description	Begin Date	Ending Date	Duration
24601	The Manufacturing Company	01/01/05		0
24601	The Manufacturing Company	03/21/03		158
24601	The Manufacturing Company	03/21/03	03/21/03	0
24601	The Manufacturing Company	03/21/03	12/31/04	651

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.

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

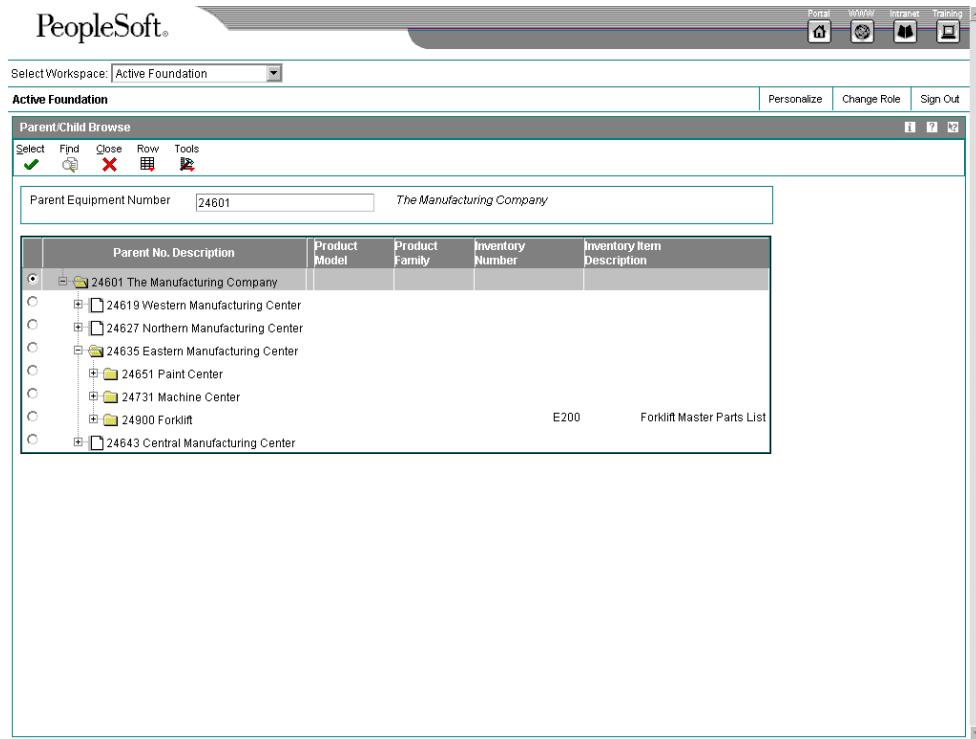
You can display up to 25 levels of component information for a selected piece of equipment. This information is particularly useful to track the Installed Base for complex equipment assemblies such as a bridge crane. The system displays the components of a piece of equipment in a tree structure. You 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>Installed Base Revisions</b>	You can revise information for the selected component, including its parent.
<b>Work With Cost Summary</b>	You can review costs associated with the selected component either by cost account or repair code.
<b>Work With Work Orders</b>	You can review all of the service orders associated with the selected component.

## ► To review current equipment components

---

*From the Daily Installed Base Processing menu (G1711), choose Installed Base Parent/Child.*



1. On Parent/Child Browse, complete the following field and click Find:
  - Parent Equipment NumberThe system displays the parent piece of equipment in the left pane.
2. To expand the tree and view all of the parent's next-level components, click the plus (+) sign in the left pane, under the Parent No. column.  
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.

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

---

### Process

1. Enter the primary product for this version. Enter a '1' for Equipment and '2' for CSMS.

### Select Product

### Versions

1. Installed Base Revisions (P1702)
2. Asset Master Revisions (P1201)

## Working with Installed Base Item Status

You can review the history of an installed base item 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 an installed base item has been idle due to downtime.

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

- The ending time (if applicable) and beginning time for each status, as well as the associated dates
- The total hours 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 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.

### Topics

- Reviewing status history
- Tracking mean time between failures for equipment

#### ► To review status history

---

*From the Daily Installed Base Processing menu (G1711), choose Installed Base Entry.*

1. On Work with Installed Base, complete the steps to locate a specific installed base record.  
See *Searching for Installed Base Records*.
2. To review status history information, choose the record, choose Installed Base from the Row menu, and then choose Status History.

Status	Status Description	Begin Date	Beginning Time	Ending Date	Ending Time	Remark	Status Hours
<input checked="" type="radio"/>	.	01/01/05	00:00:00		00:00:00		15.8
<input type="radio"/>		03/21/03	00:00:00	01/01/05	00:00:00		

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 installed base constants.

A complete history of every status assigned to the installed base item appears.

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

*From the Daily Installed Base Processing menu (G1711), choose Installed Base Entry.*

1. On Work with Installed Base, complete the steps to review status history.
2. On Work With Status History, choose Analysis from the Form menu.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Downtime Analysis

Cancel Tools

**Warnings**

Issues (click each label for more information):

► [Warning - Status Occurrence Not Found](#)

Please look for the highlighted fields, correct the entries, and resubmit your request.

Equipment Number	24601
Start Effective Date	03/21/03
Ending Effective Date	08/26/03
Equipment Downtime Status	DN Down - On Site
Mean Time Between Failures	0.00

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 appears for the product.

### Processing Options for Status History (P1307)

#### Process

1. Enter a '1' to protect the Remarks field. Enter a '2' to protect the Remarks field if it is not blank. Leave blank to allow modifications to the Remarks field.

#### Protect Remarks

2. Enter the Work Day Calendar to use for the calculation of the number of days for Equipment Analysis.

#### Work Day Calendar

3. Enter the primary product for this version. Enter a '1' for Equipment and '2' for CSMS.

#### Select Product

## Scheduling Maintenance for Installed Equipment

You can use the Preventive Maintenance features in the Equipment/Plant Management system to create preventive maintenance (PM) schedules and 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 Installed Base. You can access the features necessary to create and track PM schedules directly from the Installed Base Revisions form or from the Work With Installed Base form.

PM schedules allow you to define the type and frequency of each maintenance task for each product in your Installed Base. 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 that 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.

### Before You Begin

- Set up the following user defined codes:
  - Preventive maintenance service types (12/ST)
  - Preventive maintenance status (12/MS)
- See *Customizing User Defined Codes* in the *OneWorld Foundation* documentation for more information about setting up user defined codes.
- Set up standard procedures for preventive maintenance
- Set up maintenance rules

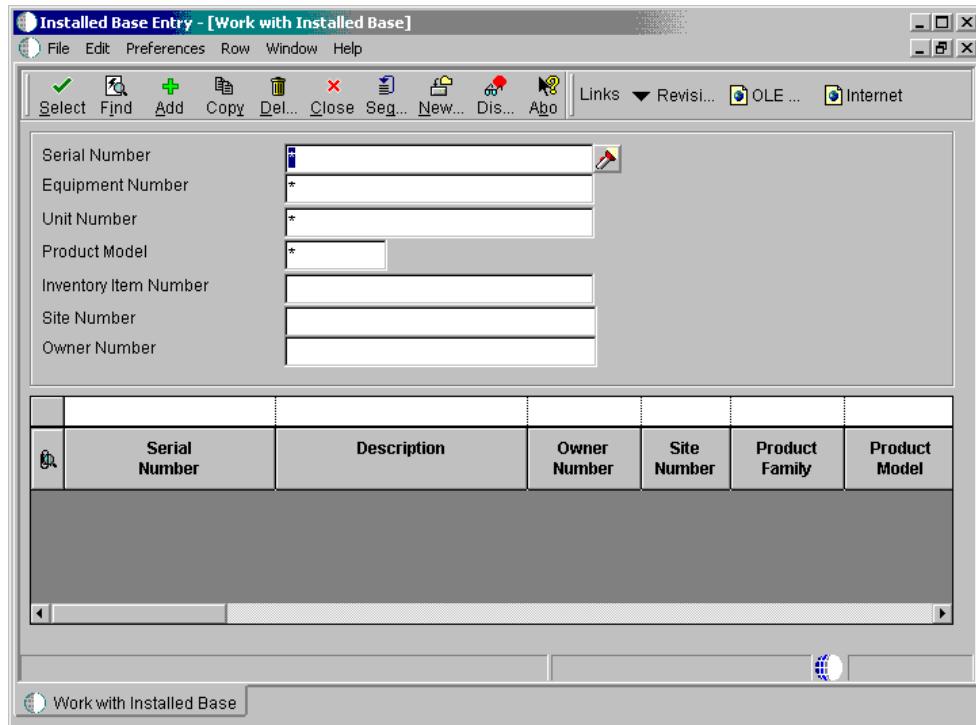
### See Also

- Setting Up PM Schedule Information* in the *Enterprise Asset Management* documentation

► **To schedule maintenance for installed equipment**

---

*From the Daily Installed Base Processing menu (G1711), choose Installed Base Entry.*



1. On Work with Installed Base, complete the steps to locate a specific Installed Base record.  
See *Searching for Installed Base Records*.
2. Choose the record for which you want to schedule maintenance from the Row menu, and choose Inventory, and then Maintenance.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Work With Equipment PM Schedule

Equipment Number: 1001 | AA9 Motor Grader

Customize Grid

Service Type	Service Description	Service Days	Service Hours	Service Miles	Service Fuel	Schedule Date	Maint. Status	Model WO	WO Description
<input type="checkbox"/> 200-001	Replace Intake Fil	7					D1		
<input type="checkbox"/> 200-010	Oil Change		500.00				D1	450095	Oil Change

3. On Work With Equipment PM Schedule, click Find to display all of the maintenance tasks that have been defined for the equipment.
4. To schedule maintenance for a new task, click Add.

The screenshot shows the 'Equipment PM Schedule' form in the PeopleSoft application. The form is titled 'Equipment PM Schedule' and displays information for equipment number 1001, which is a AA9 Motor Grader. The form is divided into several sections:

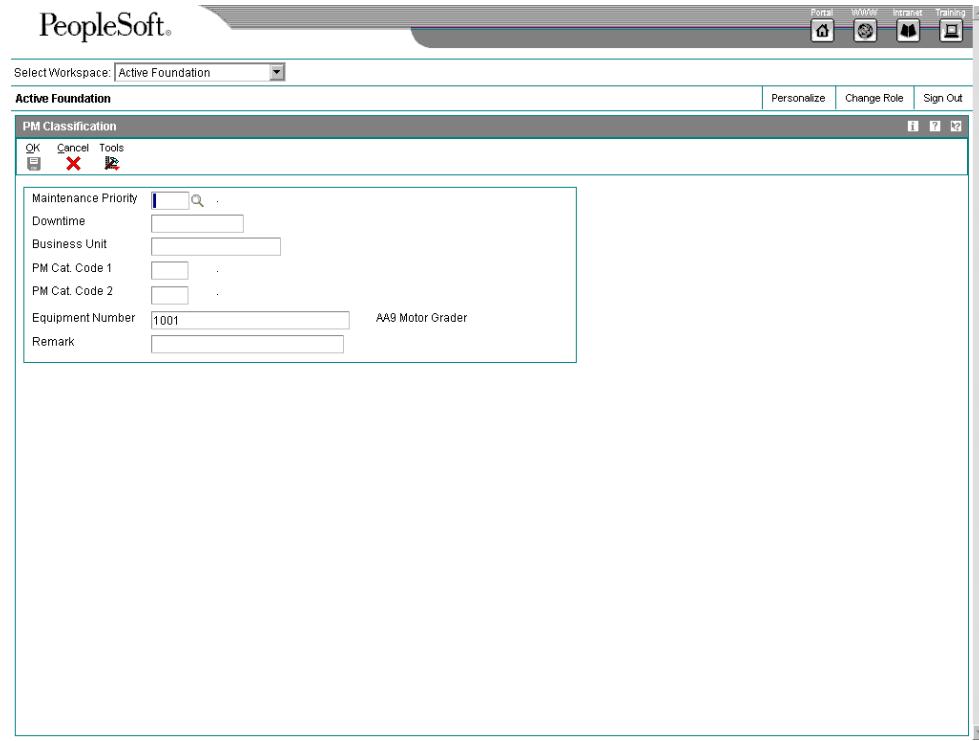
- Schedule Interval:** Contains fields for Hours, Miles, Fuel, Days, Schedule Date, Frequency Indicator, and Multiple.
- Last Completed:** Contains fields for Hours, Miles, Fuel, and Date (01/01/03).
- PM Generation and Planning:** Contains fields for Model WO, Procedure, and Occurrences.

5. On Equipment PM Schedule, complete the following field:
  - Service Type
6. For each service type that you enter, complete the following optional fields in the Schedule Interval portion of the form:
  - Schedule Date
  - Frequency Indicator
  - Multiple
7. For each service type for which you did not enter a schedule date, complete any of the following fields in the Schedule Interval portion of the form:
  - 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 PM generation and planning fields:
  - 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 in the Last Completed portion of the form:
  - Hours
  - Miles
  - Fuel
  - Date
11. To add the record, click OK, and then click Cancel.  
The Work With Equipment PM Schedule form appears.
12. On Work With Equipment PM Schedule, click Find to display the record for the PM schedule you created.
13. Choose the record for the PM schedule you created and click Select.
14. On Equipment PM Schedule, choose PM Classification from the Form menu.



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

For more information about linking service types, see Linking Service Types in the Equipment/Plant Maintenance Guide.

## Processing Options for Equipment PM Schedule (P1207)

---

### Default

Enter a '1' to calculate the estimated occurrences based on one year of PM History, a '2' based on two years of PM History and a '3' based on inception-to-date PM History. Leave blank (default) to not calculate the occurrences.

### 1. Estimated Occurrences

#### Process

1. Enter the primary product for this version. Enter a '1' for Equipment and '2' for CSMS.

#### Select Product

---

## Reviewing the Customer Reference Report

*From the Daily Installed Base 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 (F1201)
- Equipment Master Extension (F1217)
- Address Book Master (F0101)

### See Also

- *Customer Reference Report (R17022)* in the *Reports* documentation for a sample of this report

## Service Contract Management

### Service Contract Management

---

Service Contract Management provides you with a way to record and manage service contract agreements. It also allows you to configure multiple types of contracts to fit your company's needs.

A 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.

The Service Contract Management module allows you to create and maintain multiple types of contracts including:

- Base warranty
- Extended warranty
- Maintenance agreement
- Blanket
- Coterminal
- Evergreen
- Free contract

You are also able to support the following pricing flexibility:

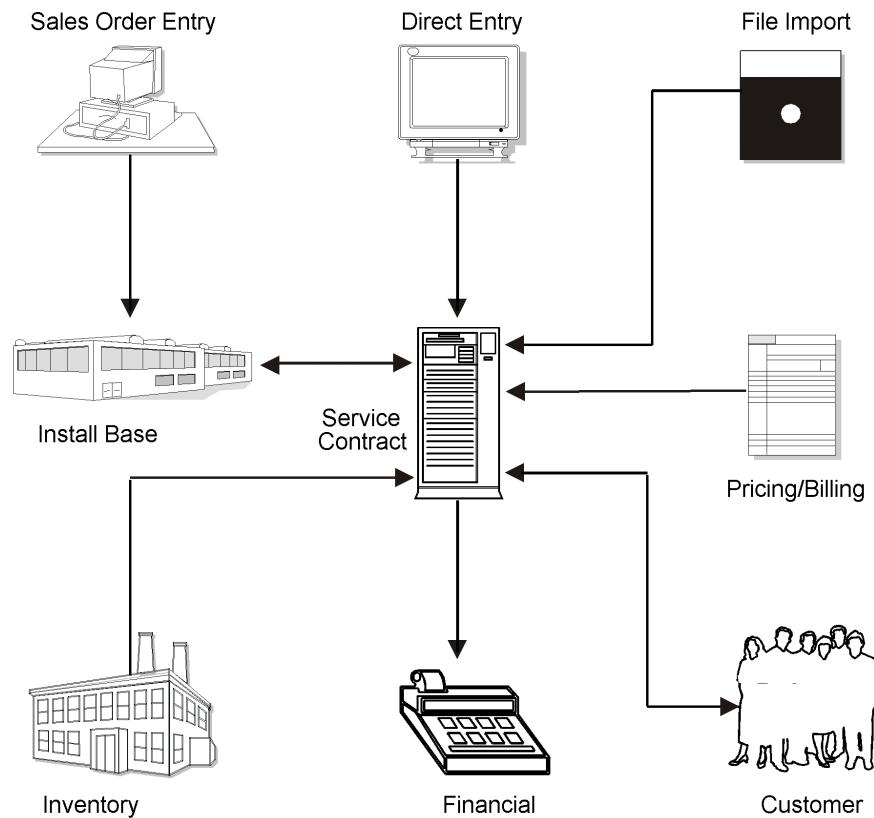
- Advanced pricing
- Discounts
- Price overrides

#### Topics

- Setting up service contracts
- Managing service contracts
- Billing contracts
- Working with the amortization process
- Reviewing service contract reports

## Service Contract Management Process

The following graphic shows the various interfaces to Service Contract Management:



## Terms and Concepts

You should be familiar with the following terms and concepts related to Service Contract Management:

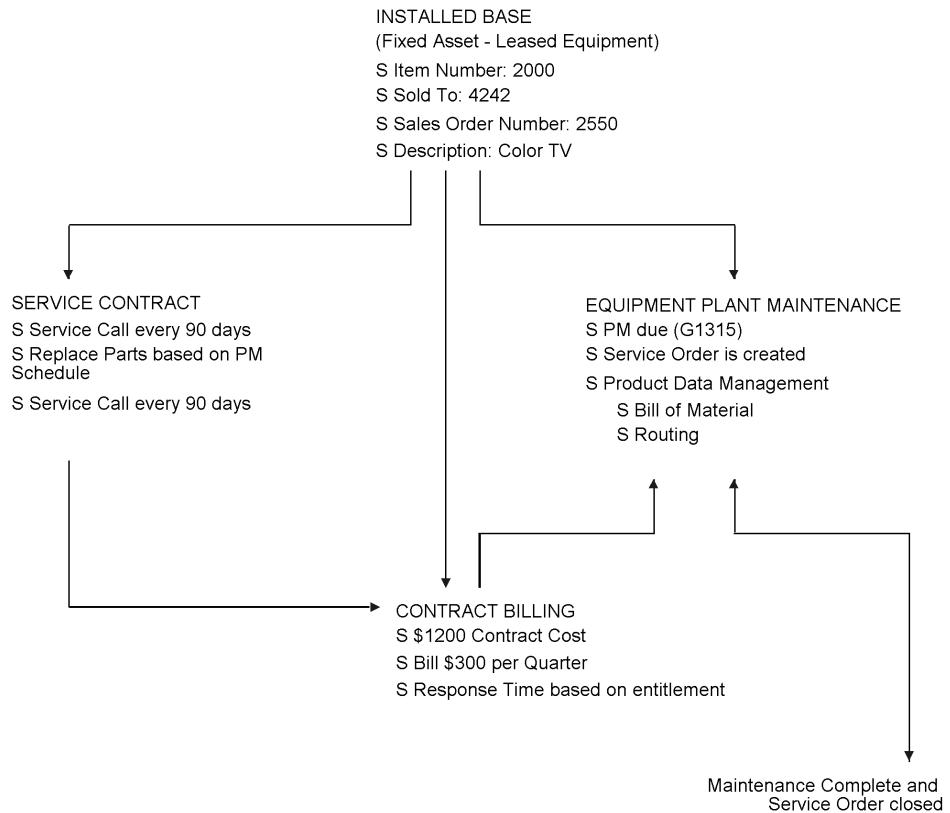
**Contract** A written agreement between a customer and a provider (contractor).

**Warranty** An assurance by the manufacturer or seller that the equipment will perform as specified for at least a specific period of time.

<b>Base warranty</b>	A warranty 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>	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>Service types</b>	The various services that you perform. For example, you can set up different codes to differentiate an on-site repair from an exchange.
<b>Service package</b>	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>Coterminous contract</b>	A contract that is canceled as soon as all of the detail lines have expired.
<b>Evergreen contract</b>	A contract that renews at a designated time, such as annually. The contract is renewed at the adjusted price.
<b>Free contract</b>	A contract that is issued at no cost to the customer.
<b>Preventive maintenance contract</b>	A contract used when regularly scheduled maintenance should be completed for the equipment.
<b>Amortization</b>	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.

The following graphic illustrates an example of how you can achieve maximum service revenue with CSMS functionality. CSMS utilizes customer and product information that you enter once in order to operate efficient and cost effect service processes.

In this example, an installed base record was created when you sold a television set to customer 4242. The customer opted to purchase a service contract for a year. Every 90 days, the customer receives a service call to replace parts, based on a product maintenance (PM) schedule. When a service call is due, the system creates a service order, maintenance is performed, the service order is closed, and the customer is billed, based on terms of the contract.



## Setting Up Service Contracts

Before you can use any of the features of Service Contract Management, you need to define the critical information that the system needs for processing. You also specify information that is used when you enter data throughout the system.

You also need to set up user defined codes for service contract management. See *Setting Up User Defined Codes for CSMS* for more information.

### Topics

- Setting up contract constants

- ❑ Setting up customer service line types
- ❑ Setting up billing frequency
- ❑ Setting up tax rates
- ❑ Setting up daylight savings rules
- ❑ Entering contract coverage information
- ❑ Entering service type information
- ❑ Setting up cost type percentages
- ❑ Entering service package information
- ❑ Setting up entitlement dates
- ❑ Setting up contract duration ranges
- ❑ Setting up MailMerge documents for contract renewal letters

## Setting Up Contracts Constants

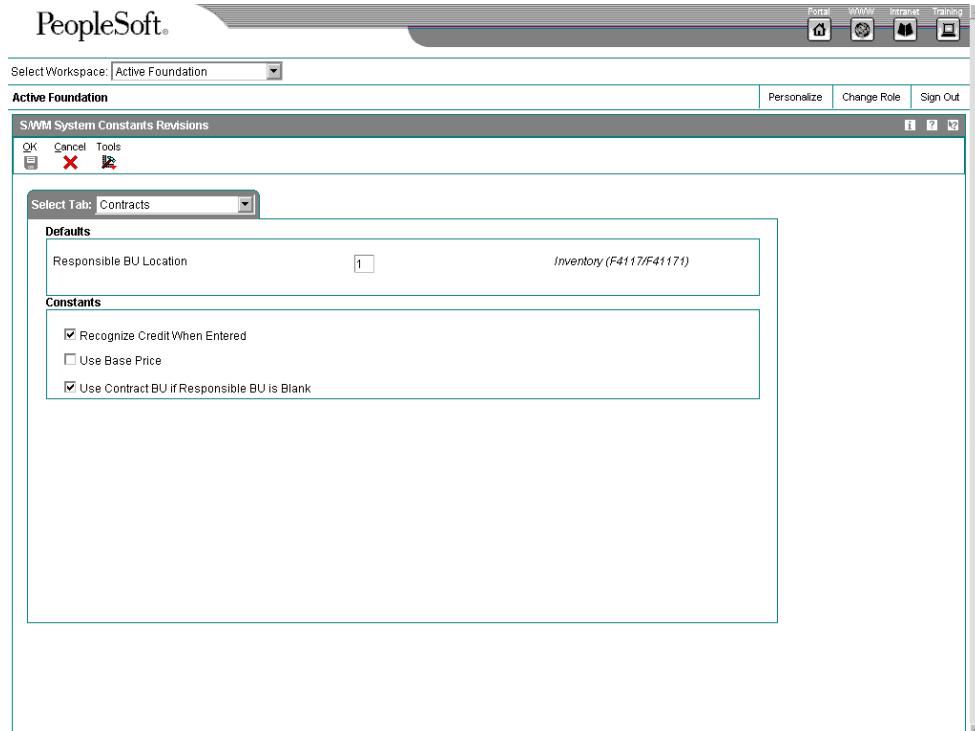
To define default information for the entire system, you set up system constants. Constants control the types of information that you track and the rules that the system uses to perform certain calculations.

### ► To set up contract constants

---

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

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



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

- Responsible BU Location

If the business unit in the AAIs is left blank, Service 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 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 Service Contract Setup menu (G1744), choose Service &Warranty Line Type Revisions.*

**Customer Service Line Type Revisions - [Work With Line Types]**

This screenshot shows a software application window titled "Customer Service Line Type Revisions - [Work With Line Types]". The window has a menu bar with "File", "Edit", "Preferences", "Row", "Window", and "Help". Below the menu is a toolbar with icons for "Select", "Find", "Add", "Copy", "Del...", "Close", "Seg...", "New...", "Dis...", and "Abo". To the right of the toolbar are buttons for "Links", "CSMS...", "OLE...", and "Internet". The main area is a table with the following columns: Ln Ty, Description, Inv Inter, A/P Y/N, A/R Y/N, G/L Y/N, CSMS Y/N, and G/L Offset. The data rows are as follows:

Ln Ty	Description	Inv Inter	A/P Y/N	A/R Y/N	G/L Y/N	CSMS Y/N	G/L Offset
%	Sale or Use Tax	N	Y	Y	Y	N	TXTX
A	Asset Movements	Y	N	N	N	N	IN99
B	G/L Account & Item Number-Bulk	B	Y	N	Y	N	NS40
BF	Freight, Ins & Exp - Brazil	N	Y	Y	Y	N	FT60
BN	Non-Stock - Brazil	N	Y	Y	Y	N	NS40
BS	Stock - Brazil	Y	Y	Y	Y	N	IN30
BW	Base Warranty	Y	Y	Y	Y	Y	IN30
BX	Taxes - Brazil	N	Y	Y	Y	N	IN30
C	Credit	Y	Y	Y	Y	N	IN99
CD	Ship To Credit - Brazil	Y	Y	Y	Y	N	IN30
CR	Ship From Credit - Brazil	Y	Y	Y	Y	N	IN30
CS	Commingled Stock	Y	Y	Y	N	N	IN30
CT	Container Transactions	Y	Y	Y	Y	N	IN99
D	Direct Ship Item	D	Y	Y	Y	N	IN99
EA	External Aggregates	Y	Y	Y	Y	N	IN99
EC	Container Deposit/Refund	N	Y	Y	Y	N	IN99

1. On Work With Line Types, click Add.

**PeopleSoft**

This screenshot shows a PeopleSoft application window titled "Line Type Constants Revisions". The window has a toolbar with "Select Workspace: Active Foundation", "Personalize", "Change Role", and "Sign Out". The main area is a form with the following fields:

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	Inventory
<input checked="" type="checkbox"/> A/P Interface	Include in Tax 1	N	Ln is not subj to applic taxes
<input checked="" type="checkbox"/> SW/M 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 CSMS system.

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

- CSMS Interface

4. Choose CSMS Attributes from the Form menu.

5. On the Contracts tab of CSMS 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

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. On the Service Orders tab, if a service order is entitled by a contract, then this document type allows the accounting of calls or service orders to vary by the type of contract covering the service:

- Service Order Document Type

9. On the Calls tab, if a call is entitled by a contract, then this document type allows the accounting of calls or service orders to vary by the type of contract covering the service:

- Call Document Type

The Call Document Type is used in the Distribution AAIs to differentiate between calls that are covered under a base warranty, extended warranty, or maintenance agreement.

10. Click OK.

#### See Also

- *Setting Up Order Line Types* in the *Procurement* documentation for more information about line types

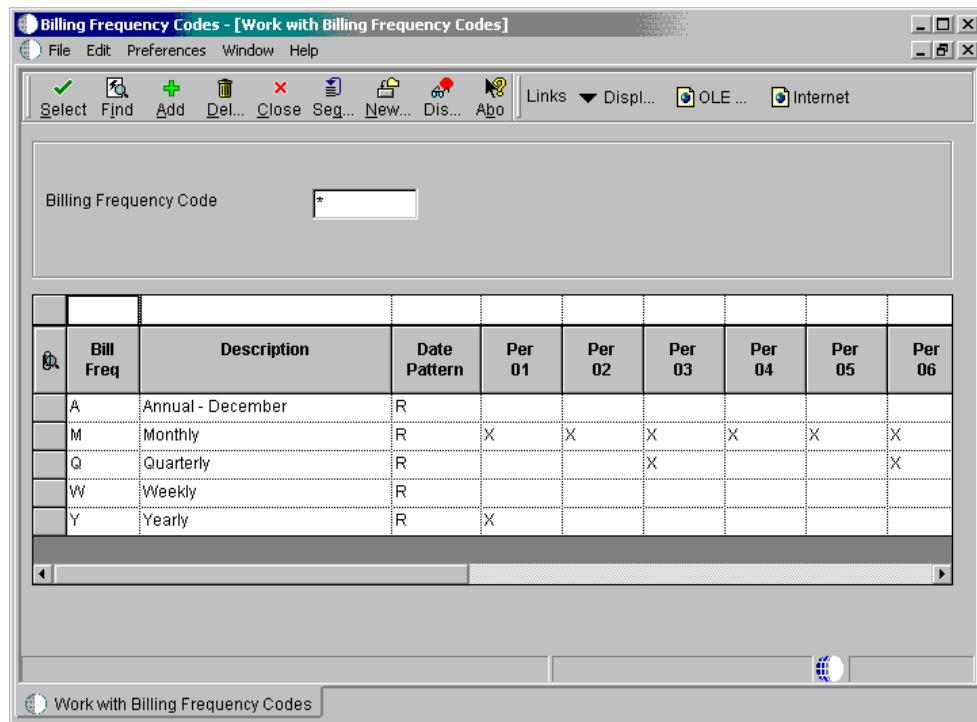
### Setting Up Billing Frequency

The Service 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.

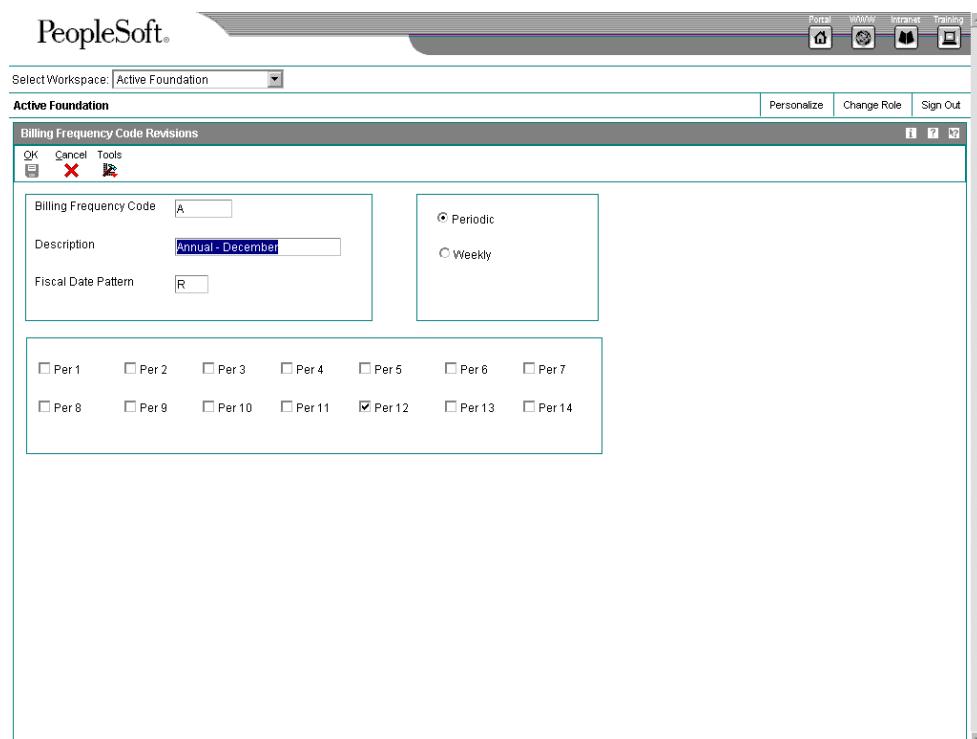
#### ► To set up billing frequency

---

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



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



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

**Tax/Rate Areas - [Work With Tax Rate/Areas]**

             						
	 Tax Rate/Area	Tax Area Description	Effective Date	Expiration Date	Tax Rate 1	Tax Rate 2
	WILSON	Japanese Supplier	10/20/98	10/20/09	20.600	
	CO	Colorado State & Regional Tax	01/01/97	12/31/06	3.800	
	DEN	Denver, CO Sales/Use Tax	01/01/97	12/31/06	3.500	3.800
	EXENTO	Exento	01/01/97	12/31/10		
	FRIVA	French IVA 20.6%	01/01/99	12/31/05	20.600	
	GRAL	IVA 21%	01/01/97	12/31/10	21.000	
	IA	State of Iowa Sales Tax	01/01/97	12/31/06	4.100	
	JP00	Japan Consumption Tax 0% - AP	01/01/98	12/31/09		
	JP03	Japan Consumption Tax 3% - AP	01/01/98	12/31/09	3.000	
	JP05	Japan Consumption Tax 5% - AP	01/01/98	12/31/09	5.000	
	JR00	Japan Consumption Tax 0% - AR	01/01/98	12/31/09		
	JR03	Japan Consumption Tax 3% - AR	01/01/98	12/31/09	3.000	
	JR05	Japan Consumption Tax 5% - AR	01/01/98	12/31/09	5.000	

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

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:
  - 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 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 Tax Rate 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)

---

Item#/MaxCost

Enter 1 to show these fields OR 0 to hide them:  
Validation

Enter 1 to validate item numbers OR 0 to not validate:

---

## 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:

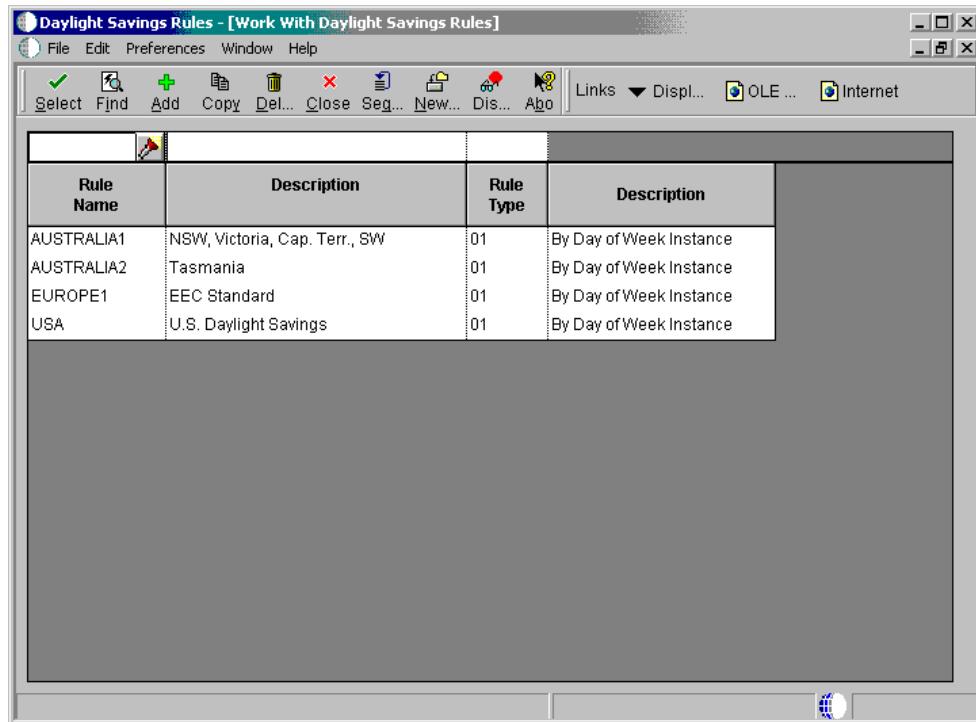
- Month
- Day of the week
- Hour

Calculations are based on the daylight savings rule setup used in conjunction with the time zone.

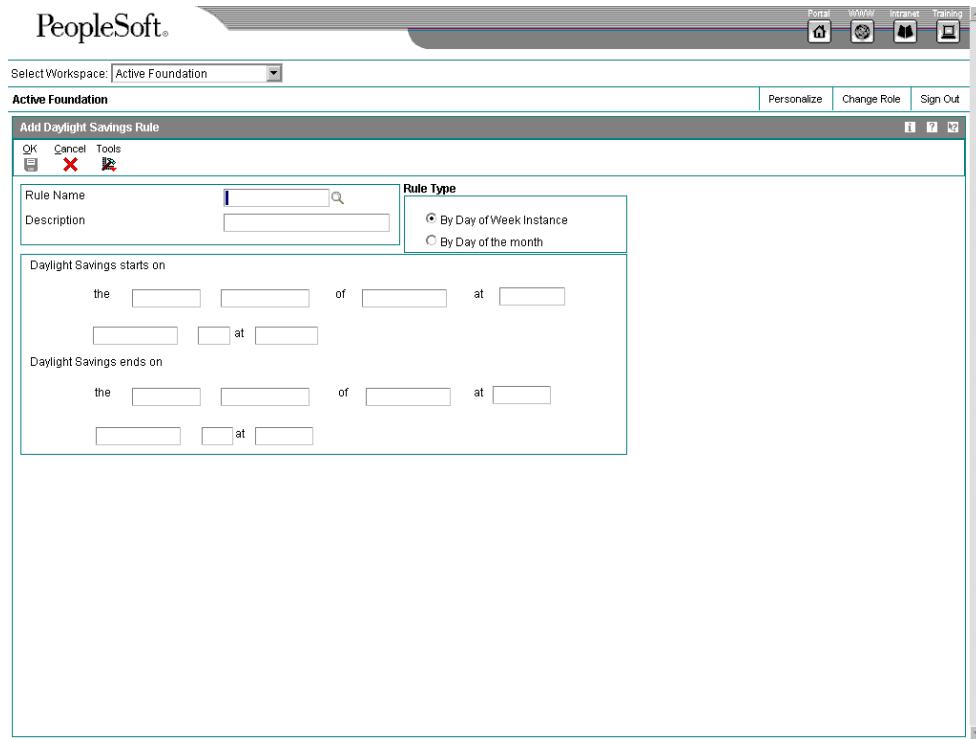
### ► To set up daylight savings rules

---

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



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



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.
5. Click OK.

## Entering Contract Coverage Information

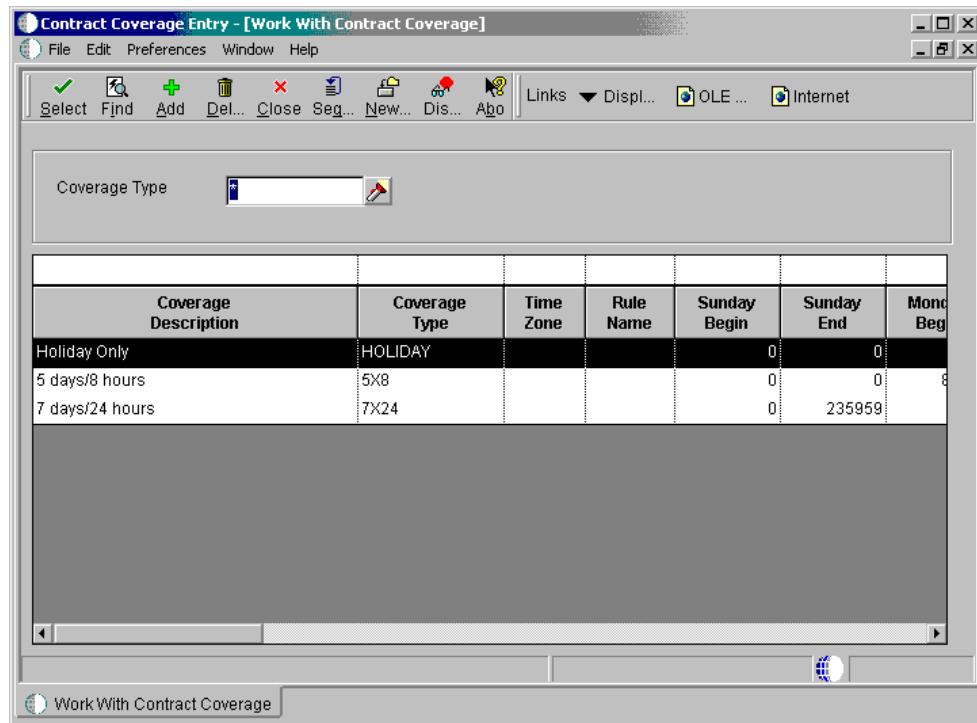
Contract coverage information allows you to define the days of the week and hours of each day. For example, the coverage term 5 x 8 refers to a contract that covers equipment five days a week, Monday through Friday, for eight hours each day.

You can use contract coverage information in conjunction 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.

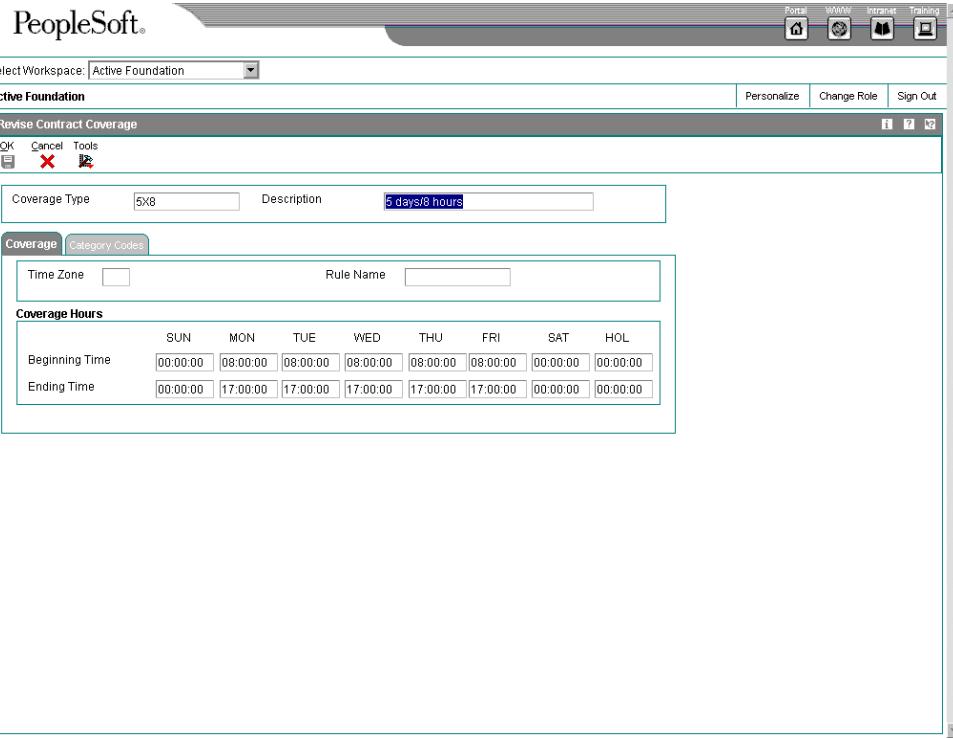
► **To enter contract coverage information**

---

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



1. On Work With Contract Coverage, click Add.



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. By weekday, enter the hours that the coverage includes in the following fields:

- Beginning Time
- Ending Time

4. Click OK.

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

---

##### Defaults

Default Coverage Start Time Monday through Friday

Default Coverage End Time Monday through Friday

Default Coverage Start Time Saturday, Sunday, and Holidays

Default Coverage End Time Saturday, Sunday, and Holidays

Time Zone

---

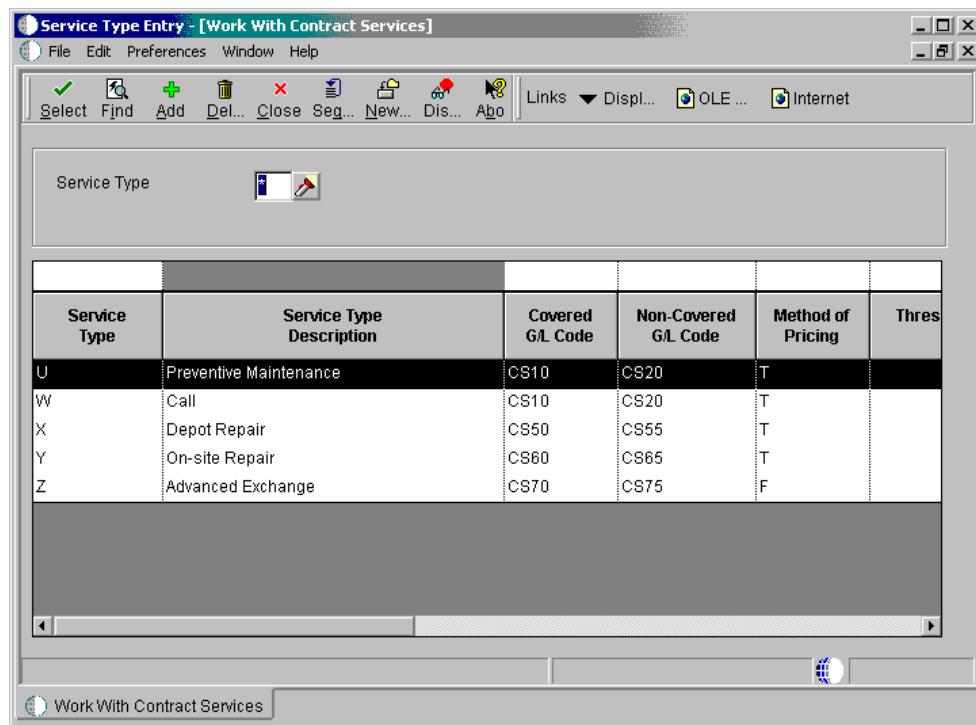
## Entering Service Type Information

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 an on-site repair from an exchange. You can choose a default pricing method (T&M or flat rate).

### ► To enter service type information

---

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



1. On Work With Contract Services, click Add.

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 Service Order Management and Call Management for recording billing or costs for this type of service. This 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.

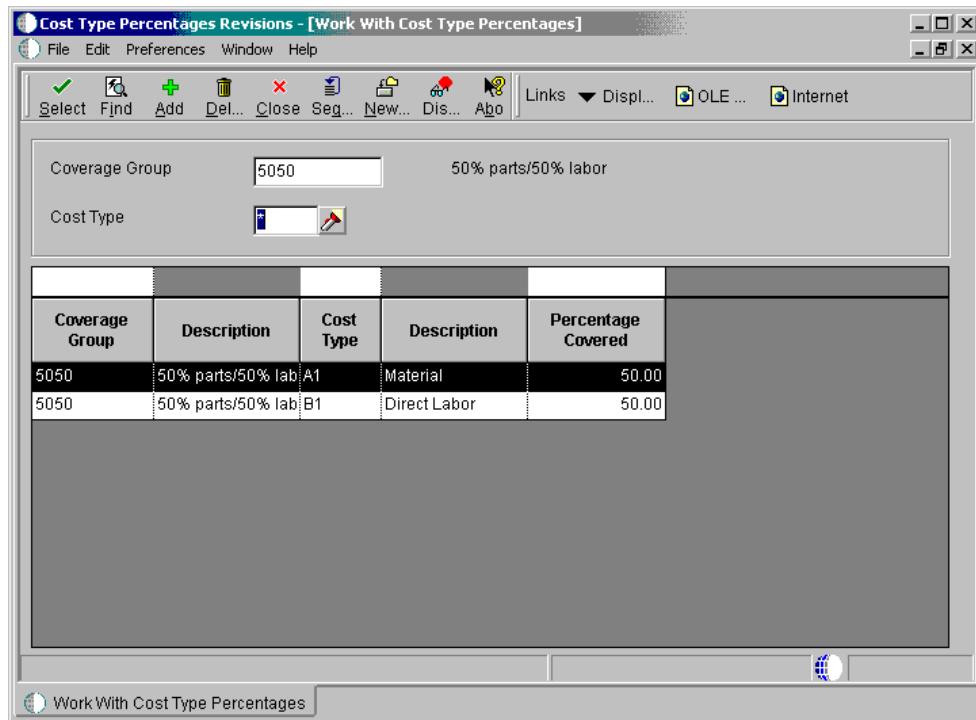
## Setting Up Cost Type Percentages

You set up the cost type percentage table to define the percent 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 service orders and calls that are entitled to service under a contract. When you perform billing and costing for service orders and calls, the system retrieves the percentage 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 call or service order as 100% covered.

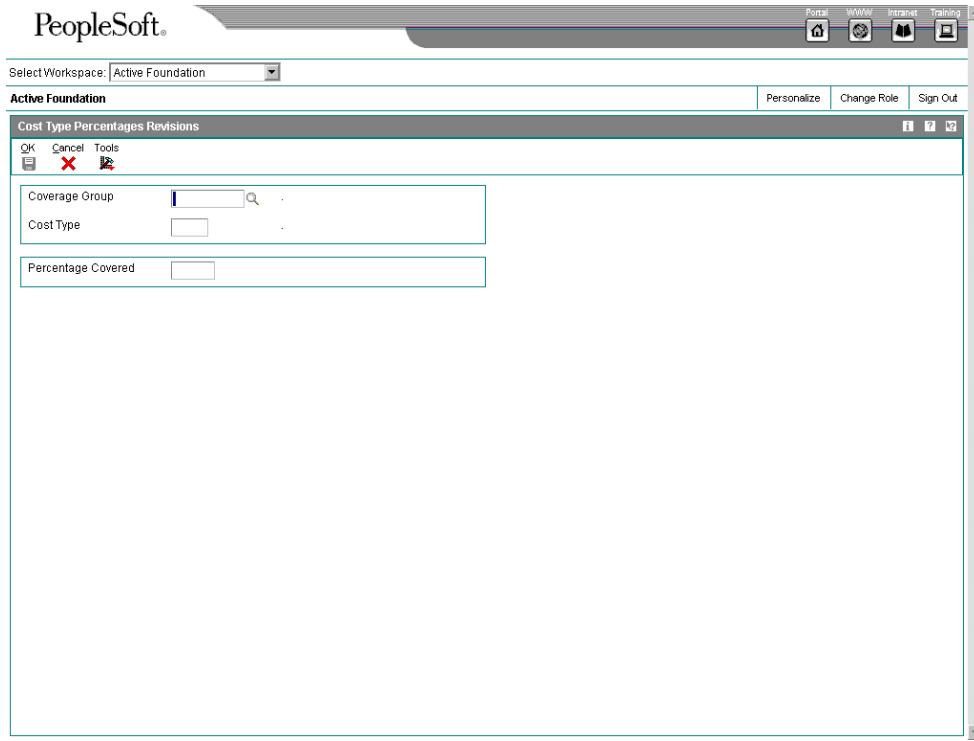
### ► To set up cost type percentages

---

*From the Service 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 service order connects the cost type to the coverage group.
  - Percentage Covered
3. Click OK

## Entering Service Package Information

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

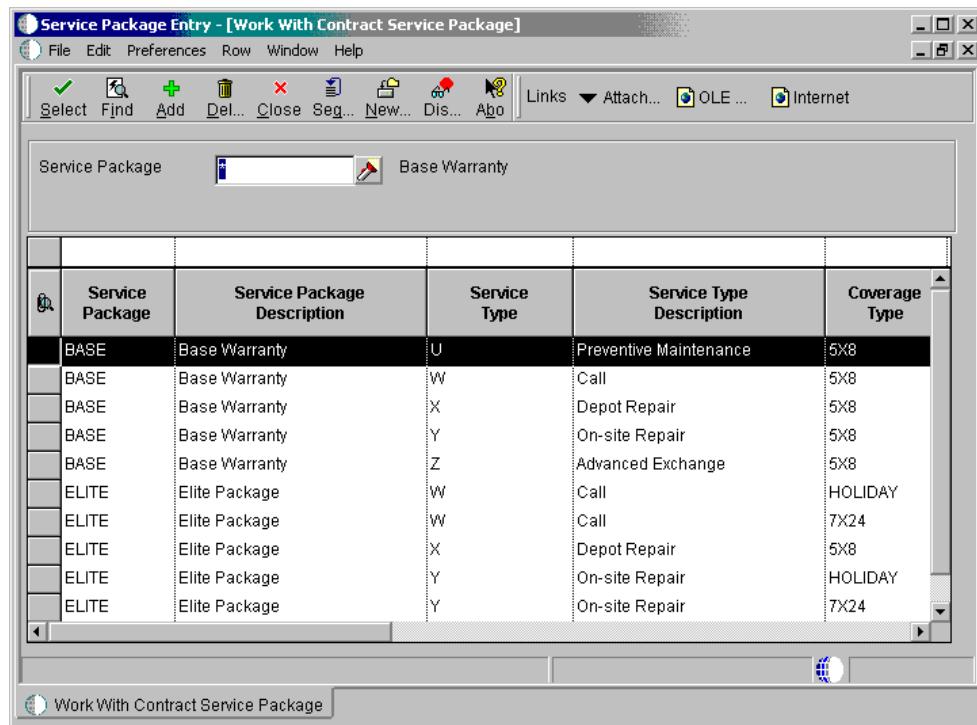
- Type of service, such as on-site repair, exchange, repair and return, support, or installation of the product
- Contract coverage support, such as eight hours a day Monday through Friday or 24 hours a day seven days a week (to indicate a 24-hour day, enter 00:00:00 through 23:59:59)
- Turnaround repair 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 Service Contract Setup menu (G1744), choose Service Package Entry.*



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

Type of Service	Type of Service Description	Coverage Type	Coverage Type Description	Response Time	Coverage Group
<input checked="" type="checkbox"/> W	Maintenance Request	5X8	5 days/8 hours	2.00	
<input type="checkbox"/> X	Depot Repair	5X8	5 days/8 hours		4.00 10050
<input type="checkbox"/> Y	On-site Repair	5X8	5 days/8 hours		24.00
<input type="checkbox"/> 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 Description
- 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 overrides any date and time that the Call Management system may 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.

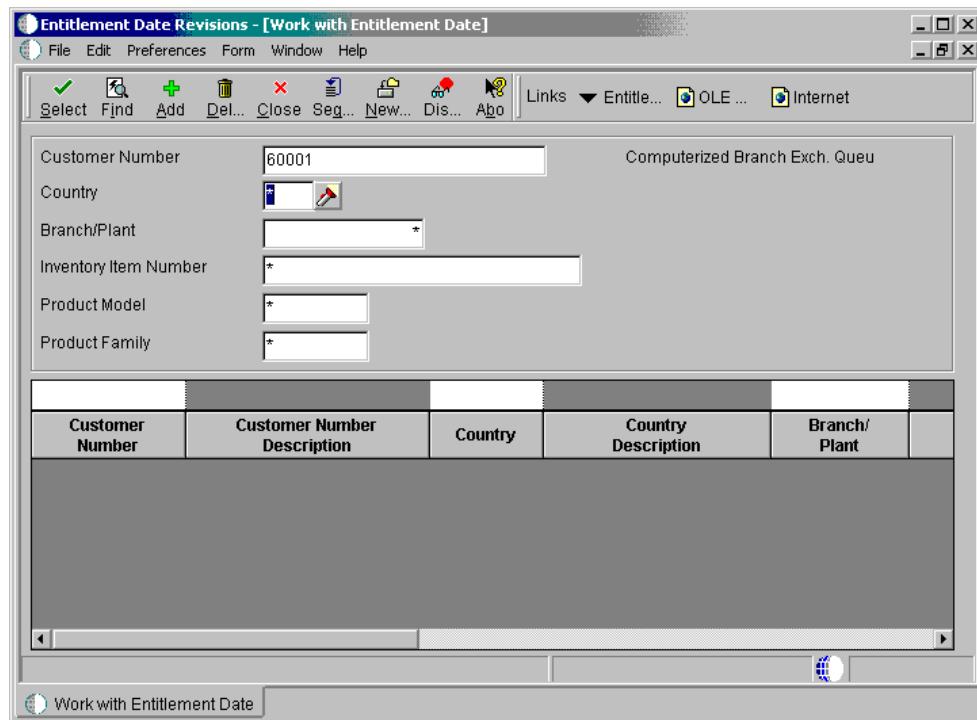
You can enter and update entitlement dates for a combination of the following:

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

### ► To set up entitlement dates

---

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



1. On Work with Entitlement Date, click Add.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Entitlement Date Revisions

OK Cancel Form Tools

Customer Number

Country  USA

Branch/Plant

Inventory Item Number

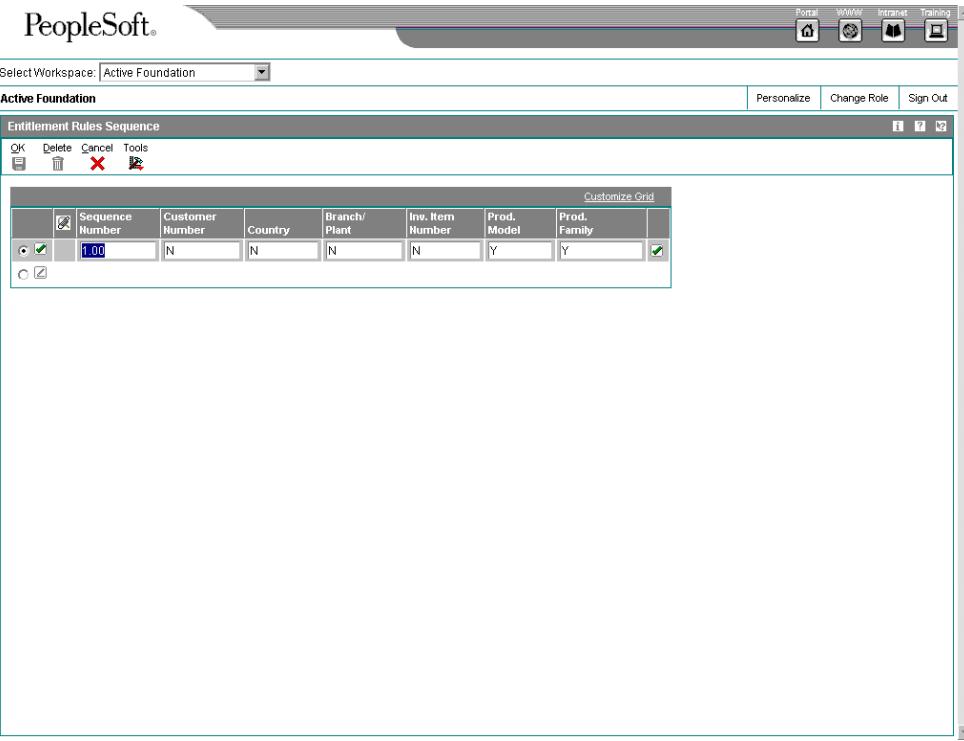
Product Model

Product Family

Entitlement Checking Date

Entitlement Start Date

2. On Entitlement Date Revisions, complete the following fields:
  - 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.



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.

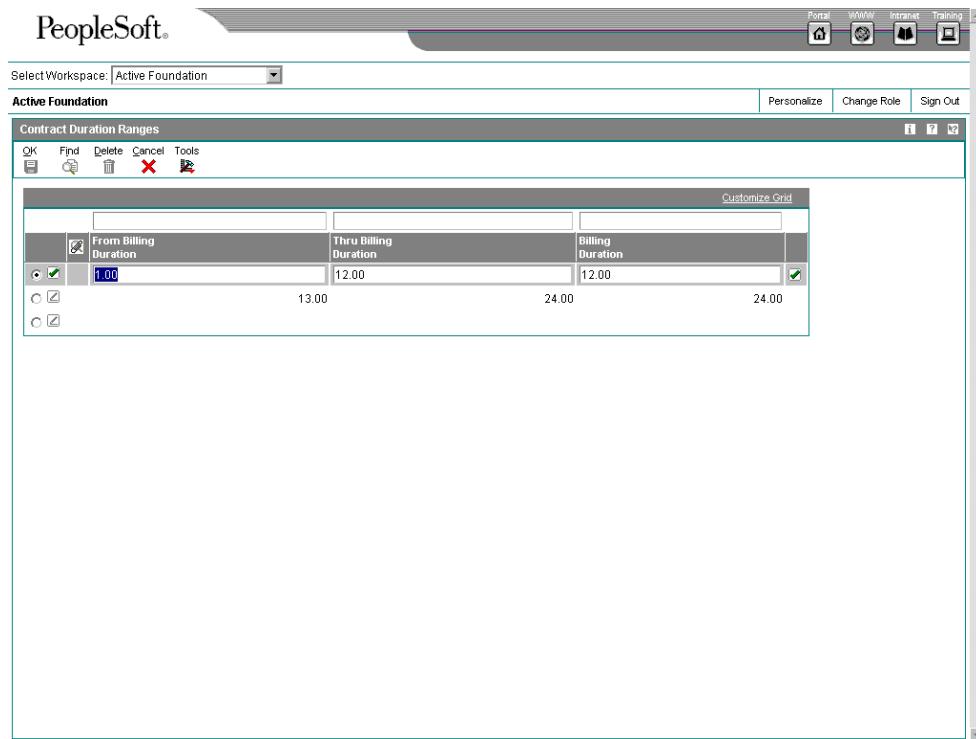
## Setting Up Contract Duration Ranges

Use contract duration ranges to prorate a contract. For example, you set up prices in advanced pricing using 12 (for 12 months) for a duration. You then set up a billing duration range from 1 to 12, with a billing duration of 12. If a 6-month contract is entered, the system prices the contract based on the 12-month duration that you set up by dividing the extended price by 12 and then multiplying the result by 6.

## ► To set up contract duration ranges

---

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



On Contract Duration Ranges, complete the following fields:

- From Billing Duration
- Thru Billing Duration
- Billing Duration

### See Also

- [Setting Up Advanced Pricing for CSMS](#)

## Setting Up MailMerge Documents for Contract Renewals

When contracts are expiring, you can generate renewal letters for customers based on existing contract information. 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 OneWorld records to automatically print business documents, such as contract renewal letters.

Use the MailMerge Workbench to add or change text in the contract renewal letter, to create new documents, and to delete documents.

This task explains how to add a document using MailMerge Workbench. For information about business functions and data structures, see the *Development Tools Guide*.

#### See Also

- ❑ *MailMerge Workbench* in the *OneWorld Foundation* documentation for complete information about changing MailMerge Documents
- ❑ *Changing MailMerge Documents* in the *OneWorld Foundation* documentation for more information about changing the content properties of a MailMerge document, such as the business text, document description, and queue name
- ❑ *Deleting MailMerge Documents* in the *OneWorld Foundation* documentation for complete information about removing MailMerge documents

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

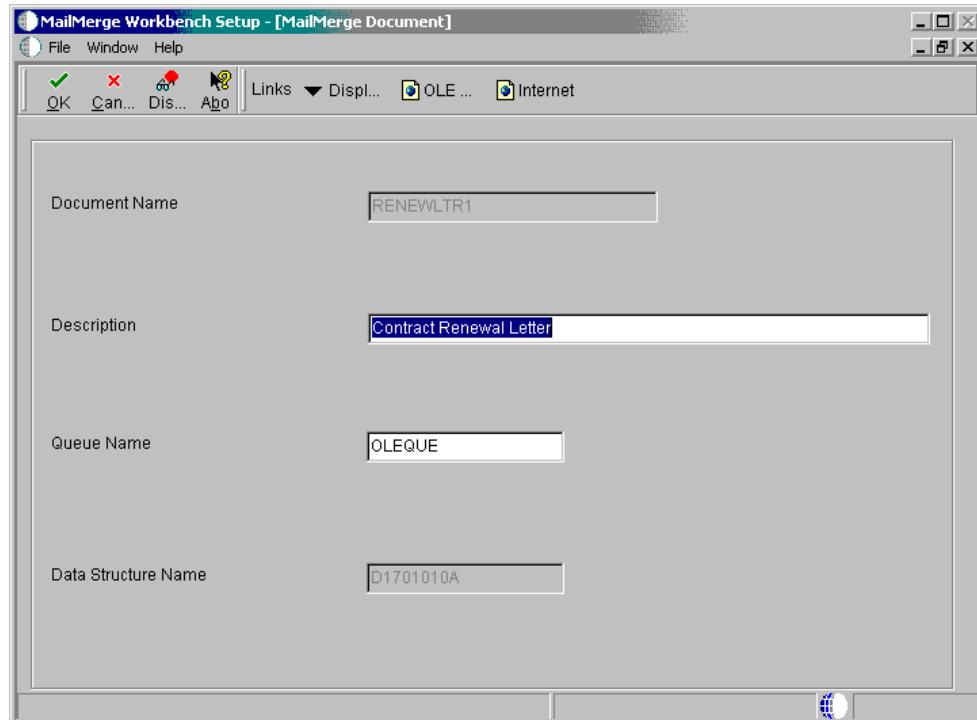
---

*Multiple application suites use the MailMerge Workbench as part of their workflow process. You can access MailMerge Workbench (P980014) from the Service Contract Setup menu (G1744) or HRM Setup menu (G05B4).*

On Service Contract Setup (G1744), choose MailMerge Workbench Setup (P980014)

1. On Work With MailMerge Documents, click Add.

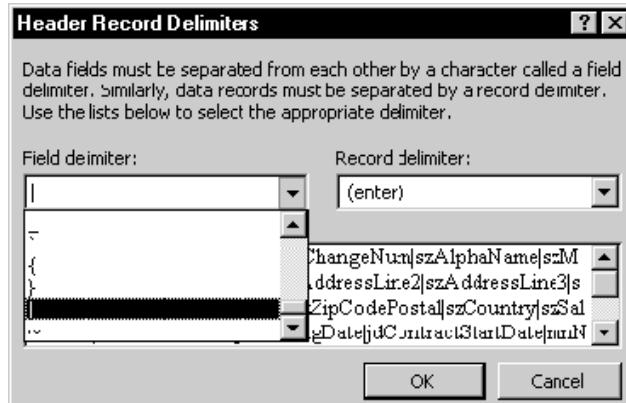
The MailMerge Document form appears.



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 OneWorld. 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 (F98MOQUE) table.
- Data Structure Name  
For Service 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 OneWorld 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. OneWorld automatically creates the header file.

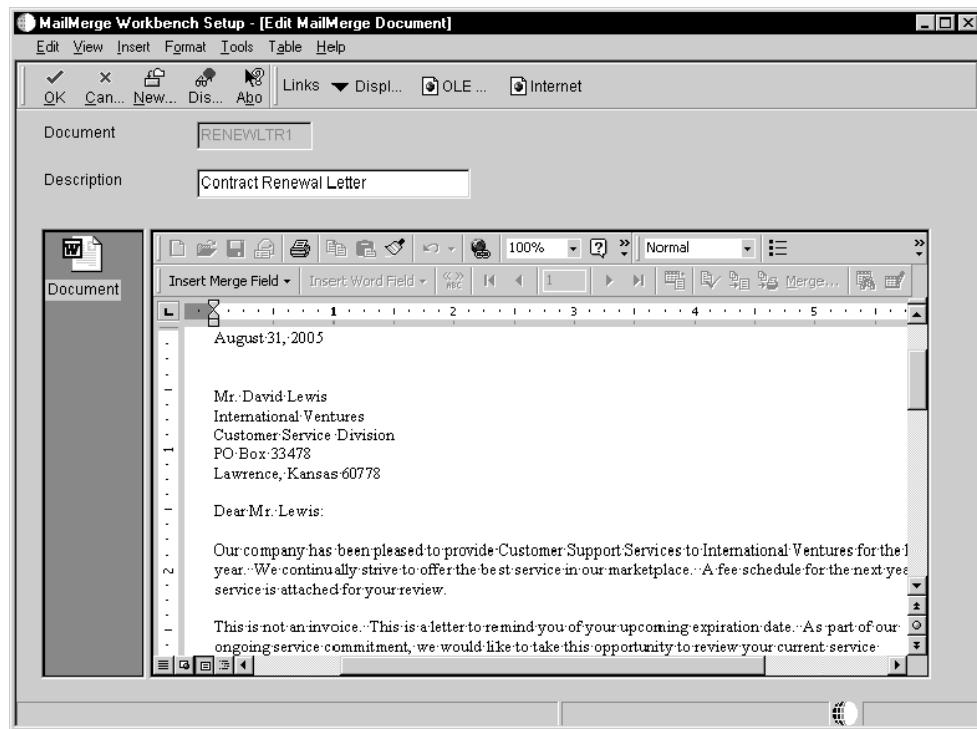


3. On Header Record Delimiters, enter the pipe | character into the Field delimiter field, and click OK.
4. Repeat step 3.

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.

See *Reviewing Contract Renewal Letters* for information about generating letters to your customers when renewing contracts are expiring.

For this new MailMerge document to work with the contract renewal letters, you must specify the new document in the processing options.

## Managing Service Contracts

The programs to manage service contracts allow you to create and track service contracts for your customers. 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 necessary to prepare renewal letters and contracts.

### Topics

- Entering service contracts
- Defining the Entitlement Rules Sequence
- Reviewing Entitlement Information

- Canceling and suspending contract information
- Crediting contract detail lines
- Creating contract prepayment transactions
- Reviewing contract renewal letters

## Entering Service Contracts

When you enter a service contract, you are accessing the starting point of the contract programs. You can enter detailed information about the contract such as service packages, item numbers, and billing information.

You can create a contract using the following methods:

- Direct entry
- Installed Base Management
- Copy an existing contract
- Renew an existing contract

You can enter and update contracts through either the contract header or the contract 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 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.

---

### Topics

- Entering service contract header information
- Entering service contract detail information
- Reviewing service contract information
- Renewing a service contract
- Copying a service contract

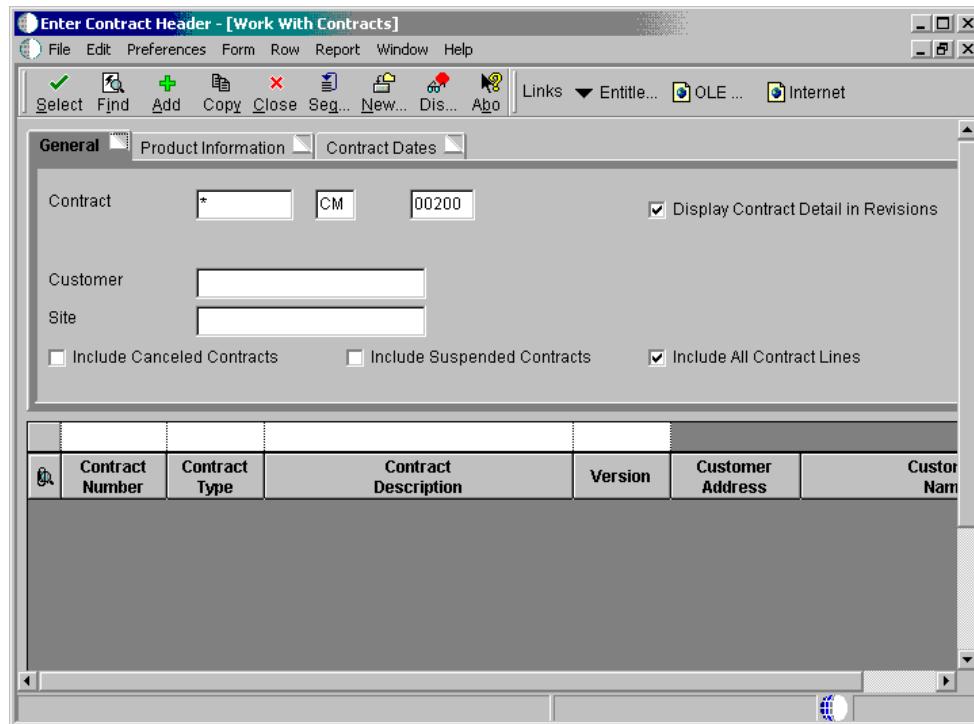
### Before You Begin

- 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 CSMS address book information. See *Working with Address Book Records* in the *Address Book Guide*.
- Add accounts receivable information to the customer record. See *Creating Customer Records* in the *Accounts Receivable Guide*.
- To price contracts, set up advanced pricing information. See *Schedules and Adjustments* in the *Advanced Pricing Guide*.
- To price contracts, set up advanced pricing information. See *About Schedules and Adjustments* in the *Advanced Pricing Guide*.

► **To enter service contract header information**

---

*From the Daily Service Contract Processing menu (G1714), choose Enter Contract Header.*



1. On Work With Contracts, click Add.

The screenshot shows the PeopleSoft Active Foundation Service Contract Header window. The window title is "Service Contract Header". The "Contract Header" tab is selected. The "Business Unit" field is set to "M30". Other fields include "Contract" (26), "CM" (00200), "Version" (001), "Company" (00200). The "Description" field contains "Extended Warranty - Software". The "Start Date" is "02/18/99" and the "End Date" is "02/17/00". The "Customer" field is "3004" and the "Site" field is "3004". The "Bill To" and "Send To" fields are also "3004". The "Contract Status" is "40" and the "Renewal Letter Sent" checkbox is checked. The "Currency" tab shows "Currency" (USD), "Base" (USD), and "Foreign" (checkbox). The window has standard toolbar buttons (OK, Cancel, Form, Tools) and a status bar with "Personalize", "Change Role", and "Sign Out".

2. On the Contract Header tab of Service Contract Header, enter the description and type of contract in the following fields:
  - Description
  - 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 Installed Base Update from Ship Confirm program, click the following option:

- **Base Warranty**

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 multi-currency, review the values in the following fields and override them if necessary:

- **Currency**
- **Base**
- **Foreign**

8. Click the Additional Information tab.

The screenshot shows the PeopleSoft Service Contract Header window. The title bar reads "PeopleSoft". The menu bar includes "Portal", "View/Print", "Intranet", "Training", and "Help". The top navigation bar shows "Select Workspace: Active Foundation" and links for "Personalize", "Change Role", and "Sign Out". The main window is titled "Service Contract Header" and contains a toolbar with "OK", "Cancel", "Form", "Tools", and a "Print" icon. The "Additional Information" tab is currently selected. The form fields include:

Contract	26	CM	00200	Version	001	Company	00200	Business Unit	M30
Payment Terms	Net 30 Days			Parent Contract Number					
Payment Instrument	Default (A/R & A/P)			Parent Contract Type					
Renewal Flag	0			Parent Contract Company					
Proforma Invoice	0			Cancellation Notice Period					
Tax Expl Code				Factor Type					
Tax Rate/Area				Cancel Fee					

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**

- 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.

PeopleSoft.

Select Workspace: Active Foundation

Active Foundation

Service Contract Header

OK Cancel Form Tools

Contract 26 CM 00200 Version 001 Company 00200 Business Unit M30

Contract Header Additional Information Category Codes

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.

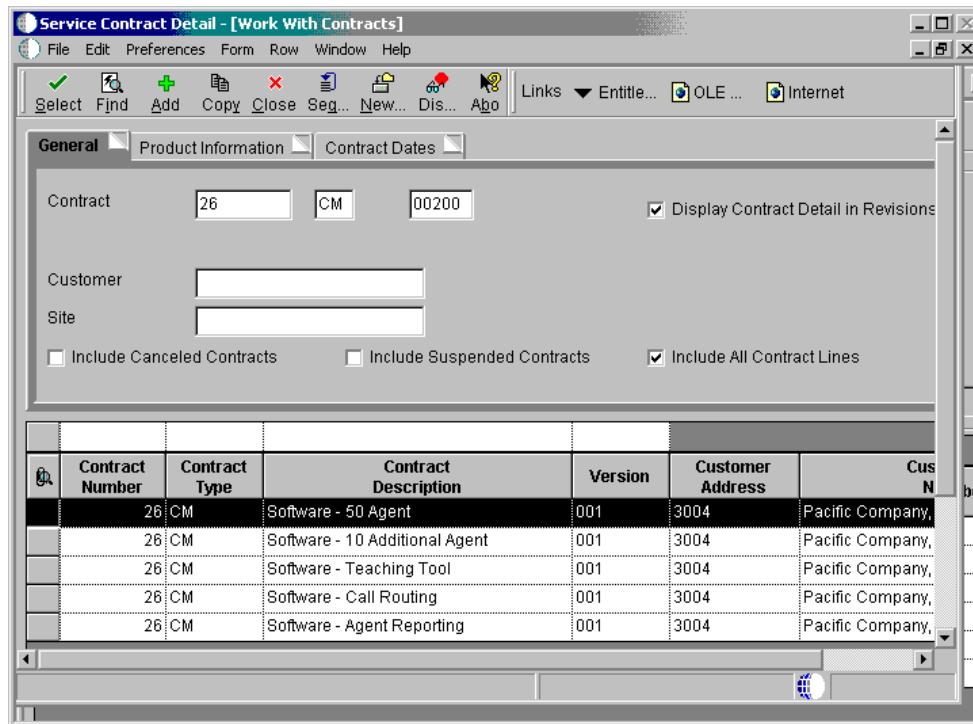
The system displays the Contract Revisions form.

13. To enter the detail information associated with this contract, see step 2 of the next topic, *Entering Service Contract Detail Information*.

### ► To enter service contract detail information

---

*From the Daily Service Contract Processing menu (G1714), choose Service Contract Detail.*



1. On Work With Contracts, locate the appropriate contract.
2. Choose the contract and click Select.

PeopleSoft®

3. On Contract Revisions, enter a description of the contract in the following field:
  - Description
4. Complete or review the following fields (you can override most defaults):
  - Site Number
  - Customer PO Number
 

This field contains informational text which 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
  - Inventory 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

- 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, and you can override this value if necessary.

7. Enter the dates of the contract in the following fields:

- Contract Line End Date

- Contract Line Start 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

- Advanced 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 in conjunction 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 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 Flag

The system uses the value from the Renewal Flag field for data selection in the contract renewal program.
- Renewal Date
- Cancel Date

If the contract has been cancelled, the system displays the cancel date. See also [Canceling and Suspending Contract Information](#).
- 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.
- Suspend Reason
- Cancel Amount
- Credit Amount
- Price Cap Percentage

10. Click OK.

#### ► **To review service contract information**

---

*From the Daily Service Contract Processing menu (G1714), choose Enter Contract Header or 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.

Contract Detail

Contract	26	CM	00200	001	Line Number	0.001	<input type="checkbox"/> Base Warranty Flag
Description	Extended Warranty				Line Type	EW	<input type="checkbox"/> Foreign
Currency	USD	U.S. Dollar			Base	USD	<input type="checkbox"/> Foreign

Equipment Data

Equipment Number	32643	
Branch	M30	Eastern Manufacturing Center
Inventory Item Number	7256	
Product Model	AGENTS	Agent Software
Product Family	SOFTW	Software
Meter Reading 1		
Meter Reading 2		
Meter Reading 3		

- 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 Service 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 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

*From the Daily Service Contract Processing menu (G1714), choose Enter Contract Header or Service Contract Detail.*

You can copy a service contract to create another contract.

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**

The processing options on this tab define the defaults that the system uses when you enter contracts. While you can override these values for a single contract, you can specify defaults that is standard to most contracts that you enter in this version of Contract Revisions, such as document type, business unit, company, line type, description, status, duration and quantity unit of measure.

---

#### **1. Default 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. Default Contract Key Company**

Use this processing option to indicate the contract key company that the system uses as a default when you enter a service contract.

An Order Company is a number that, along with order number and order type, uniquely identifies an order document (such as a purchase order, a contract, a sales order, etc.)

#### **3. Copy Contract Information**

**1 = Create a new contract number**

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---

**2 = 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:

- 1 Create a new contract number.
- 2 Keep the original contract number and advance the version number.

**4. Default Contract Line Type**

Use this processing option to specify the line type the system uses as a default 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 service contract detail line, the system verifies the line type characteristics in the CSMS Line Type Extension table.

**5. Line Increment**

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 contract status that the system uses as a default when you enter a service contract.

The contract status is a two-character code that provides status information about a contract. This status is edited against user defined codes (52/CS).

---

## 7. Default 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 contract detail line description that the system uses as a default when you enter a contract. Valid values are:

Valid values are:

Blank Contract header

1 Item number

2 Line Type description

3 Product Model

4 Product family

If you choose option 1, the system uses the item number as the detail line description default.

If you choose option 2, the system uses the line type description as the detail line description default.

If you choose option 3, the system uses the product model as the detail line description default.

If you choose option 4, the system uses the product family as the detail line description default.

If you leave this option blank, the system uses information from the contract header.

---

## 8. Duration Unit of Measure

Use this processing option to specify the duration unit of measure that the

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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.

## **9. 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.

## **10. Business Unit**

Use this processing option to specify the business unit the system uses as a default when you enter a contract. If you leave this option blank, the system uses the value from Default Locations & Printers, which is based on either your terminal or user ID.

### **1. Installed Base Update**

**Blank = Bypass update**

**1 = Prompt the user to change Customer Number associated with Installed Base**

**2 = Automatically update Installed Base**

Use this processing option to specify whether the system verifies the customer number in the contract against the customer number for an installed base item on a call, a contract, or a service work order. This processing option determines whether the system updates the Installed Base if there is an inconsistency. Customer number checking occurs if you change the customer number in the contract.

Valid values are:

**Blank** Do not edit the customer number in the contract against the

---

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Installed Base.

- 1    Prompt to update the Installed Base.
- 2    Automatically update the Installed Base.

## **2. Site Number Update**

**Blank = Bypass update**

**1 = Prompt the user to change Site Number associated with the Installed Base**

**2 = Automatically update Installed Base**

Use this processing option to determine what happens when you change the site number for an installed base item on a call, a contract, or a service work order.

Valid values are:

- Blank   Do not update the Installed Base.
- 1    Prompt to update the Installed Base.
- 2    Automatically update the Installed Base.

## **3. Asset Number Checking**

**Blank = Bypass checking**

**1 = Check for the Asset (Equipment/Unit/Serial) number being 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**

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**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 updates the order price automatically.

Valid values:

Blank Do not automatically reprice order line.

- 1 Automatically reprice order line.

If you change a value in a field in the the contract that functions as a price driver, the system updates the price based on the new value. The system only

---

updates the price if the contract has not been billed.

This processing option is not related to the Basket or Order Reprice function that exists in Advanced Pricing.

## 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.

---

## Process Tab

### Edits Tab

The processing options on this tab define the editing process that the system performs for this version of Contract Revisions. When you enter quantities, the system verifies if 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**

The processing options on this tab define the line type processing that the system performs for this version of Contract Revisions.

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#### **1. Days 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.

---

### **Prepayment Tab**

The processing options on this tab 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, settlements, or both.

Prepayment takes place when a seller receives a form of payment from the customer at the time of order entry. There are many types of prepayments that a customer can use, 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.

Use this processing option to specify a hold code the system uses to restrict the amount of an item or item group that a customer or customer group can purchase.

You must set up the Product Allocation preference in the Preference Master (P40070), activate the preference through the Preference Selection (R40400), set up the hold code information in Order Hold Information (P42090) and then activate preference profile processing in the P4210, Versions, Preference Profile processing option. You must enter a value that has been set up in UDC 42/HC.

---

#### **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 version.**

Use this processing option to identify the version of Authorize Prepayment Transaction.

#### **5. Settle Prepayment Transaction version.**

Use this processing option to identify the version of Settle Prepayment Transaction

---

#### **Versions Tab**

The processing options on this tab define the versions that the system accesses when you take row and form exists from the Contract Revisions form, using this version of Contract Revisions.

---

#### **1. Work With Installed Base (P1701)**

Use this processing option to specify the version of Work with Installed Base (P1701) that the system uses when you access Installed Base from the Row menu on the Contract Revisions form. If you leave this option blank, the system uses version ZJDE0001.

---

---

## **2. Installed Base Revisions (P1702)**

Use this processing option to enter the version of Installed Base Revisions (P1702) that the system uses when you choose Installed Base from the Row menu on the Contract Revisions form. If you leave this option blank, ZJDE0001 is used.

## **3. Price History (P4074)**

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)**

Use this processing option to enter the version of Address Book Modifications (P01012) that the system uses when you choose Add/Modify Customer from the Form menu on the Contract Revisions form. If you leave this option blank, ZJDE0001 is used.

## **5. Quick Customer Add (P01015)**

Use this processing option to enter the version of Quick Customer Add (P01015) that the system uses when you choose Quick Customer Add from the Form menu on the Contract Revisions form. If you leave this option blank, ZJDE0001 is used.

---

## Processing Options for Work With Contracts (P1720)

### Defaults

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

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 Detail 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

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

Use this processing option to specify the version of Contract Print (R1733) that the system uses when you choose the Print Contract option from the Report menu on the Work with Contracts form.

If you leave this option blank, XJDE0001 will be used.

---

### Process

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

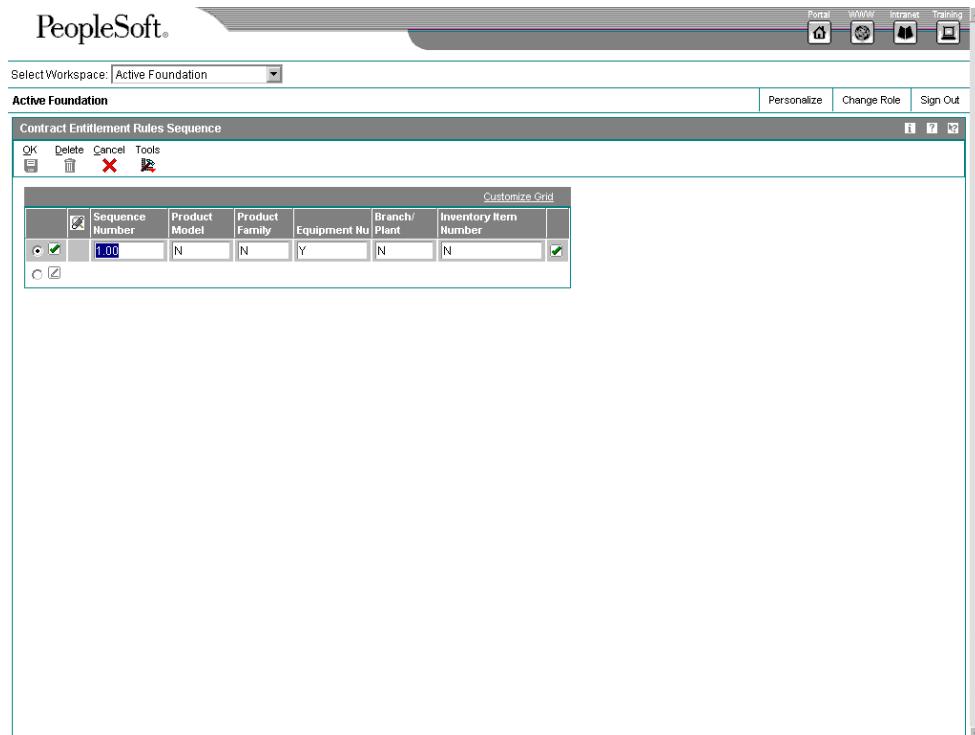
The entitlement rules sequence defines priorities when you assign entitlement rules to contract detail lines. The hierarchy determines the order that the system uses to search for a match between the contract and the entitlement rules. Set up the hierarchy from specific to general. For performance reasons, J.D. Edwards recommends that you set up only necessary sequences.

### ► To define the entitlement rules sequence

*From the Daily Service Contract Processing menu (G1714), choose Enter Contract Header.*

Alternatively, from the Daily Service Contract Processing menu (G1714), choose Service Contract Detail.

1. On Work With Contracts, choose Entitlement Rules from the Form menu.



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

## Reviewing Entitlement Information

You can review entitlement information and make any changes necessary when entitlement details for the contract change. The system allows you to review entitlement information by customer number, item number, and serial number.

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 in conjunction 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.

### ► To review entitlement information

*From the Daily Service Contract Processing menu (G1714), choose Entitlement Inquiry.*

Row#	Contract Number	Do Ty	Line Number	Customer Number	Customer Name	Site Number	Site Name
1	7 CM	.001		3334	Lewis Enterprises	3334	Lewis Enterprises
2	7 CM	.001		3334	Lewis Enterprises	3334	Lewis Enterprises
3	7 CM	.002		3334	Lewis Enterprises	3334	Lewis Enterprises
4	7 CM	.002		3334	Lewis Enterprises	3334	Lewis Enterprises
5	9 CM	.001		3334	Lewis Enterprises	3334	Lewis Enterprises
6	9 CM	.001		3334	Lewis Enterprises	3334	Lewis Enterprises
7	9 CM	.001		3334	Lewis Enterprises	3334	Lewis Enterprises

1. On Work With Entitlement Inquiry, complete any or all of the following fields and 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:
  - Customer Children
  - Equipment Children

If you access the Entitlement Inquiry form from Service Order Management or Call Management, the Customer Children and Equipment Children fields are disabled.

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.

### **Topics**

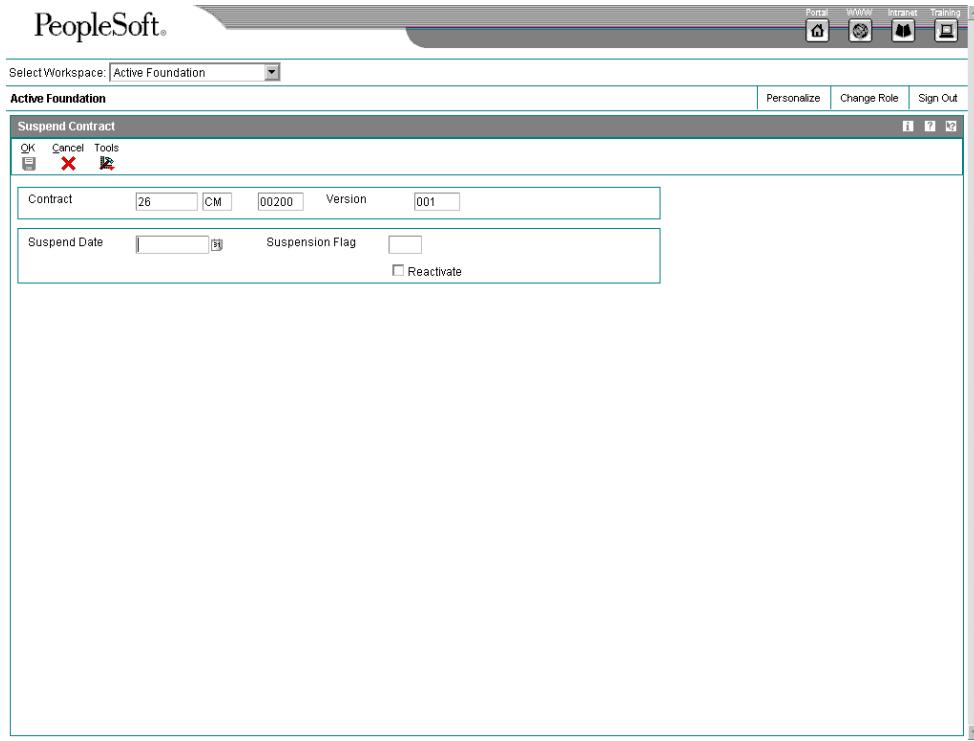
- Suspending contracts
- Canceling contracts
- Canceling and suspending contract detail lines

#### **► To suspend contracts**

---

*From the Daily Service 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.



4. On Suspend Contract, complete the following fields:

- Suspend Date
- Billing Suspension Code

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.

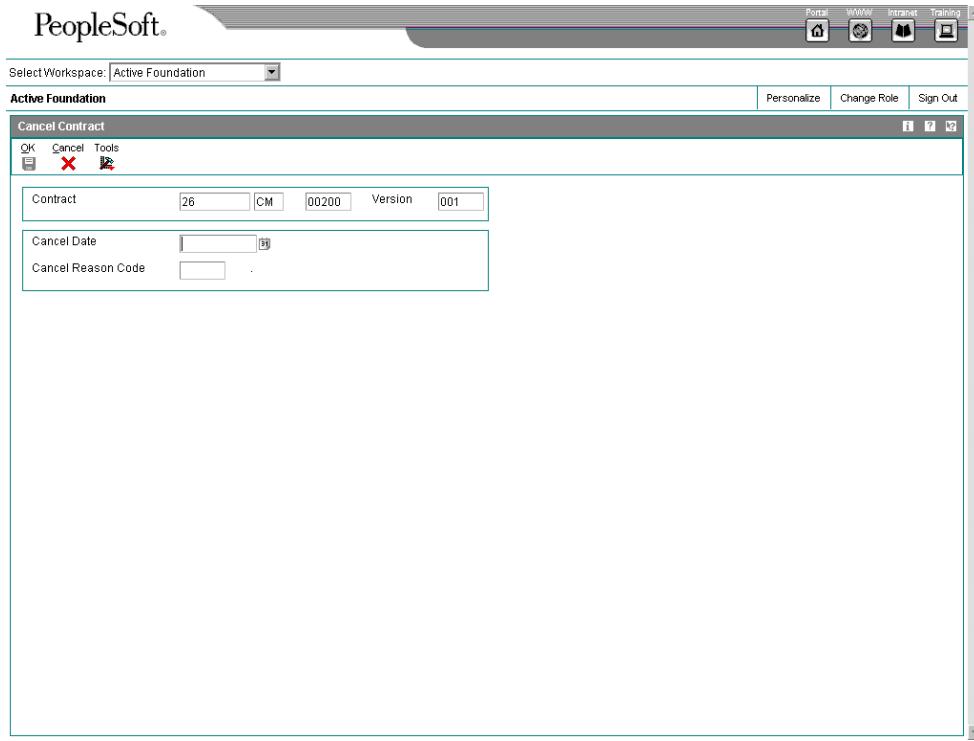
- Reactivate

When you reactivate a suspended contract, the system continues contract billing.

#### ► To cancel contracts

*From the Daily Service 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.



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 cancel and suspend contract detail lines**

*From the Daily Service 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.

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
- Billing Suspension Code

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 continues contract billing.

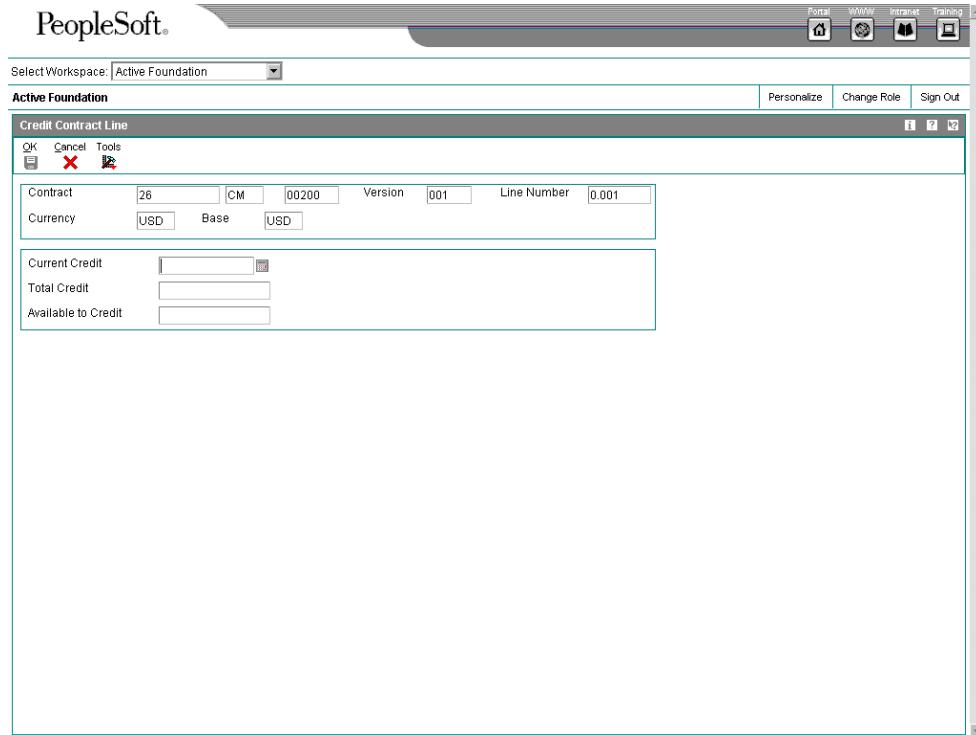
## Crediting Contract Detail Lines

You can credit a detail line on a contract or reverse a charge.

## ► To credit contract detail lines

*From the Daily Service 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.



5. On Credit Contract Line, complete the following fields:

- Current Credit

The credit amount must be equal or less than the billed amount.

6. Click OK.

## Creating Contract Prepayment Transactions

To track your customer's payments that are made up-front, 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.

## Before You Begin

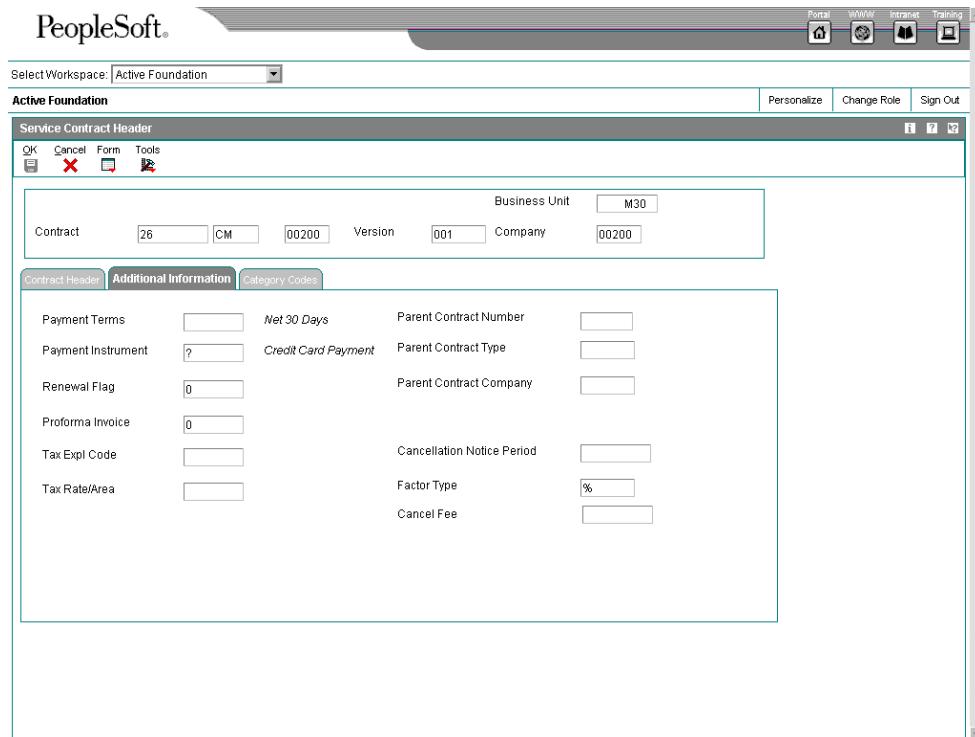
- ❑ Set up the Payment Instrument user defined code (00/PY). See [Setting Up User Defined Codes for CSMS](#).
- ❑ Set the prepayment processing option on Contract Revisions (P1721) to prepay.

### ► To create contract prepayment transactions

---

From the Daily Service Contract Processing menu (G1714), choose Enter Contract Header.

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 Header window. The window title is 'Service Contract Header'. The 'Additional Information' tab is selected. The window contains several input fields for contract details. In the 'Additional Information' tab, there are two columns of fields. The left column includes: Payment Terms (Net 30 Days), Payment Instrument (Credit Card Payment), Renewal Flag (0), Proforma Invoice (0), Tax Expl Code, and Tax Rate/Area. The right column includes: Parent Contract Number, Parent Contract Type, Parent Contract Company, Cancellation Notice Period, Factor Type, and Cancel Fee. At the top of the window, there are buttons for OK, Cancel, Form, and Tools. The 'Business Unit' field is set to 'M30'. The 'Contract' field shows '26 CM 00200'. The 'Version' field is '001'. The 'Company' field is '00200'. The top navigation bar shows 'Active Foundation' and includes links for Personalize, Change Role, and Sign Out.

4. Change the value in the following field to indicate that this is a prepayment:

- Payment Instrument

The special handling code for this pay instrument must equal 11 (cash), 12 (check), or 13 (credit card).

You cannot make this change if the contract has already been billed.

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.

The screenshot shows the 'Enter Prepayment Information' window in PeopleSoft. At the top, there are buttons for OK, Cancel, and Tools. The main area contains fields for Order Number (26 CM 00200 001) and Prepayment Origination Flag (02). Below these is a grid titled 'Records 1 - 1' with a 'Customize Grid' link. The grid has columns for Description of Payment, Credit Card Pay Amt, Tax, Cur Cod, Credit Card Number, Card Type, Credit Card Expire Date, and Credit Card Holder Name. One row is visible, showing 'Credit Card Payment' with an amount of 4,100.00 and currency USD.

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.

#### See Also

- *Working with Prepayments*

Reviewing Contract Renewal Letters

*From the Periodic Service 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 OneWorld 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 Exit Bar 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 logo named MailMerge.

Click on the World symbol to generate the letters. The system displays the merged letters. You can review and print the letters.

---

#### Note

You must not have Microsoft Word open when you generate contract renewal letters, or you will get a blank screen.

---

#### Before You Begin

- You must set up the MailMerge document before you can generate renewal letters. See *Setting Up MailMerge Documents for Contract Renewals* for setup information.

#### See Also

- MailMerge Workbench* in the *OneWorld Foundation* documentation for complete information about changing MailMerge Documents
- Changing MailMerge Documents* in the *OneWorld Foundation* documentation for more information about changing the content properties of a MailMerge document, such as the business text, document description, and queue name
- Deleting MailMerge Documents* in the *OneWorld Foundation* documentation for complete information about removing MailMerge documents
- Reviewing the Detail Contract Renewal Report* for more information about generating a report for contract renewals

#### Processing Options for Contract Renewal Letters (R1731)

---

##### Defaults

1. Enter the Date to appear on the Renewal Letters as the Mailing Date. If left blank, today's date will be defaulted.

##### Mailing Date

2. Enter the appropriate value for which Address Book information to be printed on the Renewal Letter.

'blank' = Customer Number  
1 = Site Number  
2 = Bill To Number  
3 = Send To Number

##### Mailing Address Book Information

3. Enter the Contract Status you want the Contract record changed to once Renewal Letters have been generated.

##### Contract Status

4. Enter the Number of Days to be used on the Renewal Letter.

##### 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.

Customer Service Management is integrated with the Accounts Receivable and General Accounting products. The billing process in CSMS is the same whether billing for service contracts or for service orders. Once you set up the billing details in CSMS, 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 CSMS Contract Workfile Generation, the system gathers the contracts eligible for billing from the Contract Detail table (F1721), and creates Billing Detail Workfile records (F4812).

### **Topics**

- Setting up AAIs for service contracts
- Understanding service contract billing for CSMS
- Generating the contract workfile
- Reviewing contract billing information

### **Before You Begin**

- Set up distribution AAIs.

### **See Also**

- Billing for CSMS* for related billing tasks

## **Setting Up AAIs for Service 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 (AAI). The system stores the AAI values in the Automatic Accounting Instructions table (F40905). Whenever a program performs an accounting function, it accesses the Automatic Accounting Instructions table.

Distribution AAIs define the rules by which the Customer Service Management system and the general ledger interact. Accounting AAIs define the rules by which the CSMS and the Accounts Receivable system interact. When you define AAIs, you establish how the system 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 Service Contracts**

OneWorld identifies the proper G/L class code according the following hierarchy:

1. Based on the service package on the contract detail line, the system looks up the G/L class code in the 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 package table (F1729) 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 Plant Information 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/Plant Information table (F4102) 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 (4101). 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 (F4101) is blank, the the system uses the line type on the contract detail line to retrieve the G/L class code from the Line Type Constants (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 Constants 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 specified in the field, Responsible Business Unit, located on the Contracts tab in the CSMS Constants.

In the CSMS Constants, you can choose one of the following options for the system to use to locate the responsible business unit:

<b>Item Branch Master Extension (F41171) or Item Master Extension (F4117)</b>	<p>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 Extension (F41171).</p> <p>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</p>
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	Master Extension (F4117). If the business unit exists in F41171 or F4117, the system uses this business unit in the resulting accounting journal entry.
<b>Product Family/Model (F1790)</b>	The system uses the product model on the contract detail line to find the responsible business unit in the Product Family/Model table (F1790).  If the business unit exists in F1790, the system uses this business unit in the resulting accounting journal entry.
<b>Equipment (F1201)</b>	The system uses the equipment number on the contract detail line to find the responsible business unit in the Equipment Master (F1201).  If the business unit exists in F1201, the system uses this business unit in the resulting accounting journal entry.
<b>Customer Number (F0101)</b>	The system uses the customer number on the contract detail line line to find the responsible business unit in the Address Book Master table (F0101).  If the business unit for the customer exists in F0101, the system uses this business unit in the resulting accounting journal entry.
<b>CSMS Line Type (F1793) – only used for contracts</b>	The system uses the line type on the contract detail line to find responsible business unit in the Line Type Extension table (F1793).  If the business unit exists in 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 (F0006), the system uses the project business unit as the business unit for the account.

---

#### **See Also**

- ❑ *Setting Up AAs* for more information about defining the account structure to process transactions properly

### **Understanding Service Contract Billing for CSMS**

The typical billing process includes accumulating service contracts to bill, creating and printing invoices, and recording journal entries for income and receivables.

When you generate the service contract workfile, the system gathers the contracts that are eligible for billing from the Contract Detail table (F1721) and creates records in the Service Billing workfile (F4812).

After you generate the billing workfile, you must continue the standard service billing process. See the next topic, *Generating the Contract Workfile*.

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 which make up the total amount of a specific invoice.

The system stores pay item information in the Invoice Summary workfile (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 there are no errors 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.

See *Billing for CSMS* for detailed information and tasks about billing for service contracts in the Customer Service Management system.

## Generating the Contract Workfile

*From the Periodic Service Contract Processing menu (G1724), choose Service Contract Workfile Generation.*

When you run the CSMS Contract Workfile generation program (R1732), the system processes records in the CSMS Contract Detail table (F1721) and creates billing records in the Service Billing workfile (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 (F1721). 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 service contract workfile, you must continue the standard billing process, which includes:

- Generating the invoice workfile using the Invoice Generation Program (P48121)
- Printing invoices
- Generating the Invoice Journal using the Invoice 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 G/L Post program (R9801)

## See Also

- *Billing for CSMS* for detailed information and tasks about billing for service contracts in the Customer Service Management system.

- If you are using Vertex, see *Vertex Quantum for Sales and Use Tax*

## Processing Options for CSMS Contract Workfile Generation (R1732)

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### Defaults

1. Enter the date to bill through. If left blank the bill through date will be the current system date.
2. Enter a '1' to do catch-up billing. If left blank, catch-up billing will not be done.
3. Enter the appropriate value from below to determine what to default into the Subledger field.

'blank' = No Default

- 1 = Contract Number
- 2 = Customer Number
- 3 = Site Number
- 4 = Short Item Number

4. Enter the appropriate value from below to determine which address book number will be displayed on the report.

'blank' = Customer Number

- 1 = Site Number
- 2 = Bill To Number

### Process

1. Enter a '1' to run in final mode. Final mode will update all records. If left blank, no records will be updated.
2. Enter a '1' to write errors to a report. If left blank, errors will be written to the Work Center.

### Vertex

These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.

1. Enter the appropriate value from below to determine how to tax CSMS Service Contracts. If left blank, "SERVIC" will default.

"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 Contract Workfile Generation program 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 CSMS Contract Detail table to reflect billed records. If the records are not processed through the Service Billing program, the accounts receivable records will not match the CSMS records.

## ► To review contract billing information

From the Periodic Service Contract Processing menu (G1724), choose Billing/Amortization Inquiry.

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.

### Topics

- Generating the amortization workfile
- Reviewing amortization records

### Before You Begin

- Verify that you have purchased and installed the following systems. You must have installed these systems to be able to use amortization for service contracts:
  - The General Accounting, Accounts Receivable, and Accounts Payable systems
  - The Address Book system
  - The Service Billing system
- Set up fiscal date patterns. See *Setting Up Fiscal Date Patterns* in the *General Accounting Guide*.
- Set up company information. See *Setting Up Companies* in the *General Accounting Guide*.
- Set up manufacturing AAIs information.

## Generating the Amortization Workfile

*From the Periodic Service Contract Processing menu (G1724), choose Svc. Contract Amort. Generation.*

Use the Amortization Generation program to amortize revenue for service 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 Generation program, 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 using the Billing/Amortization Control Master (F1794). The system creates records in the Account Ledger table (F0911) and updates the Billing/Amortization Control Master table whenever a contract detail line has been amortized for a given time period.

## Processing Options for Amortization Workfile Generation (R17321)

### Process

These processing options on this tab define the processing that the system performs for this version of Amortization Workfile Generation (R17321). You can choose 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**

The processing options indicate the values 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 = Errors to Work Center**

**1 = Errors on 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

This processing option defines the version of the G/L Post program that the system uses when you generate amortization records using this version of CSMS Contract Amortization Workfile (R17321).

---

### 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.

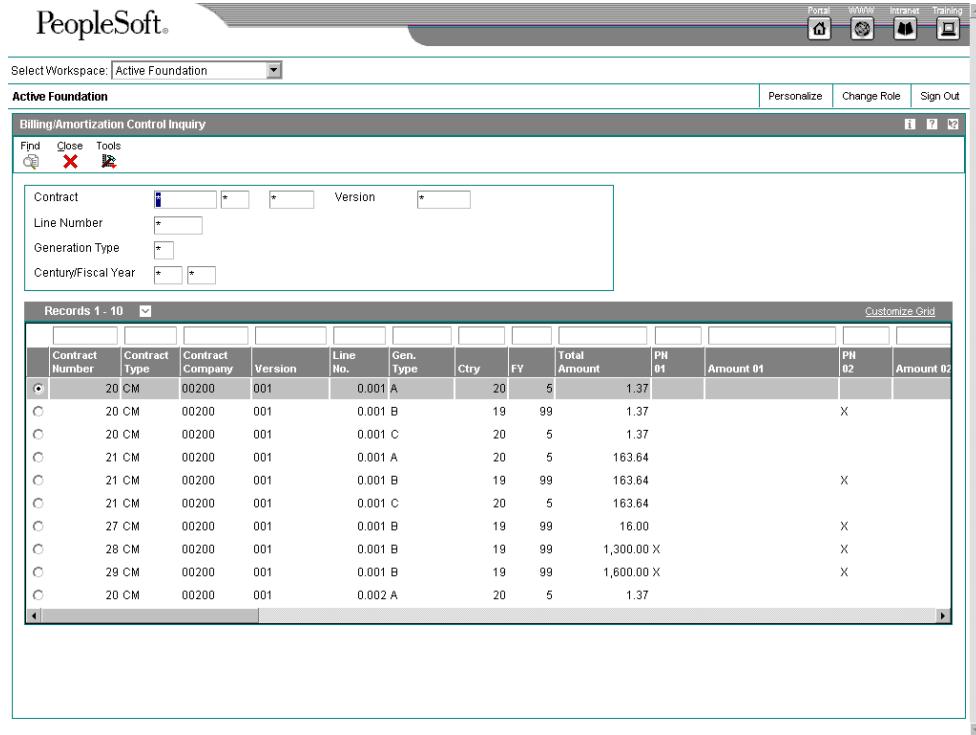
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## Reviewing Amortization Records

You can view the periods and amounts that have been billed and view the periods and amounts that have been amortized on a service contract. You can review whether a contract has been amortized for a specific processing period.

## ► To review amortization records

From the Periodic Service 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				

On Billing/Amortization Inquiry, complete the following fields and click OK:

- Contract
- Contract Type
- Contract Company
- Generation Type

Valid values for the Generation Type field for CSMS 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

## Reviewing Service Contract Reports

Review service 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.

### Topics

- Reviewing the Service Contract report
- Reviewing the Service Contract Renewal report
- Reviewing the Detail Contract Renewal report
- Reviewing the Cancel Contract report

## Reviewing the Service Contract Report

*From the Periodic Service Contract Processing menu (G1724), choose Service Contract Report.*

Run the Service Contract report 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.

### See Also

- Service Contract Report (R1734)* in the *Reports* documentation for a sample of this report

### Processing Options for Contract Report (P1734)

---

#### Print

1. Enter a '1' to print detail. If left blank, will only print header.

---

## Reviewing the Service Contract Renewal Report

*From the Periodic Service 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 lead time 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.

## See Also

- Service Contract Renewal Report (R1730)* in the *Reports* documentation for a sample of this report

## Processing Options for Detail Contract Renewal (P1730)

---

### Report Option

#### 1. Renewal Options

Enter '1' to create a new contract.  
Enter '2' to advance contract change number.

If blank, contract will not be renewed.

#### 2. Pricing Options

Enter '1' to use existing prices.  
Enter '2' to use Advance Pricing.  
Enter '3' to markup by percentage.  
Markup Percentage.

Example: enter 50 for 50% markup

#### 3. Enter Lead days for contract expiration.

#### 4. Enter the contract renewal status code for old contract.

#### 5. Enter the contract status for the renewal.

### Select

1. Enter '1' to renew Base Warranty contracts to billable contracts. If blank, Base Warranty Contracts will be omitted from the data selection.

### Versions

If blank, default will be ZJDE0001.

1. P1720 Version
2. P1721 Version

### Process

1. Enter a '1' to have Final process. If left blank, Proof process will be used.

### Defaults

#### 1. Bill From Date:

'1' = Calculate the Bill From Date based on old contract detail line.  
'2' = Calculate Bill From Date based on the 1st detail line of the contract.  
'3' = Set the Bill From Date the same as the contract detail line Start Date.  
'4' = Specify a Bill From Date.

The default is '1' if blank.

If '4', specify the Bill From Date. If blank, current system date will be used.

#### 2. Bill Through Date

'1' = Calculate Bill Through Date based on old contract detail line.  
'2' = Calculate Bill Through Date based on the 1st detail line of the contract.  
'3' = Set the Bill Through Date to the contract detail line End Date.  
'4' = Specify a Bill Through Date.

The default is '1' if blank.

If '4', specify Bill Through Date. If blank, the Bill From Date will be used.

#### 3. Enter Billing Frequency Code

### Base Warranty

#### Base Warranty Renewal Options.

All of these entries will be applied to every Base Warranty that is renewed.

1. Enter the company to be used for the renewed contract. If blank, the values from the P1721 version will be used.
2. Enter the contract document type. The value entered will be applied to both the header and detail lines. If blank, the value from the P1721 version will be used.
3. Enter the line type for the renewed contract details. If blank, the value from the P1721 version will be used.
4. Enter the contract status to be used for the renewed contract. If blank, the value from the Report Option tab will be used.
5. Enter the contract type. If blank, the value from the P1721 version will be used.
6. Enter Customer address number.

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7. Enter the Site address number.
8. Enter the Bill To address number.
9. Enter the Send To address number.
10. Enter the number days in contract.
11. Enter the Adjustment Schedule for advanced pricing.
12. Enter Billable Duration.
13. Enter the Non-billable Duration.
14. Enter the Billable/Non-billable duration Unit of Measure.

#### Copy Defaults

##### 1. Tax Information

Blank = Copy Tax Information

'1' = Retrieve Tax Rate/Area from Site Number and Tax Explanation Code from Customer Number

##### 2. Discount Information

Blank = Copy Discount Information

'1' = Do Not Copy the Discount Information

##### 3. Customer Currency

Blank = Copy the Customer Currency

'1' = Retrieve Currency from the Customer

##### 4. Document Type

Blank = Copy the Document Type

'1' = Default the Document Type

##### 5. Key Company

Blank = Copy the Key Company

'1' = Default the Key Company from P1721 Processing Options

##### 6. Header Business Unit

Blank = Copy the Header Business Unit

'1' = Default the Header Business Unit from P1721 Processing Options

##### 7. Line Description

Blank = Copy the Line Description

'1' = Default the Line Description from P1721 Processing Options

---

## Reviewing the Detail Contract Renewal Report

*From the Periodic Service Contract Processing menu (G1724), choose Detail Contract 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.

### See Also

- Detail Contract Renewal Report (R1735)* in the *Reports* documentation for a sample of this report

### Processing Options for Detail Contract Renewal (R1735)

---

#### Process

1. Enter '1' to have Final process. If left blank, Proof will be process.
2. Renewal Options

Enter '1' to create a new contract for these detail lines.

Enter '2' to create a new version.

Enter '3' to add new lines to contract being renewed.

Enter '4' to add detail lines to the last version for the contract being renewed.

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Enter '5' to add detail lines to a specific contract number and version number.

3. Enter contract number if renewing to a specific contract number.
4. Enter version number if renewing to a specific contract number.
5. Pricing Options

Enter '1' to use existing prices.

Enter '2' to use advanced pricing.

Enter '3' to markup by percentage.

6. Enter Markup Percentage.

    Example: enter 50 for 50% markup.

7. Enter contract status for renewing contract.

8. Enter contract status for the renewal.

9. Enter calculate Bill From option.

Enter '1' to calculate based on renewing old contract detail line.

Enter '2' to calculate based on the first detail line on old contract.

Enter '3' equals new contract start date.

Enter '4' to enter a date.

Enter Bill From date if '4' is on above.

10. Enter calculate Bill Through option.

Enter '1' to calculate based on renewing old contract detail.

Enter '2' to calculate based on the first detail line on old contract.

Enter '3' equals new contract end date.

Enter '4' to enter a date.

Enter Bill Through date if '4' is on above.

11. Enter the Billing Frequency Code

Versions

1. P1720 Version

Base Warranty

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. Enter the Line Type for the Billable lines.

    If blank, the Line Type from P1721 Processing Options will be used.

3. Enter the Billable Duration

4. Enter the Non-billable Duration

5. Enter the Duration Unit of Measure

    If blank, the Duration Unit of Measure from P1721 Processing Options will be used.

6. Enter the Address Number for advanced pricing.

    If no address number is entered for advanced pricing, the customer number will be used.

7. Enter the Price and Adjustment Schedule for advanced pricing.

    If no Price and Adjustment Schedule is entered, the default value will be based on the Price By address number.

Copy Defaults

1. Tax Information

    Blank = Copy Tax Information

    '1' = Retrieve Tax Rate/Area from Site Number and Tax Explanation Code from Customer Number

2. Discount Information

    Blank = Copy Discount Information

    '1' = Do Not Copy Discount Information

3. Customer Currency

    Blank = Copy the Customer Currency

    '1' = Retrieve Currency from the Customer

4. Document Type

    Blank = Copy the Document Type

    '1' = Default the Document Type from P1721 Processing Options

5. Key Company

    Blank = Copy the Key Company

    '1' = Default the Key Company from P1721 Processing Options

6. Header Business Unit

    Blank = Copy the Header Business Unit

    '1' = Default the Header Business Unit from P1721 Processing Options

---

---

7. Line Description  
Blank = Copy the Line Description  
'1' = Default the Line Description from P1721 Processing Options

---

## Reviewing the Cancel Contract Report

*From the Periodic Service Contract Processing menu (G1724), choose Cancel Contract.*

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.

### See Also

- Cancel Contract Report (R1736)* in the *Reports Guide* for a sample of this report.

### Processing Options for Cancel Contract (R1736)

---

#### Defaults

1. Enter the Cancellation Reason Code - Required
2. Enter the cancellation date

If blank, the cancellation date will be the current system date.

#### Process

1. Enter the Processing Mode  
Blank = Proof Mode  
1 = Final Mode
2. Enter the Subledger Default for credit processing.

---

## Call Management

### Call Management

---

The Call Management system provides features and functions to record contact between customers and consultants. Call Management is the central point for customer interaction and for storing and tracking customer issues. An issue is a question or problem for which a customer wants a solution. You use Call Management to record what transpires between the customer and the consultant. For each issue, the system can track the ownership, date and time that issues are received and completed, the analysis of root cause, and the client data throughout the life of the issue.

The Call Management system stores all current and historical information about the call in one database. Each time that you make changes to a call, the system saves the entire record as well as the new information.

You can use Call Management to manage issues and perform the following tasks:

- Track an issue with a single record
- Track tasks assigned to another open or personal queue
- View issues based on selection criteria

You can maintain a database of symptoms, analyses, and resolutions that you can search and reuse. You can also track severity and highlight critical issues.

Call Management allows an organization to create a central point of contact for all customer service processes by including the following:

- Call capture
- Call queue management
- Service order management
- Request fulfillment

#### Topics

- ❑ Setting up call management
- ❑ Entering call information
- ❑ Working with calls
- ❑ Working with Computer Telephony Integration
- ❑ Resolving calls
- ❑ Managing the call work center
- ❑ Billing for calls
- ❑ Reviewing call management reports

## Call Capture

Today, customers are concerned with the amount of time it takes to call and report an issue. They do not want to be asked to supply information more than once or to provide information

that the supplier or service provider should have available. Customers expect and demand fast and efficient service.

You use the call capture process to select or create a customer record associated with a call. The system automatically generates a call number that you can use to track the progress on the call. Consultants can view detail information about the customer including call history and contracts.

With the Call Management system, you enter information once and the system provides that information to all parties that need it. If you use Computer Telephony Integration, all the information that the system captures appears on the call entry screen. Once you identify a serial number, equipment number, or item number, the system uses the information from the Installed Base record and contract to complete the call entry screen.

On the call entry or service order entry screen, you can use menu exits to quickly retrieve information about the customer, product, or issue. Fast and efficient information retrieval provides business intelligence, reduces information entry errors and increases the satisfaction of the customer.

## Call Queue Management

Call queue management is the process of assigning calls to queues and to responsible persons. You might use call queue management to ensure that foreign language calls are directed to the appropriate person, or you might use queues to represent specific products and assign calls to consultants who are knowledgeable about each product.

## Knowledge Management

Use Knowledge Management with Call Management to review and associate symptoms, analysis, and resolutions with calls. Key features of this module include the following:

- A database of problems, research and testing, and solutions
- Reusable units of knowledge
- Knowledge management transactions, where you can associate a symptom from a call with multiple analyses and resolutions

## Terms and Concepts

The following Call Management terms are used in this guide:

### Analysis

The research and tests that you perform in order to resolve a customer issue.

### Call

The format for receiving customer issues. They include:

- telephone
- facsimile
- e-mail

<b>Call work center</b>	A central location that allows you to view all open and personal queues, and allows you to move calls between queues.
<b>Issue</b>	A question or problem generated by a customer and for which the customer wants a solution. A customer can communicate the issue by telephone, facsimile, or e-mail. Issues are contained within calls.
<b>Knowledge management</b>	The database that you use to store symptoms, analysis, and resolutions associated to issues.
<b>Open queue</b>	A folder that contains open, unassigned calls and tasks. It may also display teams associated with the queue.
<b>Personal queue</b>	A folder that contains assigned calls and tasks associated with one responsible consultant.
<b>Resolution</b>	The solution attached to an issue. Resolutions are stored separately from symptoms and can be searched for and reused for other issues.
<b>Symptom</b>	The problems attached to an issue. Symptoms are stored separately from resolutions and can be searched for and reused for other issues.
<b>Task</b>	An action related to an issue. A consultant can assign a task to another consultant or to an open queue.
<b>Computer Telephony Integration (CTI)</b>	The interface that enables a computer to act as a call center. It accepts incoming calls and routes them to the appropriate device or person.

## Understanding the Interface

The Call Management interface uses the following icons and colors to help you capture call information.

### Icons

<b>Phone</b>	This icon represents a call in the work center.
<b>Ringing phone</b>	This icon represents a callback in the work center.
<b>Tools</b>	This icon represents product history in the call.
<b>Person</b>	This icon represents customer history in the call.

<b>Open Folder</b>	This icon represents open tasks in the call.
<b>Triangle</b>	This icon represents tasks in the work center.
<b>Three dots</b>	This icon represents additional contacts for the call.
<b>Green checkmark</b>	This icon indicates that a customer is entitled.
<b>Circle with a line through the middle</b>	This icon indicates that a customer is not entitled.
<b>Tree Structure</b>	This icon indicates that the call has been assigned to a queue. You can click on the icon to review the routing.
<b>Burning envelope</b>	This icon represents that a flash message is attached.

## Colors

You can assign colors and attach the color to a priority level. Enter the color of the priority that you want in the special handling code of the UDC (17/PR). Twelve colors are available: Blue, Yellow, Red, Fuchsia, Teal, Gray, Lime, Aqua, Navy, Maroon, Purple, and Olive.

## Setting Up Call Management

Before you can use any of the features of Call Management, you need to define information that the system uses for processing. You also need to specify information that is used when you enter data, such as call and issue information, into the system.

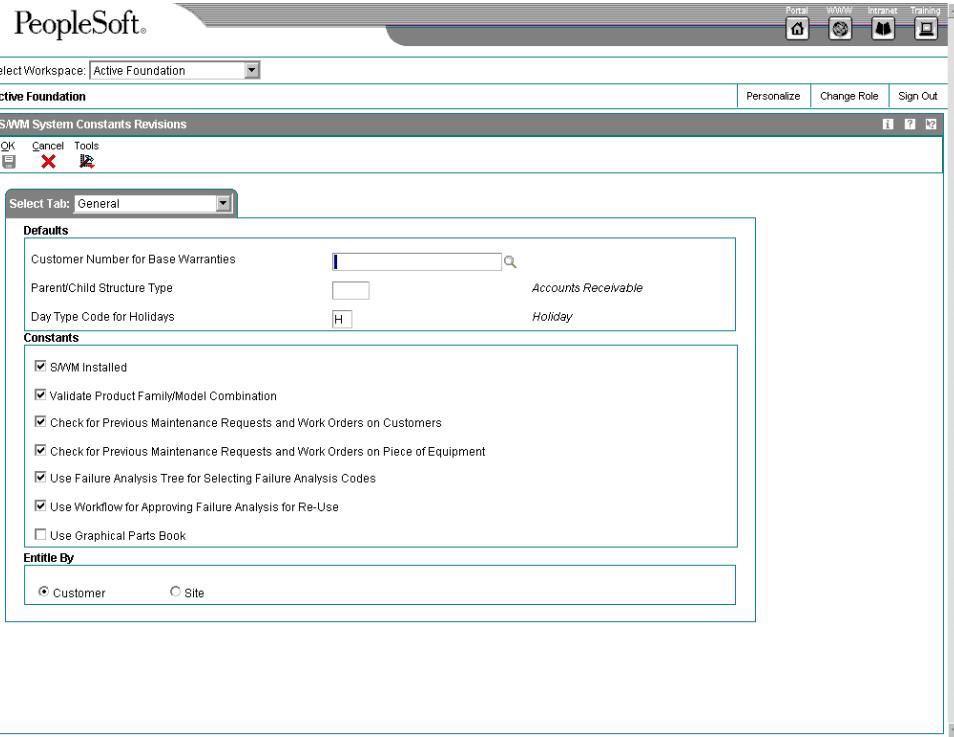
### Setting Up Call Management Constants

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.

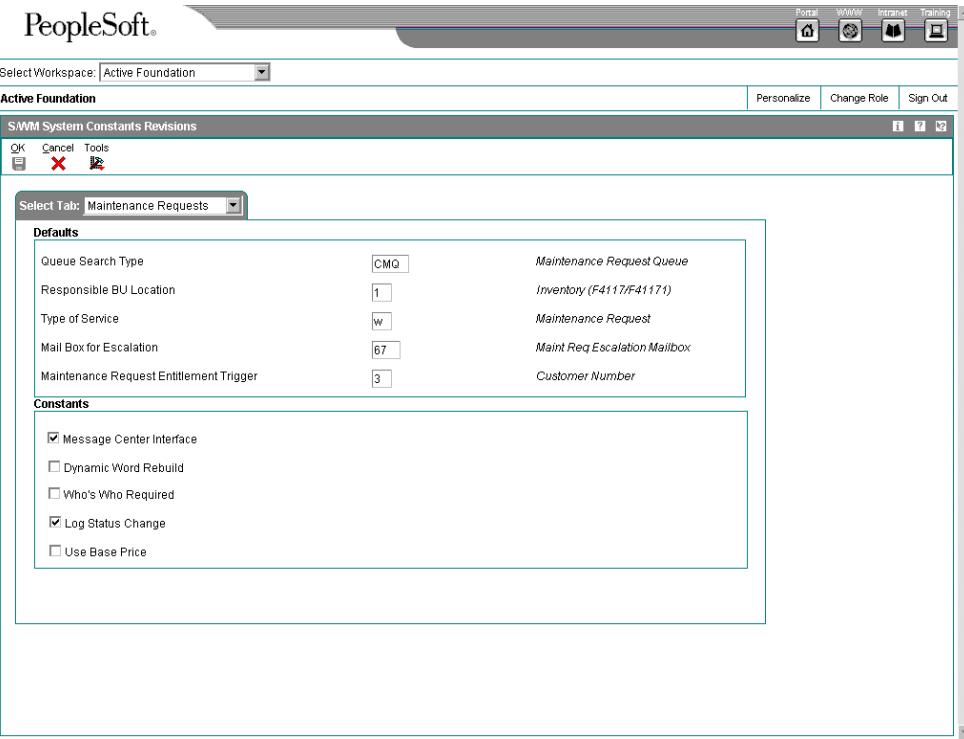
#### ► **To set up call management constants**

---

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



1. On CSMS System Constants Revisions, click the General Tab.
2. To set up the system to automatically check for history on a piece of equipment, an item number, or a product model, click the following option:
  - Check for Previous Calls and Service Orders on Piece of Equipment
3. To set up the system to automatically check for customer history, click the following option:
  - Check for Previous Calls and Service Orders on Customers
4. Click the Calls tab.



5. To identify the kind of address book record that you want the system to select when you are searching for a queue or creating a call queue, complete the following field:
  - Queue Search Type  
Enter a user defined code (01/ST).
6. To identify the classification of a call that is assigned for entitlement checking, complete the following field:
  - Type of Service  
This is the type of service assigned to a call for entitlement checking. Enter a user defined code (00/TY).
7. To hold messages for escalation, enter the location in the following field:
  - Mail Box for Escalation
8. If the processing options for Customer Call MBF (P1700140) are set to automatically check for entitlements, complete the following field to define which data item causes the system to run an entitlement check.
  - Call Entitlement Trigger
9. To use the Message Center Interface along with the standard interface, choose the following option:
  - Message Center Interface

The standard interface is the default.

10. To indicate that the caller must be identified in the Who's Who database for a consultant to accept the calls, choose the following option:
  - Whos Who Required
11. To create a log each time that you change the status, click the following option:
  - Log Status Change

When you log status changes, the status codes are added before and after each status change in the text area of the media object attached to the call.
12. Click OK.

## Call Management Process



## System Integration

To allow you to manage and store call information, the Call Management system integrates with the J.D. Edwards Inventory Management and Advanced Pricing systems, and with the following CSMS applications:

- Service Order Management
- Installed Base Management
- Contract Management

## Service Order Management

Use Call Management with Service Order Management to perform the following tasks:

- Create a service order to fix the product
- Enter a service order for the call
- Search online for parts and enter a parts recommendation
- Check parts availability and place reservations on required items or people, such as hardware, software fixes, documentation, or drivers

- Select a service type for the call from either a list of entitled services or from per-call services for which the caller is billed.

## Installed Base Management

Use Call Management with Installed Base Management to perform the following tasks:

- Review system configurations (such as hardware, software, or communication types) that reflect version, quantities, parts, serial numbers, and status
- Select or create an equipment installed base for use when capturing a call that can be updated

## Contract Management

Use Call Management with Contract Management to perform the following tasks:

- Review entitlement information for the customer and for the piece of equipment. Information stored by Contract Management includes the contract type and the services, coverage, and dates covered by the contract.
- Check entitlement of the customer and of the piece of equipment.

### Topics

- Setting up Call Management constants [s](#)
- Setting up call queues
- Setting up group distribution lists
- Setting up queue security
- Setting up queue properties
- Setting up routing information

## Setting Up Call Queues

Set up call queues to direct issues to the specialists who are trained to receive calls about specific product groups or issues.

You can specify call types, priorities, and queue status information for each queue that you set up, or you can use generic information for all of your queues.

### Topics

- Adding a call queue
- Setting up call types
- Setting up call queue priorities
- Setting up call queue status
- Setting up required fields for calls

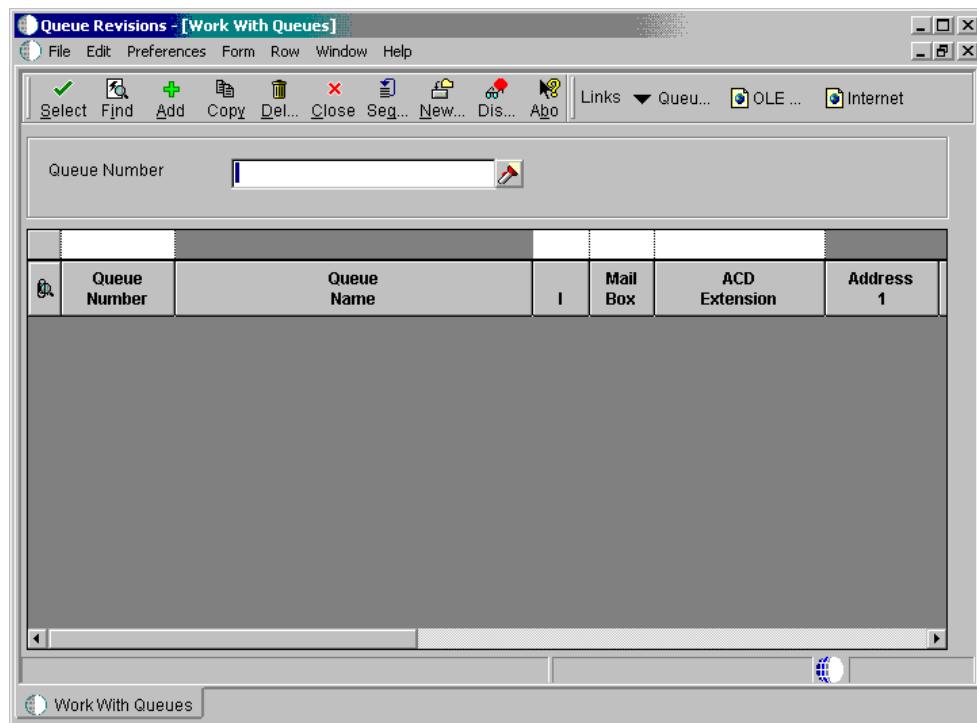
## Adding a Call Queue

You must set up at least one queue and assign calls to this queue. You might add call queues if your organization expands its product groups or you decide to assign specialists to answer calls by knowledge of product groups.

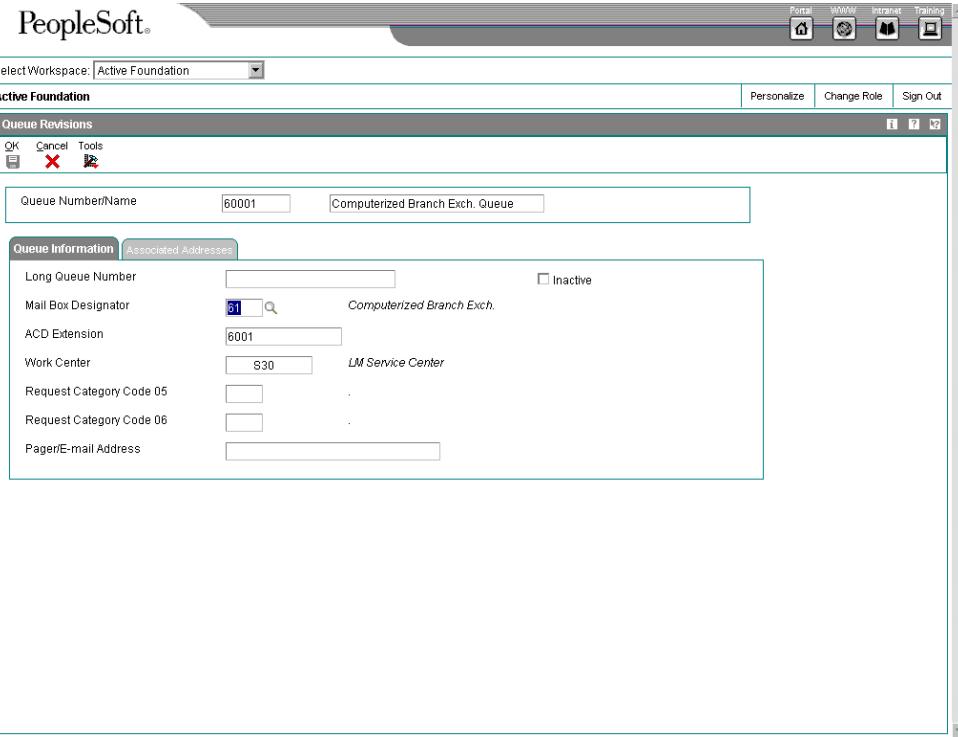
### ► To add a call queue

---

*From the Call Setup menu (G1743), choose Queue Revisions.*



1. On Work With Queues, click Add.



2. On Queue Revisions, enter an existing address book number in the following field:
  - Queue Number/Name
 

If you leave this field blank, the system assigns an address book number to the queue. To create a queue without using an existing address book number, you can either manually enter a queue number or you can leave the field blank and allow the system to assign a queue number. The system creates an address book record for this new queue with that queue number.
3. To designate the queue name that you want to appear in the call work center, complete the following fields:
  - Alpha Name
  - Long Queue Number
4. Enter mailbox and telephone number information in the following fields:
  - Mail Box Designator
  - ACD Extension
 

Enter the mailbox associated with the queue. This is the mail box where calls are directed when assigned to the open queue.
5. To calculate commitment date and time if you are not using entitlements, complete the following field:

- Work Center

The system also uses the work center to calculate the elapsed time and the time remaining on the call.

6. For additional reporting, complete the following fields:

- Call Category Code 05
- Call Category Code 06

Use Call Category Codes to enter information on a call. You can use this information for reporting on queues.

- 5th Address Number
- 6th Address Number

The system completes the Address Number information for a call assigned to a queue.

7. To associate a consultant, such as the queue manager, with a queue, click the Associated Addresses tab and complete any of the following fields:

- 1st Address Number
- 2nd Address Number
- 3rd Address Number
- 4th Address Number

Do not associate the address book number of consultants who receive calls for this queue in this field. Instead, associate consultants with the queue that are appropriate for reporting purposes or for workflow.

8. Click OK.

### **Processing Options for Work with Queues (P17506)**

---

#### **Versions**

Enter the Version for the following programs. If left blank, the version in the parentheses will be the default value.

1. Enter the Version for the Address Book update. Default is ZJDE0001 if blank.

1. Address Book MBF

P0100041 (ZJDE0001)

#### **Default**

1. Document Type

#### **Display**

1. Display Call Queues or Service Order Queues.

Blank = Service Order Queues.

1= Call Queues.

## Setting Up Call Types

To organize calls, you can set up various call types, depending on how your organization chooses to receive calls. The types of calls might include:

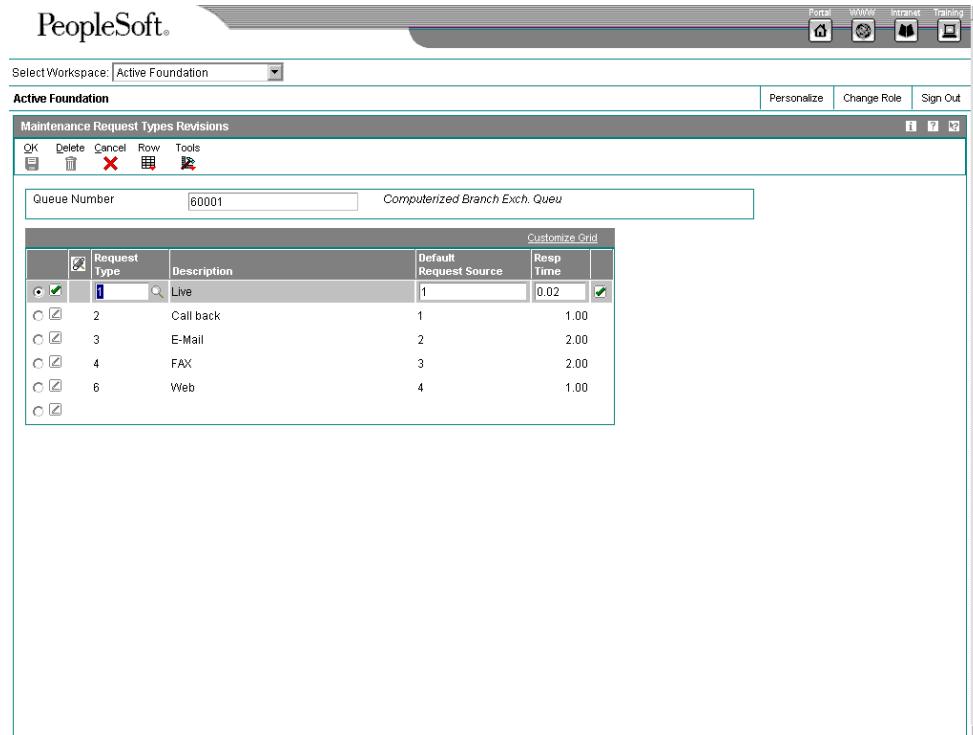
- Facsimile
- Live telephone call
- Returned phone call
- E-mail

### ► To set up call types

*From the Call Setup menu (G1743), choose Queue Revisions.*

1. On Work With Queues, determine and locate the queue to which you want to add call types.
2. From the Row menu, choose Queue Types Setup.

To set up a call type that encompasses all queues, choose Queue Type Setup from the Form menu instead of the Row menu.



3. On Call Types Revisions, complete the following fields:

- Call Type
- Default Call Source

- Resp Time

Enter Response Time to define a guaranteed length of time when a consultant must respond to an issue. This guaranteed response time is used to calculate commitment date and time, and escalation date and time if the call is not covered under a contract.

---

**Note:**

If there is a contract covering a call, then the contract response time overrides the response time on the Call Types Revisions form.

---

4. Click OK.

### **Setting Up Call Queue Priorities**

You can set the call priorities associated with a queue. When you set call priorities, the system updates the Call Priority table (F1753).

You can set up as many escalation levels as necessary. The system sends escalation messages until the issue is closed or until no more escalation levels exist.

---

► **To set up call queue priorities**

---

*From the Call Setup menu (G1743), choose Queue Revisions.*

1. On Work With Queues, determine and locate the queue to which you want to add priorities.
2. From the Row menu, choose Queue Priorities.

To set up priority revisions that encompass all queues, choose Queue Priorities from the Form menu instead of the Row menu.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Work With Maintenance Request Priorities

Request Queue: 60001 Computerized Branch Exch. Queue

Customize Grid

Priority	Description	Commitment Percentage
<input checked="" type="radio"/> 1	Critical	50
<input type="radio"/> 2	Priority	75
<input type="radio"/> 3	Standard	100

3. On Work With Call Priorities, click Add.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Maintenance Request Priority Revisions

Queue Number: 60001 Computerized Branch Exch. Queue

Priority:

Commit Percentage:

Records 1 - 1

Customize Grid

Escalation Level	Message Level	Unassigned Percentage	Assigned Percentage	Escalation Priority	Priority Description
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>

4. On Call Priority Revisions, enter the level of severity of the customer issue in the following field:
  - Call Priority
5. To define the percentage used to calculate commitment date and time, and escalation date and time when the call is not covered under a contract, complete the following field:
  - Commit Percentage

When a call is not covered under a contract, the calculation for Commitment Date and Time is Current Date and Time + (Guaranteed Response Time x Commit Percentage).

6. Complete the following fields:
  - Escalation Level  
The escalation level comes from a call and must be greater than or equal to 1.
  - Message Level  
The message level is associated with the group number on the Address Parent/Child Revisions form and helps determine who should receive messages when the call is escalated.
  - Unassigned Percentage  
The system uses the unassigned percentage to calculate escalation date and time for unassigned calls when the call is not covered under a contract. The calculation is Escalation Date and Time = Commitment Date and Time x Unassigned Percentage.
  - Assigned Percentage  
The system uses the assigned percentage to calculate escalation date and time for assigned calls when the call is not covered under a contract. The calculation is Escalation Date and Time = Commitment Date and Time x Assigned Percentage.

The values in the percentage field can be over 100% since you can send escalation messages after the commit time has been reached.

7. Complete the following optional field and click OK:
  - Escalation Priority  
To escalate a call to a higher priority, enter the priority here. If you do not enter a priority, the system only sends messages as opposed to changing the call priority and sending messages.

### **Setting Up Call Queue Status**

You can set up call queue status to define the status flow for call document types, call queues, and call types, and to define the next step based on the current status. In order for the system to continue to the next step, you must enter the next status in the Last Status

field. If you do not include the next status, the call is considered complete. If you enter an open status code in one of the other columns, you can reopen the call.

The following table is an example of how you might set up queue statuses. The Last Status column shows the status of the call and the Description column provides a description of the status. The remaining columns in the table show the next statuses allowable for the call at this (Last Status) status. For example, you can change an open call (100) to an active call (150). Then, you might leave a message (250), or you might cancel the call (997). This table also shows that a call that is complete (999) can be reopened.

Last Status	Status Description	Next Status	Other	Other
100	Open	150	250	997
150	Active	999		
250	Left Message	999		
997	Cancel			
999	Complete		100	

You can set up statuses to be based on specific or all call document types, call queues, and call types.

#### ► **To set up call queue status**

---

*From the Call Setup menu (G1743), choose Queue Revisions.*

1. On Work With Queues, locate the queue that you want to further define.
2. For each call type that you are setting up, choose the row and click Select.

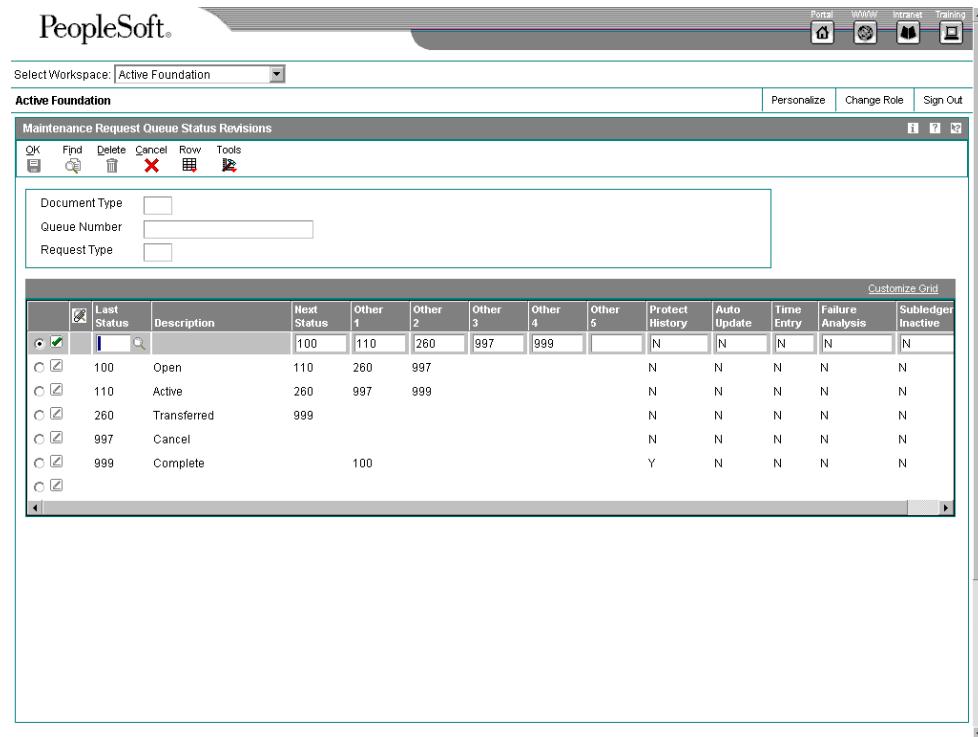
The system displays the queue status for the row on Queue Revisions.

---

#### **Note**

To set up status revisions that encompass all queues, choose Queue Status Revisions from the Form menu instead of the Row menu.

---



3. On Call Queue Status Revisions, enter the status code that you are revising in the following field:
  - Last Status
4. In the Next Status field, enter the status to which the call will advance if auto update is enabled.

If you consider the last status you are entering to be a "closed" call, leave this field blank. The only way the system knows the call is closed is if the Next Status field is blank. If you want to be able to be reopen a closed call, enter that status in one of the "Other" status fields.
5. To designate that call text can or cannot be changed at a particular status, complete the following field:
  - Protect History
6. Complete the following fields and click OK:
  - Auto Update

This field directs the system to change the status of a call automatically when you click OK.
  - Time Entry

This field specifies whether the system displays the Time Entry form.

- Knowledge Base

The Subledger Inactive field is reserved for future use.

### **Setting Up Required Fields for Calls**

You can define the fields in which you are required to enter information before the system advances a call to the next status in the queue. Required fields can be based on specific call document types, call queues, and call types, or they can be set up to cover all document types, queues, and call types. For example, when you advance a live call (call type 1) in the VIP queue to the complete status (999), you can complete the reason field (CALLRN).

You can also use this procedure to set up required fields for tasks.

#### **Before You Begin**

- Set the Check Required Fields processing option to enable the system to verify that there is information in the required fields:
  - If you are setting up required fields for calls, see the processing options for Customer Call MBF (P1700140).
  - If you are setting up required fields for tasks, see the processing options for Tasks (P17504).

#### **► To set up required fields for calls**

---

*From the Call Setup menu (G1743), choose Queue Revisions.*

1. On Work With Queues, locate the queue for which you want to define required fields.
2. For each call type that you are setting up, choose Queue Status Rev. from the Form menu.

To set up status revisions that encompass all queues, choose Queue Status Rev. from the Form menu instead of the Row menu.

PeopleSoft.

Select Workspace: Active Foundation

Active Foundation

Maintenance Request Queue Status Revisions

OK Find Delete Cancel Row Tools

Document Type

Queue Number

Request Type

Last Status Description Next Status Other 1 Other 2 Other 3 Other 4 Other 5 Protect History Auto Update Time Entry Failure Analysis Subledger Inactive

			Last Status	Description	Next Status	Other 1	Other 2	Other 3	Other 4	Other 5	Protect History	Auto Update	Time Entry	Failure Analysis	Subledger Inactive
<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	100	Open	110	260	997	999				N	N	N	N	N
<input type="radio"/>	<input checked="" type="checkbox"/>	110	Active	260	997	999					N	N	N	N	N
<input type="radio"/>	<input checked="" type="checkbox"/>	260	Transferred	999							N	N	N	N	N
<input type="radio"/>	<input checked="" type="checkbox"/>	997	Cancel								N	N	N	N	N
<input type="radio"/>	<input checked="" type="checkbox"/>	999	Complete	100							Y	N	N	N	N
<input type="button" value="Customize Grid"/>															

3. On Call Queue Status Revisions, to define required fields at a particular status, select the status row and choose Required Fields from the Row menu.

PeopleSoft.

Select Workspace: Active Foundation

Active Foundation

Maintenance Request Required Field Revisions

OK Find Delete Cancel Tools

Document Type

Queue Number

Request Type

Request Status

File Name File Name Description Data Item Data Item Description

	File Name	File Name Description	Data Item	Data Item Description
<input type="radio"/>	<input checked="" type="checkbox"/>	F1755	Maintenance Request Master	CALLRN
<input checked="" type="radio"/>	<input type="checkbox"/>			RequestReason

4. On Call Required Field Revisions, complete the following fields and click OK:

- File Name
- Data Item

If you set up required fields for calls, you choose data item fields from the Customer Call Master table (F1755).

If you set up required fields for tasks, you choose data item fields from the Task Master table (F1757).

To review the tables, see *Viewing the Data in Tables in the System Administration Guide*.

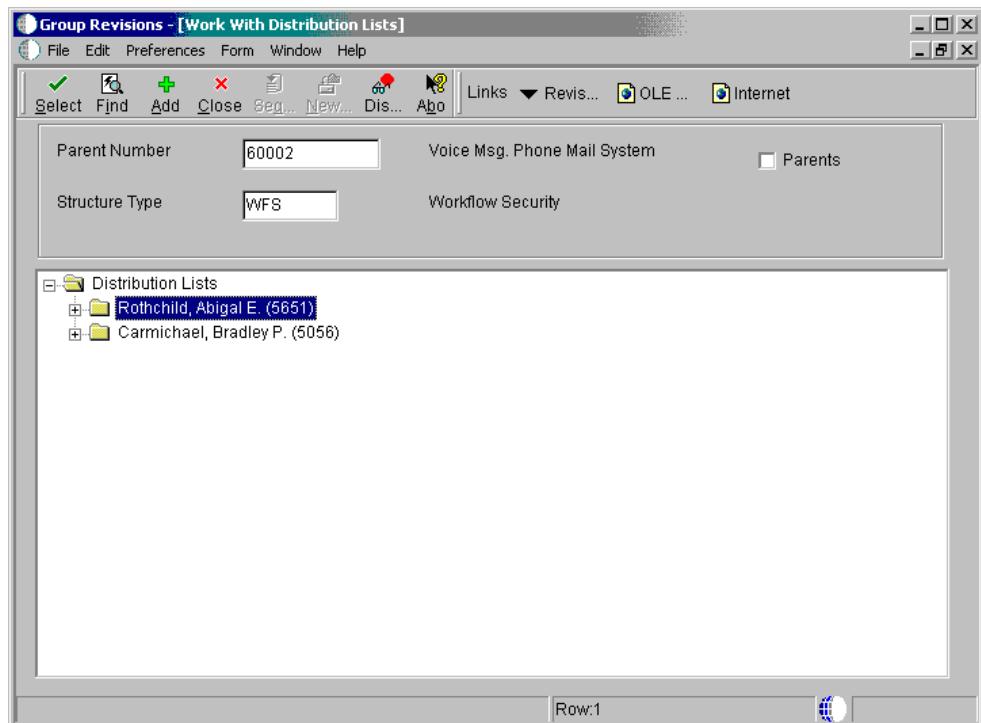
## Setting Up Group Distribution Lists

You use distribution lists to attach assignees to queues. When you define organizational structures, you create hierarchies of relationships between parents and children.

### ► To set up group distribution lists

---

From the Call Setup menu (G1743), choose Group Revisions.



1. On Work With Distribution Lists, click Add.

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2. On Address Parent/Child Revisions, complete the following fields:
  - Parent Number
3. Enter WFS in the following field:
  - Structure Type
4. For each assignee in this queue, complete the following fields:
  - Group
  - Address Number
5. Complete the following optional fields for each assignee:
  - Remark
  - Begin Eff Date
  - End Eff Date
6. Click OK.

---

### Note

Threshold values, escalation hours, escalation minutes, and escalation minutes are not used for calls.

---

### See Also

- ❑ *Understanding Distribution Lists in the Enterprise Workflow Management documentation*

## Setting Up Queue Security

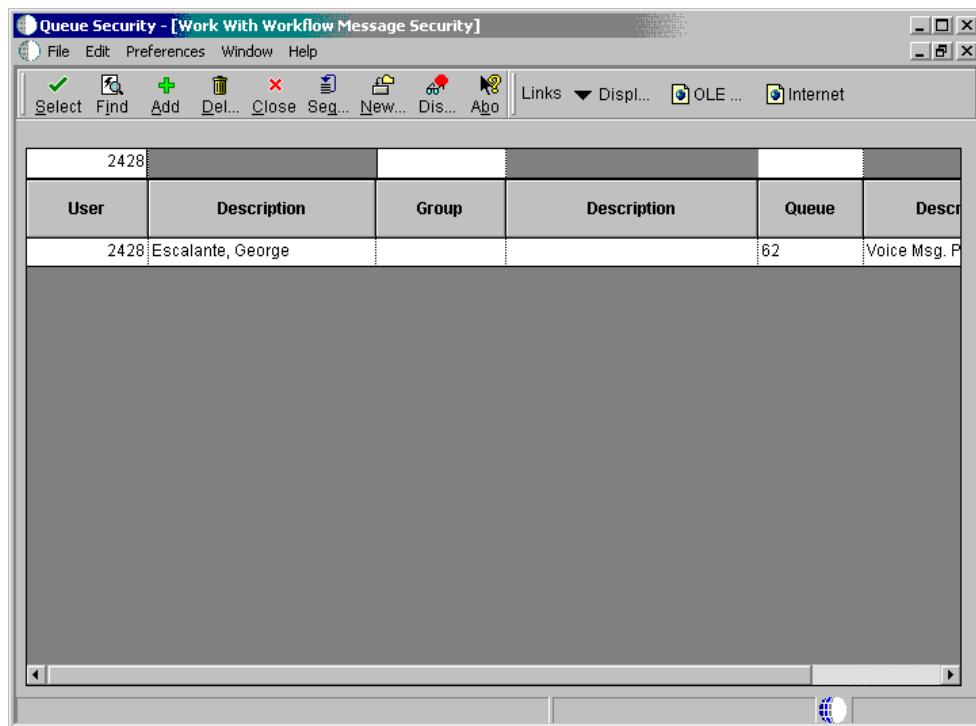
You can set up the security status for a user or group of users within a workflow message queue. You can add security by user, distribution list, or both. For example, you might set up security for managers so that they can monitor all messages within certain queues.

---

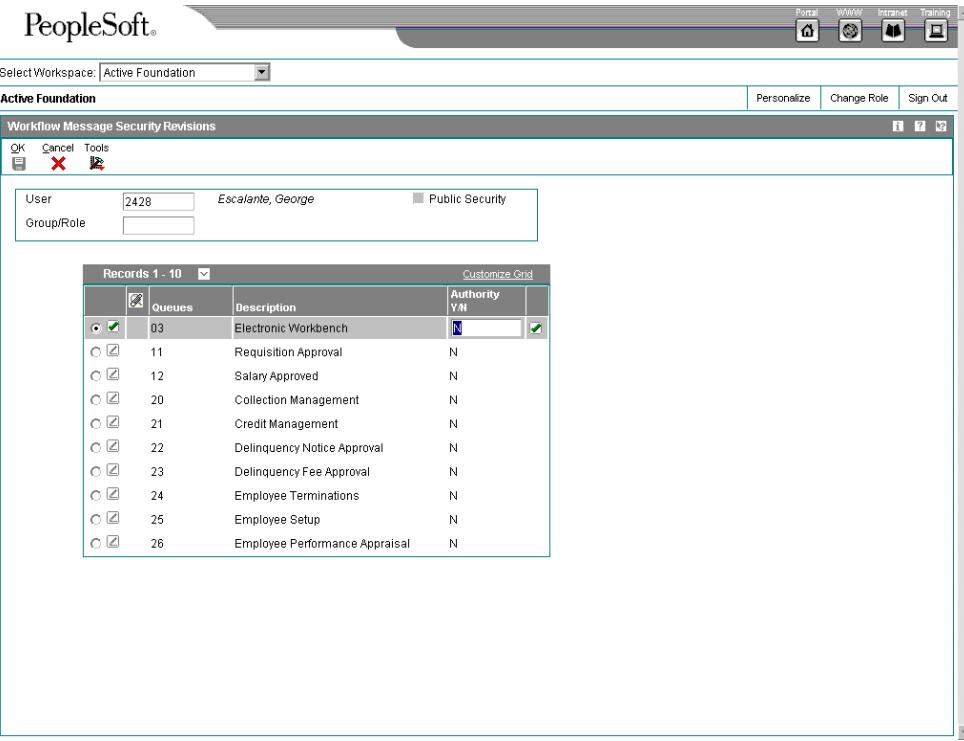
### ► To set up queue security

---

*From the Call Setup menu (G1743), choose Queue Security.*



1. On Work With Workflow Message Security, click Add.



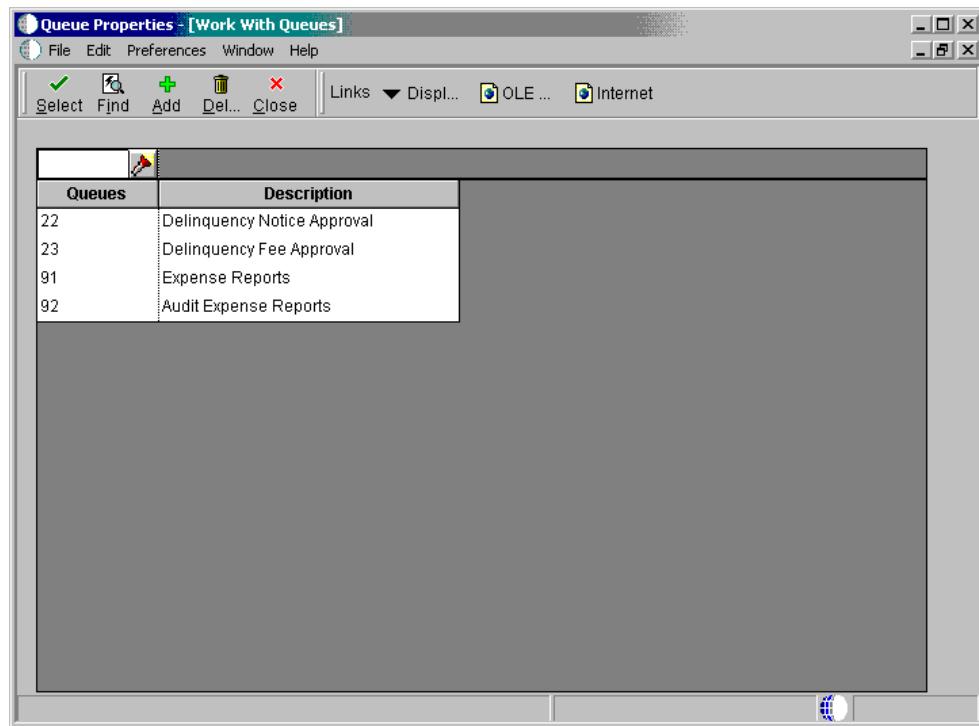
2. On Workflow Message Security Revisions, complete the following fields:
  - User
  - Group
3. Specify the queues that a user can view by completing the following field and click OK:
  - Authority Y/N

## Setting Up Queue Properties

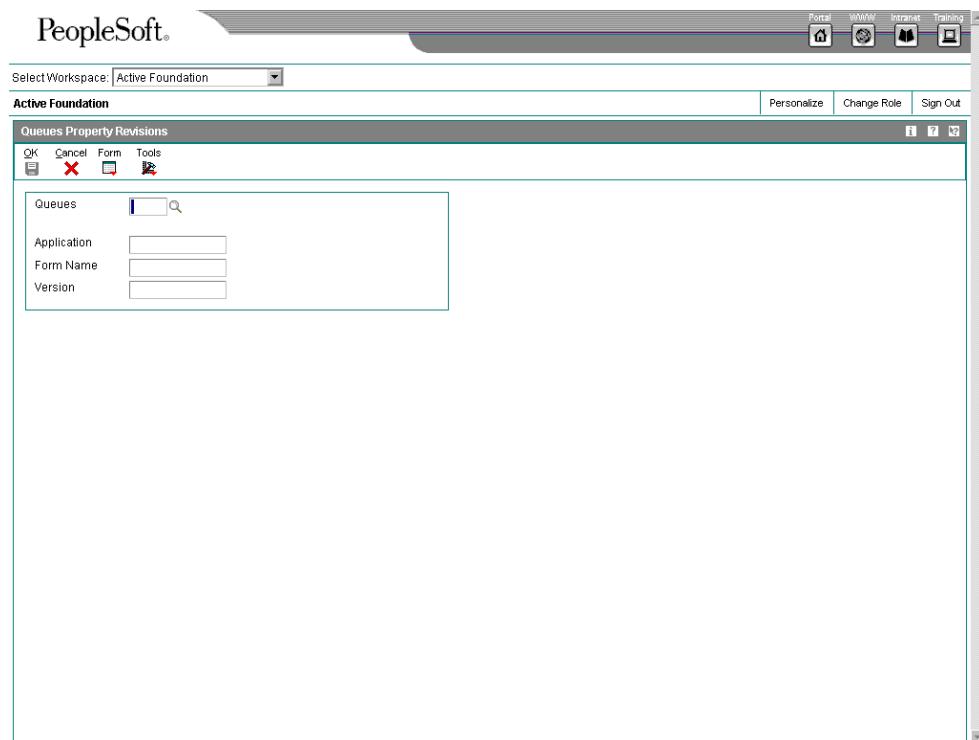
Setting up queue properties provides a link to a OneWorld application if, for example, you want a recipient to review information within a OneWorld application whenever they open messages in that particular queue.

### ► To set up queue properties

*From the Call Setup menu (G1743), choose Queue Properties.*



1. On Work With Queues, click Add.



2. On Queues Property Revisions, complete the following fields and click OK:

- Queues
- Application
- Form Name
- Version

## **Setting Up Routing Information**

When you set up routing information, you can direct calls to the queues that you set up and in the order that you determine as the most logical.

### **Topics**

- Setting up a routing sequence
- Setting up routing rules

### **Setting Up a Routing Sequence**

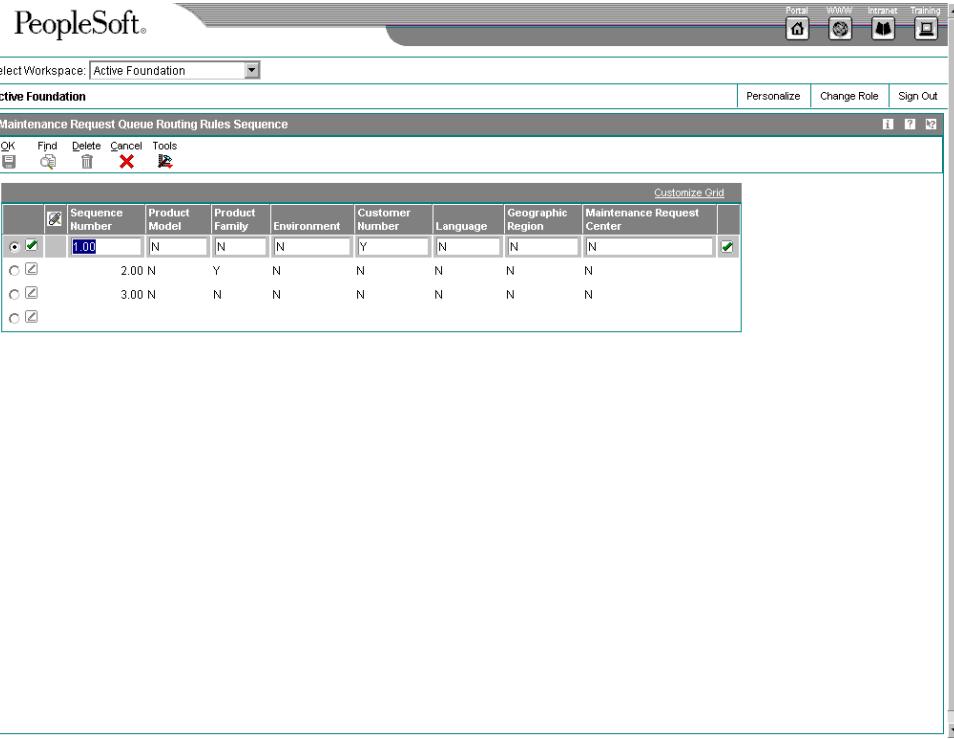
You can manage the order in which a call is routed to queues. Use routing sequence to define how the system searches through the routing rules to determine the queue to which an incoming call is directed.

#### **► To set up a routing sequence**

---

*From the Call Setup menu (G1743), choose Queue Revisions.*

1. On Work With Queues, choose Routing Sequence from the Form menu.



2. On Call Queue Routing Rules Sequence, complete the following fields and click OK:

- Sequence Number
- Product Model
- Product Family
- Environment
- Customer Number
- Language
- Geographic Region
- Call Center

You must define the order that the system will use to search for a match between the call and routing rules. The system uses a hierarchical search method, from most specific to most general. Complete the fields with a Y to include them in the hierarchical search.

### Setting Up Routing Rules

You can add to or revise the prescribed path that allows you to assign calls to the proper queue. You might assign calls to certain queues or individuals based on their knowledge of a product family or a language.

You can assign calls to a queue based on any of the following or any combination of the following information:

- Customer address book number
- Call center location
- Product model
- Product family
- Environment
- Address book language code
- Address book geographic region code

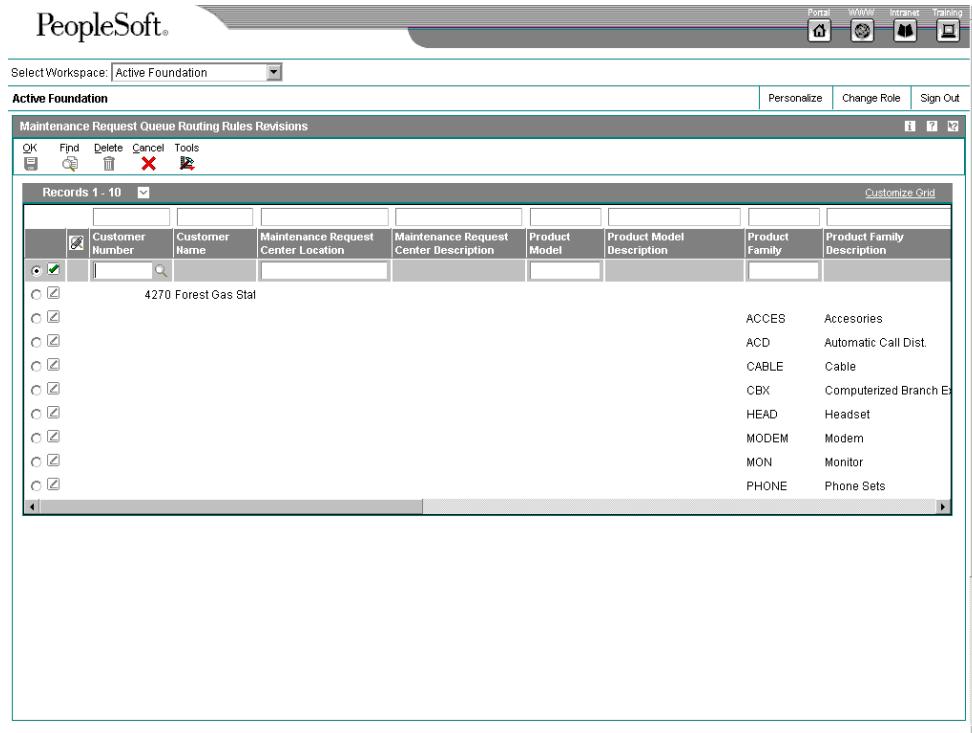
You can define the call center location in the address book for the service provider, the person entering the call. In Address Book Revisions, access the address book record for the service provider and enter the call center location in the business unit field.

#### ► **To set up routing rules**

---

*From the Call Setup menu (G1743), choose Queue Revisions.*

1. On Work With Queues, choose Routing Rules from the Form menu.



2. On Call Queue Routing Rules Revisions, to narrow your search complete any of the following fields and click Find:

- Customer Number

- Call Center Location
- Product Model
- Product Family
- Environment
- Language
- Geographic Region

3. To assign a person and a queue to a call, complete the following fields and click OK:

- Assignee Number
- Call Queue

## Entering Call Information

### Entering the Call Issue

Consultants can add issues by entering specific information about the call. To add an issue, you must provide the following minimum information:

- One of the following items:
  - Address book number of the customer
  - Equipment number or Serial Number (depending on Installed Base Constants)
  - Item number
  - Product model
- The name of the person initializing the call.
- A brief description of the issue.
- A queue number, if routing has not been set up. The system can also provide a default queue number based on the processing options.

You may enter additional information when you add the issue, including:

- Free-form text that allows you to provide more detail than the Issue Symptoms field allows.
- A task or action related to an issue that you can assign to another open or personal queue. In certain circumstances, you might assign yourself a task and reassign the issue to another open or personal queue.
- A resolution or the solution that you attach to the issue through Knowledge Management. Resolutions are stored separately from issues and can be searched for and reused for other issues. You can search for a resolution to your issue and attach it, or you can create a new one.

When you enter a call, you review a series of forms to ensure that the information for the customer is accurate.

## Entering Call Information

### Topics

Each of the following tasks is integral for entering call information:

- Entering the call issue
- Entering billing information for a call
- Reviewing call information
- Working with call tasks

#### ► **To enter the call issue**

---

*From the Daily Call Processing menu (G1713), choose Call Entry.*

1. On Work With Calls, click Add.
2. On the Caller tab of Customer Call Entry, complete the following field and press the tab key to move to the next field:
  - Customer Number

If the customer is not in the system, go to step 3.

If the customer is in the system, the system retrieves information about that customer, such as telephone number. These are default values that you can override if necessary. Go to step 8.

---

#### **Note**

As an option, to enter a call, you can complete the Serial Number, Inventory Item Number, or Product Model/Family field on the Product tab.

---

3. If the customer is not in the system, choose Customer from the Form menu, choose Address Book, and then choose Quick Add.
4. On Quick Customer/Contact Add, enter customer information by completing the following fields:
  - Address Number
  - Name
  - Phone Number
  - E-Mail Address
5. To enter customer address information, complete the following fields and click OK:
  - Address Line 1
  - Address Line 2

- Address Line 3
- Address Line 4
- City
- Postal Code
- Country
- County

6. Exit Quick Customer/Contact Add and return to Customer Call Entry.

7. On Customer Call Entry, complete the following field:

- Customer Number

---

**Note**

As an option, to enter a call, you can complete the Serial Number, Inventory Item Number, or Product Model/Family field on the Product tab.

---

8. To associate a third party with the call, such as a technician or customer service representative, complete the following field on the Caller tab:

- Caller Number

9. To indicate the customer contact name for this call, complete the following field:

- Caller Name

10. Complete the following fields, if necessary. You can override any of the defaults provided by the system:

- Phone Number
- Call Type
- Priority
- Call Status
- E-Mail
- Language
- Region

11. Enter a short description for the call in the following field:

- Symptoms

Depending on how you have set your processing options, you can use the first 80 characters from the media object as the default value for the Symptom field.

Also, you can use the search button to select a symptom from the knowledge base.

12. To indicate the reason for the issue, complete the following field:
  - Reason
13. To attach additional text to a call, choose Attachments from the Form menu and enter additional text in the text box.

When you define your status rules, you can define when you want to protect the text attached to a call. When you protect text, you are preventing changes to the text attached to a call. You can add text to existing text that is protected, but you cannot make changes to existing text.

The system appends a time stamp to the text area when the information changes.
14. To associate an additional person with a call without affecting the address book record, from the Form menu of Customer Call Entry, choose Customer, Address Book, and then Contact One.
15. On Address Book Information, complete any of the following fields and click OK:
  - Caller Name
  - E-Mail Address
  - Phone Number
  - FAX Number
  - Alternate Phone
16. On Customer Call Entry, click the Product tab.
17. Complete any of the following fields:
  - Equipment Number

You might enter the Serial Number or Item Number in the Equipment Number field, based on the Installed Base Constants.
  - Inventory Item Number
  - Product Model/Family

Based on the equipment number that you set up in the installed base record, the system retrieves the inventory item number, branch/plant lot, and product model/family.

If you do not enter the equipment number, the system retrieves the branch/plant lot and the product model/family based on the inventory item number.
18. Complete the following optional fields:
  - Product Component
  - Environment

19. Click the Queue tab.
20. To enter the call queue assignment, complete the following field:
  - Queue Number

If your company has set up routing rules, the system automatically assigns issues to a specific queue and person based on the type of call received.
21. To enter the call person assignment, enter the employee number in the following field:
  - Assignee
22. Click the Dates/Times tab.
23. To enter date and time information for the call, review or complete the following fields:
  - Date/Time Returned  
When a call is first assigned to a consultant, the system supplies the current date and time.
  - Date/Time On Site  
This field is user defined.
  - Date/Time Completed  
The default is the date and time that you close the call.
  - Time Zone  
The system retrieves the time zone of the service provider as the default value. This is the time zone of all the date/time fields.
  - Date/Time Committed  
If the call is covered under a contract, this field contains the Current Date and Time + the Guaranteed Response Time on the contract.  
  
If the call is not covered under a contract, this field contains the Current Date and Time + Guaranteed Response Time, which is based on the queue and call type. This value is multiplied by the commitment percentage, which is based on the queue and priority.
  - Response Time  
If the call is covered under a contract, this field contains the guaranteed response time from the contract.  
  
If the call is not covered under a contract, this field contains the guaranteed response time based on the queue and call type.
  - Commit Duration

This value is the amount of time between the date and time that you enter the call and the date and time that you assign the call.

24. Click the Call Information tab.
25. To enter additional information that appears in the workbench, use a short description to complete the following field:
  - Action Message
26. Complete the following fields, if applicable:
  - Parent Call Number
  - Call Source
  - Claim Number
  - Service Order
27. To set a reminder that appears in the call work center, complete the following fields:
  - Tickler Date
  - Tickler Description

When you enter tickler dates, the system creates a message in the mailbox of the queue or assignee with the tickler date. For example, you can use the tickler fields if you want to call a customer after closing the call to ensure that the issue does not require further attention.
28. Click the Installed Base tab.
29. To enter or review installed base reporting codes, complete the category code fields as necessary.
30. Click the Category Codes tab.
31. To enter or review category codes for calls, complete the category code fields as necessary.
32. Click the Accounting tab.
33. To enter accounting information for the call, review or complete the following fields:
  - Contract Number
  - Responsible Business Unit
  - Covered
  - Non-Covered
34. The system retrieves default information for the following fields from the service contract that is covering the call:
  - Coverage Group
  - Service Package

35. When you have finished entering the call issue, click OK.

## Entering Billing Information for a Call

To enter billing information for a call, you can choose one of the following pricing methods:

- Flat rate
- Time and materials

For the flat rate method, define call billing through the processing options for the Customer Call MBF program (P1700140). You can specify the cost type, pricing unit, and pricing unit of measure.

For the time and materials method, define call billing through the processing options for Time Entry (P17505). You can define whether the system generates time entry records in the CSMS Time Entry table (F1760) and one of the following tables:

- Payroll Batch table (F06116Z1)
- General Ledger Batch table (F0911Z1)

You can also specify the cost type, labor unit of measure (such as hours), and minimum hours.

### Before You Begin

- Set up distribution AAIs for call billing.
- Activate call billing in the processing options for the Customer Call MBF program (P1700140). Access Interactive Versions (IV) in System Administration Tools of Foundation Systems.
- If you are billing for calls based on time and materials, set up the parameters for call billing in the processing options for Time Entry (P17505).
- If you are working with Vertex, set up Vertex transaction types in the following processing options:
  - Customer Call MBF (P1700140)
  - Time Entry (P17505)
  - Call Workfile Generation (R17565)

### Understanding Multi-Currency in Call Billing

If you work in a multi-currency environment, you can review and edit currency information as necessary. When you review currency information, the following guidelines apply:

- If you do not activate multi-currency, the system does not display currency information fields on the billing information screens.
- If the currency code for the customer is the same as the base currency code (the currency code for the company), the Foreign option is disabled.
- The system retrieves the customer currency code from the customer number in the Customer Master table (F03012). If a currency code does not exist for this customer, the system retrieves the currency code from the company.
- The system retrieves the base currency code from the Company field value in the Business Unit Master table (F0010). If the value in the Company field is blank, the system uses company 0000.

- The system uses the exchange rate, which you can override, to calculate the domestic amount.
- The currency fields are disabled if the call or time entry records have been billed.
- If you click the Foreign option, the system displays billable amounts in the customer's currency. Otherwise, billable amounts appear in the company's currency.

### ► To enter billing information for a call

#### Note

If you are inquiring on a call that you have already billed, some of the fields in this task might be disabled.

*From the Daily Call Processing menu (G1713), choose Call Entry.*

1. On Work With Calls, choose the customer for which you want to enter call billing information and click Select.
2. On Customer Call Entry, choose Billing and then Billing Information from the Form menu.

The system displays the Billing Information form only if you activated the Bill for Calls processing option in Interactive Versions (IV) of System Administration Tools.

Customer Information	
Customer Number	4242
Site Number	4242
Bill To Number	4242
Send Invoice To Number	4242
P.O. Number	
Payment Terms	Net 30 Days
Payment Instrument	
Responsible Business Unit	S30
Company	00200
Manufacturing/Distribution Co.	

3. On the Customer Info tab of Billing Information, review or complete the following fields:

- Bill To Number
- Send Invoice To Number
- P.O. Number
- Payment Terms
- Payment Instrument
- Responsible Business Unit

4. Click the Pricing Info tab.

PeopleSoft.

Select Workspace: Active Foundation

Active Foundation

Billing Information

OK Cancel Form Tools

Request Number: 4 CL Date Billed: [ ]

Customer Info Pricing Info Billing Amounts

**Pricing Method**

Flat Rate  
 Time And Material

**Contractual Information**

Coverage Group: 7525  
Cost Type: B1  
Percentage Covered: 25.00

**Pricing Information**

Adjustment Schedule: SCHCALL Schedule for calls  
Price Effective Date: 06/17/05  
Pricing Units: 1.0000  
Pricing Unit of Measure: EA

**Tax Information**

Taxable  
Tax Expl Code: S  
Tax Rate/Area: DEN

5. Review or select the following pricing methods:

- Flat Rate
- Time And Material

6. If you use the flat rate pricing method, complete the following field:

- Cost Type

7. If you choose the time and materials pricing method, review or complete the following fields:

- Adjustment Schedule

- Price Effective Date
- Pricing Units
- Pricing Unit of Measure

If you use the flat rate pricing method, the system disables the Pricing Units and Pricing Unit of Measure fields.

8. If this call is taxable, click the Taxable option.

The system enters default values in the Tax Explanation Code and the Tax Rate/Area fields.

9. Click the Billing Amounts tab.

10. If you activated multi-currency, complete the following fields:

- Currency
- Exchange Rate
- Foreign

11. If you use the flat rate pricing method, complete the following fields:

- Minimum Amount
- Flat Rate Amount

The system retrieves the flat rate amount from the Advanced Pricing system. You can override this amount. If you override the amount and later need to retrieve the original default price from the Advanced Pricing system, choose Reprice Flat Rate from the Form menu.

12. Review the billable amount. If you entered a minimum amount or a flat rate amount, the system uses the greater of the two values as the billable amount.
13. To indicate if this call is subject to a discount, click the Discount by % option, and complete the following field:
  - Discount Amount

You can enter the discount amount directly, or you can calculate it based on the discount percent. If you use the discount percent, the system calculates the discount based on a percentage of the billable amount.
14. Review the amounts in the Total Taxable Amount, Tax, and Total Billable Amount fields.

The system calculates the tax amount using the tax rate area and the tax explanation code from the Pricing Info tab.

The Total Billable Amount is the sum of the Total Taxable Amount and the Tax fields.
15. Verify that the Billable option is turned on.

---

**Note**

The Billable option must be on in order to successfully generate an entry when you run the Call Workfile Generation (R17675) program.

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## Reviewing Call Information

When you are reviewing calls, you can use the visual prompts, or icons, that appear on the call entry forms. With these icons, you can review the call information so that you don't have to take form or row exits to inquire on pertinent information, such as customer and product history, entitlement checking, additional contacts, and callbacks. You can click on the icon to access and review the additional information.

### Topics

- Reviewing history information
- Reviewing product model and family information
- Reviewing customer entitlements

### Understanding Icons

Following are the icons that might appear when you are working on a call, along with their meanings:

**Phone** A call in the work center.

**Ringing phone** A callback in the work center.

<b>Tools</b>	Product history in the call.
<b>Person</b>	Customer history in the call.
<b>Open Folder</b>	Open tasks in the call.
<b>Triangle</b>	Tasks in the work center.
<b>Three dots</b>	Additional contacts for the call.
<b>Green checkmark</b>	The customer is entitled.
<b>Circle with a line through the middle</b>	The customer is not entitled.
<b>Tree Structure</b>	The call has been assigned to a queue based on the routing rules. Appears on every call. Also known as the rerouting icon.
<b>Burning envelope</b>	A flash message is attached.

#### ► To review history information

---

*From the Daily Call Processing menu (G1713), choose Call Entry.*

After you complete the steps to enter an issue, you can review history information to help resolve the current issue, such as information on past repairs or past maintenance.

Default dates and status codes are defined by processing options. You can override default information by entering new data in the date or status fields. When you set your processing options, you can enter different statuses and dates to limit the type of history information that you want to review.

1. On Work With Calls, find the customer for which you want to review history information and click Select.
2. On Customer Call Entry, click the Customer icon.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Work With Previous Customer Calls

Queue Number \*

Assignee \*

Customer Number 4242 Capital System

Equipment Number

Parent Request Number \*

Date Entered From/Thru \*  \*

Status From/Thru 100 Open 999 Complete

Customize Grid

Request Number	Doc Type	Time Zone	Caller Address	Caller Name	Caller Contact Name	Caller Area Code	Caller Phone
5 CL	42	4242 Capital System		JOE SMITH		404	555-1
9 CL	42	4242 Capital System		JOE SMITH		404	555-1
23 CL	42			ROBERT MAJOR		404	555-1

3. On Work With Previous Customer Calls, review the information.
4. Click Close.
5. On the Product tab of Customer Call Entry, to review history for a specific product, enter the serial, inventory, or product number in the applicable field:
  - Equipment Number
 

You might enter the Serial Number or Item Number in the Equipment Number field, based on the Installed Base Constants.
  - Inventory Item Number
  - Product Model/Family
6. Click the Product icon.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Work With Previous Product Calls

Queue Number \*  
Assignee \*  
Customer Number \*  
Equipment Number 31430  
Parent Request Number \*  
Date Entered From/Thru \* \*  
Status From/Thru 100 Open 999 Complete

Customize Grid							
Request Number	Doc Type	Time Zone	Caller Address	Caller Name	Caller Contact Name	Caller Area Code	Caller Phone
9 CL	42	4242 Capital System	JOE SMITH	404	555-1234		
23 CL	42		ROBERT MAJOR	404	555-1234		

7. On Work With Previous Product Calls, review the information.
8. Click Close to return to Customer Call Entry.

#### ► To review product model and family information

After you review history information, you can also review product and model information.

You can review all models associated with a family. You might need to review product model information if your customer is unable to provide detailed information for product identification.

*From the Daily Call Processing menu (G1713), choose Call Entry.*

1. On Work with Calls, select the desired call.
2. On Customer Call Entry, choose Model/Family Search from the Form menu.

Product Family	Description	Product Model	Description	Responsible Business Unit	Business Unit Description
ACCEES	Accessories	ADAPT	Adapt		
ACCEES	Accessories	CUSH	Ear Cushions		
ACCEES	Accessories	JACK	Handset Jack		
ACD	Automatic Call Dist.	ACDUL	ACD Ultra Model		
APP	Appliances	D200	Dryer - medium capacity	S30 LM Service Center	
APP	Appliances	D500	Dryer - large capacity	S30 LM Service Center	
APP	Appliances	W200	Washer - medium capacity	S30 LM Service Center	
APP	Appliances	W500	Washer - large capacity	S30 LM Service Center	
CABLE	Cable	CAB13	13 Foot Cable		
CABLE	Cable	CAB25	25 Foot Cable		

3. On Product Family/Model Search, complete the following field and click Select:
  - Product Family

#### ► To review customer entitlements

After you review product and model information, you can also review customer entitlements.

You can review the details of a customer contract or warranty agreement to determine whether a customer is entitled to receive customer support services and the services they are entitled to. For example, a customer contract might specify that the customer receives support from 7:00 AM until 6:00 PM Eastern Standard Time.

*From the Daily Call Processing menu (G1713), choose Call Entry.*

1. 1. On Work with Calls, select the desired call.
2. On Customer Call Entry, click the Entitlements icon.

Contract Number	Do Ty	Line Number	Customer Number	Customer Name	Site Number	Site Name	Product Family	Product Model	Equipment Num
1 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		
1 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		
1 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		
5 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		
5 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		
5 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		
5 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		
5 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		
5 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		
5 CM	0.001	4242	4242 Capital System	4242 Capital System	CBX	C200	31430		

3. On Work With Entitlement Inquiry, review the information.
4. If you need to override entitlement information on the call:
  - Click Close to return to Customer Call Entry.
  - Choose Entitlements Inquiry from the Form menu.
  - Make the changes and click OK.
5. If you need to review contract information, click the Accounting tab of Customer Call Entry.

## Working with Call Tasks

You cannot assign the same call issue to multiple users. However, you can assign tasks for the issue, referred to as call tasks or tasks, to multiple people and assign issue ownership to one person. You can assign tasks as needed to other users who assist in resolving the issue.

A task is an action related to an issue. You can add multiple tasks to the same issue. You can also add an attachment to a task to enter detailed information. When you complete a task, you need to close it. The task and the issue are separate, and you are allowed to close one without closing the other. For example, you can complete a task but keep the issue open.

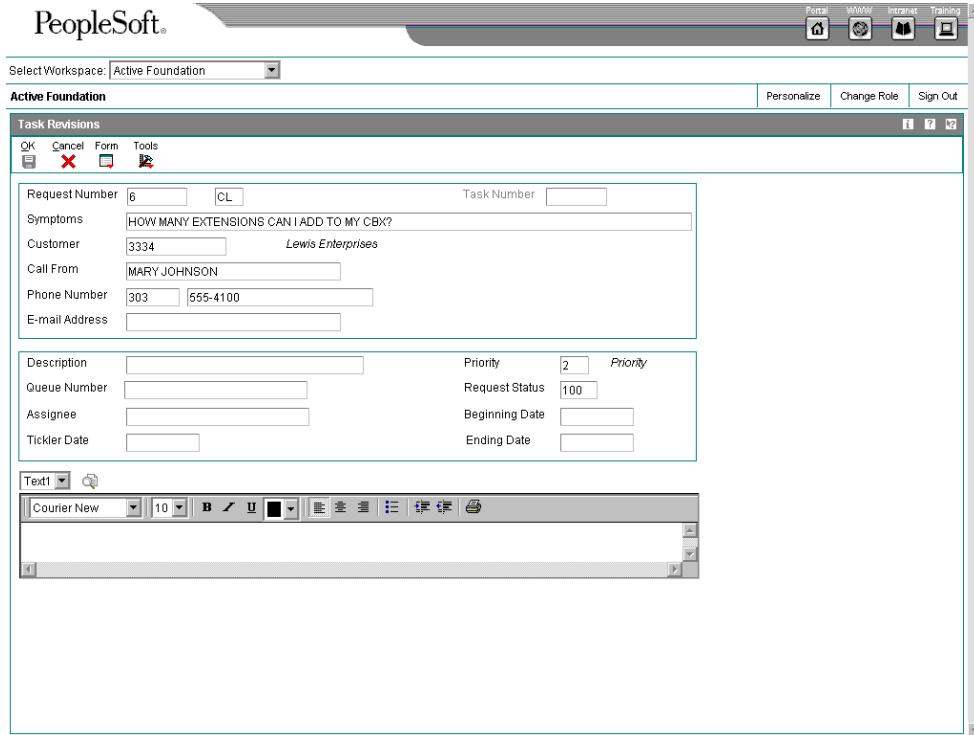
### See Also

- ❑ *Setting Up Required Fields for Call Queue Status* if you want to set up required fields for tasks

## ► To work with call tasks

From the Daily Call Processing menu (G1713), choose Call Entry.

1. On Work With Calls, locate the call issue and choose it. Then click Select.
2. On Customer Call Entry, choose Tasks from the Form menu, and then choose Add Task.



3. On Task Revisions, complete the following fields and click OK:
  - Description
  - Queue Number
  - Assignee
4. If necessary, add an attachment to enter more detailed information.
5. Click OK.
6. Repeat steps 3 through 5 for each task that you need to add.
7. To close a task, change the code in the following field to indicate that the task is complete and click OK:
  - Status

## What You Should Know About Processing Options

**Accessing processing options for P17501** To access these processing options, type IV (Interactive Versions) in the Fast Path. On Work With Interactive Versions, enter the program number and click Find. Locate the version and choose Processing Options from the Row menu.

### **Processing Options for Customer Call Entry (P17501)**

#### **Display**

These processing options specify what information the system displays when you enter calls in this version of Customer Call Entry. For example, after you enter a call, the system can display equipment information based on the Customer Number that you enter. Based on the Customer Number, you can indicate whether you want the system to display a search and select window for you to select a caller. After you enter a call and click OK, you can choose to display routing information for your review.

---

#### **1. Display Routing Information**

##### **Blank = Not Display**

##### **1 = Display**

Use this processing option to determine whether the system displays the routing information after pressing the OK button.

Valid values are:

Blank Hide routing information.

1 Display routing information.

#### **2. Display Equipment Information**

##### **Blank = Not Display**

##### **1 = Display**

Use this processing option to determine whether the system displays the equipment information when the Customer Number is entered.

Valid values are:

Blank Do not display equipment information.

---

- 1      Display equipment information.

### **3. Display Who's Who Search>Select**

**Blank = Not Display**

**1 = Display**

Use this processing option to determine whether the Who's Who Search and Select appears when you move past the Customer Number field and the Caller Name field is blank.

Valid values are:

- Blank   Do not display the Who's Who Search and Select form,
- 1      Display the Who's Who Search and Select form.

### **4. Display Billing Information**

**Blank = Not Display**

**1 = Display**

Use this processing option to indicate whether the system displays the Billing Information form when you add a new call. Valid values are:

- Blank   Do not display the Billing Information form
- 1      Display the Billing Information form

---

## **Versions**

These processing options specify the versions that the system uses when you are inquiring on additional information about the calls using the form exits from Customer Call Entry.

---

### **1. Work With Previous Customer Calls (P17500)**

**Blank = ZJDE0002**

Use the processing option to identify the version of Work with Calls (P17500) that the system uses when you choose the History form exit for Customer Calls. If you leave this option blank, ZJDE0002 is used.

### **2. Work With Previous Product Calls (P17500)**

**Blank = ZJDE0003**

Use the processing option to define the version of Work with Calls (P17500) that the system uses when you choose the History form exit for Product Calls. If you leave this option blank, ZJDE0003 is used.

### **3. Call History (P17500)**

**Blank = ZJDE0004**

Use the processing option to define the version of Work with Calls (P17500) that the system uses when you choose the History form exit for Call History. If you leave this option blank, ZJDE0004 is used.

### **4. Work With Tasks (P17504)**

**Blank = ZJDE0001**

Use this processing option to define the version that the system uses when you choose Work with Tasks from the Row menu. If you leave this option blank, the system uses ZJDE0001.

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## 5. Time Entry (P17505)

### **Blank = ZJDE0001**

Use the processing option to define the version of Time Entry (P17505) that the system uses when you choose the form exit for Time Entry.

If you leave this option blank, ZJDE0001 is used.

## 6. Call Master Business Function (P1700140)

### **Blank = ZJDE0001**

Use the processing option to define the version of Calls MBF (P1700140) that the system uses to process the data.

If you leave this option blank, ZJDE0001 is used.

## 7. Return Material Authorizations Revisions (P400511)

### **Blank = ZJDE0001**

Use this processing option to define the version of Return Material Authorizations Revisions (P400511) that the system uses when you choose the Customer form exit for Return Material Authorizations (RMA) transactions.

If you leave this option blank, ZJDE0001 is used.

## 8. Quick Customer/Contact Add (P01015)

### **Blank = ZJDE0001**

Use this processing option to define the version of Quick Customer/Contact Add (P01015) that the system uses to add a contact. When you choose the Customer form exit to access address book information, you can add a contact by way of Quick Add or Contact One and Contact Two.

If you leave this option blank, ZJDE0001 is used.

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## **9. Address Book Revisions (P01012)**

**Blank = ZJDE0001**

Use this processing option to specify the version that the system uses for Address Book Revisions (P01012) when you choose Customer from the Form menu. If you leave this field blank, the system uses ZJDE0001.

## **10. Customer Master (P03013)**

**Blank = ZJDE0001**

Use this processing option to specify the version that the system uses for Customer Master Information (P03013) when you choose Receivables from the Form menu.

If you leave this option blank, the system uses ZJDE0001.

## **11. Customer Ledger Inquiry (P03B2022)**

**Blank = ZJDE0001**

Use this processing option to define the version of Customer Ledger Inquiry (P03B2022) that the system uses when you choose the Receivables form exit for customer ledger inquiry.

If you leave this option blank, ZJDE0001 is used.

## **12. Vendor Master (P04012)**

**Blank = ZJDE0001**

Use this processing option to define the version of Vendor Master (P04012) that the system uses when you choose the Payables form exit for vendor inquiry information.

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If you leave this option blank, ZJDE0001 is used.

### **13. A/P Standard Voucher Entry (P0411)**

**Blank = ZJDE0001**

Use this processing option to define the version of the A/P Standard Voucher (P0411) program that the system uses when you choose the Payables form exit to inquire on accounts payable information.

If you leave this option blank, ZJDE0001 is used.

### **14. Payment Inquiry (P0413M)**

**Blank = ZJDE0001**

Use this processing option to define the version of Payment Inquiry (P0413M) that the system uses when you choose the Payables form exit for payment information.

If you leave this option blank, ZJDE0001 is used.

### **15. Eligibility (P08334)**

**Blank = ZJDE0001**

Use this processing option to define the version of Eligibility (P08334) that the system uses when you choose the form exit for eligibility.

If you leave this option blank, ZJDE0001 is used.

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### **16. Employee DBA Instructions (P050181)**

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**Blank = ZJDE0001**

Use this processing option to define the version of Employee DBA Instructions (P050181) that the system uses when you choose the Customer form exit for human resources information.

If you leave this option blank, ZJDE0001 is used.

**17. Employee Profile (P060116)****Blank = ZJDE0001**

Use this processing option to define the version of Employee Profile (P060116) that the system uses when you choose the Customer form exit for human resources to access employee profile information.

If you leave this option blank, ZJDE0001 is used.

**18. Work With Employee (P0801)****Blank = ZJDE0001**

Use this processing option to define the version of Work with Employee (P0801) that the system uses when you choose the Customer form exit for Human Resources to access Work With Employee.

If you leave this option blank, ZJDE0001 is used.

**19. Sales Order Entry (P4210)****Blank = ZJDE0006**

Use this processing option to define the version of Sales Order Entry (P4210) that the system uses when you choose the Customer form exit for sales orders

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in inquire on customer service.

If you leave this option blank, ZJDE0006 is used.

## **20. Supply and Demand Inquiry (P4021)**

**Blank = ZJDE0001**

Use this processing option to define the version of Supply and Demand Inquiry (P4021) that the system uses when you choose the Customer form exit for Sales Orders to access supply and demand information.

If you leave this option blank, ZJDE0001 is used.

## **21. Inquiry by Equipment (P48201)**

**Blank = ZJDE0002**

Use this processing option to define the version of Inquiry by Equipment (P48201) when you choose the Customer form exit for Service Orders to inquire by equipment information.

If you leave this option blank, ZJDE0002 is used.

## **22. Service Order Revisions (P17714)**

**Blank = ZJDE0001**

Use this processing option to define the version of Service Order Revisions (P17714) that the system uses when you choose the Customer form exit for Service Orders to revise information.

If you leave this option blank, ZJDE0001 is used.

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## **23. Work With RMA (P40051)**

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**Blank = ZJDE0001**

Use this processing option to define the version of Work with RMA (P40051) that the system uses when you choose the Customer form exit for Return Material Authorization (RMA) transactions.

If you leave this option blank, ZJDE0001 is used.

**24. Supplemental Data - Customer (P00092)****Blank = ZJDE0003**

Use this processing option to define the version of Supplemental Data - Customer (P00092) that the system uses when you choose the Supplemental Data form exit for customers.

If you leave this option blank, ZJDE0003 is used.

**25. Supplemental Data - Item (P00092)****Blank = ZJDE0001**

Use this processing option to define the version of Supplemental Data - Item (P00092) that the system uses when you choose the Supplemental Data form exit for items.

If you leave this option blank, ZJDE0001 is used.

**26. Supplemental Data - Work Order (P00092)****Blank = ZJDE0007**

Use this processing option to define the version of Supplemental Data - Work Order (P00092) that the system uses when you choose the Supplemental Data form

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exit for work orders.

If you leave this option blank, ZJDE0007 is used.

## **27. Supplemental Data - Sales Order (P00092)**

**Blank = ZJDE0018**

Use this processing option to define the version of Supplemental Data - Sales Orders (P00092) that the system uses when you choose the Supplemental Data form exit for orders.

If you leave this option blank, ZJDE0018 is used.

## **28. Knowledge Base - Symptom (P17764)**

**Blank = ZJDE0001**

Use this processing option to define the version of Knowledge Base - Symptoms (P17764) that the system uses when you choose the Knowledge Base form exit to add or attach symptoms to a call.

If you leave this option blank, ZJDE0001 is used.

## **29. Installed Base Inquiry (P1701)**

**Blank = ZJDE0001**

Use this processing option to define the version of Installed Base Inquiry (P1701) that the system uses when you choose the Installed Base form exit to inquire by customer.

If you leave this option blank, ZJDE0001 is used.

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## **30. Installed Base Revisions (P1702)**

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**Blank = ZJDE0001**

Use this processing option to define the version of Installed Base Revisions (P1702) that the system uses when you choose the Installed Base form exit to access Installed Base Revisions.

If you leave this option blank, ZJDE0001 is used.

**31. Contracts (P1720)****Blank = ZJDE0001**

Use this processing option to define the version of Contracts (P1720) that the system uses when you choose the Entitlements form exit for contracts.

If you leave this option blank, ZJDE0001 is used.

**32. Print Call (R17674)****Blank = XJDE0003**

Use this processing option to define the version of the Print Call report (R17674) that the system uses when you choose Print Call from the Row menu. If you leave this option blank, the system uses XJDE0003.

**33. Call Workfile Generation (R17675)****Blank = XJDE0001**

Use this processing option to specify the version of Call Workfile Generation (R17675). If you leave this option blank, XJDE0001 is used.

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### **34. Service Billing Inquiry**

#### **P4812 (ZJDE0001)**

Use this processing option to specify the version of Service Billing Inquiry (P4812) that the system uses when you choose Billing from the form menu. If you leave this option blank, ZJDE0001 is used.

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#### **Process**

These processing options specify the processing that the system performs for this version of Customer Call Entry. For example, you can specify whether calls are entered in a self-service environment and where the system places the date/time stamp on the call.

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##### **1. Copy the text**

Blank = No text is copied when copying the existing call

1 = The text is copied when copying the existing call

Use this processing option to determine whether media object text is copied when you copy a call.

Valid values are:

Blank Do not copy media object text when copying a call.

1 Copy media text in addition to call information.

##### **2. Date/Time stamp**

Blank = Date/Time stamp is on the top of the comments

1 = Date/Time stamp is at the bottom of the comments

Use this processing option to determine where the Date/Time Stamp is printed in the comments area. You can choose to have the date/time stamp precede your comments (at the top) or after your comments (at the bottom).

Valid values are:

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Blank Print the date/time stamp on top of comments.

1 Print the date/time stamp at the bottom of comments.

### 3. Customer Self-Service

Blank = Bypass Customer Self-Service

1 = Activate Customer Self-Service for use in Java/HTML

2 = Activate Customer Self-Service for use in Windows

Use this processing option to determine how the system uses this version of Work with Calls (P17500) with Customer Self-Service Functionality.

Valid Values are:

Blank Do not activate 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.

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## What You Should Know About Processing Options

**Accessing processing options for P1700140** To access these processing options, type IV (Interactive Versions) in the Fast Path. On Work With Interactive Versions, enter the program number and click Find. Locate the version and choose Processing Options from the Row menu.

## Processing Options for Customer Call MBF (P1700140)

### Defaults

These processing options specify the defaults that the system uses when you enter a call using this version of Customer Call Master Business Function MBF) (P1700140). You can set the defaults in the processing options for information that remains the same for most calls, such as document type, caller and customer name and assignee. In this way, you can enter calls more efficiently. If you set defaults in the processing options, you can override the default information on the Customer Call Entry form.

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### 1. Document Type

**Blank = CL**

Use this processing option to define the document type for the call.

Enter a valid value from UDC 00/DT (Document Type).

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## **2. Symptoms**

**Blank = Symptoms is not defaulted from the first line of the media object text.**

**1 = Symptoms is defaulted from the first line of the media object text.**

Use this processing option to specify whether the symptoms information is automatically filled in using the first line of the media object text.

Valid values are:

Blank Do not use the first line of the media object text.

1 Use the first line of the media object text as the symptom.

## **3. Caller Name**

**Blank = Do not default Caller Name from Customer Name**

**1 = Default Caller Name from Customer Name**

Use this processing option to indicate whether the system uses the Customer Name as the Caller Name.

Valid values are:

Blank Do not use the customer's name as the caller name.

1 Use the customer name as the caller name.

## **4. Assignee**

**Blank = Do not default Assigee from the User**

**1 = Default Assignee from the User**

Use this processing option to determine whether the system uses the user ID as the default assignee.

Valid values are:

Blank Do not use the user ID as the default for the assignee.

1 Use the user ID as the default for the assignee.

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## 5. Reporting Codes

**Blank = Do not default the reporting codes of the Assignee from the CSMS Service Provider information**

**1 = Default the reporting codes of the Assignee from the CSMS Service Provider information**

Use this processing option to determine whether the system uses the reporting codes of the assignee from CSMS Service Provider Information.

Valid values are:

Blank Do not use reporting codes from the CSMS Service Provider Information.

1 Use reporting codes from the CSMS Service Provider Information.

## 6. Phone Number Type for the fax number

Use this processing option to define the phone number type for fax number.

This is user defined code (01/PH) that indicates the use of the phone number.

## 7. Status for a call is assigned

Use this processing option to indicate the default status when the call is assigned.

## 8. Queue

**Note: This queue will override the queue from the routing rules.**

Use this processing option to indicate the default queue number. The queue number that you enter in this processing option overrides the queue from routing rules.

## 9. Call Type

**Blank = Default from Data Dictionary**

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Use this processing option to specify the call type that the system uses as a default when entering the call entry program. If you leave this option blank, the system uses default value from the data dictionary.

## **10. Cost Type**

### **Blank = B1 (Direct Labor)**

If you are billing for calls and the pricing method is flat rate, use this processing option to specify the default cost type.

Typically, enter B1 (Direct Labor) as the default, or you can enter another valid value from UDC 30/CA (Cost Component Add-Ons).

## **11. Pricing Units**

### **Blank = 0**

If you are billing for calls and the pricing method is flat rate, use this processing option to specify the default pricing units on calls. Pricing units are quantities that the system uses to retrieve advanced pricing information, such as for price break levels based on quantities.

Enter a number or use the default, which is 0 (zero).

## **12. Pricing Unit of Measure**

### **Blank = EA**

If you are billing for calls and the pricing method is flat rate, use this processing option to specify the default unit of measure that the system uses to retrieve advanced pricing information.

Typically, enter EA (Each) as the default, or you can enter another valid value from UDC 00/UM (Unit of Measure).

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## Edits

These processing options specify what information the system verifies when you enter a call. When you enter a call, you can automatically perform entitlement checking, or verify dates that a call can be closed, reopened, or returned based on these processing options.

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### 1. Entitlement Check

**Blank = No entitlement checking performed**

**1 = Check entitlement with the date table (F1791)**

**2 = Check entitlement without the date table (F1791)**

Use this processing option to specify how the system performs the entitlement check.

Valid values are:

Blank Do not perform entitlement checking.

1 Check the entitlement with the date table (F1791).

2 Check the entitlement without the date table (F1791).

### 2. Maximum days for reopening a call

**Blank = Cannot reopen Call**

Use this processing option to determine the maximum number of days that a call can be closed and reopened. This is the number of days that a closed call is eligible to be reopened.

If you leave this option blank, the program does not check the number of days.

### 3. Date/Time Opened

**Blank = Original Date/Time Opened is left in the Call**

**1 = Default Date/Time Opened to current date/time**

Use this processing option to indicate whether the current date and time becomes the beginning date and time when a call is reopened.

Valid values are:

Blank The original date and time opened remains on the call when the call is reopened.

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1 The current date and time are used as the beginning date and time for the call.

#### **4. Date/Time Returned**

**Blank = Original Date/Time Returned is left in the Call**

**1 = Clear Date/Time Returned when the Call is reopened**

Use this processing option to clear Date and Time Returned when a call is reopened.

Valid values are:

Blank The original date and time returned is left in the call.

1 Clear the date and time returned when a call is reopened.

#### **5. Area Code and Phone Number**

**Blank = Not required**

**1 = Required**

Use this processing option to indicate whether the system requires you to enter the area code and Phone Number when you enter the call.

Valid values are:

Blank Area code and phone number are not required.

1 Area code and phone number are required.

#### **6. Reason Code**

**Blank = Reason Code is not required when closing the Call.**

**1 = Reason Code is required when closing the Call.**

Use this processing option to indicate whether the reason code is required when you are closing a call.

Valid values are:

Blank The reason code is not required to close a call.

1 The reason code is required to close a call.

## **Process**

These processing options specify the processes that the system performs when you use this version of Customer Call MBF (P1700140).

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### **1. Protect the Queue Number**

**Blank = Do not protect**

**1 = Protect**

Use this processing option to indicate whether the queue number can be changed.

Valid values are:

Blank Allow changes to the queue number.

2 Do not allow changes to the queue number.

### **2. Protect Pricing Method**

**Blank = Do not protect**

**1 = Protect**

Use this processing option to indicate whether the pricing method can be changed from the service type selection during call entry. Valid values are:

Blank Do not protect the pricing method.

1 Protect the pricing method.

If you allow changes to the pricing method, you can choose the flat rate pricing method or the time and materials pricing method.

### **3. Customer inconsistent with Installed Base**

**Blank = No editing**

**1 = Change the customer number**

**2 = Automatically update Installed Base**

Use this processing option to indicate whether the system verifies that the customer number in the call is consistent with customer number in the Installed Base. If the customer number associated with Installed Base is inconsistent with customer number referenced on the call, you can indicate

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whether the system updates the Installed Base.

Valid values are:

Blank Do not compare the customer number in the call with the customer number in the Installed Base.

- 1 Prompt to update the customer number that is associated with Installed Base to be consistent with the customer number that is referenced on the call.
- 2 Automatically update Installed Base with the customer number that is referenced on the call.

#### **4. Site inconsistent with Installed Base**

**Blank = No editing**

**1 = Change the site number**

**2 = Automatically update Installed Base**

Use this processing option to indicate whether the system verifies that the site number in the call is consistent with site number in the Installed Base. If the site number associated with Installed Base is inconsistent with site number referenced on the call, you can indicate whether the system updates the Installed Base.

Valid values are:

Blank Do not check the site number.

- 1 Prompt to update the Installed Base site number to match service order site number.
- 2 Automatically update Installed Base.

#### **5. Validate assignee in queue**

**Blank = No checking**

**1 = Set error**

**2 = Set warning**

Use this processing option to determine when the assignee that is entered is

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set up in the queue.

Valid values are:

- Blank Do not check whether assignee is in queue.
- 1 Display error when assignee is on queue.
- 2 Display warning when assignee is on queue.

## **6. Check required fields**

**Blank = Do not check**

**1 = Check**

Use this processing option to specify whether the system verifies that there is information in the required fields. You define which fields are required in the Required Fields Setup (P1759) program or Status Rules Setup.

Valid values are:

- Blank Do not check the required fields.
- 1 Check the required fields.

## **7. Bill For Calls**

**Blank = Do not bill for calls**

**1 = Bill for calls**

Use this processing option to specify whether you are billing for calls. You must activate this processing option if you need to enter billing information for calls. Valid values are:

- Blank Do not bill for calls (the default)
- 1 Bill for calls

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## **Vertex**

This processing option specifies the Vertex transaction type for flat rate billing.

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### **1. Transaction Type for Flat Rate Billings**

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**Blank = SERVIC**

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Use this processing option to specify the Vertex transaction type that the system uses when calculating taxes for flat rate billing. Only use this transaction type if you are billing for calls and the pricing method is Flat Rate.

Enter a valid value from UDC 73/TY (Vertex Transaction Type). If you leave this processing option blank, the system uses transaction type SERVIC.

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## Working with Calls

*From the Daily Call Processing menu (G1713), choose Call Entry.*

You can customize the work space by setting processing options to include only the information that you are directly working with. Some of the available options include call sequencing, sorting calls by priority or status, and pre-loading information to the work space to limit the information that appears. You can also lock calls so that only one consultant at a time can review and change information in a call.

## Understanding Locked Calls

Through record locking, you can lock calls to ensure that changed information in a call is not inadvertently overridden by another consultant. Use the UDC 00/RR (Object In Use Application ID) to activate record locking for the Customer Call Entry program (P17501). This UDC activates record locking in specific applications and allows only one person at a time to access a record.

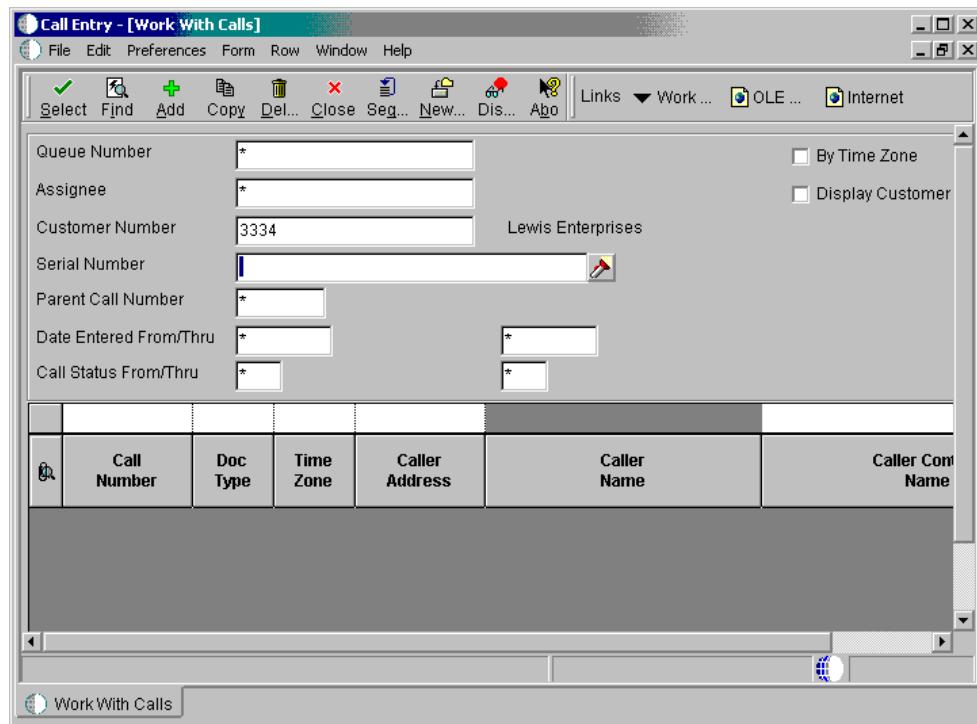
If you set up record locking, the system displays the calls that are currently in use. The user ID of the person who is accessing the file appears in the Reserved By column.

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### Note

To set this user defined code to activate record locking, the first character of the special handling code must be 1. If you do not want to perform record locking, the first character of the special handling code must be 0.

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### Field Information

**By Time Zone** By choosing this option, the system uses the service provider's time to calculate the current customer time. If the current customer time is outside of the standard business hours of the service provider, the system does not display the call.

**Total Elapsed Hours** Elapsed time is the difference between the current date and time (or completed date and time) and the date and time when the call was entered. The elapsed time is rounded to the nearest quarter hour. The work day calendar defined for the queue calculates the number of work days. The time is then converted to hours.

**Time Remaining** This field is the difference between the current date and time and the commitment date and time. The time remaining is rounded to the nearest quarter hour. The work day calendar defined for the queue calculates the number of work days. The time is then converted to hours. Any time remaining appears in red. Time is only calculated if the returned date and time field is blank. If there is no commitment date and time, the time remaining is zero.

**Reserved By** If you set up record locking, you can review the calls that are currently in use and the user ID of the person who is accessing the file. If you try to access a call that is in use, the system notifies you that the call is locked and displays the user ID of the person working in the file. If you do not have record locking activated, the column is blank.

## Processing Options for Work With Calls (P17500)

### Display

The processing options on this tab indicate the information that the system displays when you inquire on calls using this version of Work With Calls. For example, you can set up these processing options so that the system only displays those calls within a status range based on a time zone, call back time, country code, and language .

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#### 1. Check the time zone filter

**Blank = Not check**

**1 = Check**

Use this processing option to indicate whether the system verifies the time zone of the customer. The system displays calls based on time zones.

Valid values are:

Blank Bypass time zone filter

1 Check time zone filter

If you choose the option to check the time zone and then set the processing option to verify a call back time, the system verifies whether the time at the customer's location in the customer's time zone is outside of business hours.

If the customer time is earlier or later than your business hours, the system does not display the calls.

#### 2. Starting call back time

Use this processing option to indicate the Call Back Time to filter calls. If the time at the customer location is earlier than this time and time zone filter check box on the Work with Calls form is checked, the system does not display the calls. When you enter a call back time, you must enter military time and include the hour, minutes, and seconds. For example:

90000 for 9:00:00

150000 for 15:00:00

If you set this processing option to verify a call back time and choose the

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option to check the time zone filter, the system verifies whether the time at the customer's location is earlier than the current time. If the customer time is earlier than the current time, the system does not display the calls.

### **3. Display or Hide Country Code**

**Blank = Country Code is not displayed as Selection Criteria**

**1 = Country Code is displayed as Selection Criteria**

Use this processing option to specify whether the system displays the country code field for you to use as selection criteria.

Valid values are:

Blank Hide the country code field.

1 Display the country code field.

If you choose to display country codes, you can indicate a selection criteria that the system uses to display calls. To specify which country code the system uses as a default, set the Default Country Code processing option.

### **4. Display or Hide Language**

**Blank = Language is not displayed as Selection Criteria**

**1 = Language is displayed as Selection Criteria**

Use this processing option to specify whether to display the language field.

Valid values are:

Blank Hide the language field.

1 Display the language field.

If you choose to display languages, you can indicate a selection criteria that the system uses to display calls. To specify which language the system uses as a default language, set the Default Language processing option.

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## **5. From status**

Use this processing option to indicate the From Status. The system only displays those calls that are within the status specified in this processing options for From Status and Thru Status.

## **6. To status**

Use this processing option to indicate the Thru Status. The system only displays those calls that are within the status specified in this processing options for From Status and Thru Status.

## **7. Number of days to use for date filter**

### **Blank = Date From/Thru are not pre-loaded**

Use this processing option to specify a number of days with which the system uses to calculate the From date and Thru date. The system only displays calls that fit within this date range.

If you leave this option blank, the system does not calculate filter dates.

## **8. Priority column**

### **Blank = Display Priority column without color coding**

### **1 = Display Priority column with color coding**

Use the processing option to specify whether the system displays priority with color. The color setup is defined in the user defined code (17/PR) in the Special Handling column.

Valid values are:

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Blank Display priority without color.

1 Display priority with color.

## **9. Display or Hide CTI Interface**

**Blank = CTI Interface is not displayed**

**1 = CTI Interface is displayed**

Use this processing option to specify whether the system displays the CTI Interface.

Valid values are:

Blank Hide the CTI Interface.

1 Display the CTI Interface.

## **10. Display or Hide the calls that are in use**

**Blank = the calls are displayed**

**1 = hide the calls**

Use this processing option to specify whether the system displays the calls that are currently in use by a user. Calls that are in use are locked in the system so that only one person at a time can access call information.

Valid values are:

Blank Display locked calls.

1 Do not display locked calls.

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## **Defaults**

The processing options on this tab define the defaults that the system uses when you inquire on calls. While you can override these values to search for calls, you can specify defaults that are standard to most calls that you inquire on in this version of Work with Calls, such as country code, language code, assignee, and call queue.

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### **1. Country Code**

**Blank = USA**

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Use this processing option to indicate the country code that the system uses when the country code field appears. The system displays calls that have this country code.

If you leave this option blank, the system does not use a specific country code as selection criteria.

You must also set the Display Country Code processing option on the Display tab to display country codes.

## **2. Language**

### **Blank = Domestic Language**

Use the processing option to specify which language to retrieve as the default Language when language is displayed. The system only displays calls that indicate this specific language preference.

If you leave this option blank, the system does not retrieve a default language.

You must also set the Display Language processing option on the Display tab to display languages.

## **3. Assignee**

### **Blank = Not default the user to the assignee**

### **1 = Default the user to the assignee**

Use the processing option to specify the user as the default for the Assignee.

The system displays calls that are assigned to the user.

Valid value are:

Blank Do not default the user as the assignee

1 Default the user as the assignee

## **4. Call Queue**

Use this processing option to specify the default Call Queue on the selection

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criteria. The system only displays calls that are assigned to this queue.

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## **Versions**

The processing options on this tab define the versions that the system accesses when you take row and form exists from the Work With Calls form, using this version of Work With Calls.

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### 1. Customer Call Entry

P17501 (ZJDE0001)

Use this processing option to define the version of Customer Call Entry (P17501) that the system uses when you add a new call or select a specific call to review on the Customer Call Entry form.

If you leave this option blank, ZJDE0001 will be used.

### 2. Supplemental Data

P00092 (ZJDE0003)

Use the processing option to define the version of Supplemental Data (P00092) that the system uses when you choose the form exit, Supplemental Data.

If you leave this option blank, ZJDE0003 will be used.

### 3. Work With Tasks

P17504 (ZJDE0001)

Use this processing option to define the version of Work with Tasks (P17504) that the system uses when you choose the row exit, Work with Tasks.

If you leave this option blank, ZJDE0001 will be used.

### 4. Work Center

P012501 (ZJDE0005)

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Use this processing option to define the version of Work Center (P012501) that the system uses when you choose the form exit, Work Center. If you leave this option blank, ZJDE0005 will be used.

## 5. Print Call

R17674 (XJDE0003)

Use this processing option to define the version of Print Call report (R17674) that the system uses when you choose the row exit, Print Call. If you leave this option blank, XJDE0003 will be used.

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## Process

The processing options on this tab define the processing that the system performs for this version of Work with Calls. If you activate this processing option, you can use this version for Customer Self-Service for your web-based solution.

---

### 1. Customer Self-Service

#### **Blank = Bypass Customer Self-Service**

#### **1= Activate Customer Self-Service for use in Java/HTML**

#### **2 = Activate Customer Self-Service for use in Windows**

Use this processing option to determine how the system uses this version of Work with Calls (P17500) with Customer Self-Service Functionality.

Valid Values:

Blank Do not activate 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.

## What You Should Know About Processing Options

**Accessing processing options for P17505** To access these processing options, type IV (Interactive Versions) in the Fast Path. On Work With Interactive Versions, enter the program number and click Find. Locate the version and choose Processing Options from the Row menu.

## Working with Computer Telephony Integration

Computer Telephony Integration (CTI) is an interface between a telephone system and the Call Management system. Using CTI, a computer can accept incoming calls and route them to the appropriate device or person.

### Topics

- Setting up Computer Telephony Integration properties
- Using Computer Telephony Integration

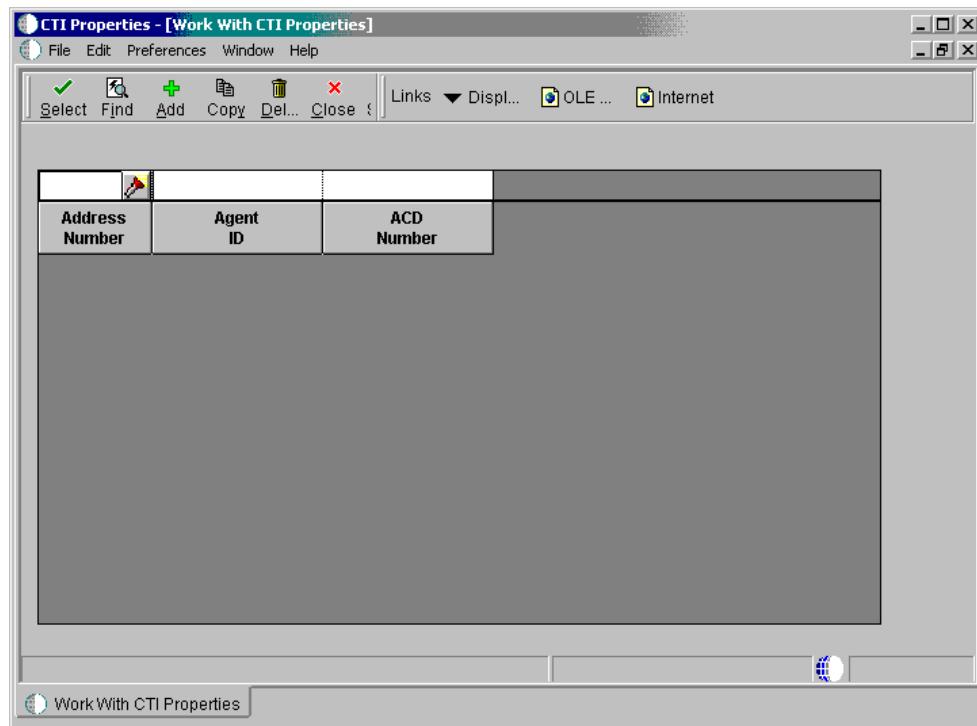
## Setting Up Computer Telephony Integration Properties

Set up Computer Telephony Integration (CTI) properties to connect your system applications to the telephony driver. The properties allow you to recreate a keypad for telephone functions.

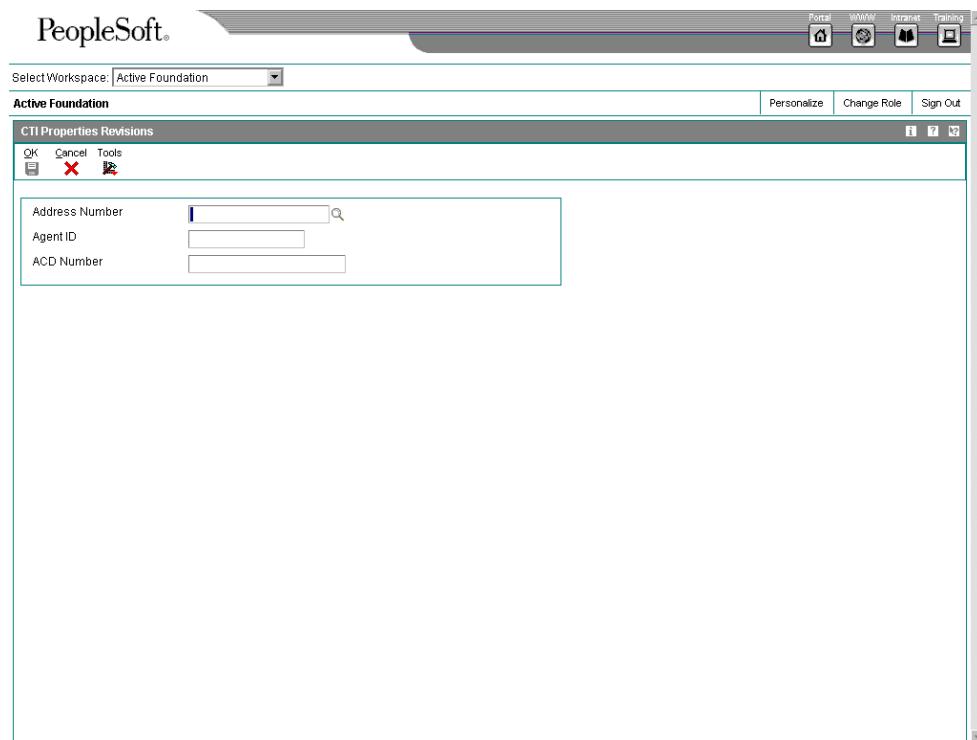
### ► To set up CTI properties

---

*From the Call Setup menu (G1743), choose CTI Properties.*



1. On Work With CTI Properties, click Add.



2. On CTI Properties Revisions, complete the following fields and click OK:

- Address Number
- Agent ID
- ACD Number

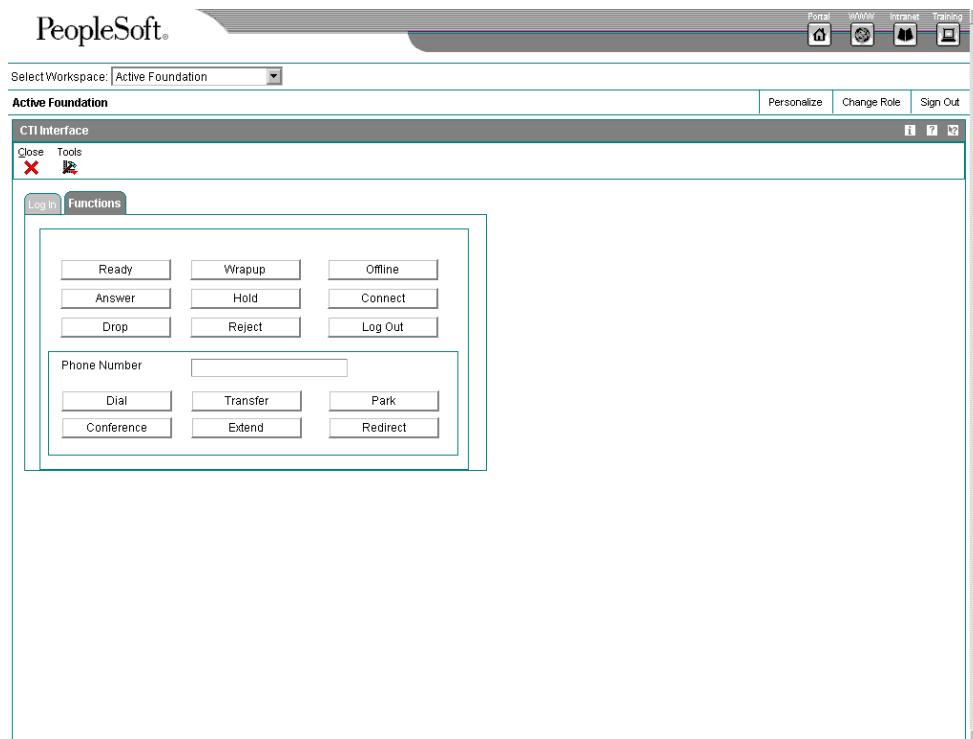
## Using Computer Telephony Integration

*From the Daily Call Processing menu (G1713), choose Call Entry.*

On the Work With Calls form, choose CTI from the Form menu.

When you use CTI, you sign on to the telephone system and access your calls through the Call Entry program. You are able to access the CTI interface as well as the Call Entry interface in order to perform your duties.

Depending on how you have set your processing options in Call Entry (P17500), the system automatically displays the CTI interface as you access the Call Entry program.



## Resolving Calls

Resolving calls includes everything from finding an answer to the customer's inquiry or problem to entering a service order because the issue requires further support. An issue remains in open status until the issue has been resolved. When you resolve the issue and to allow for accurate reporting, you need to change the status to closed. To report your time, you can access time entry as you are closing an issue if processing is set up to do so in the queue statuses.

### Topics

- Searching for customer issues and solutions
- Entering service orders using Call Management
- Closing issues
- Charging time to issues

## Searching for Customer Issues and Solutions

The Customer Service Management system includes a Knowledge Management module, which provides a database of issues and resolutions. You can search this database to find an issue that is similar to yours and view the attached resolution.

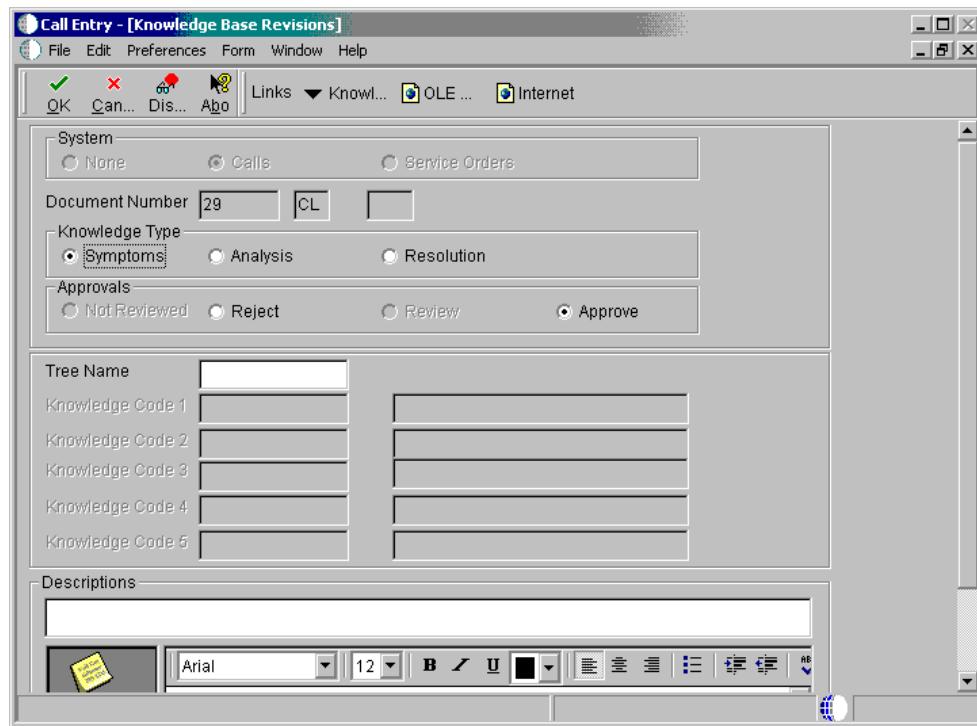
The system searches for symptoms and reporting codes. You can add new symptoms and resolutions, or attach information to existing symptoms and resolutions.

### ► **To search for customer issues and solutions**

---

*From the Daily Call Processing menu (G1713), choose Call Entry.*

1. On Work With Calls, click Add.
2. From the Form menu of Customer Call Entry, choose Knowledge Base, Add/Attach, and then Symptom.

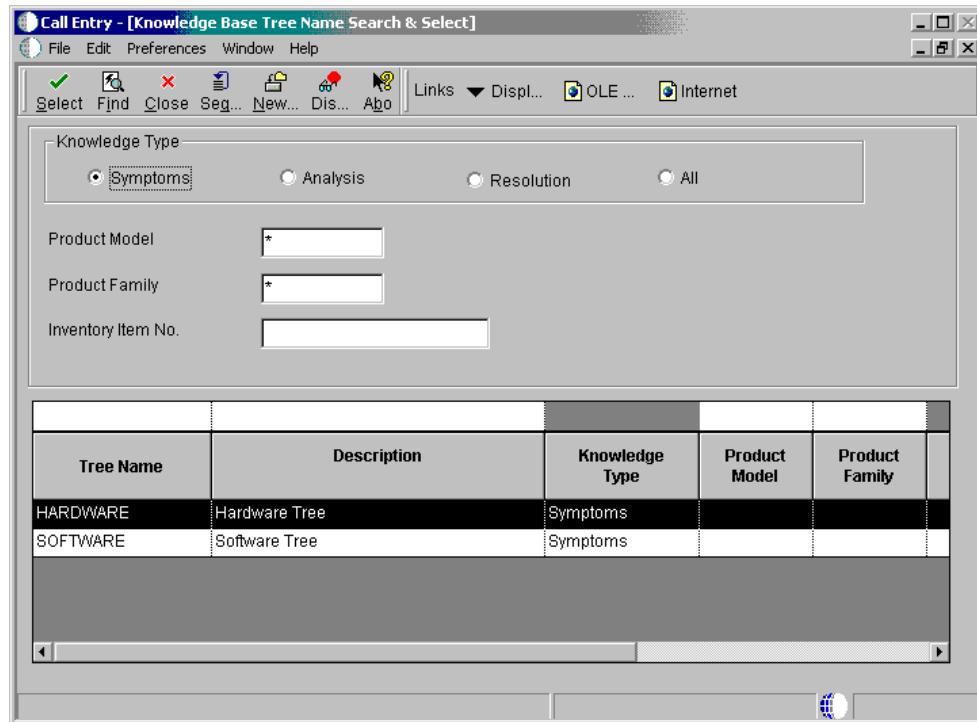


3. On Knowledge Base Revisions, complete the following field:

- Tree Name

4. From the Form menu, choose Knowledge Tree.

The system lists the items related to the symptom that you entered.



5. On Knowledge Base Tree Search & Select, click folders that apply to your issue until you find a similar issue.
6. Choose the issue and click Select.
7. On Knowledge Base Revisions, click OK.
8. To add information to existing issues or solutions, enter the information in the attachment and click OK.

#### See Also

- *Working with Knowledge Management Transactions*

### Entering Service Orders Using Call Management

Enter service orders to track requests for on-site or in-house repair, and to track shipments of replacement parts.

Depending on the nature of the customer request, you must first open a call and then create the service order, or you can create a service order that is not attached to an open call. If a request cannot be resolved by a consultant or if a replacement part is required, you can create a service order.

#### ► To enter service orders using Call Management

*From the Daily Call Processing menu (G1713), choose Call Entry.*

1. On Work With Calls, locate and choose the call and click Select.

- From the Form menu of Customer Call Entry, choose Service Orders, and then choose Revise.

- On Service Work Order Revisions, review the information and make any changes as necessary.

The system enters information from the installed base record as default information. The system also checks entitlement for the customer.

- Click OK.

The system uses next numbers to assign a service order number unless you override the information.

#### See Also

- Entering a Service Order*

#### Closing Issues

When you resolve an issue, you need to change the status of the issue to close it.

After you close the issue, you might need to enter your time entry information in order to bill the customer accurately.

---

#### Note

Depending on how your system is set up, the status of the issue might not require you to manually change the code to closed. Instead, the system might close the issue.

## ► To close issues

---

*From the Daily Call Processing menu (G1713), choose Call Entry.*

1. On Work With Calls, locate and choose the call and click Select.
2. On the Caller tab of Customer Call Entry, enter the code that indicates that the issue is resolved in the following field and click OK:
  - Call Status

The system updates the time and date the issue is completed. If you set your status rules to display time entry or knowledge base, the system automatically displays these forms.

## Charging Time to Issues

When you resolve an issue, you need to enter your time in order to accurately capture the amount of time spent on the issue for billing purposes. If you have contract and warranty agreements with customers that do not require billing by the hour, you still might need to report the time for accounting purposes. You can set your processing options to create either payroll batch transactions or G/L transactions.

Setup options determine which stages of an issue require time entry. You can set up your system to display the time entry form at any status change or only when the call is closed.

When you enter an issue, the system calculates time entry information based on the time when you access the Call Entry form and the time when you exit the form. You can override the information, if necessary.

There are three methods for using the Call Time Entry program:

- With call billing turned off (enter time for reporting purposes only)
- With call billing turned on, flat rate pricing method
- With call billing turned on, time and materials pricing method

The fields vary on the Call Time Entry form depending on which method you use. When call billing is turned off, the fields are identical to flat rate billing except that the Uploaded to Table and Date Uploaded fields do not appear.

---

### Note

If this call has already been billed, you cannot change the billing information.

---

## Before You Begin

- In order to access billing information and enter billable time, you must activate the Bill for Calls processing option for Customer Call MBF (P1700140).

## ► To charge time to issues

---

*From the Daily Call Processing menu (G1713), choose Call Entry.*

1. On Work With Calls, locate the call and click Select.
2. On Customer Call Entry, choose Time Entry from the Form menu.

The screenshot shows the PeopleSoft Maintenance Request Time Entry interface. At the top, there are buttons for OK, Find, Cancel, Form, Row, and Tools. Below that is a sub-header with tabs for Maintenance Request Info, PDBA Codes, and Billing. The main area contains a form with fields for Request Number (6), Responsible Business Unit (S30), Company (00200), Customer Number (3334), Site Number (3334), and Coverage Group. Below this is a grid table with the following data:

Service Provider Number	Service Provider Name	Description	Cost Type	Actual Hours	Labor Unit of Measure	Costing Rate	Scheduled Start Date	Start Time
4242	Capital System	Research	B1	0.25 HR			08/28/03 13:00	
<input checked="" type="checkbox"/>								

3. On Call Time Entry, complete or review the following fields (you can override system defaults):
  - Service Provider Number
  - Cost Type
  - Actual Hours
  - Labor Unit of Measure
  - Costing Rate
  - Start Date
  - Start Time
  - End Date
  - End Time
  - Account Number

The system retrieves the account number based on the account number set up for a service provider or consultant in the CSMS service provider address book information.

- PDBA Code

- Percentage Covered

4. If you are using the time and materials pricing method, complete or verify the following additional fields:

- Billable  
In order to bill for the call, this field must be set to 1 or Y.
- P.O. Number
- Adjustment Schedule
- Price Effective Date
- Billable Hours
- Minimum Billable Hours
- Billing Rate
- Minimum Billable Amount
- Discount Method
- Discount Percent
- Discount Amount
- Taxable
- Tax Explanation Code
- Tax Rate/Area
- Bill To Number
- Send Invoice To Number

5. Click OK.

The system uploads the costs of the call to the tables you set up in the processing options.

### What You Should Know About Processing Options

**Accessing processing options for P17505** To access these processing options, type IV (Interactive Versions) in the Fast Path. On Work With Interactive Versions, enter the program number and click Find. Locate the version and choose Processing Options from the Row menu.

## **Processing Options for Time Entry (P17505)**

### **Process Tab**

The processing options on this tab define the processes that the system performs during time entry.

---

#### **1. Write time entry records**

**Blank = Only CSMS Time Entry Table (F1760)**

**1 = General Ledger Batch Table (F0911Z1) and CSMS Time Entry Table (F1760)**

**2 = Payroll Batch Table (F06116Z1) and CSMS Time Entry Table (F1760)**

Use this processing option to determine the tables to which the system writes the time entry records.

Valid values are:

Blank Write records to the CSMS Time Entry table (F1760).

1 Write records to the General Ledger Batch table (F0911Z1) and CSMS Time Entry table (F1760).

2 Write records to the Payroll Batch table (F06116Z1) and CSMS Time Entry table (F1760).

#### **2. Protect time entry line**

**Blank = Do not protect**

**1 = Protect**

Use this processing option to determine whether you can change the time entry line when you inquire on time entry information.

Valid values are:

Blank Allow changes to time entry.

1 Do not allow changes to time entry.

---

### **3. Round Actual Hours**

**Blank = Do not round**

**1 = Quarter Hour**

**2 = 10th Hour**

**3 = Half Hour**

Use this processing option to define how to display the actual hours worked.

You can display either the actual or the rounded hours worked. Valid values are:

Blank = Display the actual hours.

1 = Round the actual hours to the quarter hour.

2 = Round the actual hours to the 1/10 hour.

3 = Round the actual hours to the half hour.

### **4. Round Billable Hours**

**Blank = Do not round**

**1 = Quarter Hour**

**2 = 10th Hour**

**3 = Half Hour**

Use this processing option to specify whether to round the billable hours.

Valid values are:

Blank Do not round the billable hours.

1 Round the billable hours to the quarter hour.

2 Round the billable hours to the 1/10 hour.

---

---

- 3 Round the billable hours to the half hour.

## 5. Protect Minimum Hours and Amount

**Blank = Do not protect**

**1 = Protect**

Use this processing option to protect the information in the Minimum Hours field and the Minimum Amount field. If you leave this option blank, you can make changes to the information in these fields. Valid values are:

Blank Do not protect the minimum hours and amount.

- 1 Protect the minimum hours and amount.

---

## Defaults Tab

The processing options on this tab define the defaults that the system uses during time entry.

---

### 1. Hour Type

**Blank = Description is not loaded**

Use this processing option to define the default hour type description. If you leave this option blank, the system does not retrieve the description.

### 2. Cost Type

**Blank = B1**

If you are billing for calls and the pricing method is time and materials, use this processing option to specify the default cost type.

Typically, enter B1 (Direct Labor) as the default, or you can enter another valid value from UDC 30/CA (Cost Component Add-Ons).

---

---

### **3. Labor Unit of Measure**

#### **Blank = HR (Hours)**

Use this processing option to specify the labor unit of measure for the Call Time Entry program.

Enter a valid value from UDC 00/UM (Unit of Measure). If you leave this option blank, the default for the Labor Unit of Measure field is HR (Hours).

### **4. Minimum Hours**

#### **Blank = 0**

Use this processing option to specify the minimum hours on each time entry record. If you leave this option blank, the default for the Minimum Hours field is 0.

### **5. Subledger**

#### **Blank = Subledger will be left blank**

- 1 = Call Number**
- 2 = Customer Number**
- 3 = Site Number**
- 4 = Short Item Number**
- 5 = Contract Number**
- 6 = Equipment Number**

Use this processing option to specify what information the system records in the Subledger field when you create time entry records for the Employee Transactions - Batch File (F06116Z1) or the Journal Entry Transactions - Batch File (F0911Z1). Valid values are:

Blank The system leaves the Subledger field blank.

- 1 Call Number
- 2 Customer Number
- 3 Site Number
- 4 Short Item Number

---

- 5 Contract Number
- 6 Equipment Number

## **6. Labor Unit of Measure for Hour**

Use this processing option to specify the unit of time the system uses for Hour, such as HR. The system uses this option for Labor Unit of Measure conversion.

You must specify a value for this processing option if you want the system to upload the time entry record to the Employee Transaction Batch File (F06116Z1).

Enter a valid value from UDC 00/UM (Unit of Measure).

## **7. PDBA Code**

Use this processing option to specify the default value for the PDBA code. The PDBA code defines the type of pay, deduction, benefit, or accrual. If you leave this option blank, the system leaves the PDBA code blank.

Pay types are numbered from 1 to 999. Deductions and benefits are numbered from 1000 to 9999.

---

### **Versions Tab**

The processing options on this tab define the versions that the system uses for inquiry and upload programs.

---

#### **1. Service Billing Inquiry (P4812)**

Blank = ZJDE0001

Use this processing option to specify the version to use for the Service Billing Inquiry program (P4812). If you leave this option blank, the system uses the ZJDE0001 version.

---

## 2. Customer Ledger Inquiry (P03B2002)

**Blank = ZJDE0001**

Use this processing option to specify the version to use for the Customer Ledger Inquiry program (P03B2002). If you leave this option blank, the system uses the ZJDE0001 version.

## 3. Time Entry MBF (P050002A)

**Blank = ZJDE0001**

Use this processing option to specify the version of the Time Entry program (P050002A) that the system uses to process and upload the data to the Payroll Batch table for processing. If you leave this option blank, the system uses the ZJDE0001 version.

---

### **Vertex Tab**

The processing option on this tab defines the Vertex transaction type for labor billing.

---

#### **1. Transaction Type for Labor Billings**

**Blank = SERVIC**

Use this processing option to specify the Vertex transaction type that the system uses when calculating taxes for time entry billing. Only use this transaction type if you are billing for calls and the pricing method is Time and Materials.

Enter a valid value from UDC 73/TY (Vertex Transaction Type). If you leave this processing option blank, the system uses transaction type SERVIC.

---

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## Managing the Call Work Center

The call work center displays calls in a tree structure. You can view the queues and all calls within a queue. You can move a call from one queue or assignee to another queue or assignee, and review messages and data related to any call.

As an option, the call work center displays calls in different colors to indicate priority. You define the colors when you set up user defined codes.

### Topics

- Reviewing calls
- Working with call escalation workflow

## Reviewing Calls

To review calls using the call work center, set the Call Management system constants to write message records. Use the call work center to begin most of your daily procedures. Use the call work center to access issues and tasks in open or personal queues. Each queue has an address book number assigned to it. Issues and tasks are represented by icons.

The Work Center form contains three panels. The left panel is called the tree panel because it contains the tree structure, which is described later in this section. The middle panel is called the icon panel, and the right panel is called the viewer panel.

When you open a queue, important information about the first issue or task in the queue appears in a template in the viewer panel on the right. This information includes such items as who the customer is and the severity and status of the issue. You can view information about any other issue or task in the queue by clicking it.

Queues are organized in a hierarchical format. The queue at the top of the tree panel is the highest in the hierarchy for the address number entered in the Address Number field. Queues listed underneath and indented are contained within the larger group.

### Topics

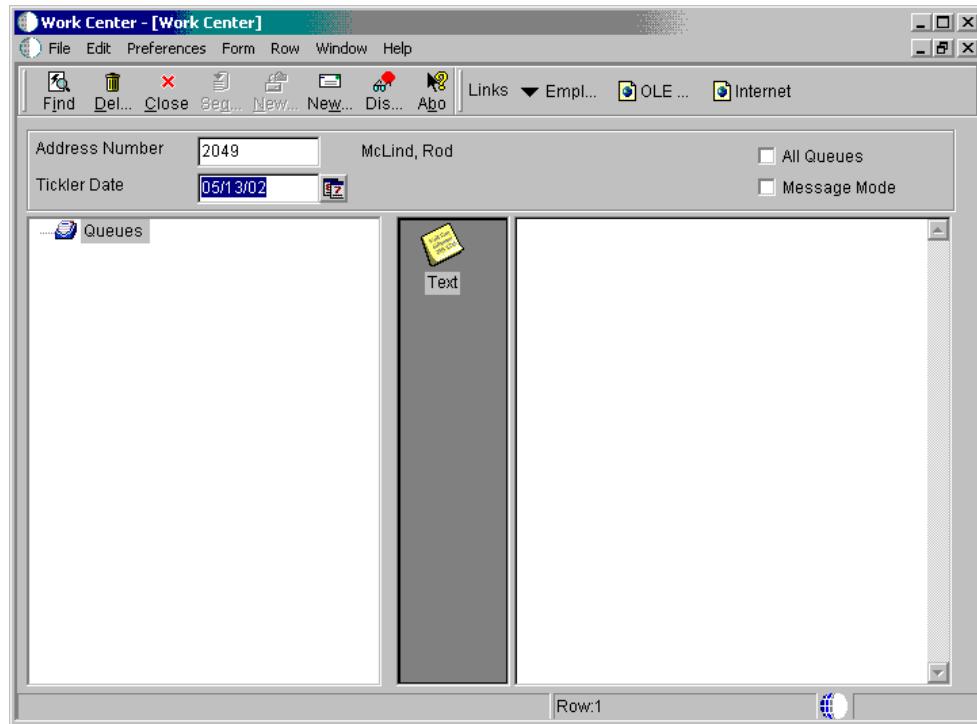
- Reviewing calls by consultant
- Reviewing calls by queue

### **► To review calls by consultant**

---

*From the Daily Call Processing menu (G1713), choose Work Center.*

You can review the calls assigned to each consultant.



1. On Work Center, enter the specialist's address book number in the following field and click Find:
  - Address Number
2. To narrow your search, complete the following field:
  - Tickler Date

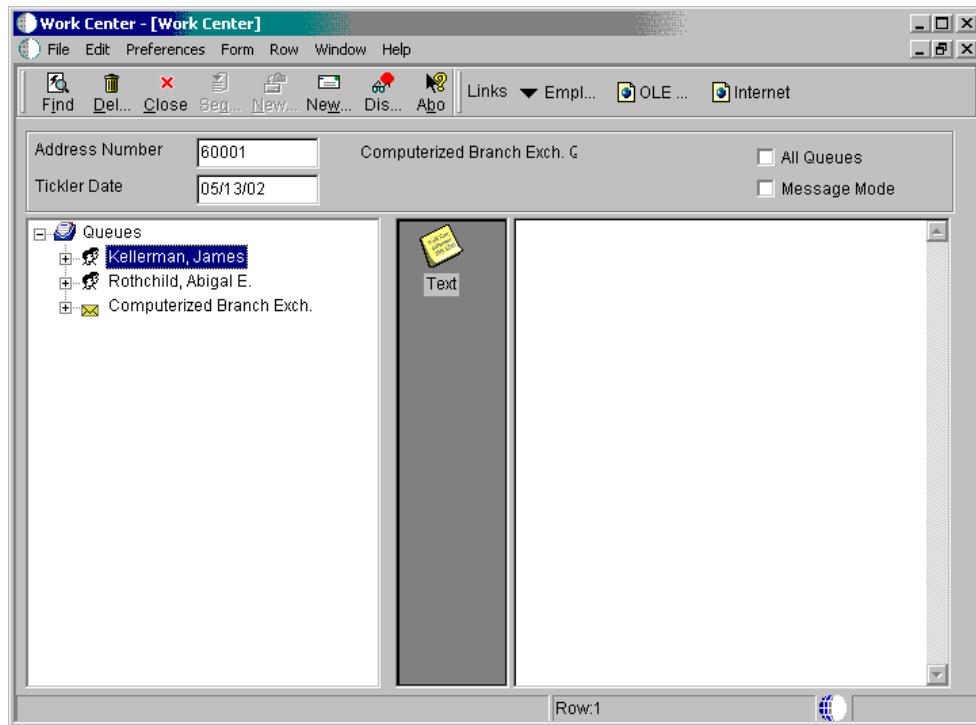
The system displays a tree structure arranged by queue and then by specialist. Expand each level of the tree until you can see the information that you need. You can view all calls assigned to a specific specialist.
3. To review all queues available associated with a specific address book number, choose the following option:
  - All Queues
4. To display all messages in a specific mailbox, choose the following option:
  - Message Mode
5. Select a call from the tree to view specific information about that call in the right column.
6. To move calls between personal queues, select the call and drag it to the appropriate queue.

## ► To review calls by queue

---

*From the Daily Call Processing menu (G1713), choose Work Center.*

You can review the calls assigned to each queue.



1. On Work Center, enter the work group queue address book number in the following field and click Find:
  - Address Number
2. To narrow your search, complete the following field:
  - Tickler Date
3. Select a call from the tree to view specific information about that call in the right column.
4. To move calls between group queues, select the call and drag it to the appropriate queue.

## Working with Call Escalation Workflow

You can use the Enterprise Workflow Management system to streamline the process of escalating a call and notifying the necessary individuals that the call has been escalated. Enterprise Workflow Management allows you to automate paper-based tasks into an e-mail-based process across a network.

You can define workflow structures for each queue, priority, and level of escalation, and have notification messages (escalation messages) sent to an unlimited number of people.

Workflow structure setup only allows a single address number at any escalation level. If you want to send the escalation message to multiple people, you must create another workflow structure that includes the list of people and specify this workflow structure at the appropriate escalation level.

You initiate the workflow process when you enter a call into the system. If a call is added to the system and closed at the same time, the workflow process is never activated.

When you add a call to the call database, the system creates a message within the Work Center (P012501). This message is placed in a mailbox either at the queue level or at the assignee level. The message is updated with an escalation date and time based on setup of queue, call type, and priority information within Queue Revisions. The system also updates the call record with the same escalation date and time and an escalation level 1. All escalation date and time calculations are based on the commitment date and time that the system calculates based on queue or contract information.

When the escalation time has passed, the system may increase the priority of the call and send notification messages to the appropriate contacts. The system updates the escalation level for the call and awaits a status change or the next level of escalation or notification. When you close the call or reach the end of your escalation levels, the system ends the workflow process.

---

#### Note

Although there are many methods you can use to implement call escalation, the tasks that follow specify only one method for illustration purposes. These tasks enable you to understand the setup process. Use these tasks to set up the call escalation workflow that will meet the needs of your organization.

---

#### Topics

- ❑ Setting up the escalation distribution list
- ❑ Setting up the CALLESCAL workflow process
- ❑ Setting up escalation detail for queues and priorities
- ❑ Excluding CALLESCAL from the Start Escalation Monitor
- ❑ Running the call escalation program

#### See Also

- ❑ *Working with Messages* in the *OneWorld Foundation* documentation for information about understanding message types, sending messages, and managing messages
- ❑ *The Enterprise Workflow Management* documentation for information about setting up workflow management
- ❑ *The Scheduler Application* in the *System Administration* documentation for scheduler information

## Setting Up the Escalation Distribution List

First, you need to set up an address book number for the parent escalation distribution list. Then you set up the parent/child list, which is the list that contains one or more people to whom the system sends escalation messages.

### Topics

- Setting up the address book number for the parent
- Setting up the parent/child distribution list

---

#### Note

You do not need to complete these tasks if you want to use existing distribution lists that you already set up.

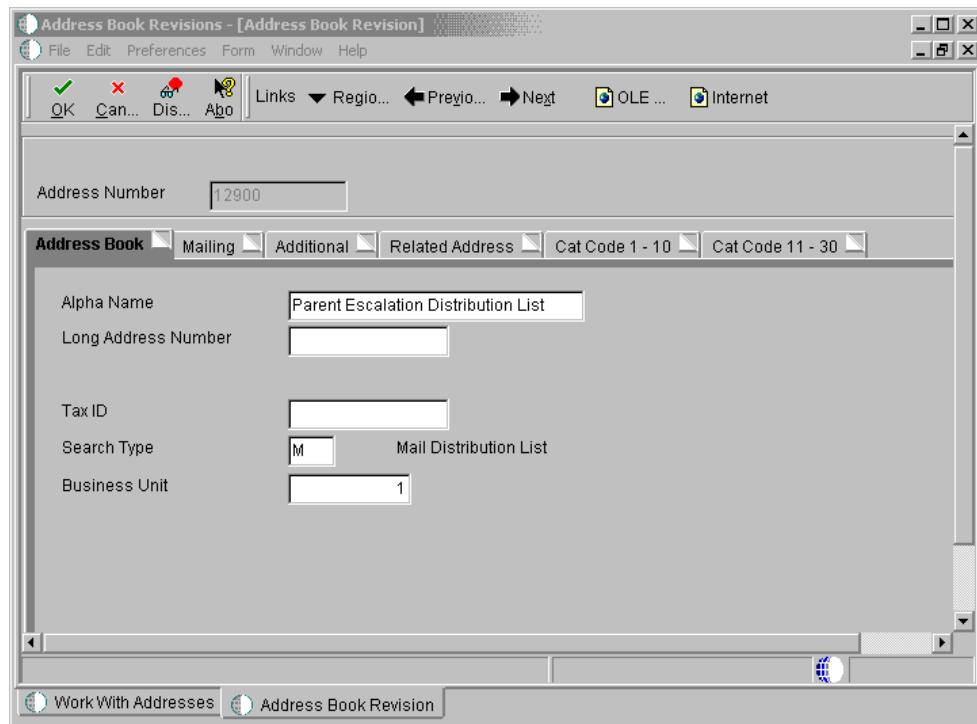
---

### ► To set up the address book number for the parent

---

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

1. On Work With Addresses, click Add.



2. On Address Book Revisions, complete the following fields:

- Address Number

This address number will link to the child. The child is the true distribution list in workflow processing.

- Alpha Name

Enter a name for the list, such as Parent Escalation Distribution List.

- Search Type

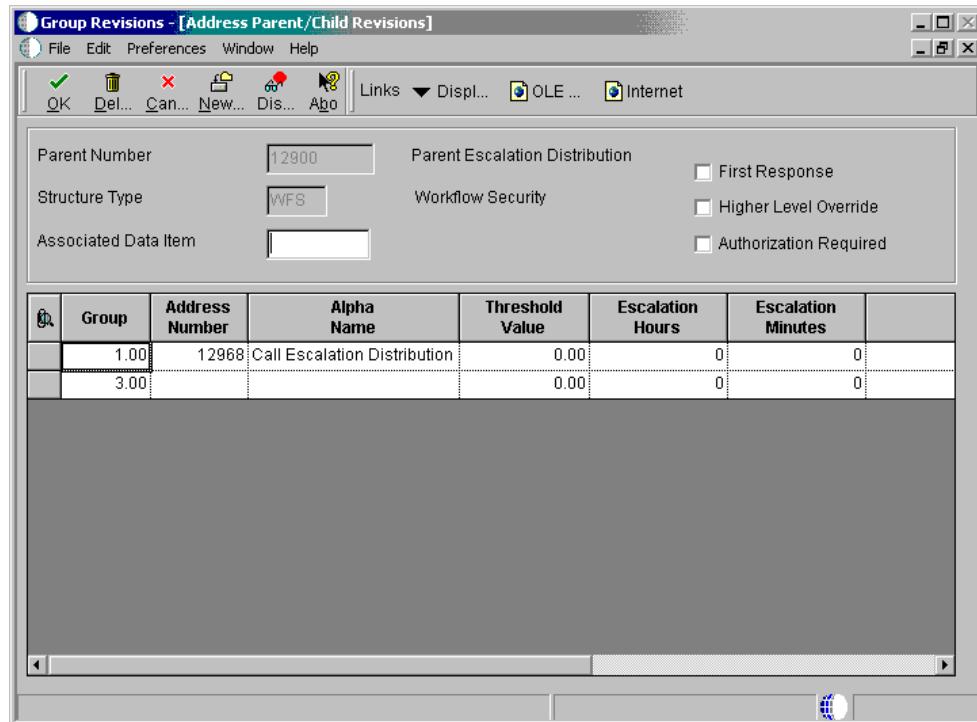
3. Click OK.

#### ► To set up the parent/child distribution list

*From the Call Setup menu (G1743), choose Group Revisions.*

The parent/child distribution list contains one or more people to whom the system sends escalation messages. The parent address book numbers are linked between the parent escalation and the parent/child distribution lists. Due to the way in which workflow processing works, the child is the true distribution list.

1. On Work With Distribution Lists, click Add.



2. On Address Parent/Child Revisions, complete the following fields:

- Parent Number

Enter the same value that you entered in the Address Number field when you set up the parent.

- Structure Type

Enter WFS (Workflow Security), or enter your own user defined code. Be sure to use the same Structure Type consistently throughout the call escalation setup process.

3. In the detail area, complete the following field and click OK:

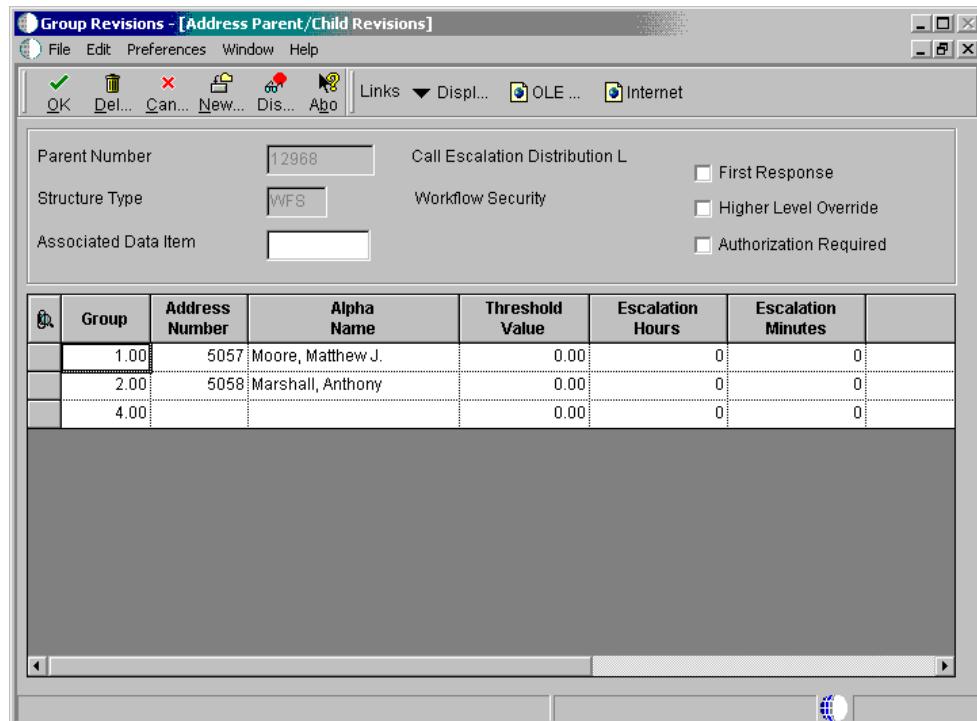
- Address Number

Enter the address number of the child escalation distribution list.

4. On Work With Distribution Lists, clear the following fields:

- Parent Number
- Structure Type

5. Click Add to return to the Address Parent/Child Revisions form.



6. On Address Parent/Child Revisions, complete the following fields:

- Parent Number

Enter the address number of the child escalation distribution list that you entered in step 3.

- Structure Type

Enter WFS (Workflow Security), or enter your own user defined code. Be sure to use the same Structure Type consistently throughout the call escalation setup process.

7. In the first row, complete the following field:
  - Address Number  
Enter the address number of an individual to include on the distribution list.
8. In the remaining rows, continue entering the Address Number values as many times as necessary to build the distribution list. All individuals on this list will receive escalation messages. Do not complete the other fields.
9. After you finish building the distribution list, click OK.

## **Setting Up the CALLESCAL Workflow Process**

### **Topics**

- Setting up header workflow information and SENDMSG activity
- Setting up the receipt condition for the queue
- Setting up activity rules
- Activating the CALLESCAL workflow process

### **Before You Begin**

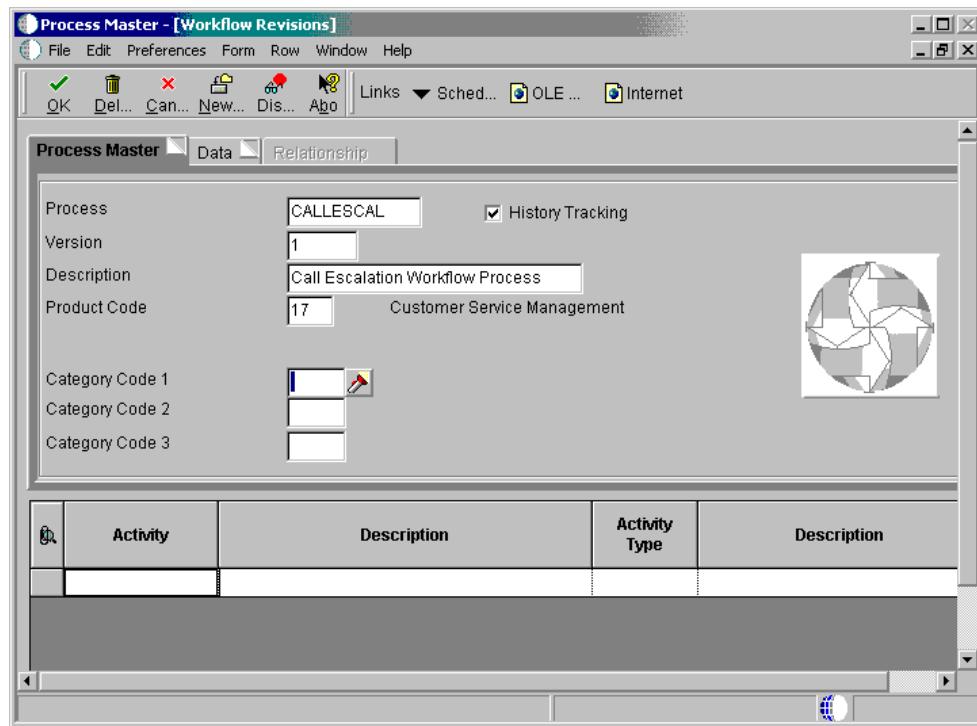
- Verify that the Composer and Graphical Design Tool processing options of Process Master are set to blank.

#### **► To set up header workflow information and SENDMSG activity**

---

*From the Workflow Management Setup menu (G0241), choose Process Master.*

1. On Work With Processes, click Add.



2. On the Process Master tab of Workflow Revisions, complete the following fields:

- Process

Type the following (exact spelling in capital letters):

CALLESCAL

- Version

Enter a version number, such as 1.

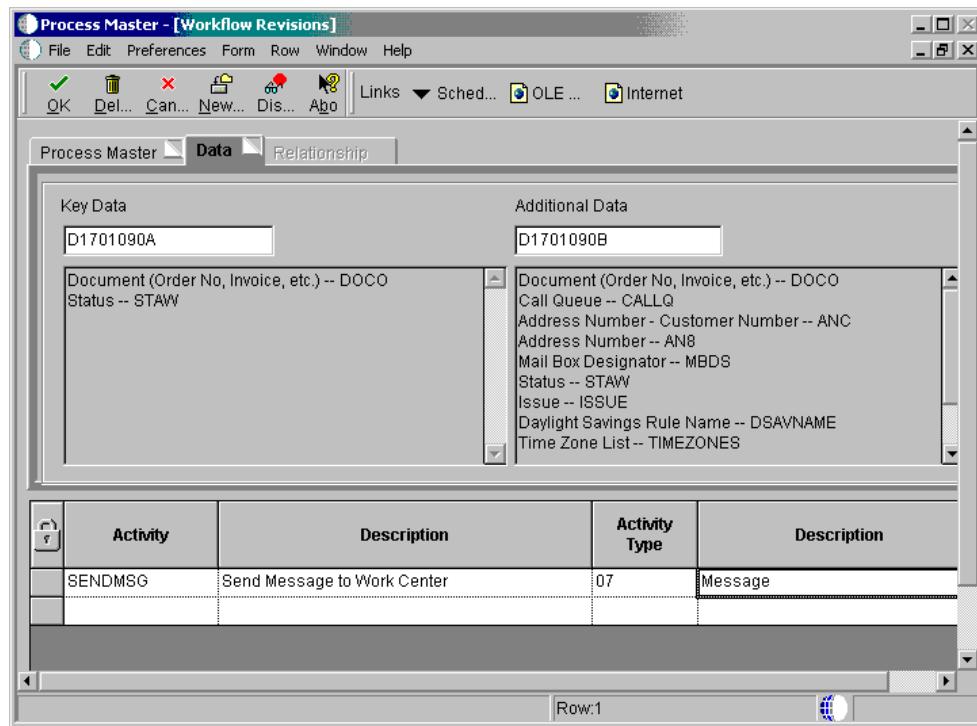
- Description

Enter a description, such as Call Escalation Workflow Process.

- Product Code

Enter 17.

3. Click the Data tab.



4. Complete the following fields:

- Key Data

Type the following:

D1701090A

- Additional Data

Type the following:

D1701090B

5. In the first row, complete the following fields:

- Activity

Type the following (exact spelling in capital letters):

SENDMSG

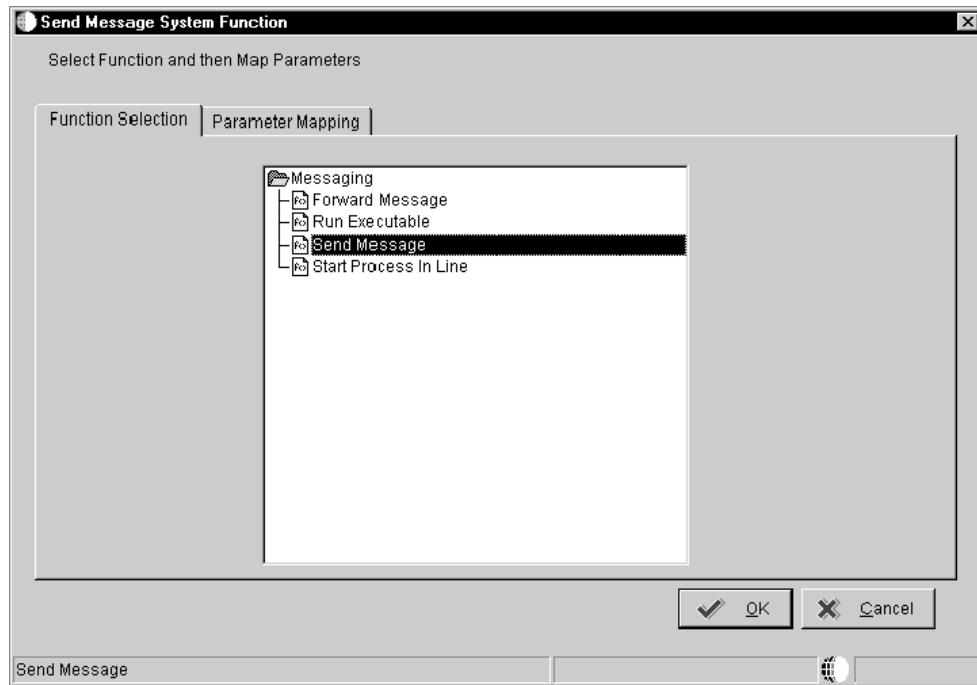
- Description

Enter a description, such as Send Message to Work Center.

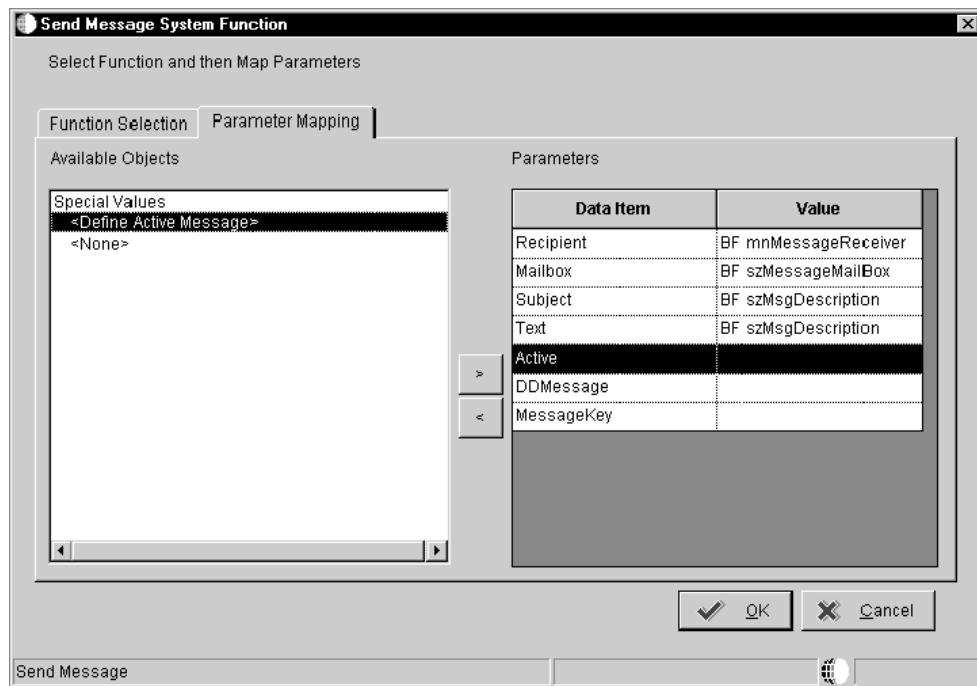
- Activity Type

Enter 07.

6. Choose the first row, and choose ER Definition from the Row menu.
7. On the Function Selection tab of Send Message System Function, double-click Messaging.
8. Double-click Send Message.



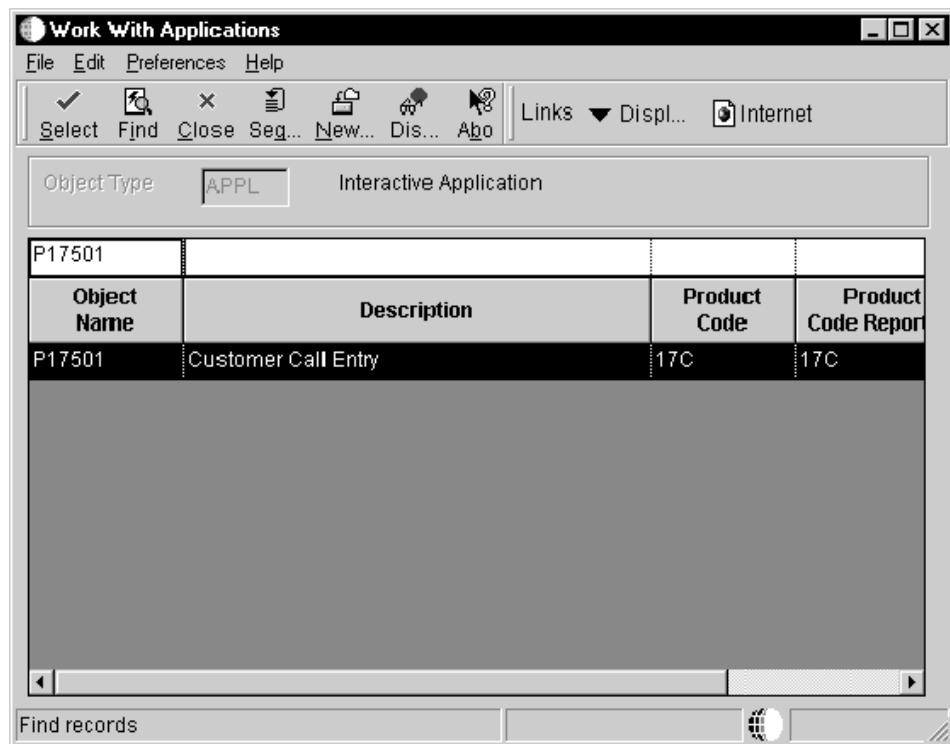
9. Click the Parameter Mapping tab.



10. Use the right arrow to set the following parameters for data item values:

- Recipient = BF mnMessageReceiver
- Mailbox = BF szMessageMailBox
- Subject = BF szMsgDescription
- Text = BF szMsgDescription
- Active = <Define Active Message>

The system displays the Work With Applications form when you select the Define Active Message parameter.



11. On Work With Applications, complete the following field and click Find:

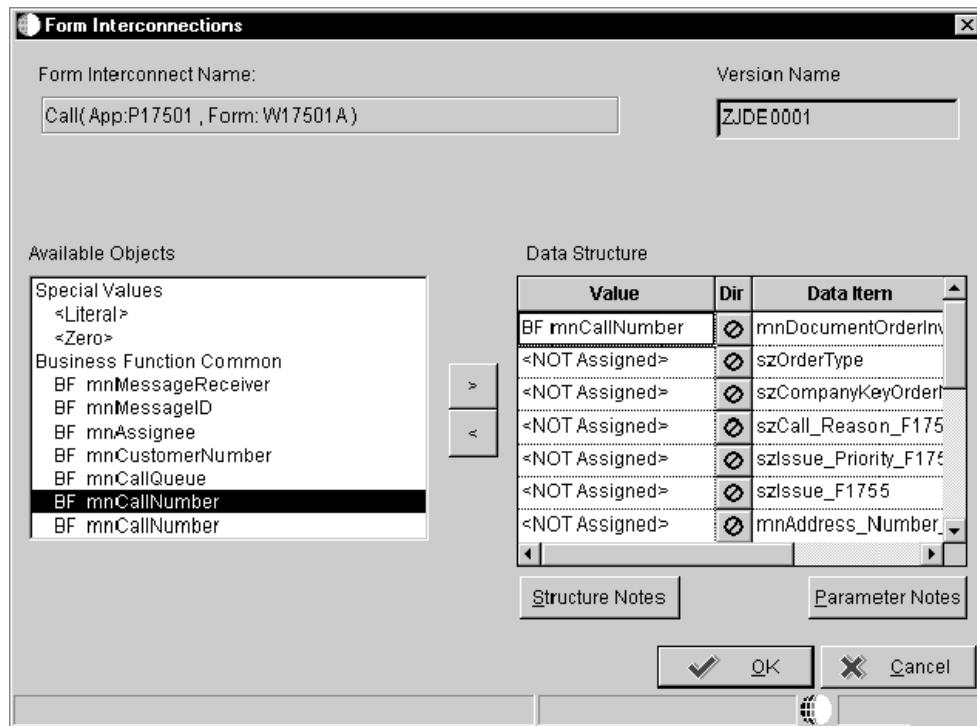
- Object Name

Enter P17501.

12. Choose the row and click Select.

13. On Work With Forms, choose the row containing W17501A and click Select.

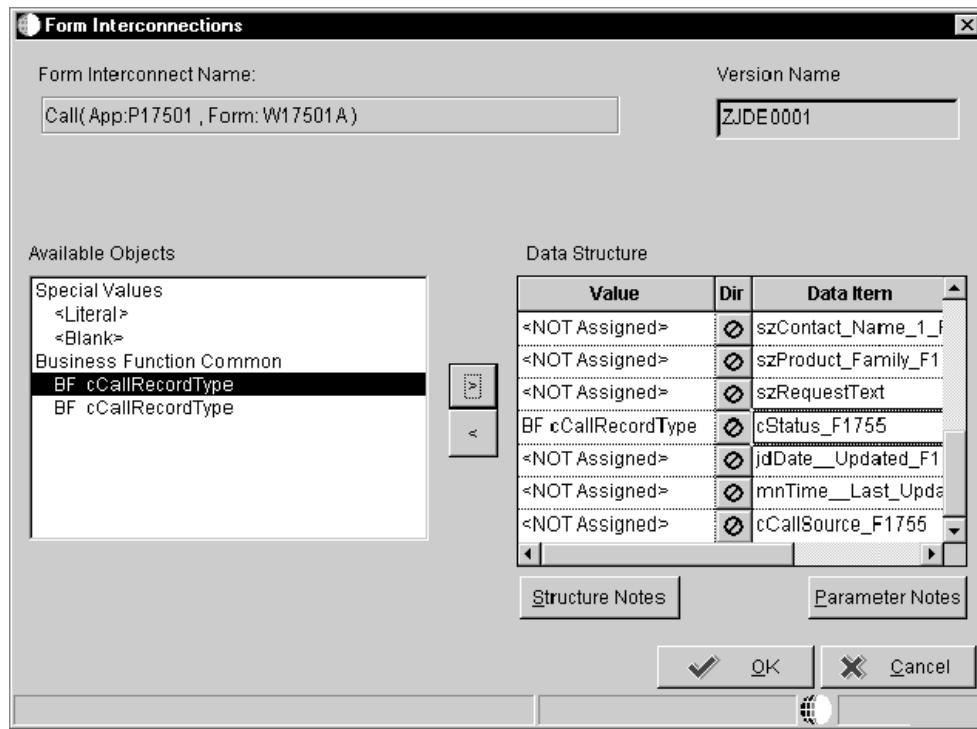
14. On Work With Versions, choose the row containing ZJDE0001 and click Select.



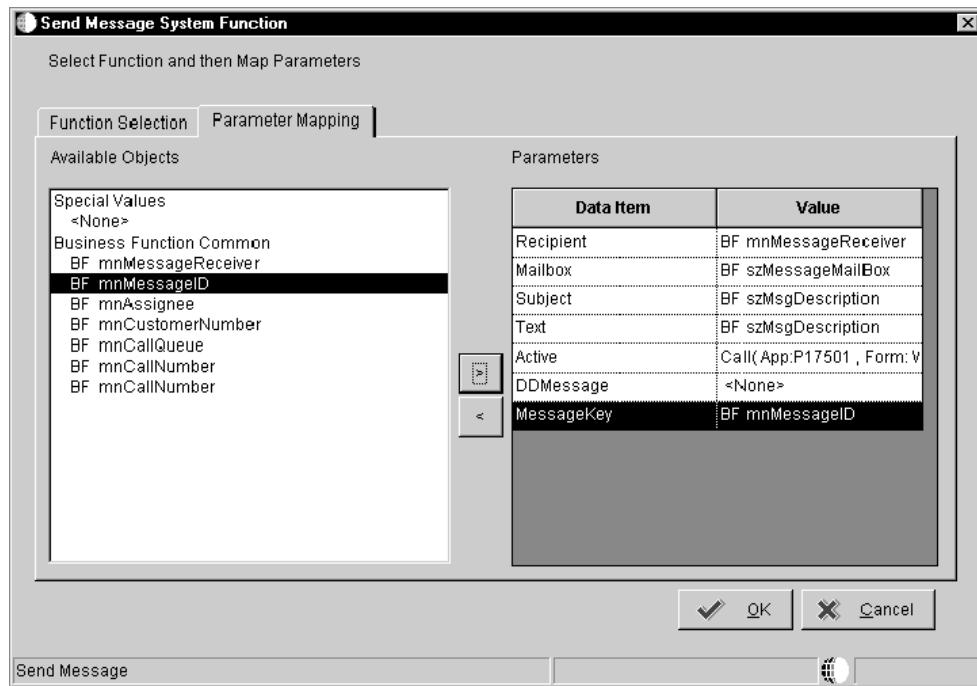
15. On Form Interconnections, set the following Data Structure parameter:

- BF mnCallNumber = mnDocumentOrderInvoiceE

Choose the first occurrence of BF mnCallNumber that is in the Available Objects list, and click the right arrow.



16. Set the following Data Structure parameter (scroll down in the Data Structure window to see cStatus\_F1755):
  - BF cCallRecordType = cStatus\_F1755  
Choose the first occurrence of BF cCallRecordType that is in the Available Objects list, and click the right arrow.
17. Click OK.



18. On Send Message System Function, use the right arrow to set the following parameters:

- DDMMessage = None
- MessageKey = BF mnMessageID

19. Click OK.

---

#### Note

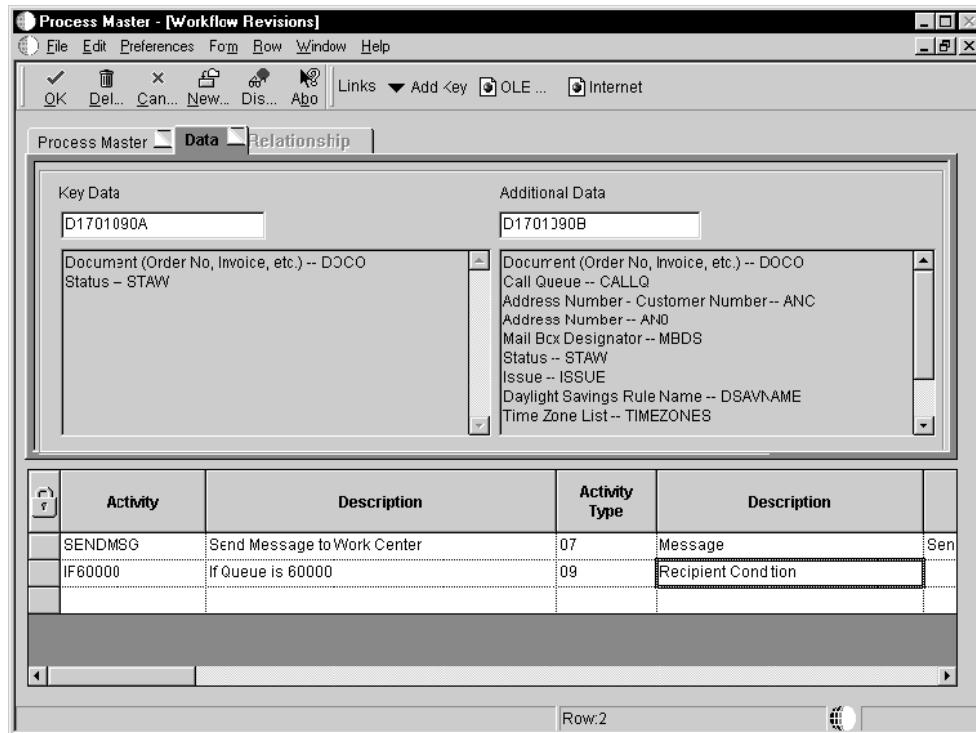
Completing this task allows you to move directly to the next task: To set up the receipt condition for the queue.

---

► **To set up the receipt condition for the queue**

---

After you set up header workflow information and SENDMSG activity, perform these steps to set up the receipt condition for the queue in which calls can be escalated.



1. On Workflow Revisions, complete the following fields:

- Activity

On the second row of the detail area, type the following (where xxxx is your queue number):

IFxxxxx

- Description

Type the following (where xxxx is your queue number):

If Queue is xxxx

- Activity Type

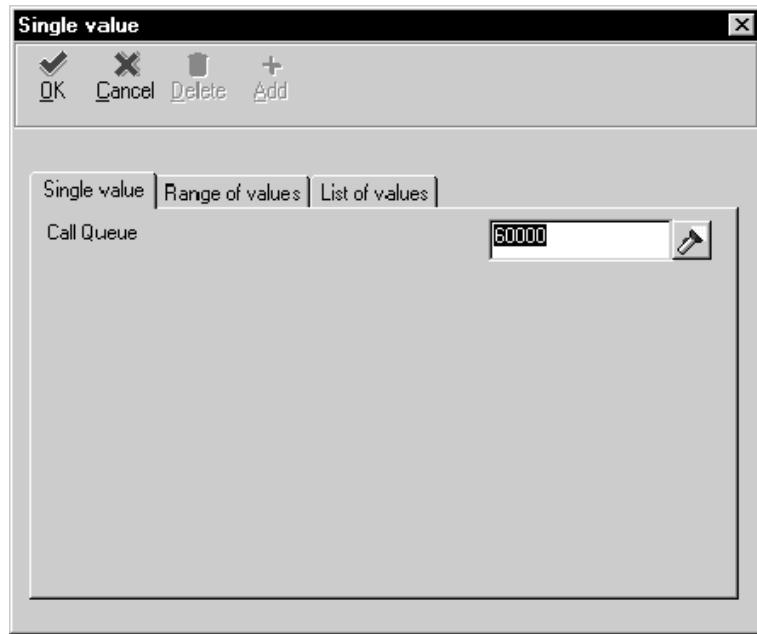
Enter 09.

2. Choose the second row and choose ER Definition from the Row menu.

3. On Criteria Design, select the following values:

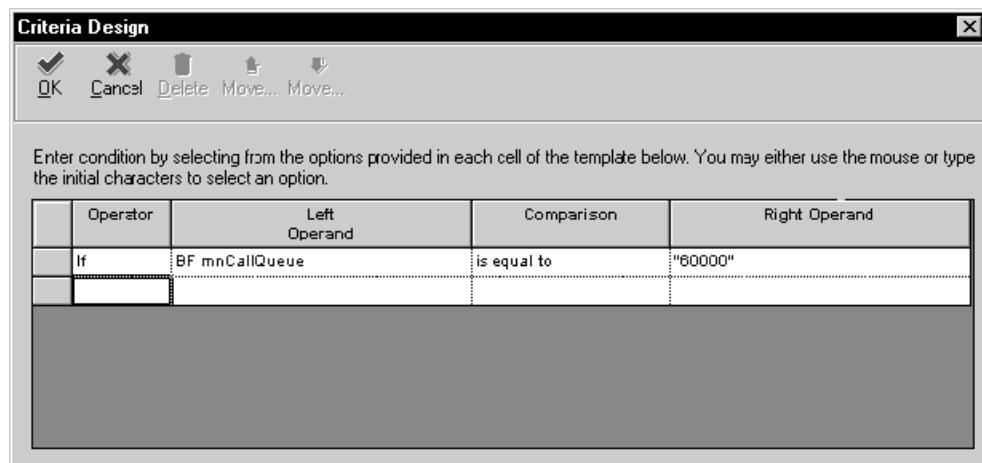
- Left Operand = BF mnCallQueue
- Comparison = is equal to
- Right Operand = Literal

The system displays the Single value tab when you select Literal.



4. On the Single value tab, complete the following field and click OK:
  - Call Queue  
Enter your queue number.

The system displays the queue number in the Right Operand field of the Criteria Design form.



5. Click OK.
6. On Workflow Revisions, click OK to return to the Work With Processes form.

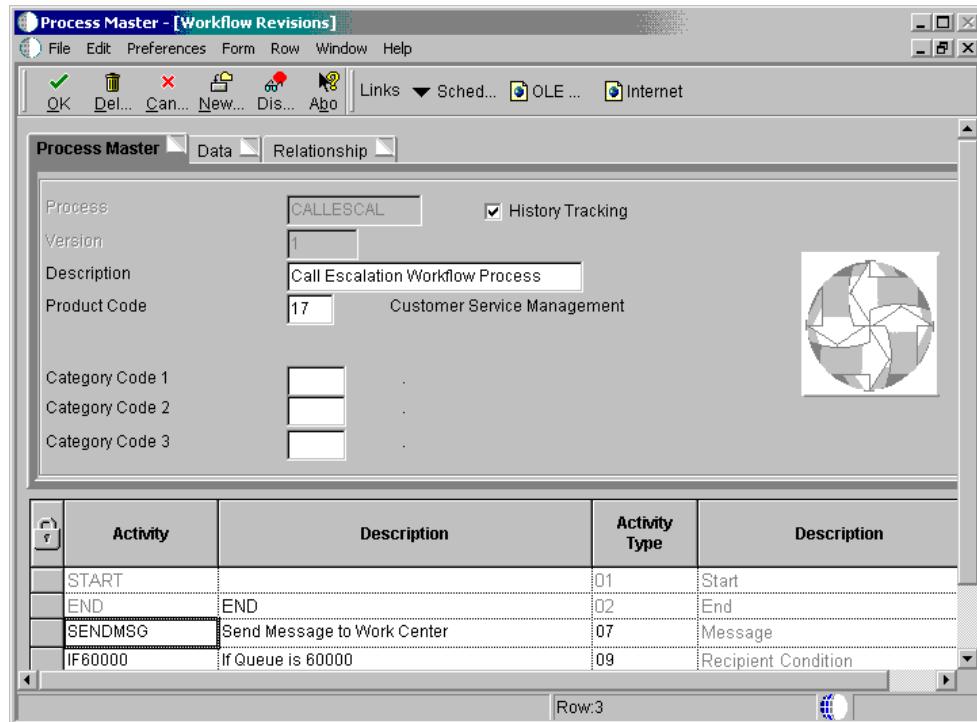
Next, complete the steps to set up the activity rules.

## ► To set up the activity rules

---

After you set up the receipt condition for the queue, perform these steps to set up the activity rules.

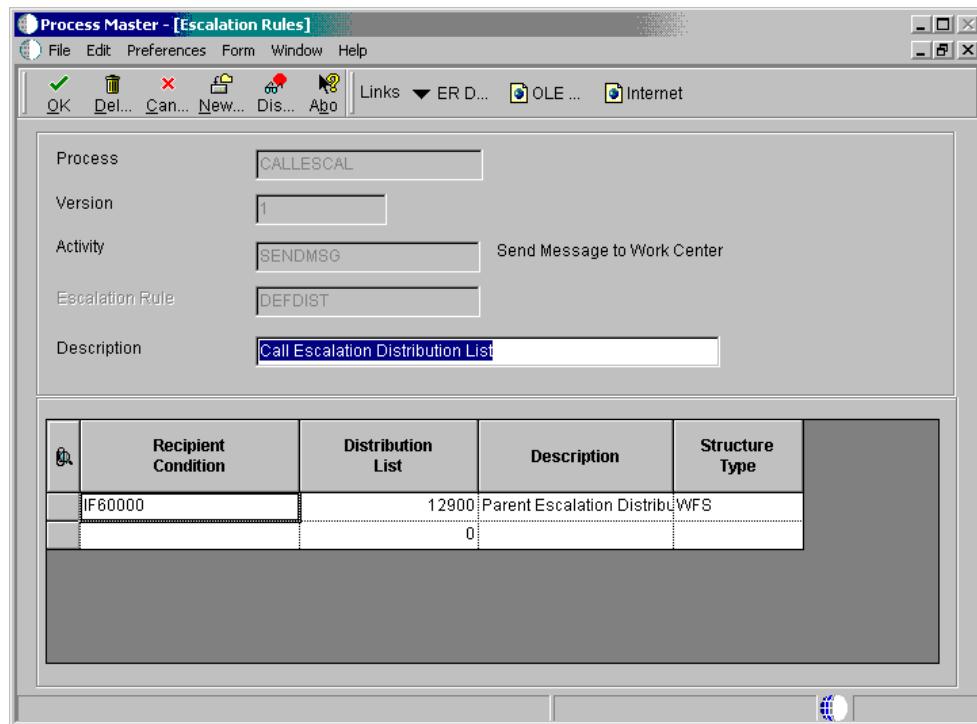
1. On the QBE line of Work With Processes, enter CALLESCAL in the Process field and click Find.
2. Choose the CALLESCAL row and click Select.



3. On the SENDMSG row of Workflow Revisions, complete the following field and click OK:

- Escalation Y/N

Be sure to enter Y, since this field activates call escalation.



4. On Escalation Rules, complete the following fields:

- Escalation Rule

Type the following (exact spelling):

DEFDIST

- Description

Enter a description, such as Call Escalation Distribution Lists.

5. In the first row, complete the following fields:

- Recipient Condition

Type the following (where xxxx is your queue number):

IFxxxx

- Distribution List

Enter the parent address book number that contains the distribution list.

- Structure Type

Enter WFS (Workflow Security), or enter your own user defined code. Be sure to use the same Structure Type consistently throughout the call escalation setup process.

6. From the Form menu, choose ER Definition.
7. On Send Message System Function, perform the same steps for the queue (IFxxxxx) that you completed for setting up the SENDMSG activity.

See the task, To set up header workflow information and SENDMSG activity. Begin with step 7.

After you perform these steps, the system again displays the Escalation Rules form.

8. If you need to set up additional activity rules, repeat steps 5 through 7 in this procedure for each rule.
9. After you finish setting up activity rules, click OK.

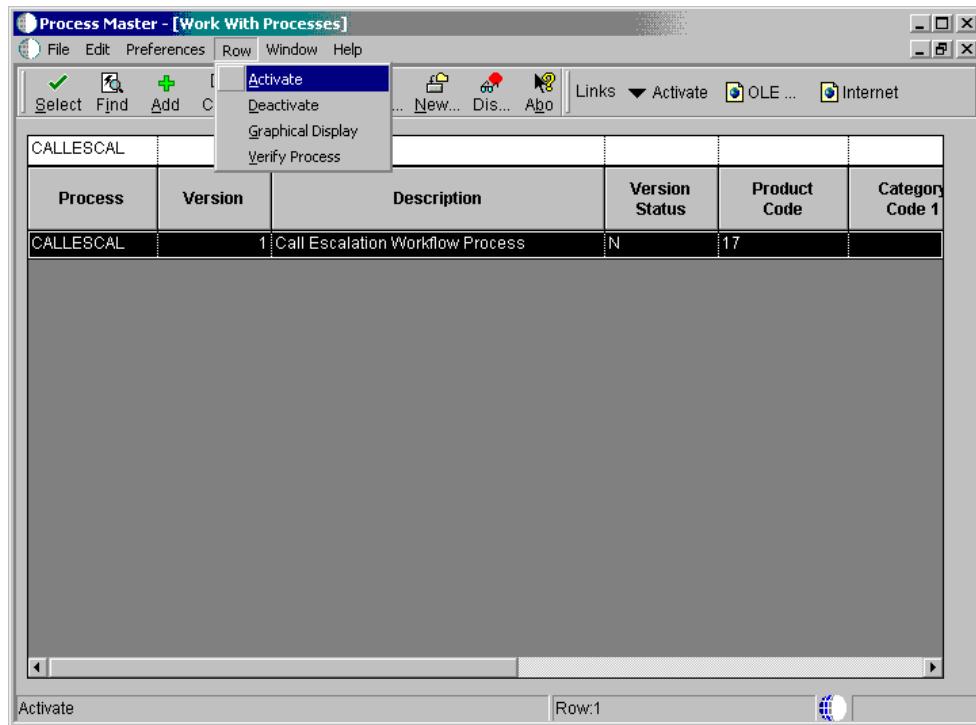
Next, complete the steps in the task to activate the CALLESCAL workflow process.

#### ► **To activate the CALLESCAL workflow process**

---

*From the Workflow Management Setup menu (G0241), choose Process Master.*

1. On Work With Processes, enter CALLESCAL in the Process field of the QBE row and click Find.
2. Choose the CALLESCAL row and choose Activate from the Row menu.



3. Click Find to verify that Version 1 of CALLESCAL is active.

The Version Status field displays Y. Version status must be activated in order to see calls.

## Setting Up Escalation Detail for Queues and Priorities

Each time the system escalates a call, the system uses the detail data from the Call Priority Revisions form to calculate the following information:

- New escalation date and time
- Message level within the parent distribution list for sending messages
- Priority

When you enter a call, the escalation level is 1. The system locates the detail line containing an escalation level of 1. If the call is assigned, the system uses the Assigned Percentage value to calculate the escalation date and time. If the call is unassigned, the system uses the Unassigned Percentage field value to make the calculation. The system also uses the Commitment Date/Time value and the Response Time value in calculating the escalation time.

If you do not close the call by the escalation date and time, the system sends messages to the individuals on the distribution list, changes the escalation level, and calculates a new escalation date and time. The system continues to escalate the call and increment the escalation level until you close the call or until the system does not find a detail line containing the next escalation level.

---

### Note

When you enter a call, be sure to assign the call to the correct queue and priority. Otherwise, you will not see escalation messages.

---

### ► **To set up escalation detail for queues and priorities**

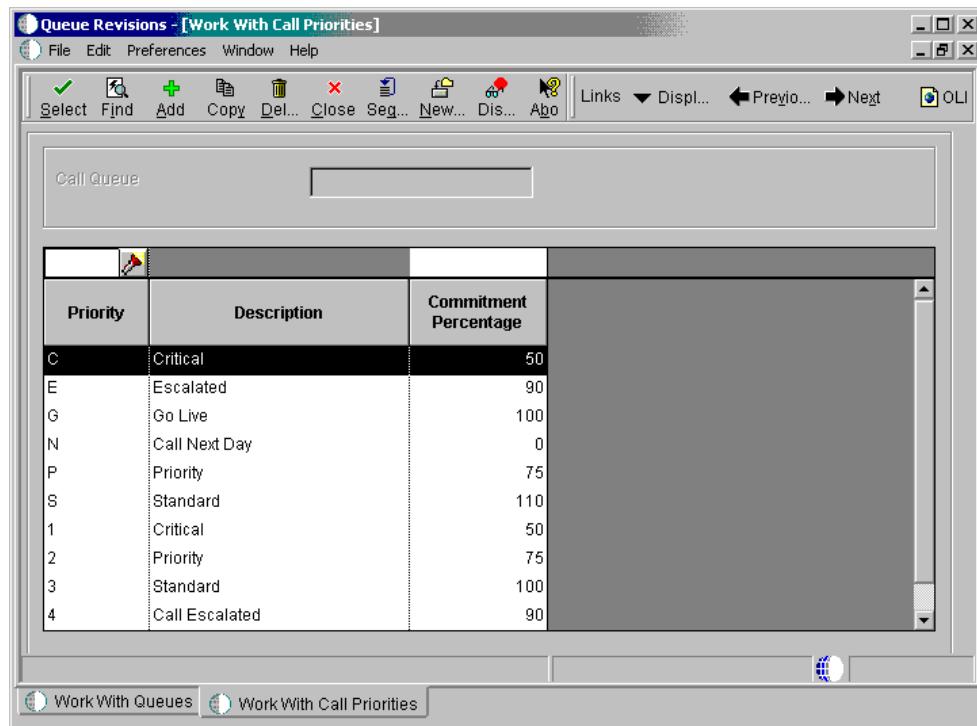
---

This task describes how to set up call escalation data for all queues at one priority level. You must repeat these steps for each priority code and queue that you set up.

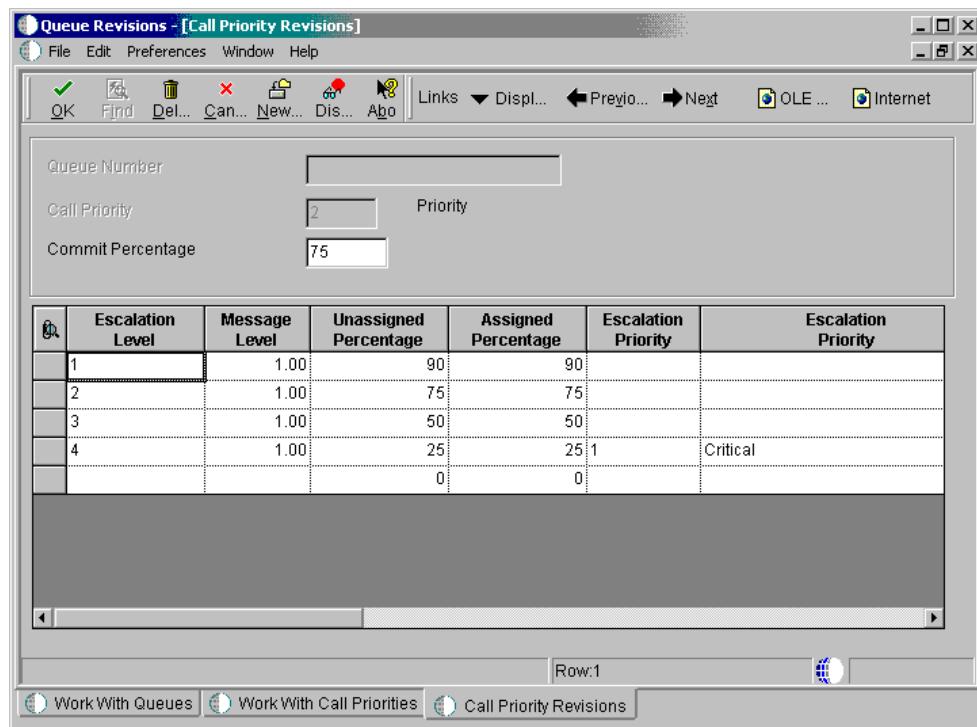
*From the Call Setup menu (G1743), choose Queue Revisions.*

1. On Work With Queues, choose Queue Priorities from the Form menu.

Alternatively, if you want to set up call escalation data for a specific queue, you can locate the queue on Work With Queues and choose Queue Priorities from the Row menu.



2. On Work With Call Priorities, choose the row for the priority that you want to set up and click Select.



3. In the first row of Call Priority Revisions, complete the following fields:
  - Escalation Level  
Enter 1.
  - Message Level  
Enter 1.0.
  - Unassigned Percentage
  - Assigned Percentage
4. In the second row, complete the following fields:
  - Escalation Level  
Enter 2.
  - Message Level  
Enter 1.0.
  - Unassigned Percentage
  - Assigned Percentage
5. In the remaining rows, continue entering as many escalation levels as you want to set up.
6. Click OK.

#### **Excluding CALLESCAL from the Start Escalation Monitor**

Call escalation workflow is processed separately by the call management system. Therefore, you need to exclude CALLESCAL from the Start Escalation Monitor batch program (R98810) of workflow processing.

#### **► To exclude call escalation from the Start Escalation Monitor**

---

*From the Workflow Advanced & Technical Operations menu (G0231), choose Start Escalation Monitor.*

1. On Work With Batch Versions – Available Versions, choose the first row and choose Data Selection from the Row menu.
2. On the second row of Data Selection, enter the following values:
  - Operator = And
  - Left Operand = BC Process ID (F98865)
  - Comparison = is not equal to
  - Right Operand = CALLESCAL
3. Click OK.

## Running the Call Escalation Program

*From the Periodic Call Processing menu (G1723), choose Escalation Processing*

After you enter new calls, you can run the Call Escalation Program to generate a report of those calls needing escalation and send messages to the individuals on the escalation distribution list.

If you want to confirm the escalation workflow, choose Work Center from the Daily Call Processing menu (G1713). Inquire on the address book number of the queue or on the child address book numbers in the escalation distribution list.

### Before You Begin

- On the Call tab of the Customer Service Constants form, ensure that the checkbox for Message Center Interface is turned on. Otherwise, you cannot write messages to the work center and perform call escalation.
- On the Call tab of the Customer Service Constants form, ensure that you have access authority to the mailbox listed in the Mail Box for Escalation constant. This mailbox will contain the escalation messages.

## Processing Options for Workflow Net Change (P98800)

---

### Composer

1. Composer

1 = Enabled  
Blank = Disabled

### Graphics

1. Graphical Design Tool

1 = Enabled  
Blank = Disabled

---

## Processing Options for Work with Queues (P17506)

---

### Versions

Enter the Version for the following programs. If left blank, the version in the parentheses will be the default value.

1. Enter the Version for the Address Book update. Default is ZJDE0001 if blank.

1. Address Book MBF

P0100041 (ZJDE0001)

### Default

1. Document Type

### Display

1. Display Call Queues or Service Order Queues.

Blank = Service Order Queues.

1= Call Queues.

---

## Billing for Calls

The typical billing process includes accumulating calls to bill, creating and printing invoices, and recording journal entries for income and receivables.

Customer Service Management is integrated with the Accounts Receivable and General Accounting systems. The billing process in CSMS is the same whether you are billing for contracts, service orders, or calls. After you set up the billing details in CSMS, the system runs the billing process and updates Accounts Receivable tables with invoice information and General Accounting tables with revenue information.

Invoices are based on billable calls. The first step in the billing process is to accumulate billable calls. When you run CSMS Call Workfile Generation, the system finds the calls that are eligible for billing from the Call table (F1755) and the Time Entry table (F1760), and creates Service Billing Workfile records (F4812).

### Topics

- Setting up AAIs for calls
- Generating the call workfile

### Before You Begin

- Set up the distribution AAIs.

### See Also

- Billing for CSMS* for related billing information
- If you are using Vertex, *Vertex Quantum for Sales and Use Tax*

## Setting Up AAIs for Calls

To bill calls and process business transactions properly, you must identify information about your account structure and specific account values. 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 (F40905). Whenever a program performs an accounting function, it accesses the Automatic Accounting Instructions table.

Distribution AAIs define the rules by which the Customer Service Management system interacts with the general ledger. Accounting AAIs define the rules by which the CSMS and the Accounts Receivable system interact. When you define AAIs, you establish how the system processes transactions for various programs.

Call-related distribution AAIs consist of the following:

- 1747, Call Revenue: determines the credit account for billable calls. Accounting AAIs determine the debit side of revenue, also known as the trade accounts receivable account.
- 1792, Call Center Expense: determines the debit account for call time entry records that the system uploads to the Journal Entry Transactions Batch table (F0911Z1) or the Employee Transactions Batch table (F06116Z1).
- 1793, Accrued Call Center Cost: determines the credit account of costs for call time entry records that the system uploads to the Journal Entry Transactions Batch file (F0911Z1).

Based on key fields, the system retrieves the G/L account to use when creating an entry in the Service Billing Detail table (F4812). The key fields are:

- Company
- Doc Type

- G/L Category Code
- Cost Type

Based on these key fields, the system creates journal entries using:

- Branch/Plant
- Object Account
- Subsidiary

## Topics

The system retrieves the document type and company from the call and identifies the appropriate G/L class code according to a search hierarchy.

The system retrieves the document type and company from the call and identifies the appropriate G/L class code according to the following search hierarchies:

- Hierarchy for G/L Class Codes for Calls
- Hierarchy for Responsible Business Unit for Calls

### Hierarchy for G/L Class Codes for Calls

Based on the service type of the call, the system finds the Covered G/L Code or the Non-Covered G/L Code in the Service Contract Services table (F1725). The system uses these G/L codes to locate the appropriate distribution AAIs for amounts that are either covered or not covered by service contracts.

Based on the G/L class code, company, and document type, the system creates an entry using the distribution AAIs. The entry consists of a business unit, an object, and optionally, a subsidiary. You can override the G/L class codes.

### Hierarchy for Responsible Business Unit for Calls

If the business unit of an AAI is blank, the system locates the responsible business unit based on the value specified in the Responsible Business Unit field, which is located on the Calls tab of the CSMS Constants form.

On CSMS Constants, you can choose one of the following tables for the system to use to locate the responsible business unit:

<b>Item Branch Master Extension (F41171) or Item Master Extension (F4117) tables</b>	<p>The system uses the branch/plant and item number on the call to find the responsible business unit in the Item Branch Master Extension table (F41171).</p> <p>If the branch/plant is blank, the system uses the item number on the call to find the responsible business unit in the Item Master Extension table (F4117).</p> <p>If the business unit exists in the F41171 or F4117 table, the system uses the same business unit in the resulting accounting journal entry.</p>
<b>Product Family/Model table (F1790)</b>	<p>The system uses the product model on the call detail line to find the responsible business unit in the Product Family/Model table (F1790).</p>

If the business unit exists in the F1790 table, the system uses the same business unit in the resulting accounting journal entry.

#### **Equipment table (F1201)**

The system uses the equipment number on the call detail line to find the responsible business unit in the Equipment Master table (F1201).

If the business unit exists in the F1201 table, the system uses the same business unit in the resulting accounting journal entry.

#### **Customer Number table (F0101)**

The system uses the customer number on the call detail line to find the responsible business unit in the Customer Master table (F0101).

If the business unit for the customer exists in the F0101 table, the system uses the same 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.

---

#### **See Also**

- Setting Up AAs* in the *General Accounting* documentation for more information about defining the account structure to process transactions properly

## **Generating the Call Workfile**

*From the Periodic Call Processing menu (G1723), choose Call Workfile Generation.*

When you run the Call Workfile Generation program (R17675), the system processes records in the Call table (F1755) and the Time Entry table (F1760).

When you run the generation program in final mode, the system creates billing records in the Service Billing workfile (F4812) and updates the call record with the date billed. The Service Billing system then creates workfile transactions that are used by the Accounts Receivable and General Accounting systems.

---

#### **Caution**

When you have billed a call in final mode, you cannot change it.

---

#### **See Also**

- Call Workfile Generation Report (R17675)* in the *Reports* documentation for a sample of this report.

## **Processing Options for Call Workfile Generation (R17675)**

### **Process Tab**

These processing options specify whether to run the report in proof or final mode, and whether the system writes errors to the report or to the Work Center.

---

#### **1. Proof or Final Mode**

**Blank = Proof Mode**

**1 = Final Mode**

Use this processing option to specify whether to run the report in proof or final mode. Final mode updates all records. If you leave this processing option blank, the system generates the report in proof mode and does not update records. Valid values are:

Blank Run the report in proof mode

1 Run 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 whether the system writes errors to the Work Center or to the report. Valid values are:

Blank Write errors to the Work Center

1 Write errors to the report

## Display Tab

This processing option specifies whether to print domestic or foreign currency amounts on the report.

---

### 1. Print Domestic or Foreign

**D = Domestic**

**F = Foreign (Default)**

Use this processing option to specify whether to print domestic or foreign currency amounts on the report. If you leave this processing option blank, the system prints foreign currency amounts. If foreign currency amounts do not exist, the system prints domestic currency amounts. Valid values are:

- D Print domestic currency amounts
- F Print foreign currency amounts

---

## Defaults Tab

These processing options specify the value to use in the Subledger field when you create billing transactions, and the billing date to use.

---

### 1. Subledger

Blank = Subledger will be left blank

1 = Call Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

5 = Contract Number

6 = Equipment Number

Use this processing option to specify the subledger value that the system uses when you create billing transactions. Valid values are:

Blank No subledger value

1 Call number

---

---

- 2 Customer number
- 3 Site number
- 4 Item number
- 5 Contract number
- 6 Equipment number

## 2. Date Billed

Blank = Use System Date

1 = Use Call Beginning Date

Use this processing option to specify the date, in the Date Billed field, that the system uses when you create billing transactions. The system only updates this field when you run the report in final mode. Valid values are:

Blank System date

1 Call beginning date

---

## Vertex Tab

These processing options specify the Vertex transaction type to use when calculating taxes for billings.

---

### 1. Vertex Transaction Type for Labor Billings

**Blank = SERVIC**

Use this processing option to specify the Vertex transaction type that the system uses when calculating taxes for time entry billing. Only use this transaction type if you are billing for calls and the pricing method is Time and Materials.

Enter a valid value from UDC 73/TY (Vertex Transaction Type). If you leave this processing option blank, the system uses transaction type SERVIC.

---

---

## 2. Vertex Transaction Type for Flat Rate Billings

### Blank = SERVIC

Use this processing option to specify the Vertex transaction type that the system uses when calculating taxes for flat rate billing. Only use this transaction type if you are billing for calls and the pricing method is Flat Rate.

Enter a valid value from UDC 73/TY (Vertex Transaction Type). If you leave this processing option blank, the system uses transaction type SERVIC.

---

## Reviewing Call Management Reports

When you want to review call statistics for your company, you can print call reports to verify duration of calls, review the product models that are causing the most calls, and so on.

---

### Note

All reports are based on closed calls. When you verify the duration of calls, the beginning and ending date of the call must be within the date range set in the processing options.

---

### Topics

- Reviewing the Call Detail/Summary report
- Reviewing the Call Statistics by Assignee report
- Reviewing the Call Statistics by Product report
- Reviewing the Call Duration Statistics by Products report
- Reviewing the Call Print report

## Reviewing the Call Detail/Summary Report

*From the Periodic Call Processing menu (G1723), choose Call Detail/Summary Report.*

The Call Detail/Summary report provides the ability to create reports that display detail or summary information for the following types of closed calls:

- Calls by queue
- Calls by product model
- Calls by environment
- Calls by equipment number

- Calls by item number

The Call Detail/Summary Report is based on closed calls. You can review detail or summary information for these calls, based on processing options for the version. When you run the detail report, the system lists all calls, as well as the total number of closed calls. When you run the summary report, the system only lists the total number of closed calls.

When you set the processing options for the Call Detail/Summary report, you specify a date range. For example, if you set up the date range to retrieve calls from 6/1/05 through 6/30/05, the system selects only those calls that have a beginning date on or after 6/01/05, but that are closed on or before 6/30/05.

When you generate the Call Detail/Summary Report, you can select one of the following versions, according to your organization requirements:

<b>Closed Calls by Call Queue</b>	When you run version XJDE0001, the system lists the total number of closed calls by the queue number. You can define the queues in the data selection.
<b>Closed Calls by Product Model</b>	When you run version XJDE0002, the system lists the total number of closed calls by the product model.
<b>Closed Calls by Environment</b>	When you run version XJDE0003, the system lists the total number of closed calls by the environment.
<b>Closed Calls by Equipment Number</b>	When you run version XJDE0004, the system lists the total number of closed calls by the equipment number.

#### See Also

- *Call Detail/Summary Report (R17670)* in the *Reports* documentation for a sample of this report

#### Processing Options for Call Detail/Summary Report (R17670)

---

##### Defaults

1. Print Product Model or Item Number  
Blank = Product Model  
1 = Item Number
2. From Date
3. Thru Date  
Blank = Today's date
- Print
1. Print Report  
Blank = Print Call Summary Report  
1 = Print Call Detail Report

---

#### Reviewing the Call Statistics by Assignee Report

*From the Periodic Call Processing menu (G1723), choose Call Statistics by Assignee.*

The Call Statistics by Assignee report provides you with the ability to create reports that display information for the following types of closed calls:

- Calls by assignee

- Calls by queue

The Call Statistics by Assignee report is based on closed calls. When you set the processing options for the Call Statistics by Assignee report, you can specify the closed call status in the processing options as well as the Handled Live call type, which identifies the calls that an assignee answered without having to call the customer back.

When you set the processing options for this report, you specify a date range. For example, if you set up the date range to retrieve calls from 6/1/05 through 6/30/05, the system selects only those calls that have a beginning date on or after 6/01/05, but that are closed on or before 6/30/05.

When you generate the Call Statistics by Assignee Report, you can select one of the following versions, according to your organization requirements:

<b>Closed Calls by Assignee</b>	Use version XJDE0001 to list call statistics for each call type by Assignee.
<b>Closed Calls by Call Queue</b>	<p>Use version XJDE0002 to list call statistics for each call type for a queue number.</p> <p>When you review the report, the total is based on the assignee. The Grand Total is based on the queue number.</p>

### Rows in Call Statistics by Assignee Report

In the Call Statistics by Assignee report, the system displays the following calculations in each row:

<b>Days on Line</b>	Ending Date - Beginning Date  This calculation is based on the work day calendar and is listed by total calls of each call type.
<b>Total Time</b>	Ending Date/Time - Beginning Date/Time  This calculation is based on the work day calendar and is listed by total calls of each call type.
<b>Average Calls per Day</b>	Total Number / Days on Line
<b>Average Time per Day</b>	Total Time / Days on Line
<b>Average Time per Call</b>	Total Time / Total Number of Calls  This calculation includes all call types for each assignee.
<b>Handled Live Number</b>	Total number of closed calls that were handled live / Total number of calls  This calculation includes all call types for each assignee.
<b>Handled Live Percentage of Total</b>	Total number of closed calls that were handled live / Total number of closed calls  This calculation includes all call types for each assignee.
<b>Handled Normal Number</b>	The total number of closed calls for each call type.

**Handled Normal Percentage of Total** The Number / Total Number of closed calls.

### Totals in the Call Statistics by Assignee Report

In the Call Statistics by Assignee report, the system displays the total results based on the following calculations:

<b>Days on Line</b>	The sum of days on line.
<b>Total Time</b>	The sum of total time from each row.
<b>Average Calls per Day</b>	Sum of Total Numbers (including handles live and normal) / Sum Days on Line
<b>Average Time per Day</b>	Sum of Total Time / Sum Days on Line
<b>Average Time per Call</b>	Sum of Total Time / Sum of Total Numbers (including handled live and normal)
<b>Handled Live Number</b>	Sum of the row amounts / Handled Live Numbers
<b>Handled Live Percentage of Total</b>	Handled Live Number / Total Number (including handled live and normal) *100
<b>Handled Normal Number</b>	Sum of the row amounts / Handled Normal Numbers.
<b>Handled Normal Number Percentage of Total</b>	The sum of the handled normal number / Total Numbers (including handles live and normal) *100

The grand total row is the same as the total row.

#### See Also

- Call Statistics by Assignee Report (R17671)* in the *Reports* documentation for a sample of this report

#### Processing Options for Call Statistics by Assignee (P17671)

---

##### Defaults

1. From Date
2. Thru Date

Blank = Today's date

3. Call Type for Handled Live
4. Closed Call Status

---

### Reviewing the Call Statistics by Product Report

*From the Periodic Call Processing menu (G1723), choose Call Statistics by Product.*

The Call Statistics by Product report provides you with the ability to create reports that display information for the following types of closed calls:

- Calls by product model
- Calls by environment
- Calls by equipment number
- Calls by item number
- Calls by queue

The Call Statistics by Product report is based on closed calls. When you set the processing options for the report, you can specify the closed call status in the processing options, as well as the Handled Live call type which identifies the calls that an assignee answered without having to call the customer back.

In the processing options, you must specify a date range that the system uses to retrieve closed calls. In this report, the system selects closed calls if the beginning and ending dates of the calls fall within the date range that you specify in the processing options From Date and Thru Date.

When you generate the Call Statistics by Product Report, you can select one of the following versions, according to your organization requirements:

<b>Closed Calls by Product</b>	Use version XJDE0001 to list call statistics based on each call type for the product model. The total is based on the product model.
<b>Closed Calls by Environment</b>	Use version XJDE0002 to list call statistics based on each call type for the product model based on the environment.  The total is based on the product model. The grand total is based on the environment.
<b>Closed Calls by Equipment</b>	Use version XJDE0003 to list call statistics based on each call type for the equipment number.  The total is based on the item number.
<b>Closed Calls by Item Number</b>	Use version XJDE0004 to list call statistics based on each call type for item number.  The total is based on item number.
<b>Closed Calls by Call Queue</b>	Use version XJDE0005 to list calls statistics based on each call type for product model for the queue number.  The total is based on the product model. The grand total is based on the queue number.

### Rows in Call Statistics by Product Report

In the Call Statistics by Product report, the system displays the following calculations in each row:

<b>Handled Live Number</b>	Total number of handled live calls.  This sum is based on the processing option that indicates the call type for calls that are handled live.
<b>Number of Handled Live Calls</b>	Total number of handled live calls. when the execution date is before

<b>within the Commitment</b>	the commitment date.
<b>Percentage of Calls within the Commitment</b>	Number within commitment / Total number of calls (including handled live and normal for each level break) *100.
<b>Percentage within Commitment</b>	Number within commitment / Total number of calls (including handled live and normal for each level break) *100.
<b>Handled Normal Number</b>	Total number of handled normal calls.
	The sum is based on the call type for calls that are handled normally.
<b>Number of Handled Normal Calls within Commitment</b>	Total number of handled normal calls, when the execution date is before the commitment date.

### **Totals in Call Statistics by Product Report**

In the Call Statistics by Product report, the system displays the total results based on the following calculations:

<b>Handled Live Number</b>	The sum of the total number of handled live calls from each row.
<b>Number within the Commitment</b>	The sum of the total number within the commitment.
<b>Percentage of Calls within the Commitment</b>	The sum of the number within commitment / Total number of calls (including handled live and normal for each level break) *100.
<b>Percentage within Commitment</b>	The sum of the number within commitment / Total number of calls (including handled live and normal for each level break) *100.
<b>Handled Normal Number</b>	Total number of handled normal calls.
	The sum is based on the call type for calls that are handled normally.
<b>Total Percentage within Commitment</b>	(Number within commitment for handled live + Total number with commitment for handled normal) / Total number of calls (including handled live and normal for each level break) *100.

The grand total row is the same as the total row.

### **See Also**

- Call Statistics by Product Report (R17672)* in the *Reports* documentation for a sample of this report

### **Processing Options for Call Statistics by Product (R17672)**

---

Defaults

1. From Date
2. Thru Date
- Blank = Today's date
3. Call Type for Handled Live
4. Closed Call Status

---

## Reviewing the Call Duration Statistics by Products Report

*From the Periodic Call Processing menu (G1723), choose Call Duration Statistics by Product.*

The Call Duration Statistics by Product report provides you with the ability to create reports that display information for the following types of closed calls:

- Calls by product model
- Calls by environment
- Calls by equipment number
- Calls by item number
- Calls by queue

The Call Duration Statistics by Product report is based on closed calls. When you set the processing options for the report, you can specify the closed call status in the processing options, as well as the Handled Live call type which identifies the calls that an assignee answered without having to call the customer back.

In the processing options, you must specify a date range that the system uses to retrieve closed calls. In this report, the system selects closed calls if the beginning and ending dates of the calls fall within the date range that you specify in the processing options From Date and Thru Date.

When you generate the Call Duration Statistics by Product Report, you can select one of the following versions, according to your organization requirements:

<b>Closed Calls by Product</b>	Use version XJDE0001 to list call statistics based on each call type for the product model. The total is based on the product model.
<b>Closed Calls by Environment</b>	Use version XJDE0002 to list call statistics based on each call type for the product model based on the environment.  The total is based on the product model. The grand total is based on the environment.
<b>Closed Calls by Equipment</b>	Use version XJDE0003 to list call statistics based on each call type for the equipment number.  The total is based on the item number.
<b>Closed Calls by Item Number</b>	Use version XJDE0004 to list call statistics based on each call type for the item number.  The total is based on item number.
<b>Closed Calls by Call Queue</b>	Use version XJDE0005 to list calls statistics based on each call type for the product model for the queue number.  The total is based on the product model. The grand total is based on the queue number.

## Rows in the Call Duration Statistics by Product Report

In the Call Duration Statistics by Product report, you can review the results of the following calculations in each row based on the level break:

<b>Average Call Duration</b>	Total elapsed hours / Total number of calls for each row
<b>Percentage of Calls under 3 Hours</b>	Total number of calls (total elapsed hours < 3) / Total number of calls for each row
<b>Percentage of Calls over 1 Day</b>	Total number of calls (total elapsed hours > 24) / Total number of calls for each row
<b>Percentage of Calls within Commitment</b>	Number within commitment (execution date < commitment date) / Total number of calls for each row
<b>Percentage of Calls under 3 Minutes</b>	Total number of calls (total elapsed hours < 0.05) / Total number of calls for each row
<b>Percentage of Calls over 10 Minutes</b>	Total number of calls (total elapsed hours > .17) / Total number of calls for each row

## Totals in the Call Duration Statistics by Product Report

In the Call Duration Statistics by Product report, the system displays the totals based on the following calculations. Each total includes all call types for each level break:

<b>Average Call Duration</b>	Total elapsed hours / Total number of calls
<b>Percentage of Calls under 3 Hours</b>	Total number of calls (total elapsed hours < 3) / Total number of calls
<b>Percentage of Calls over 1 Day</b>	Total number of calls (total elapsed hours > 24) / Total number of calls This calculation includes all call types for the level break.
<b>Percentage of Calls within Commitment</b>	Number within commitment (execution date < commitment date) / Total number of calls
<b>Percentage of Calls under 3 Minutes</b>	Total number of calls (total elapsed hours < 0.05) / Total number of calls
<b>Percentage of Calls over 10 Minutes</b>	Total number of calls (total elapsed hours > .17) / Total number of calls

The grand total row is the same as the total row.

## See Also

- *Customer Duration Statistics by Products Report (R17673)* in the *Reports* documentation for a sample of this report

## Processing Options for Call Duration Statistics by Products (R17673)

---

### Defaults

1. From Date
2. Thru Date
- Blank = Today's date
3. Call Type for Handled Live
4. Closed Call Status

---

## Reviewing the Call Print Report

*From the Periodic Call Processing menu (G1723), choose Call Print.*

You can review specific call information by printing call information. Based on your processing option select, you can choose to print any associated media objects with the call. You can indicate specific calls in your data selection.

### See Also

- *Call Print Report (R17674)* in the *Reports* documentation for a sample of this report

## Processing Options for Print Call (R17674)

---

### Print

1. Print Media Object

Blank = Do not Print Media Object on Report  
1 = Print Media Object on Report

---

## Service Order Management

For customer requests that cannot be resolved with a phone call, you can create a service order. You enter service orders to request work to be performed at the customer site or a repair depot. Service 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. Service orders track requests for depot repairs and track shipments of replacement parts. The majority of service calls are initiated through the Call Management module, but the repair depot might also create them.

A service order allows you to track all phases of the work necessary 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 service orders to manage the work flow of your service tasks and other projects. You can manage all aspects of a service task or project, including the following:

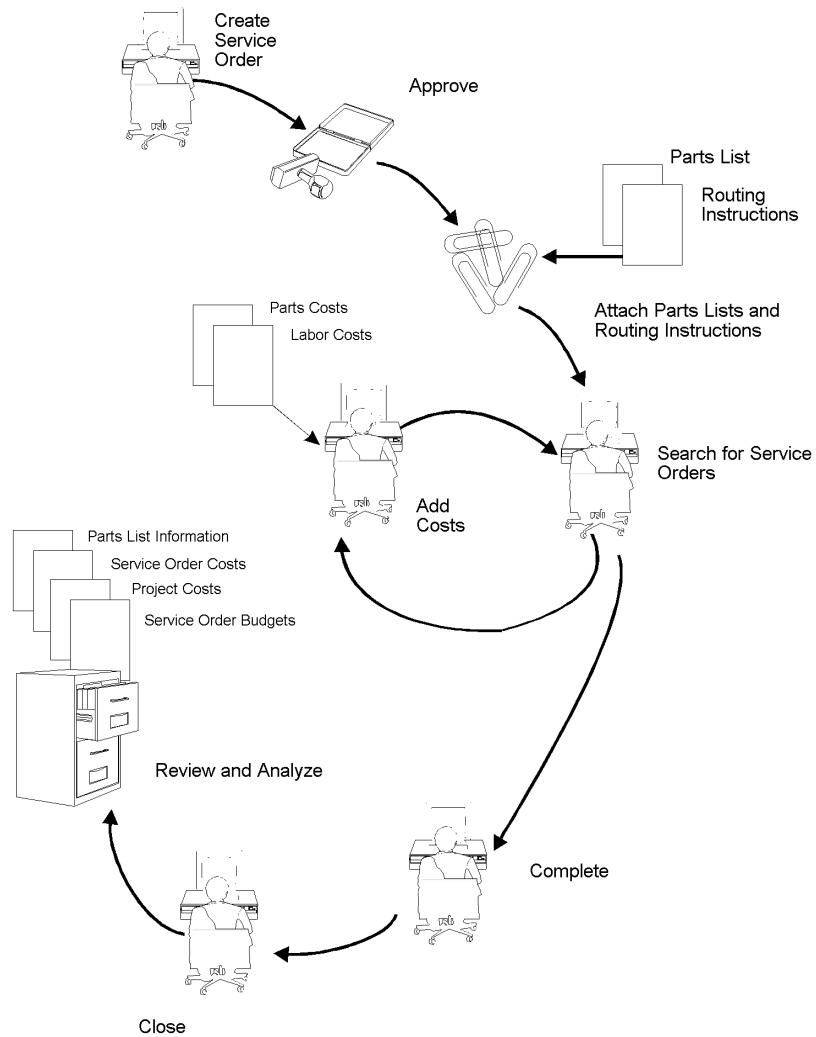
- Creating service orders for preventive and corrective maintenance
- Committing inventory to a service order
- Scheduling multiple tasks, such as mechanical, electrical, and so on, to a service order
- Tracking the progress of a service order by status
- Tracking service order costs, such as labor, materials, and so on
- Recording unlimited detailed information about a service order
- Completing and closing a service order

### Topics

- Setting up Service Order Management
- Working with service orders
- Processing service orders
- Billing and paying service orders

## Service Order Management Process Flow

The following graphic illustrates the flow of a service order through a typical service order life cycle.



## Terms and Concepts

The following Service Order Management terms and concepts are used in this guide:

**Base warranty** The warranty that is associated with the equipment. Base warranties are typically included in the purchase price of the equipment and are non-billable.

**Extended warranty** 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.

**Equipment number** A number to identify a piece of equipment within the Equipment Master table (F1201).

**Inventory item number** A number to identify an item within the Inventory Master table (F4101).

**Mean Time Between Failure (MTBF)** The average time, distance, or events between breakdowns.

**Mean Time to Repair** The average time it takes to repair a failed item.

**Product family** A group of products that have common characteristics and share classification criteria.

**Model** 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.

**Returned Material Authorization (RMA)** 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).

**Serial number** The numbers or letters that uniquely identify an item. The serial number is stored in the Equipment Master table (F1201).

**Service package** 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.

**Service types** The various services that you provide through the Service Order Management or Call Management 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.

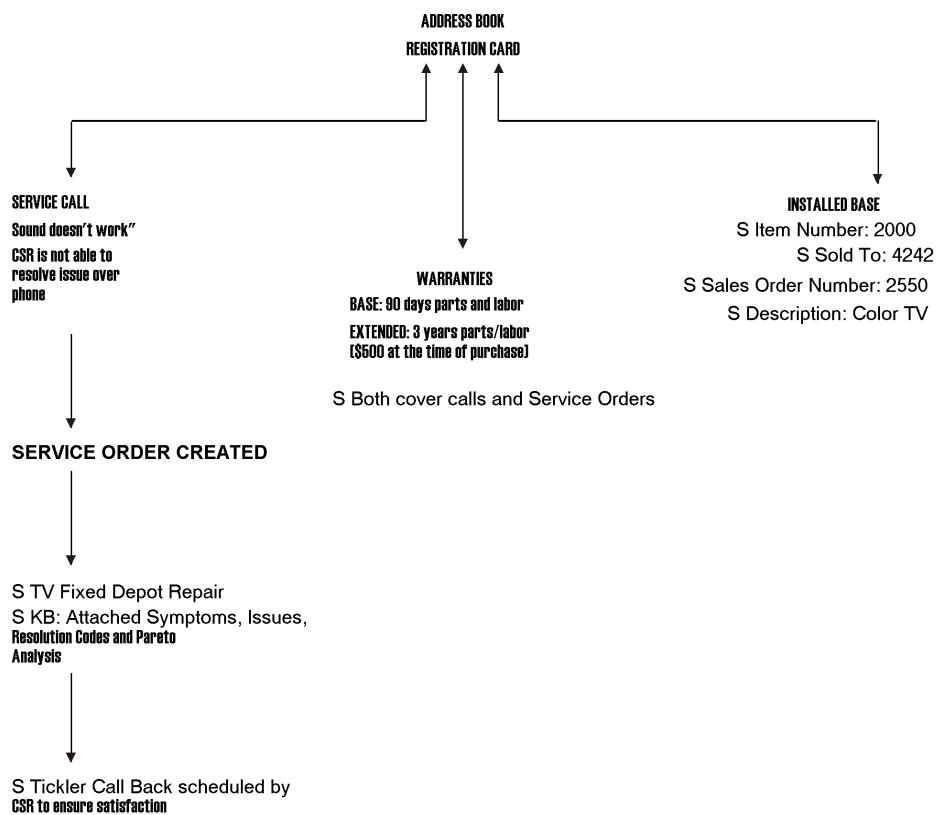
**Service address number** The address book number of the site where a piece of equipment is located. The site number can be the same as the customer number, but it might differ if the customer has multiple sites.

**Warranty**

An assurance by the manufacturer or seller that the equipment will perform as specified for at least a specified time.

The following graphic illustrates an example of how you can achieve maximum service revenue with CSMS functionality. CSMS utilizes customer and product information that you enter once in order to operate efficient and cost effect service processes.

In this example, an installed base record was created when you sold a television set to customer 4242. The customer opted to purchase an extended warranty to supplement the base warranty. When the customer calls with an issue, the customer service representative (CSR) is able to schedule a service order for TV repair, log the symptoms, issues and resolutions for quality analysis, and schedule a call-back to ensure customer satisfaction.



## Setting Up Service Order Management

Before you can use any of the features of Service 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 Service Order Management. See *Setting Up User Defined Codes for CSMS* for more information.

## Topics

- ❑ Setting up service order constants
- ❑ Setting up service order history
- ❑ Attaching activity rules to a service order

## Before You Begin

- ❑ Set up service order document types in the Document Type Maintenance program (P40040) from the Service Order Setup menu (G1742). See *Setting Up Document Type Information* in the *Inventory Management* documentation. For each document type, enter 1 in the Service Order field. The system uses this for splitting billing and costing amounts to different accounts based on the service contract.

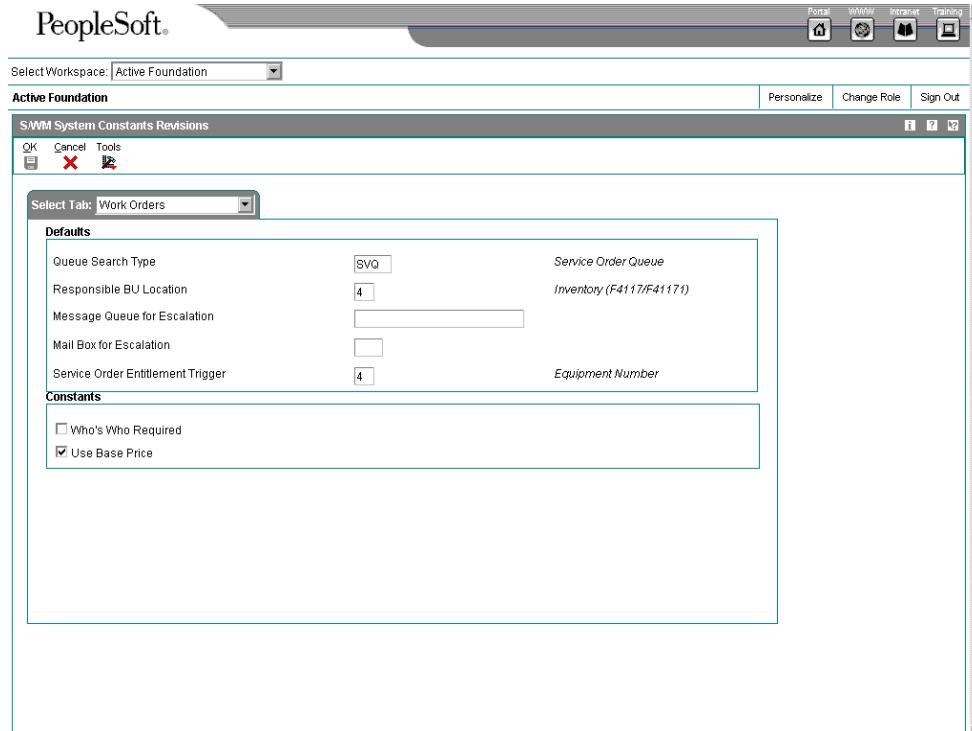
## Setting Up Service Order Constants

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 service order constants

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

1. On CSMS System Constants Revisions, click the Service Orders tab.



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

- Responsible BU Location

When adding a service 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 table.

3. To indicate the field that is used to trigger a service 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 Service Order History

*From the Service Order Setup menu (G1742), choose Service Order History - Equipment or choose Service Order History - Customer.*

Set up service order history to track service order status information by customer and by equipment. You can also set up service order history so that a service order is not created for referenced equipment. These programs control the display of icons within the Service Order Entry program to indicate previous customer or product calls.

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 Service 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 Service Order History (P17715)

---

#### Process

1. Beginning Status for History
2. Ending Status for History
3. Number of Days of History to Display

---

### What You Should Know About Processing Options

**Displaying an icon to indicate previous service orders associated with a piece of equipment or a customer**

The values that you enter determine whether the system displays an icon when there are existing service orders associated with the inventory item number, product model, equipment number, or customer number, if applicable.

You must first enter the status of the service orders that define the selection range criteria. Then define the number of days of history that you want to display. For example, if you enter 30 days, the program displays

the product or customer icon if a service order falls within the status range and was entered 30 days less than the system date.

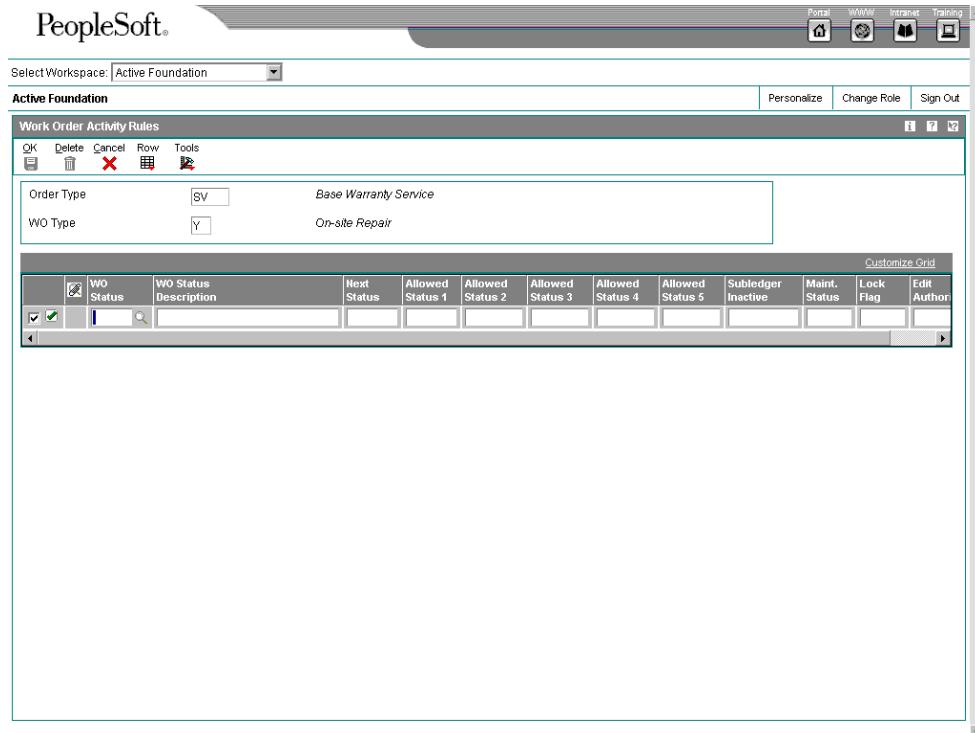
## Attaching Activity Rules to a Service Order

You can attach service order status activity rules to define the status flow and to 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 service order is considered complete. If you attach an open status code to the complete status revisions line, you can reopen the service order.

### ► To attach activity rules to a service order

*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

1. On Work with Service Orders, locate the service order to which you are attaching activity rules, choose it, and click Select.
2. On Service Work Order Revisions, choose Service Order from the Form menu, and choose 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

## Working with Service Orders

You can enter a service order to formally request repair work and schedule maintenance. You can also use service orders to record and communicate all details related to the repair task.

You must create a service order master for every service that you track. The service order master consists of basic information that defines the service order, such as the service order number, description, and the business unit to which the service order is charged. You can also enter additional information, such as category codes, to further identify the service order.

In addition, you can copy parts from a standard parts list or assign non-standard parts to a service order. You can also assign detailed labor routing instructions to a service order. You can perform the following steps:

- Identify each work center 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 service 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

### Topics

- Entering a service order
- Assigning parts to a service order
- Exchanging a piece of equipment

- Attaching service instructions
- Updating the life cycle information of a service order
- Reviewing the status history of a service order
- Reviewing service order parts lists
- Reviewing costs by parent service order
- Printing service orders
- Creating service order prepayment transactions

#### 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 comprise your web environment. See *Working with Service Work Orders on the Web* for complete information about customer self-service and service work orders.

### Entering a Service Order

If an issue cannot be resolved by a consultant using the Call Management system in combination with the Knowledge Management system, you can enter a service order.

You enter a service order under the following circumstances:

- You need to bill for the parts and labor 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 service order. For example, you can use values from a parent service order to retrieve the following information:

- Service type
- Start date
- Planned completion date

When you enter a service order, the system creates a record in the Work Order Master table (F4801) and creates an extension table to store information that is pertinent only to CSMS service orders, the Service Order Extension table (F4817).

### Understanding Service Order Billing

- Hierarchy for G/L Class Codes for Service Orders
- Hierarchy for Responsible Business Unit for Service Orders

#### Hierarchy for G/L Class Codes for Service Orders

OneWorld identifies the proper G/L category code according the following hierarchy:

6. Based on the service type on the service 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 for the appropriate Distribution AAIs for the amount 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.

7. If G/L codes (both Covered and Non-Covered) in the Service Contract Services table (F1725) are blank, then the system uses the AAIs that are set up with the 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 Service Billing Detail table (F4812).

If \*\*\*\* is entered in the Distribution AAIs for the G/L class code, then the system ignores the G/L class code and uses on the company, document type, and cost type.

#### **Hierarchy for the Responsible Business Unit for Service Orders**

If the business unit for the AAI is blank, the system locates the responsible business unit based on the value specified in the field Responsible Business Unit, located on the Service Orders tab in the CSMS Constants.

In the CSMS Constants, you can choose one of following five options for the system to use to locate the responsible business unit:

1	<b>Item Branch Master Extension (F41171)</b>	The system uses the branch/plant and item number on the service order to look up the responsible business unit in the Item Branch Master Extension (F41171).  If there is the business unit in the Item Branch Master Extension, the system uses this business unit in the resulting accounting journal entry.
	<b>Item Master Extension (F4117)</b>	The system uses the item number on the service order to look up the responsible business unit in the Item Master Extension (F4117).  If there is the business unit in the Item Master Extension, the system uses this business unit in the resulting accounting journal entry.
2	<b>Product Family/Model (F1790)</b>	The system uses the product model on the service order detail line to look up the responsible business unit in the Product Family/Model table (F1790).  If there is the business unit in the Product/Family Model table, the system uses this business unit in the resulting accounting journal entry.
3	<b>Equipment (F1217)</b>	The system uses the equipment number on the service order detail line to look up the responsible business unit in the Equipment Master (F1201).  If there is the business unit in the Equipment table, the system uses this business unit in the resulting accounting journal entry.

4	<b>Customer Number (F0301)</b>	<p>The system uses the customer number on the service order detail line to look up the responsible business unit in the Customer Master table (F0301).</p> <p>If there is the business unit for the customer in the Customer Master table, the system uses this business unit in the resulting accounting journal entry.</p>
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#### Note

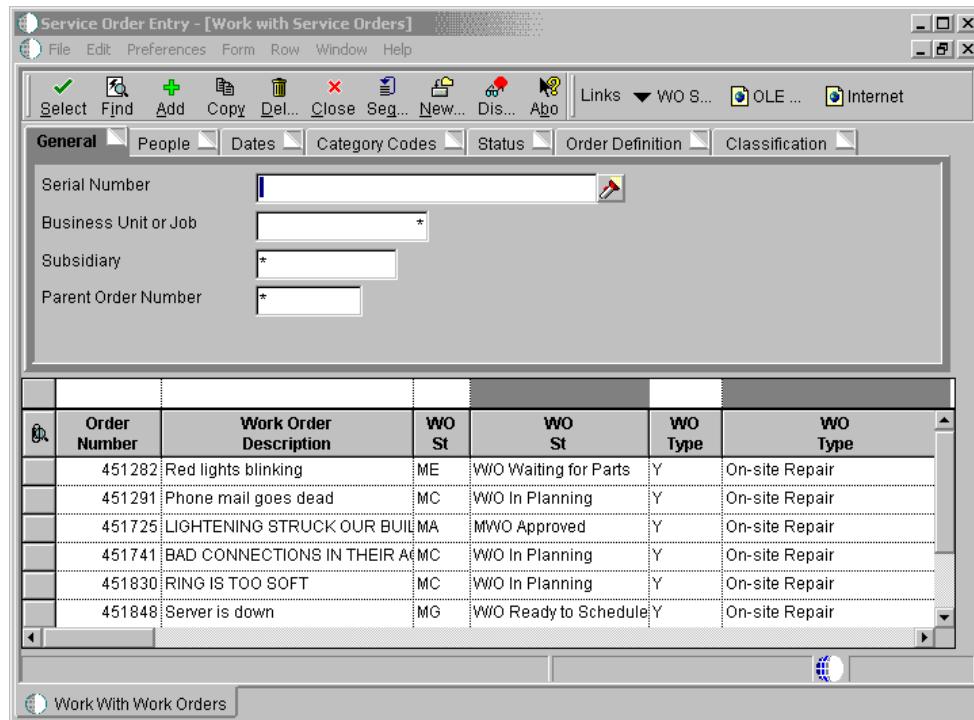
If you assign a project business unit to the responsible business unit in the Business Unit Master (F0006), the system uses the project business unit as the business unit for the account.

#### See Also

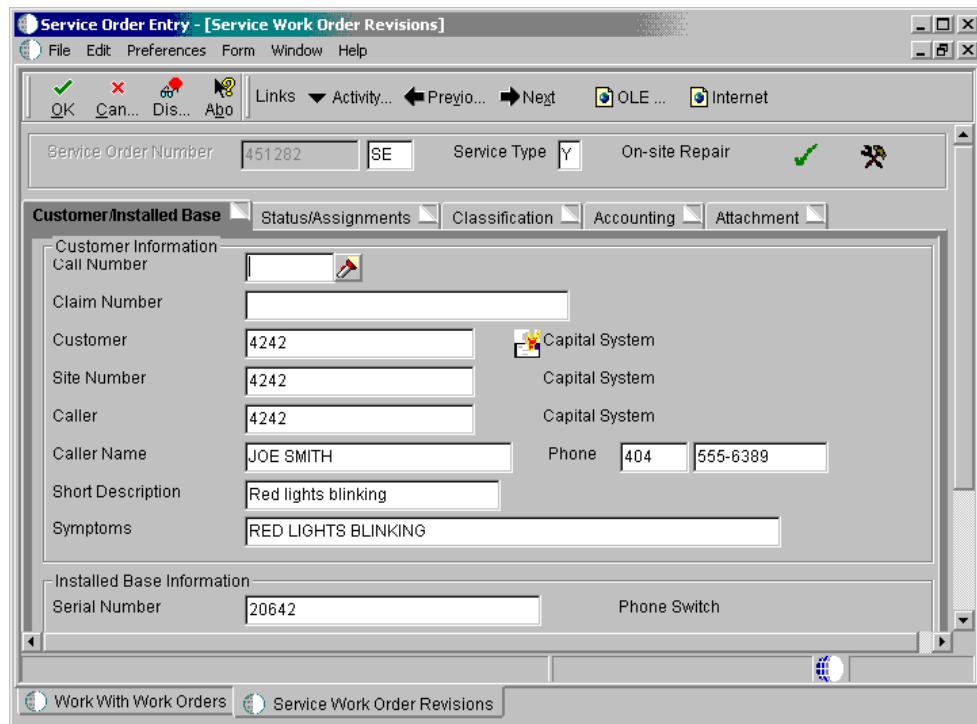
- ❑ *Understanding AAs for General Accounting* in the *General Accounting* documentation
- ❑ *Setting Up AAs for Service Contracts* for more information about identifying the account structure to process your business transactions properly.

#### ► To enter a service order

From the Daily Service Order Processing menu (G1712), choose Service Order Entry.



1. On Work with Service Orders, click Add.



2. On the Customer/Installed Base tab of Service Work Order Revisions, complete the following fields:
  - Site Number
  - Short Description
 

The short description defaults from the symptom field, or you must enter text. This description is displayed on the Work with Service Work Orders form.
  - Symptoms
 

A processing option defines the default value for this field (P17714, Defaults tab, Symptoms Default). If you have not set up your processing options to retrieve this value from the call, you must enter a value.
  - Equipment Number
 

Depending on the installed base constants that you set up on the CSMS 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 installed base record.
  - Branch/Plant
 

The branch/plant defaults from the Installed Base record and defines the branch/plant from which inventory is issued.

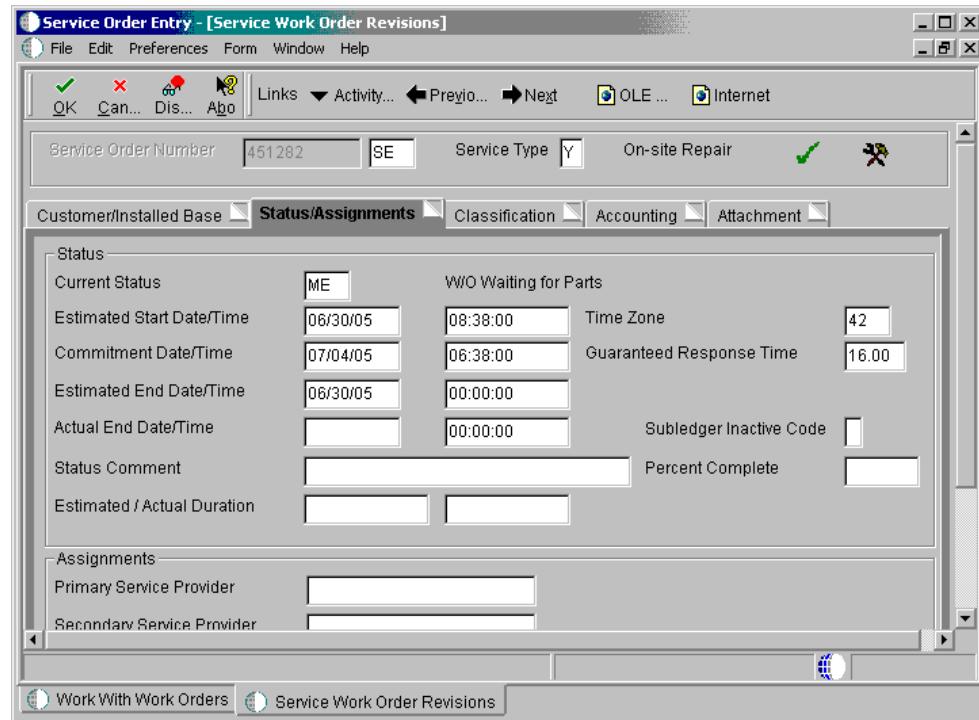
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**Note**

If you are accessing this form from the Call Management or Knowledge Management modules, the system enters information from the installed base record as default information when you enter a service order. The system also checks entitlement for the customer.

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3. Click the Status/Assignments tab.



4. Complete the following fields:

- Current Status
- Estimated Start Date/Time
- Time Zone
- Estimated End Date/Time

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
- Primary Service Provider

For EAM, the Primary Service Provider represents the Manager.

- Secondary Service Provider

The system retrieves the primary service provider from the address book. For EAM, the Secondary Service Provider represents the Supervisor.

- Primary Technician

For EAM, the Primary Technician represents the Assigned To person.

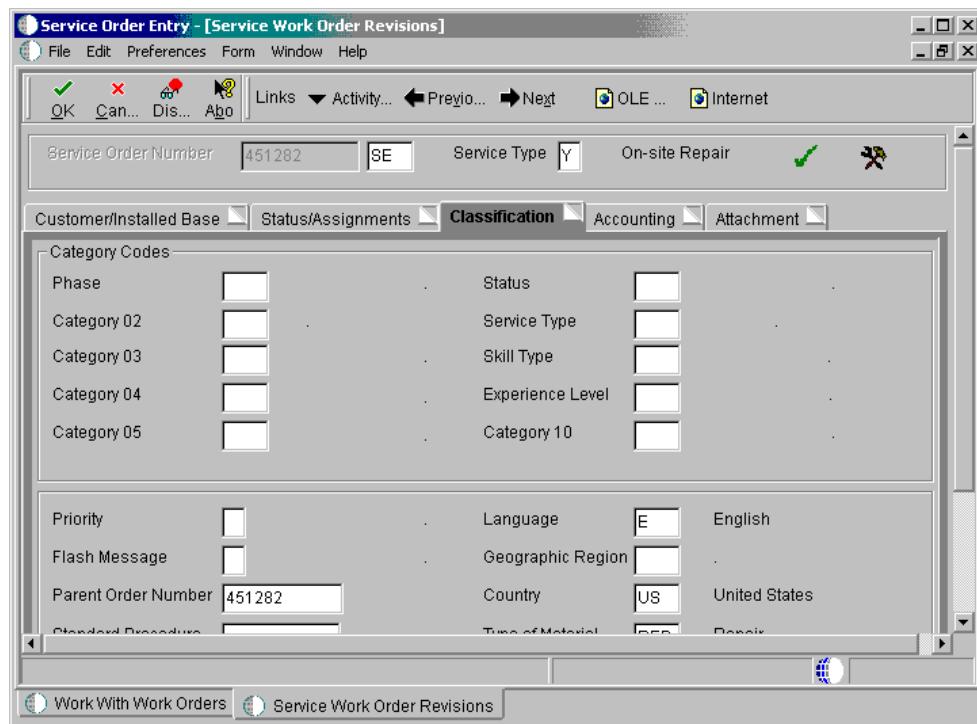
- Secondary Technician

6. Complete the following field when the service order is complete:

- Actual End Date/Time

The value for the Actual End Date field defaults to today's date if the status of the service order is at a complete status.

7. Click the Classification tab.



8. Complete the following optional fields:

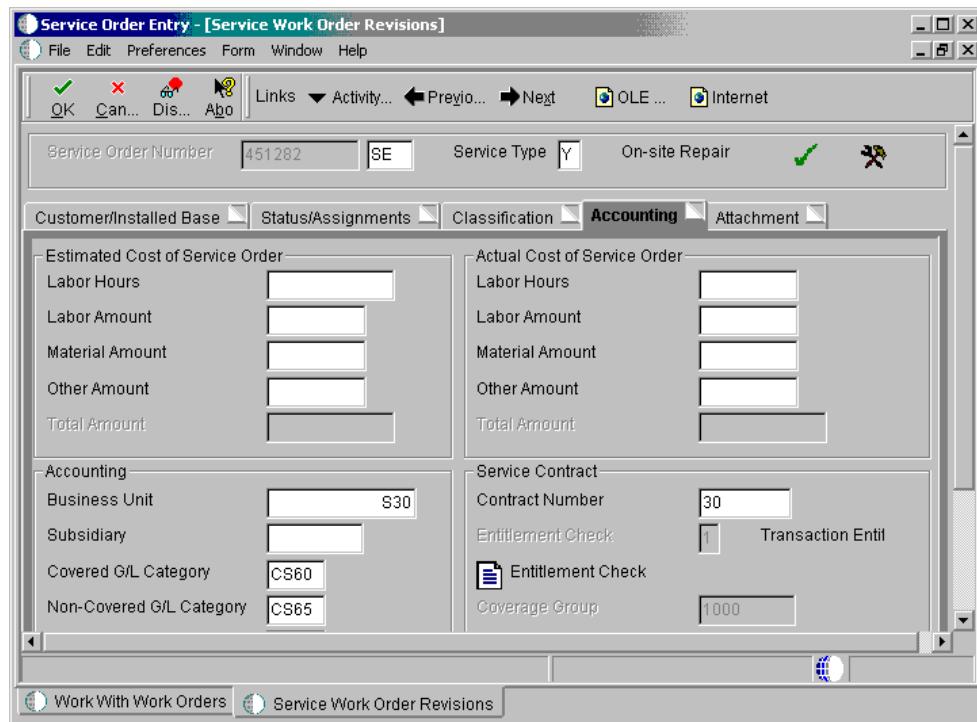
- Phase
- Category 02
- Category 03

- Category 04
- Category 05
- Status
- Service Type
- Skill Type
- Experience Level
- Category 10
- Priority
- Flash Message
- Language
- Geographic Region
- Country
- Type of Material
- Type of Labor

The system attaches a bill of material and routing to a service order based on the Type of Material and Type of Labor fields.

The system retrieves the information for the Language, Geographic Region, and Country fields based on the customer record.

9. To associate a parent service order to a child service order, complete the following field:
  - Parent Order Number
 The system does not automatically update information between parent and child service orders.
10. To associate standard instructional information to the service order, complete the following field:
  - Standard Procedure
11. To set up a cross-reference between this service order and another service order, complete the following field:
  - Cross/Reference
 This is a text only field, but you can use the information as search criteria on Work with Service Orders.
12. Click the Accounting tab.



13. To track estimated costs and actual costs against this service order, complete the following fields:

- Labor Hours
- Labor Amount
- Material Amount
- Other Amount

If you associate routings to a service order, the system retrieves default values for the Labor Hours and Labor Amount fields. If you associate a parts list to a service order, the system retrieves default values for the Material Amount field. The system updates the cost to the service order header.

When you add routing and/or a parts list, the program updates the cost to the service order header.

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#### Note

Alternatively, to update the actual costs of a service order, you can run a batch process, Update Work Order Actual Amounts (R13800). This batch process summarizes transactions for labor and material and updates the actual cost fields of the service order.

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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 the equipment number, inventory item number, or customer number records based on CSMS 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 default from the service contract's service package based on the type of service on the service order.

16. Click one of the following options 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 service order.

- Time and Materials

If you use time and materials to price, both parts and labor will be priced.

The values for the Flat Rate and Time and Materials fields default from the service contract's service package based on the type of service on the service 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 service order with a contract, complete the following field:

- Contract Number

The system supplies service contract values if the system is set up to check entitlements and the contract is valid.

18. Click the Attachment tab.

19. If applicable, add attachments to the service order.

20. Click OK.

The system uses next numbers to assign a service order number unless you override the information.

#### **Processing Options for Work with Work Orders (P48201)**

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##### **Defaults 1**

Enter the Default Category Codes to be used to Search for Work Orders

1. Phase
2. Category Code 02
3. Category Code 03
4. Category Code 04
5. Category Code 05

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- 6. Category Code 06
- 7. Category Code 07
- 8. Category Code 08
- 9. Category Code 09
- 10. Category Code 10

Defaults 2

Enter the Default Values to be used to Search for Work Orders.

- 1. From Status Code W.O.
- 2. Thru Status Code W.O.
- 3. Type - W.O.
- 4. Document Type
- 5. Models

Blank = Do not include models

1 = Include models

Defaults 3

Enter the default address book numbers to be used to search for work orders.

- 1. Job or Business Unit
- 2. Originator
- 3. Customer
- 4. Planner
- 5. Supervisor

Versions

Enter the version of the following applications to call. Leave blank to use the default version defined in parentheses.

- 1. Work Order Print (XJDE0001)
- 2. Completed PM - P12071 (ZJDE0001)
- 3. Parts List - P3111 (ZJDE0001)
- 4. Routing Instructions - P3112 (ZJDE0001)
- 5. Inventory Issues - P31113 (ZJDE0002)
- 6. Time Entry - P311221 (ZJDE0001)(CSMS Only)
- 7. Work With Returned Material Authorization  
P40051 (ZJDE0001)  
(CSMS Only)
- 8. Open Purchase Order - P4310 (ZJDE0011)
- 9. Returned Material Authorization Revisions Version - P400511  
(CSMS Only)
- 10. On Line Service Order Quote - P17717 (ZJDE0001)  
(CSMS Only)
- 11. Time Entry By Employee - P051121(ZJDE0001)

WO Entry

- 1. Choose the work order entry program to call when adding or selecting a work order. This entry program will also decide which UBE will be called for printing.

- '1' - Equipment Work Orders (P48011)
- '2' - Service Work Orders (P17714)
- '3' - Project Task Details (P48014)
- '4' - Tenant Work Orders (P15248)

- 2. Enter the version of the selected work order entry to call. Leave blank to use default version defined in parentheses.

Work Order Entry (ZJDE0001)

Process

- 1. Enter a '1' to highlight the priority field within the grid. Leave blank to not highlight.
- 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.

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## What You Should Know About Processing Options

<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 service orders. This document type will be overridden if the service order is entitled by a contract.
<b>Searching for service 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 service orders entered by a user. To display all service orders when you click Find on Work with Service Orders, type 0 in this field.

Processing options for Service Order Revisions can be accessed by retrieving P17714 in the Interactive Versions application.

### Processing Options for Service Work Order Revisions (P17714)

#### Defaults tab

The processing options on this tab define the defaults that the system uses when you are revising or entering service work orders in the Service Work Order Revisions form.

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#### 1. Service Order Document Type

Use this processing option to specify the document type that the system uses as a default when you enter a service order. This code also indicates the origin of the transaction.

You must enter a value that has been set up in the user defined code (00/DT).

#### 2. Service Order Type

Use this processing option to specify the order type that the system uses when you enter a service 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 criteria for work order approvals.

You must enter a value that has been set up in user defined code table (00/TY).

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### **3. Service Order Priority**

Use this processing option to specify the service order priority that the system uses as a default when you enter a service order. It is a user defined code that indicates the relative priority of a work order or engineering change order in relation to other orders.

You must enter a value that has been set up in the user defined code table (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. Primary Service Provider**

Use this processing option to specify the service provider that the system uses as a default. The default service provider is the address book number of a manager or planner that the system assigns when you enter a service order.

### **6. Secondary Service Provider**

Use this processing option to specify a secondary service provider that the system uses as a default. The secondary service provider is the address book number of a supervisor that the system assigns when you enter a service order.

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## **7. Primary Technician**

Use this processing option to specify a primary technician that the system uses as a default. The technician is the address book number of a person that the system assigns to do the work when you enter a service order.

## **8. Secondary Technician**

Use this processing option to specify a secondary technician that the system uses as a default. The secondary technician is the address book number of an inspector that the system assigns when you enter a service order.

## **9. Parts List**

Use this processing option to specify the default for the parts list when you enter a service order. The parts list is a user defined code that designates the type of bill of material.

You must enter a value that has been set up in the user defined code table (40/TB).

## **10. Routing Type**

Use this processing option to specify a routing type that the system uses as a default when you enter a service work order. The system retrieves the default routing type for the work order header and uses the type of routing to identify the service that should be done.

You must enter a value that has been set up in the user defined code table

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(40/TR).

## 11. Symptoms Default

**Blank = Do not default a symptom**

**1 = Default Service Type description**

**2 = Default Entitlement description**

**3 = Default Method of Pricing**

Use this processing option to indicate the information type that the system retrieves as the symptom when you enter a service order.

Valid values are:

Blank Do not default symptoms.

1 Use the service type description as the symptom.

2 Use the entitlement description as the symptom.

3 Use the method of pricing as the symptom.

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3 Use the method of pricing as the symptom.

### Edits tab

The processing options on this tab define which information is required when you enter a service work order. When you activate these processing options, the system verifies that you have entered the appropriate information in the corresponding fields before creating a service work order. If you have activated any of these processing options and you do not have a value in a corresponding field, the system displays a hard error and does not allow you to enter a service work order.

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#### 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 enter a service work order.

Valid values are:

Blank The equipment number is not required when you enter a service work

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order.

- 1 Equipment number is required when you enter a service work order.

If you choose option 1, you must enter an equipment number when you enter a service work order. If you do not enter an equipment number, the system displays a hard error and does not allow you to proceed in service work order entry.

## **2. 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 a service work order. This flag determines if the system checks dates when dates are entered or changed on a service work order.

Valid values are:

Blank Accept all dates entered.

- 1 The system displays a warning for date errors.
- 2 The system displays a hard error for date errors.

## **3. 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.

## **4. Update Pricing Method**

**Blank = Update Pricing Method**

**1 = Do not update Pricing Method**

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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.

## 5. Required Phone Number

**Blank = Do not require Area Code and Phone Number**

**1 = Require Area Code and Phone Number entry**

Use this processing option to specify whether you are required to enter an area code and phone number when you are entering service work order.

Valid values are:

- Blank Do not require area code and phone number.
- 1 You must enter an area code and phone number

## 6. Work With Service Order History (P17715) version

Use this processing option to enter the version of Work with Service Order History (P17715) that the system uses to verify existing service orders. By verifying existing service orders, you can prevent the addition of a duplicate service order for an equipment number.

If you leave this option blank, the system uses version ZJDE0001.

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### Process tab

The processing options on this tab define the processing that the system performs for this version of Service Work Order Revisions (P17714). You can choose whether the system retrieves default information based on the information that you enter a service work order. You can perform additional processing, such as creating parts list and routings, entitlement checking, and approval processing.

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#### 1. Default Service Provider

**Blank = Do not default the Primary and Secondary Service Providers**

**1 = Default the Primary and Secondary Service Providers based on category codes 1**

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2 and 3.

Use this processing option to specify whether the system retrieves primary and secondary service provider based on category codes 1, 2, & 3 when you enter a service work order.

Valid values are:

Blank Do not default the primary and secondary service providers.

1 Default the primary and secondary service providers.

The category codes are user defined codes (00/W1, 00/W2, 00/W3) that are defined in the service work order.

When you define primary and secondary service providers, the system refers to the CSMS attributes in Address Book for the customer. If primary and secondary service providers are not defined in Address Book, the system uses the primary and secondary service provider that you defined in the processing options for Service Work Order Revisions (P17714) first in the Defaults tab, then in the Process tab.

If you leave the service providers fields on the Default tab blank and you specify in this processing option to default the primary and secondary service providers based on category codes, the system verifies the category codes in the service work order against work order default codes (P48001).

## 2. Default Standard Parts

Blank = Do not default the standard parts from equipment

1 = Default the standard parts from equipment

Use this processing option to specify whether the system retrieves the standard parts based on the equipment when you enter a service order.

Valid values are:

Blank Do not default the standard parts from the equipment.

1 Default the standard parts from the equipment.

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### 3. Recalculate Dates

Blank = Do not recalculate dates automatically

1 = Automatically recalculate the start and requested dates for the parts list and routings

Use this processing option to specify whether the system automatically recalculates the start and requested dates for the parts list and routings.

Valid values are:

Blank Do not recalculate dates for parts lists and routings.

1 Automatically recalculate dates for parts lists and routings.

### 4. Service Order Approval Type

Use this processing option to enter the approval type that the system uses in the Service Order Approval process. The service order approval type is a user defined code that indicates the type of work order approval path that a work order follows.

You must enter a value that has been set up in the user defined code table (48/AP).

### 5. Service 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 indicate the service order cross-reference. The system uses the cross-reference to determine the default of the parent equipment number.

Valid values are:

Blank The immediate parent

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- 1 The top-level parent
- 2 Value from parent service order

## 6. 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.

## 7. Symptoms Entry

Blank = Bypass prompt to enter a Knowledge Base symptom when adding a Service Order

- 1 = Enter a Knowledge Base Symptom when adding a Service Order

Use this processing option to specify whether you are required enter a Knowledge Base symptom when entering a service work order.

Valid values are:

- Blank Do not enter a Knowledge Base symptom
- 1 You must enter a Knowledge Base symptom

## 8. Display Entitlement Inquiry

- Blank = Do not display Entitlement Inquiry
- 1 = Display the Entitlement Inquiry following the entitlement check.

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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.

#### 9. Create Routings

Blank = Do not create routing labor instructions

1 = Create routing labor instructions when adding a service order.

Use this processing option to specify whether the system creates routing instructions when you are adding a service order.

Valid values are:

Blank Do not create routing instructions.

1 Create routing instructions.

#### 10. 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.

#### 11. Create Parts List

**Blank = Do not automatically create parts list**

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**1 = Automatically create parts list when adding a service work order.**

Use this processing option to automatically create a parts list for a new service work order.

Valid values are:

Blank Do not automatically create a parts list for a new service work order.

1 Automatically create a parts list when adding a service work order.

## 12. Work Order Status Window

**Blank = Do not automatically call work order status window when adding a service work order**

**1 = Automatically call the work order status window when adding a service work order.**

Use this processing option to specify whether the system automatically displays the work order status window when you are adding a service work order.

Valid values are:

Blank Do not automatically display the work order status window when adding a service work order.

1 Automatically display the work order status window when adding a service work order.

## 13. Customer Self Service

**Blank = Bypass Customer Self Service functionality**

**1 = Activate Customer Self Service functionality in Java/HTML**

**2 = Activate Customer Self Service functionality in Windows**

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Use this processing option to activate Customer Self-Service functionality. If you activate self-service functionality, the system displays the self-service tab forms and hides other tab forms.

Valid values are:

- Blank Bypass Customer Self-Service functionality.
- 1 Activate Customer Self-Service functionality in Java/HTML.
- 2 Activate Customer Self-Service functionality in Windows.

#### **14. 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).

#### **15. Service Order Quote (P17717) version**

Use this processing option to specify the version of Service Order Quote (P17717) the system displays after you enter the service work order.

#### **16. Enter '1' to automatically e-mail primary service provider for new work orders.**

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## Install Base tab

The processing options on this tab define whether information in a corresponding Installed Base record is updated to match the information in a service work order.

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### 1. Customer Number Update

**Blank = Bypass update**

**1 = Prompt to update Installed Base customer number to match Service Order customer number**

**2 = Automatically update Installed Base**

Use this processing option to determine what happens when you change the customer number for an installed base item on a call, a contract, or a service work order.

Valid values are:

Blank Bypass Installed Base update.

1 Display prompt to update Installed Base.

2 Automatically update Installed Base.

### 2. Site Number Update

**Blank = Bypass update**

**1 = Prompt to update Installed Base site number to match Service Order site number**

**2 = Automatically update Installed Base.**

Use this processing option to determine what happens when you change the site number for an installed base item on a call, a contract, or a service work order.

Valid values are:

Blank Bypass Installed Base update.

1 Display prompt to update Installed Base.

2 Automatically update Installed Base.

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### **Versions tab**

The processing options on this tab define the versions of other programs that the system uses when you require additional information about the service work orders. You can access these programs from form and row exits on the Service Work Order Revisions form.

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#### **1. Service Order Parts List (P3111)**

Use this processing option to specify the version of Service Order Parts List (P3111) that the system uses for parts list. If you leave this option blank, the system uses version ZJDE0002.

#### **2. Service Order Labor Instructions (P3112)**

Use this processing option to specify the version to be used for Service Order Labor Instructions (P3112). If you leave this option blank, the system uses version ZJDE0002.

#### **3. Service Order Status History (P1307)**

Use this processing option to specify the version of Service Order Status History (P1307) that the system uses when you inquire on the status history of a service work order. If you leave this option blank, the system uses version ZJDE0002.

#### **4. Product Repair History (P17715)**

Use this processing option to specify the version of Service Order History (P17715) that the system uses for product repair history. If you leave this

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option blank, the system uses version ZJDE0001.

## **5. Customer Repair History (P17715)**

Use this processing option to specify the version of Service Order History (P17715) that the system uses for customer repair history. If you leave this option blank, the system uses version ZJDE0002.

## **6. Equipment Repair History (P17715)**

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.

## **7. Inventory Issues (P31113)**

Use this processing option to specify the version to be used for Inventory Issues (P31113). If you leave this option blank, the system uses ZJDE0002.

## **8. Work With Returned Material**

### **Authorization (P40051)**

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.

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## **9. Return Material Authorization**

### **Revisions (P400511)**

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.

## **10. Work With Contracts (P1720)**

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.

## **11. Work With Routing Master (P3003)**

Use this processing option to specify the version that the system uses when you access the Work With Routing Master program.

If you leave this option blank, the system uses version ZJDE0001.

## **12. Bill of Material Revisions (P3002)**

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.

## **13. Service Provider Address Book (P01012)**

Use this processing option to specify the version to be used for Service Provider Address Book (P01012). If you leave this option blank, the system

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uses ZJDE0001.

#### **14. Knowledge Base Symptoms, Analysis,**

##### **Resolution (P17764)**

Use this processing option to specify the version to be used for Knowledge Base Symptoms (P17764). If you leave this option blank, the system uses version ZJDE0001.

#### **15. Installed Base Revisions (P1702)**

Use this processing option to specify the version to be used for Installed Base Revisions (P1702). If you leave this option blank, the system uses version ZJDE0001.

#### **16. Equipment PM Schedule (P1207)**

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.

#### **17. Equipment Status History (P1307)**

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.

#### **18. Credit Check (P42050)**

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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.

#### **19. Quick Customer/Contact Add (P01015)**

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.

#### **20. Customer Address Book (P01012)**

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.

#### **21. Call Entry - Customer (P17501)**

Use this processing option to specify the version to be used for Call Entry - Customer (P17501). If you leave this option blank, the system uses version ZJDE0001.

#### **22. Call Entry - Caller (P17501)**

Use this processing option to specify the version to be used for Call Entry - Caller (P17501). If you leave this option blank, the system uses version ZJDE0001.

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### **23. Equipment Search>Select (P17012S)**

Use this processing option to specify the version to be used for Equipment Search>Select (P17012S). If you leave this option blank, the system uses version ZJDE0001.

To enter service work orders on the web using this version of Service Work Order Revisions (P17714), you must activate the Customer Self-Service processing option in the version of Equipment Search>Select (P17012S) that you enter in this field.

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#### **Category Codes tab**

The processing options on this tab define the values for category codes in the Service Work Order Revisions form.

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#### **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

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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).

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## **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

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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).

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### **Prepayment tab**

These processing options control whether you can record payment information for service 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. There are many types of prepayments that a customer can use, 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.

Use this processing option to specify a hold code the system uses to restrict the amount of an item or item group that a customer or customer group can purchase.

You must set up the Product Allocation preference in the Preference Master (P40070), activate the preference through the Preference Selection (R40400), set up the hold code information in Order Hold Information (P42090) and then activate preference profile processing in the P4210, Versions, Preference Profile processing option. You must enter a value that has been set up in UDC 42/HC.

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### **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:

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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.

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## 4. Authorize Prepayment Transaction (R004201) version

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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**

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.

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### **Assigning Parts to a Service Order**

You can assign parts to a service 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 service order. For example, you can use Workflow Management to direct the system to commit inventory to a service order only at a particular service order status.

You can assign inventory parts when you are creating a service 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 service order appears on Service Order Parts List.

### **Before You Begin**

- Verify that you have purchased and installed the following systems. You must have installed these systems to be able to use parts lists for service 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* documentation for more information about assigning inventory cross-references.

#### **► To copy an existing parts list**

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*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

1. On Work with Service Orders, in the Query by Example row, complete the following field and click Find:
  - Order Number
2. Choose the record and then choose Parts List from the Row menu.
3. On Service Order Parts List, 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 service order parts list.
5. On Service Order Parts List, make any necessary changes to the parts list and click OK.

#### **► To manually assign a parts list**

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*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

1. On Work with Service Orders, locate the service order to which you want to attach a parts list.
2. Choose the record and then choose Parts List from the Row menu.

The screenshot shows the 'Work Order Parts List Revisions' screen in PeopleSoft. At the top, there are buttons for OK, Delete, Cancel, Form, Row, and Tools. The main area displays a table with the following data:

Component Item Number	Description	Description Line 2	Estimated Quantity	Actual Quantity	Request Date	Ln Ty	UM	Material Status	Branch Plant
31430	Phone Switch				06/30/05				
7101	Phone Switch								
M30	Eastern Manufacturing Center	Phone Switch							

3. On Service Order Parts List, choose the applicable component to attach to the service 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 CSMS-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 Master Extension table (F4817).
6. To review coverage information for entitled customers, 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 - Customer Service Extension table (F41171).

8. To override whether or not the account is billable, complete the following field:
  - Billable Y/N

If a service 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 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 Adj. Schedule
  - Pay Method Pricing

The system retrieves the value for these fields from the address book record in the Address Book CSMS Extension table (F1797).

## Processing Options for the Work Order Parts List program (R3111)

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### MFG Edits

1. Allow attaching Parts List at prior revision levels
2. Enter the Cross-Reference Code for retrieving item replacements for obsolete items
3. Enter a '1' to allow selection of components for inclusion on the parts list when performing a Copy. If left blank, all components will be included on the parts list.

### Process MFG

1. Enter a '1' to create Routings when creating Parts List
2. Enter the substitute processing method.
  - '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.If left blank, substitute processing will not be done.
3. Enter a '1' to bypass commitment processing. If left blank, commitments will be processed per Commitment Control in Manufacturing Constants (F3009).
4. Enter a '1' to copy the component's generic text to the work order parts list.

### Warehousing

1. Enter the request processing mode:
  - '1' = No pick request
  - '2' = Generate request only
  - '3' = Generate request and process using subsystem

2. If processing pick requests through the subsystem, enter the version of Location Selection to use. If blank, XJDE0007 is used. (R46171)
3. Enter the default staging location for moving goods out of the warehouse. The parts picked from the warehouse are staged at this location prior to use within manufacturing.
4. Enter a '1' if the default staging location should be checked 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.

### Versions

Enter the version of the following applications. If left blank, the version in parenthesis will be used.

1. Work Order Routings - P3112 (ZJDE0001)
2. Work Order Inventory Issues - P31113 (ZJDE0001)

### EM Edits

1. Enter a '1' to require the entry of the Required Date. Leave blank to allow a blank required date.

---

### Purchase Order Information

---

- 2. Enter a '1' to allow Purchase Orders to be created.
- 3. Enter the Parts List Status Code to signify that a Purchase Order has been created.
- 4. Enter a '1' to consolidate all messages onto one Purchase Order by vendor.

#### EM Versions

Enter the version of the following applications. If left blank, the version in parenthesis will be used.

- 1. Supplier Master - P01054 (ZJDE0001)
- 2. Open Order Inquiry - P430301 (ZJDE0006)
- 3. Supply and Demand Inquiry - P4021 (ZJDE0003)
- 4. Item Availability by Time - P3413 (ZJDE0002)
- 5. Purchase Order Entry - P4310 (ZJDE0001)

#### Export

- 1. Enter the Transaction Type for the export transaction. If left blank, export processing will not be performed.
- 2. Enter a '1' to write the before image for a change transaction. If left blank, the before image will not be written.

---

## **Exchanging a Piece of Equipment**

When a customer needs to return a piece of equipment because it is faulty or for any other reason, you can record the replacement piece that you are shipping on the service order. This is considered an advanced exchange when you ship a replacement piece of equipment before you receive the item being returned by the customer.

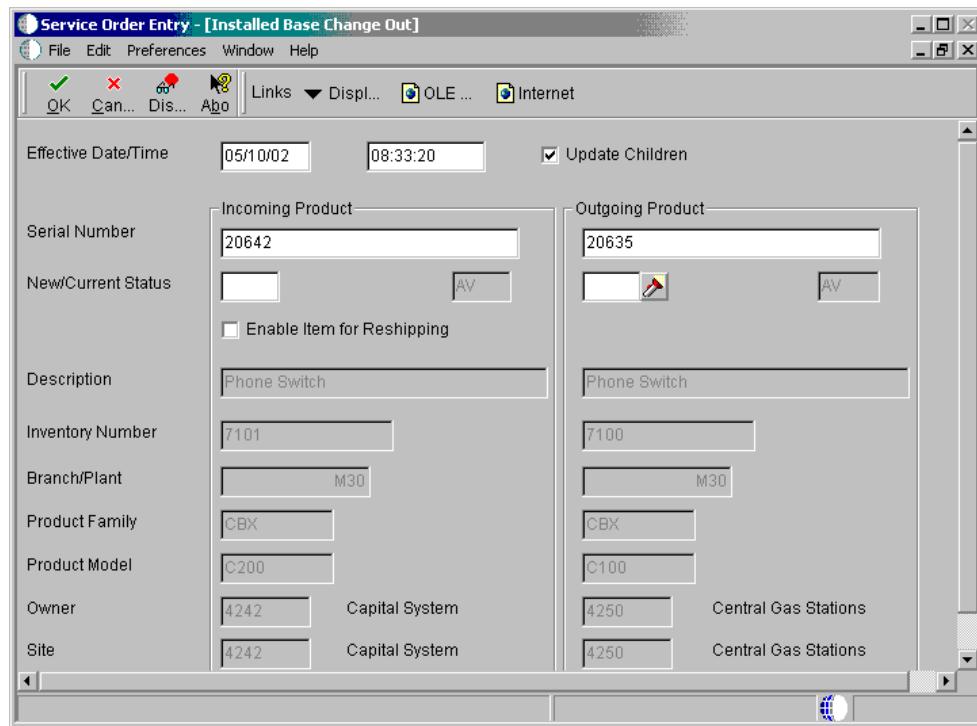
You can access the Installed Base Change Out form from the service order header. The system retrieves the serial number from the service order and enters it as the default value for the incoming product for repair.

### **► To exchange a piece of equipment**

---

*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

- 1. On Work with Service Orders, locate and choose the service order and click Select.
- 2. On Service Work Order Revisions, choose Installed Base from the Form menu, and then choose Changeout.



3. On Installed Base Change Out, complete the following field to override the transaction date and time:
  - Effective Date/Time  
The system enters the current system date and time as the default.
4. Complete the information for incoming and outgoing product, and click OK.  
The system confirms the exchange by displaying a message that the exchange was successful.
5. Click OK.  
The outgoing product inherits whatever contracts were associated to the incoming product and updates the Installed Base record.

## Attaching Service Instructions

You can specify which work center is responsible for each task on a service order. You can specify the sequence of operations for each task, as well as the labor rates and the number of hours necessary to complete each task.

You can assign labor routing instructions to a service order using the following methods:

- Copy labor routing information from standard instructions
- Manually assign labor routing instructions

When you know the labor requirements for a particular task in advance, you can set up standard routing instructions for the task. You can copy from the instructions when you need

to assign labor routings for similar tasks. You can manually assign labor routing instructions for any task for which you have not set up standard routing instructions.

### **Before You Begin**

- ❑ Verify that you have purchased and installed the following systems. You must have installed these systems to be able to use routings for service 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
- ❑ Verify that the following fields on the Service Work Order Revisions form are complete:
  - Standard Procedure
  - Start Date

#### **► To copy labor routing information from standard instructions**

---

*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

After you have created a work order, you can copy labor routing information from standard instructions. Labor routing information establishes 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 Service Orders, in the Query by Example row, complete the following field and click Find:
  - Order Number
2. Choose the record and choose Instructions from the Row menu.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Work Order Labor Details

OK Cancel Form Row Tools

Order Number 451291 SE Phone mail goes dead

General Service and Warranty Mgt

Inventory Item Number 7201 Phone Mail

Branch M30 Eastern Manufacturing Center

Scheduled Finish Date 06/30/05

Customize Grid

Work Center	Op Seq#	Op St	Description	Run Machine	Estimated Hours	Setup Crew	Est Dur	Actual Hours	Piecework Rate	Extended Cost
✓	10.00									

3. On Work Order Routing, choose Copy by Item from the Form menu.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Copy by Item

OK Cancel Tools

Inventory Item Number 7201

Branch/Plant M30

4. On Copy by Item, click OK to copy the standard instructions for the displayed item and branch/plant to the work order routing.

You can accept the values on the Copy by Item form or enter different values. The system completes the Work Order Routing form with values from the standard instructions.

5. On Work Order Routing, make any additional changes and click OK.

#### ► **To manually assign labor routing instructions**

---

*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

After you have created a work order, you can manually assign labor routing instructions for any maintenance task for which you have not set up standard routing instructions.

1. On Work with Service Orders, in the Query by Example row, complete the following field and click Find:
  - Order Number
2. Choose the record and choose Instructions from the Row menu.
3. On Work Order Routing, 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.
  - Operation Sequence
  - Operation Description
  - Labor Run 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 Service 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.
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:

- Billable Y/N

8. To override the labor costs associated with the order, complete the following field:

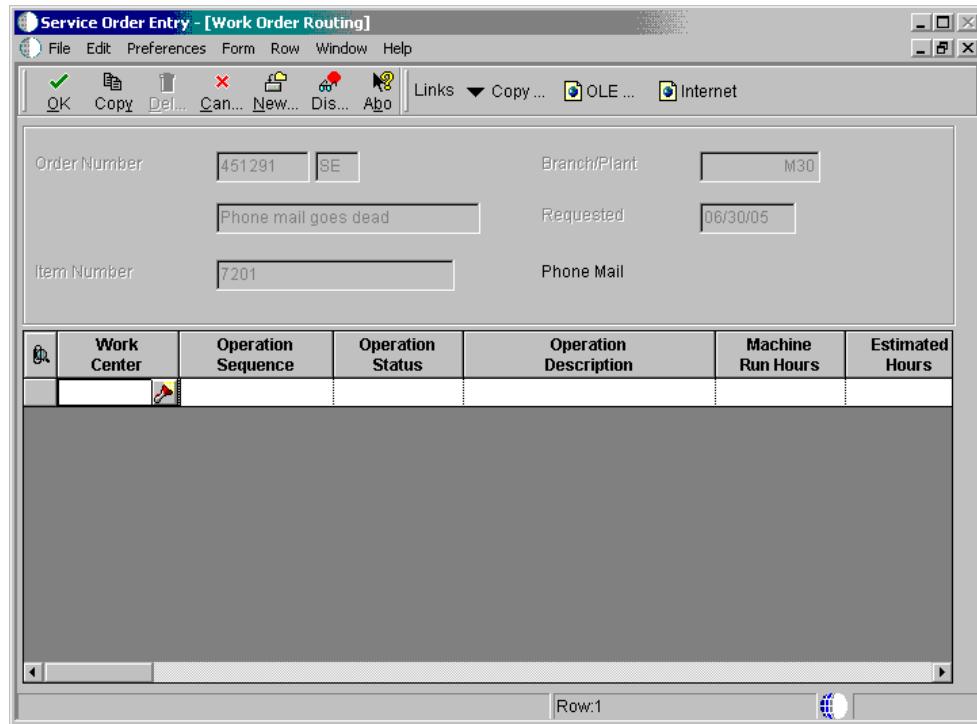
- Estimated Billable Rate

9. Complete the following optional fields:

- Operation Status
- Rate
- Estimated Start Time
- Request Date
- Overlap Percent
- Crew Size
- Instruction Number

10. To override payable information, complete the following fields and click OK:

- Payable Y/N
- Pay Method of Pricing
- Pay Adjustment Schedule
- Estimated Payable Rate
- Estimated Payable Amount
- Actual Payable Rate
- Actual Payable Amount
- Date Paid



11. On Work Order Routing, choose the applicable instructions to attach to the service order and click OK.

### Processing Options for Work Order Routing (P3112)

---

#### Process

1. Create Parts List

Blank = No Parts List.

1 = Parts List.

2. Operation's Generic Text

Blank = Does not copy to the work order routing.

1 = Copies to the work order routing.

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.

#### Export

1. Transaction Type

Enter the Transaction Type for the export transaction.

Blank = Export processing will not be performed.

#### Versions

1. Capacity Load program (P3313)

Blank = ZJDE0003

## Updating the Life Cycle Information of a Service Order

The life cycle of a service order includes the steps, or statuses, through which a service order must pass in order to accurately communicate the progress of the service tasks that the service order represents. For example, the life cycle of a service order can include statuses that indicate:

- Service order entered
- Service order pending review
- Waiting for parts
- Work in progress

When you have completed all of the tasks requested on a service order, you can change the service order status to complete. When you change the status of a service order to complete, the system issues a warning message to alert you to any open purchase orders associated with the service order. You can close a service order to prevent transactions from being entered against it.

### Topics

- Changing the status of a service order
- Closing a service order

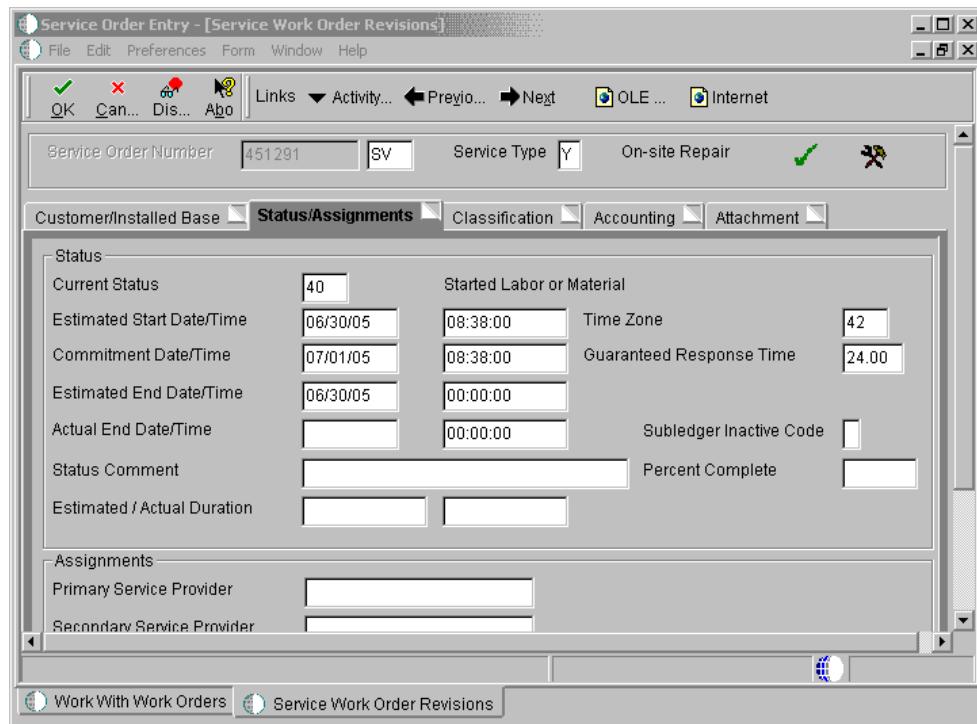
#### ► **To change the status of a service order**

---

*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

After you create a service order, you can revise its status to indicate the progress of the tasks indicated on the order.

1. On Work with Service Orders, complete the steps for locating a service order, choose a service order, and click Select.
2. On Service Work Order Revisions, click the Status/Assignments tab.



3. Complete the following field:

- Current Status

4. Complete the following fields and click OK:

- Estimated Start Date/Time

Enter an estimated start date/time when you enter status information.

- Status Comment

#### ► To close a service order

*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

You can close a service order to prevent transactions from being entered against it.

1. On Work with Service Orders, complete the steps for locating a service order, choose a service order, and then click Select.
2. On Service Work Order Revisions, click the Status/Assignments tab.
3. Complete the following fields:
  - Actual End Date/Time
  - Percent Complete

4. To prevent transactions from being entered, enter a value other than blank in the following field and click OK:

- Subledger Inactive Code

## Reviewing the Status History of a Service Order

You can review a history of the statuses that you have assigned to a service order, such as new order, parts list attached, and in progress. This is especially useful when you need to determine how long a service order has been at various statuses in the service order life cycle. When you review the status history of a service order, you can also review:

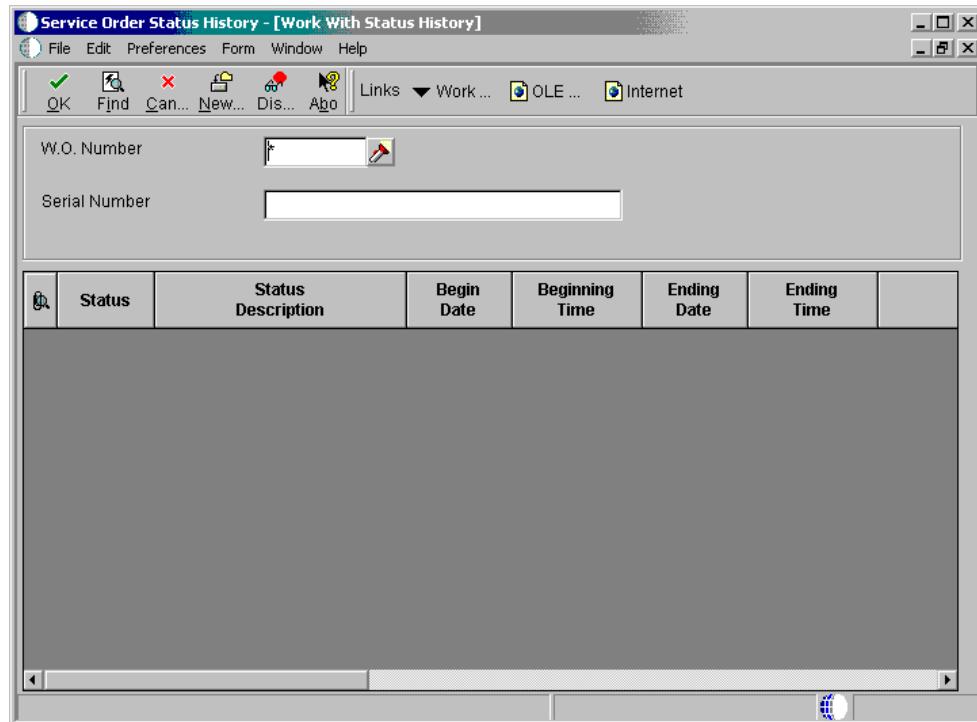
- Remarks entered when you changed the service order status
- The beginning and ending dates and times of each status change
- The hours associated with each occurrence of a particular status

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

### ► To review the status history of a service order

---

*From the Daily Service Order Processing menu (G1712), choose Service Order Status History.*



On Work With Status History, complete the following field and click Find:

- W.O. Number

A history of each status assigned to the service order, from its creation to the present, appears.

### **Processing Options for Status History (P1307)**

---

#### **Process**

1. Enter a '1' to protect the Remarks field. Enter a '2' to protect the Remarks field if it is not blank. Leave blank to allow modifications to the Remarks field.

#### **Protect Remarks**

2. Enter the Work Day Calendar to use for the calculation of the number of days for Equipment Analysis.

#### **Work Day Calendar**

3. Enter the primary product for this version. Enter a '1' for Equipment and '2' for CSMS.

#### **Select Product**

---

## **Reviewing Service Order Parts Lists**

Review service order parts lists to view the most current information about the parts requirements of your service orders. Use Parts List Inquiry to review information for individual service orders or a group of related service orders. You can review the following:

- Parts requirements based on service order status
- Parts requirements based on the start date
- Parts with a negative availability

---

### **► To review service order parts lists**

---

*From the Daily Service Order Processing menu (G1712), choose Parts List Inquiry.*

Parts List Inquiry - [Work With Work Order Parts List]

File Edit Preferences Form Row Window Help

Select Find Close Seg... New... Dis... Abo Links Added... OLE... Internet

WO Number:    Branch/Plant:

Item Number:

Date Requested:

Order Quantity:  Requirements:  Availability:

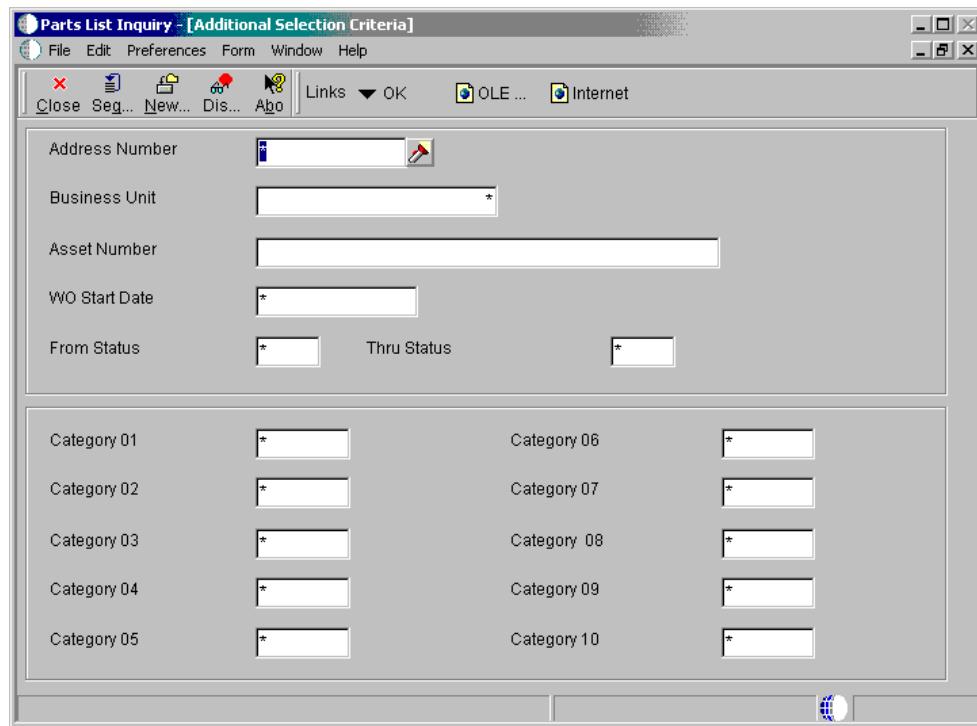
Item Number	Description	Quantity Required	Quantity On Hand	Quantity Available
1001	DC	5		
1001	Bike Rack - Trunk Mount	5		
2001	Bike Rack - Trunk Mount	11	200	
2001	Cro-Moly Frame, Red	10	200	
2001	Cro-Moly Frame, Red	1	200	
2001	Cro-Moly Frame, Red	12	12	

1. On Work With Work Order Parts List, complete the following field:

- WO Number

You can search for parts information based on a service order number or on a combination of fields on the Additional Selection Criteria form, but not on both.

2. From the Form menu, choose Added Selection.



3. On Additional Selection Criteria, complete any combination of the following fields to search for parts associated with multiple service orders:
  - Address Number
  - Business Unit
  - Asset Number
  - WO Start Date
  - From Status
  - Thru Status
4. Complete any of the optional category code fields to further limit your search to specific service orders and click Close.
5. On Work With Work Order Parts List, complete the following fields and click Find:
  - Requirements
  - Availability
6. To determine which service orders are creating a demand for a part, choose a record, and then choose Supp/Dem Inquiry from the Row menu.

The system displays Work With Supply and Demand, from which you can review the associated service orders.

## Processing Options for Work Order Parts List Inquiry (P3121)

### Versions

If blank, version 'ZJDE0001' will be used.

1. Purchase Order Inquiry Version

2. Supply/Demand Version

## Reviewing Costs by Parent Service Order

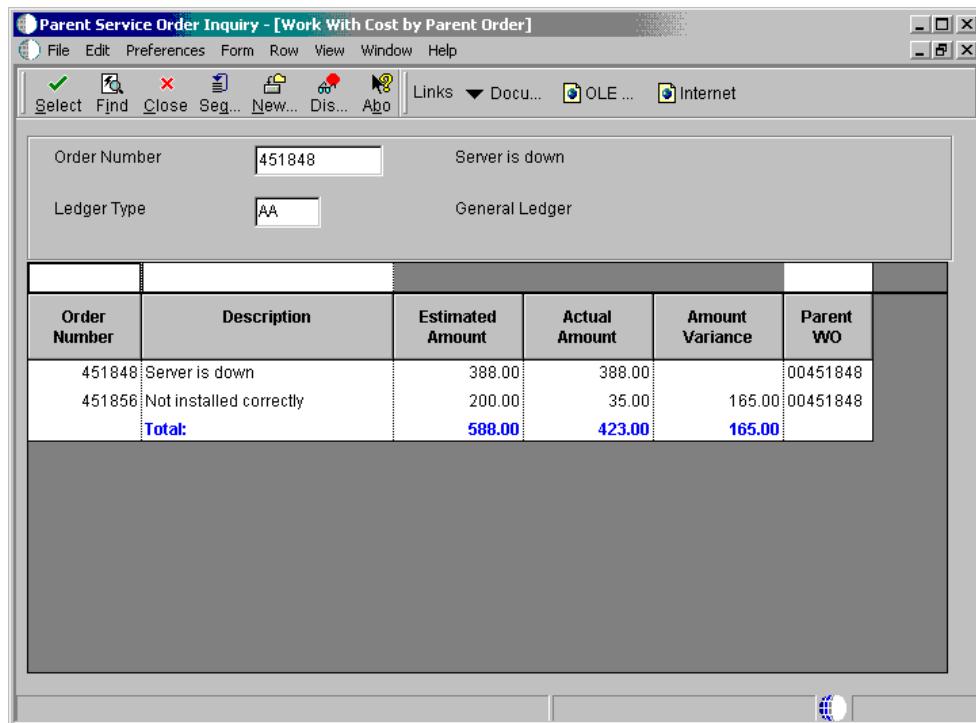
You can quickly review all service order costs associated with a parent service order. Use Work with Cost by Parent Work Order to review the total amounts and hours at the parent service order level, with individual service orders summarized as follows:

- 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 service order, you can review detailed costs for each service order in the project.

### ► To review costs by parent service order

*From the Daily Service Order Processing menu (G1712), choose Parent Service Order Inquiry.*



1. On Work With Cost by Parent Order, complete the following field and click Find:
  - Order Number
2. To review costs for a particular service order, choose the record, and then choose WO Cost Detail from the Row menu.

Description	Document Number	Do Ty	Units	Rate	Amount	G/L Date	Account Num
<b>Material Charged To W.O.'s</b>							
Server Media Kit	451848	IM	1.00	260.00	260.00	06/30/05	830.8486
Adapter	451848	IM	1.00	15.00	15.00	06/30/05	830.8486
Cable - Q	451848	IM	1.00	10.00	10.00	06/30/05	830.8486
Connector	451848	IM	1.00	3.00	3.00	06/30/05	830.8486
Processor Board	451848	IM	1.00	100.00	100.00	06/30/05	830.8486
<b>Total Material Charged To</b>			<b>5.00</b>		<b>388.00</b>		
<b>Total for Work Order:</b>					<b>388.00</b>		

3. On Work With Work Order Cost, to limit the transactions that the system displays, complete the following fields and click Find:
  - From
  - Thru
  - Ledger Type

#### See Also

- *Reviewing Work Order Transactions* in the *Enterprise Asset Management* documentation

#### Printing Service Orders

Print service orders when you need a hard copy of a service order.

*If you want to print multiple service orders, instead of using the following procedure, choose Service Order Print from the Daily Service Order Processing menu (G1712).*

## ► To print service orders

---

*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

1. On Work with Service Orders, locate the service order that you want to print.
2. Choose the service order and choose Print WO from the Row menu.

You can view the service order online or print the service order.

### See Also

- Service Order Print (R17714)* in the *Reports* documentation for a sample of this report

## Creating Service Order Prepayment Transactions

To track your customer's payments that are made up-front, 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 service order has been prepaid. If prepayments are being used with the service order, the full amount of the service order must be prepaid.

### Before You Begin

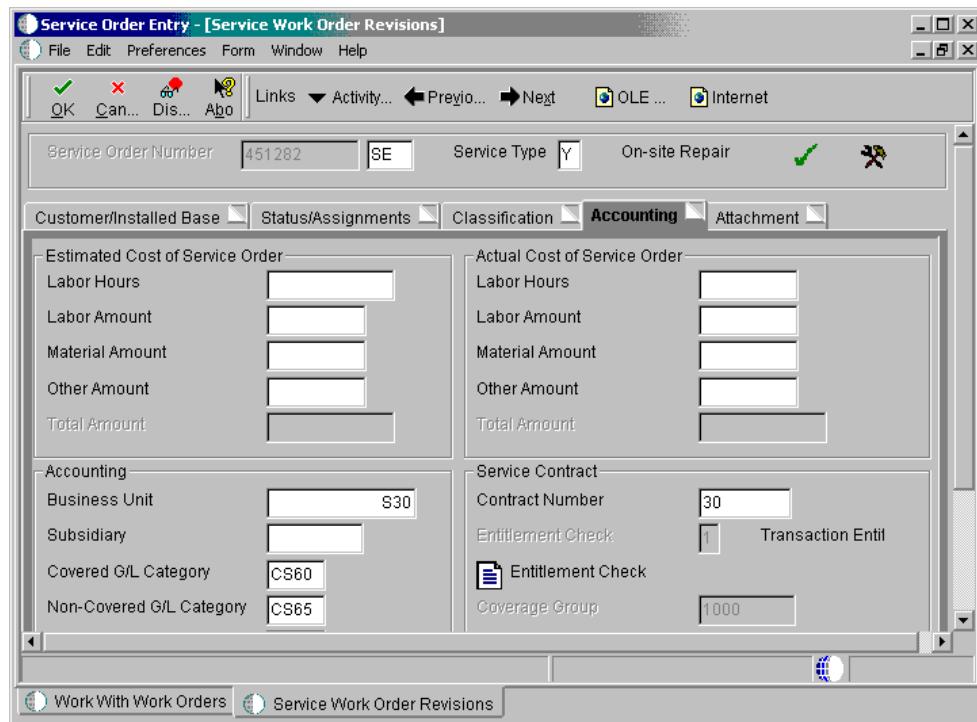
- Define the processing options for the Service Order Revisions form to process prepayment transactions.

## ► To create service order prepayment transactions

---

*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

1. On Work with Service Orders, locate, choose and then select the service order that is being prepaid.
2. On Service Work Order Revisions, click the Accounting tab.
3. Complete the following fields and click OK:
  - Payment Instrument
  - Prepayment Amount



## See Also

- Working with Prepayments*

## Processing Service Orders

After you have created service orders and made any necessary revisions, you can issue inventory to service orders and post inventory to the general ledger.

### Topics

- Issuing inventory to service orders
- Reviewing and approving inventory journal entries
- Posting inventory to the general ledger
- Entering time
- Working with hours and quantities

### Issuing Inventory to Service Orders

You can use the Inventory Issue Revisions form to issue material associated with a service 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 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 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.

## Topics

- Issuing material from a single location
- Issuing material from multiple locations

## Before You Begin

- Ensure that the document type on your service order is set to 1 in the Service Order field on the Document Type Maintenance table.

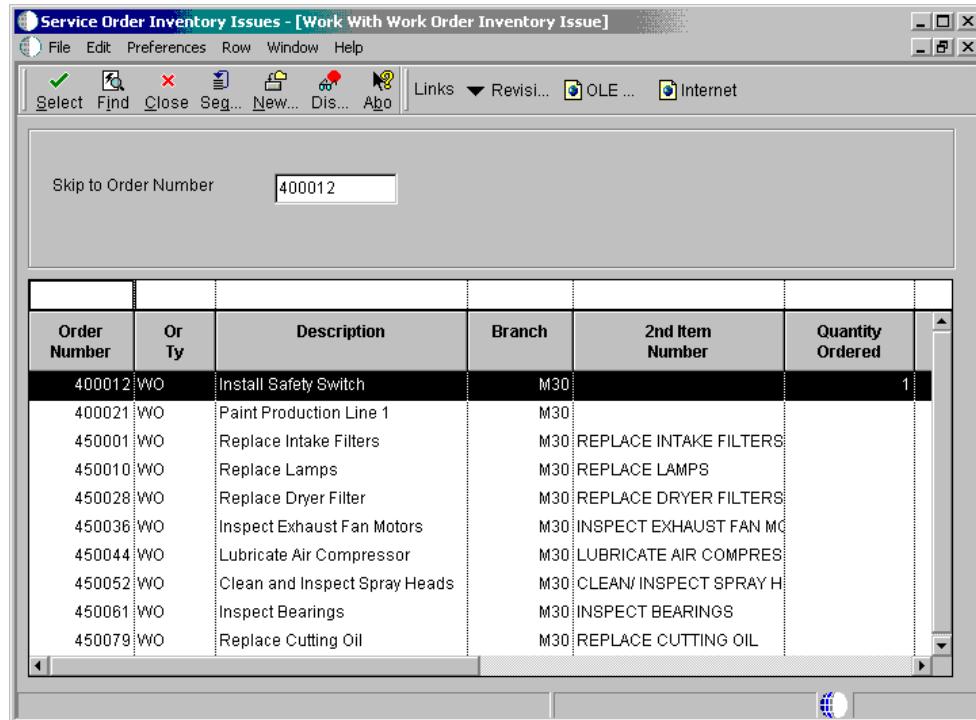
Set up service order document types in the Document Type Maintenance program (P40040) from the Service Order Setup menu (G1742).

- Ensure that you have set up Inventory AAIs to track inventory cost. See *Setting Up AAIs for Service Orders* for more information.

## ► To issue material from a single location

---

*From the Daily Service Order Processing menu (G1712), choose Service 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.

Issue 1/0	Item Number	Description	Account Number	Issues	Secondary Issues	Request Date
0	30590	Safety Switch				08/27/03
0						

3. On Inventory Issue Revisions, review or revise the following fields:

- Issue Material for
- Issue to
- Mt St
- Qty Ordered
- UM
- Location
- Lot/Serial

4. Click OK.

#### ► To issue material from multiple locations

*From the Daily Service Order Processing menu (G1712), choose Service 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

1. Document Type
2. Work Order Status Code
3. Material Status Code
4. Work Order Status Code Limit
5. Negative Quantity on Hand
6. Item Sales History
7. Lot Hold Codes
  - a. Lot Hold Code #1
  - b. Lot Hold Code #2
  - c. Lot Hold Code #3
  - d. Lot Hold Code #4
  - e. Lot Hold Code #5
8. Unplanned Issues
9. Purchase Order Document Type
10. Receipt Routing Route Type (FUTURE)
11. Route Type (FUTURE)

#### Display

1. Issue Type Code
2. Operation Sequence
3. Requested Date
4. Lot Number
5. Issue Material For
6. Apply Shrink to Issue Quantity
  - 1 = Apply
  - Blank = Do not apply
7. Apply Yield to Issue Quantity
  - 1 = Apply
  - Blank = Do not apply

#### Versions

1. Shortage Maintenance (P3118)
2. Open Purchase Orders (P3160W)
3. PO Receipts (P4312)
4. Movement and Disposition (P43250)

---

Equipment Mgt  
1. Equipment/Plant Management  
2. Work Order Number  
Interop  
1. Transaction Type

---

### What You Should Know About Processing Options

Equipment Management tab	For CSMS, enter 1 for equipment issue entries.
--------------------------	--

## Reviewing and Approving Inventory Journal Entries

*From the Daily Service 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.

### See Also

- ❑ *Reviewing Journal Entries* in the *General Accounting* documentation for steps to review, revise, and approve journal entries

## Posting Inventory to the General Ledger

*From the Daily Service 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. For information about these methods and instructions on posting journal entries, see *Posting Journal Entries* in the *General Accounting Guide*.

## Before You Begin

- 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.

## See Also

- Understanding the Post Process for Journal Entries in the General Accounting documentation*

## Processing Options for General Ledger Post Report (R09801)

---

### Print

- 1) Enter which Account Number to print on the report. '1' = Structured Account; '2' = Short Account ID; '3' = Unstructured Account; '' = Default Account Format.

### Account Format

#### Versions

- 1) Enter a version of the Detailed Currency Restatement (R11411) to execute. If left blank, Detailed Currency Restatement entries will not be created. (i.e. ZJDE0001)

#### Detailed Currency Restatement Version

- 2) Enter a version of the Fixed Asset Post (R12800) to execute. If left blank, Fixed Asset Post will not be executed. (i.e. ZJDE0001)

#### Fixed Asset Post Version

- 3) Enter a version of the 52 Period Post (R098011) to execute. If left blank, 52 Period Post will not be executed. (i.e. ZJDE0001)

#### 52 Period Post Version

### Edits

- 1) Enter a '1' if you wish to update Account ID, Company, Fiscal Year, Period Number, Century, and Fiscal Quarter in records being posted, prior to editing and posting the records.

### Update Transaction

### Taxes

- 1) Enter when to update the Tax File (F0018). '1' = V.A.T. or Use Tax only; '2' = for all Tax Amounts; '3' = for all Tax Explanation Codes; '' = no update to Tax File (Default).

### Update Tax File

- 2) Adjust V.A.T. Account for Discount Taken. The Tax Rules file must be set to Calculate Tax on Gross Amount, including Discount and Calculate Discount on Gross Amount, including Tax. Tax explanation must be a 'V'.

'1' = Update VAT only; '2' = Update VAT, Ext. Price and Taxable. (for discounts taken)

- 3) Adjust V.A.T Account for Receipt Adjustments and Write Offs. Tax explanation must be a 'V'.

'1' = Update VAT only; '2' = Update VAT, Ext. Price and Taxable. (for receipt adjustments and write offs)

### Process

- 1) Enter a '1' if you wish to explode parent item time down to the assembly component level. Component billing rates will be used. (This applies to batch type 'T' only.)

### Explode parent item time.

### Cash Basis

- 1) Enter a '1' to create and post Cash Basis accounting entries. (Applies to batch types G, K, M, W, RB only.)

\*\*\*Obsolete\*\*\*

- 2) Enter units ledger type for Cash Basis Accounting entries. (Default of blank will use "ZU" ledger type.)

### Units Ledger Type

- 3) Enter a version of "Create Cash Basis Entries" (R11C850) to execute. (Default of blank will use version ZJDE0001.)

\*\*\*Obsolete\*\*\*

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## Entering Time

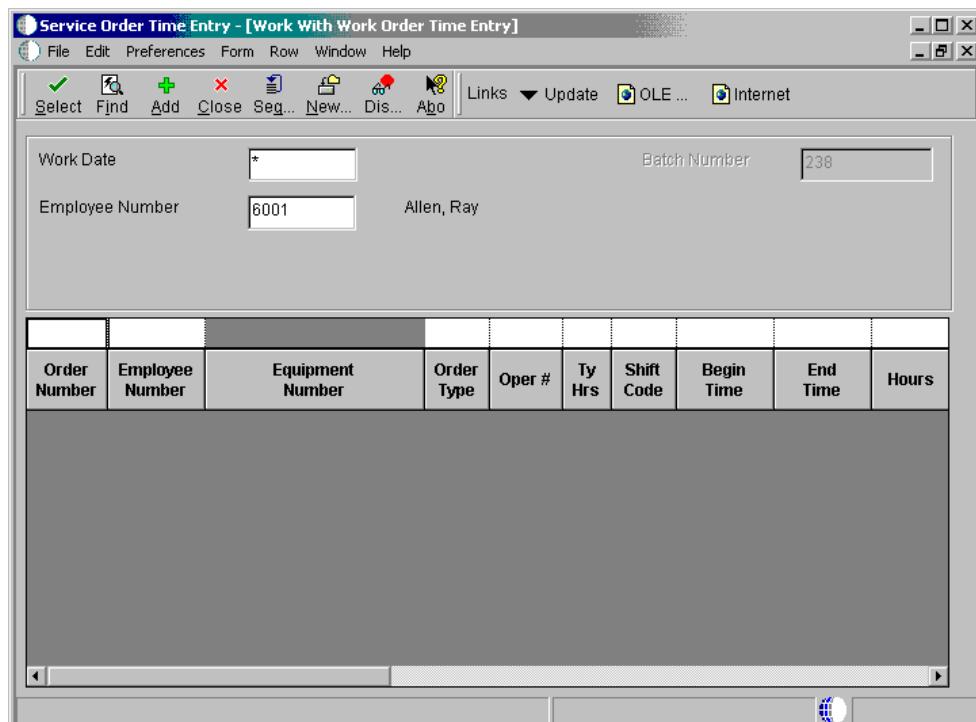
Use the Service Order Time Entry program to charge hours and quantities to a service order. You can use the processing options to display the information in order number format or employee number format. Use these formats to record time and quantities for employees against service order routing steps, or service order routing steps against employees.

Note the following important information about entering hours and quantities:

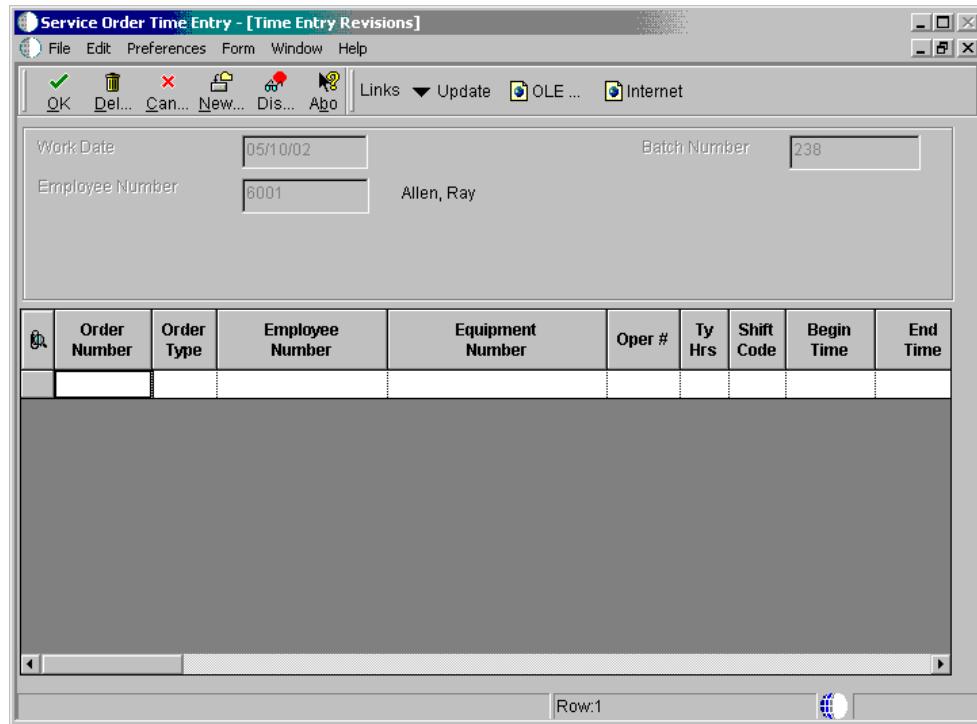
- Enter the quantity completed only once for each operation sequence number. Entering the quantity for each type of hours causes a variance amount.
- Enter hours using beginning and ending times for each entry or enter the actual hours up to two decimal places.
- Reverse completed or scrapped quantities that you have entered by entering the quantity as a negative value.

### ► To enter time

*From the Daily Service Order Processing menu (G1712), choose Service 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. Enter a '1', for the screen to be displayed in Order Number format. If left blank, the screen will be displayed in Employee format.

#### Defaults

1. Enter the Document Type associated with Shop Floor Activity.

#### Edits

1. Enter the Status Code beyond which Shop Floor Activity cannot be entered.
2. Enter a '1' to verify that, for a given operation, the total of the quantity completed plus scrapped does not exceed the 'Quantity At Operation'. If left blank, the verification is not performed.
3. Enter a '1' to block employee rate being written to screen. Leave blank to show employee rates.

#### Versions

Enter the version for each application. If left blank, ZJDE0001 will be used.

---

1. Test Results Revisions (P3711)
2. Manufacturing Scheduling Workbench (P31225)
3. Production Status (P31226)
4. Hours and Quantities Update (R31422) (Default - XJDE0001)

---

## Working with Hours and Quantities

### Topics

After you enter time, complete the following processes:

- Updating hours and quantities
- Reviewing and approving cost routing journal entries
- Posting cost routing journal entries to the general ledger

### Before You Begin

- Ensure that the document type on your service order is set to 1 in the Service Order field on the Document Type Maintenance table.
- Set up AAIs to cost routings. See *Setting Up AAIs for Service Orders* for more information.

### Updating Hours and Quantities

*From the Daily Service Order Processing menu (G1712), choose Hours and Quantities Proof.*

*From the Daily Service 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 will be split into separate journal entries based on the percentage of the routing 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 Hours and Quantities Update (R31422) to review and correct any errors.

---

### Note

In the processing options of the Hours and Quantities Update program, you must activate the CSMS processing option 1, Create CSMS Journal Entries, for the system to create journal entries.

---

### Processing Options for W.O. Hours and Quantity Update (R31422)

---

Interop  
1. Transaction Type

---

---

A specific transaction type  
Blank = No outbound transaction processing

2. Outbound Subsystem UBE

1 = The UBE will be called  
Blank = The UBE will not be called

CSMS

1. CSMS Journal Entries

1 = Create CSMS journal entries  
Blank = Do not create CSMS journal entries

2. Flex Accounting

1= Use flex accounting  
Blank = Do not use flex accounting

3. General Ledger Date

A specific date  
Blank = Use today's date

4. Subledger

1 = Default order number  
Blank = Do not default order number

5. Document Type

A specific document type  
Blank = Default 'IH'

---

## **Reviewing and Approving Cost Routing Journal Entries**

*From the Daily Service 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 General Journal Review program 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 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.

### **Before You Begin**

- Change the value in the Batch Type field to 0 (zero).

## See Also

- Reviewing Journal Entries* in the *General Accounting* documentation for steps to review, revise, and approve journal entries

## Posting Cost Routing Journal Entries to the General Ledger

*From the Daily Service 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.

## Before You Begin

- Verify that the batch has an approved status.
- Ensure that all posting menu selections are routed to the same job queue and that the job queue allows only one job to process at a time.

## See Also

- Understanding the Post Process for Journal Entries* in the *General Accounting* documentation
- For information about these methods and instructions on posting journal entries, see *Posting Journal Entries* in the *General Accounting* documentation

## Processing Options for General Ledger Post Report (R09801)

---

### Print

- 1) Enter which Account Number to print on the report. '1' = Structured Account; '2' = Short Account ID; '3' = Unstructured Account; '' = Default Account Format.

### Account Format

#### Versions

- 1) Enter a version of the Detailed Currency Restatement (R11411) to execute. If left blank, Detailed Currency Restatement entries will not be created. (i.e. ZJDE0001)

#### Detailed Currency Restatement Version

- 2) Enter a version of the Fixed Asset Post (R12800) to execute. If left blank, Fixed Asset Post will not be executed. (i.e. ZJDE0001)

#### Fixed Asset Post Version

- 3) Enter a version of the 52 Period Post (R098011) to execute. If left blank, 52 Period Post will not be executed. (i.e. ZJDE0001)

#### 52 Period Post Version

#### Edits

- 1) Enter a '1' if you wish to update Account ID, Company, Fiscal Year, Period Number, Century, and Fiscal Quarter in records being posted, prior to editing and posting the records.

#### Update Transaction

#### Taxes

- 1) Enter when to update the Tax File (F0018). '1' = V.A.T. or Use Tax only; '2' = for all Tax Amounts; '3' = for all Tax Explanation Codes; '' = no update to Tax File (Default).

#### Update Tax File

- 2) Adjust V.A.T. Account for Discount Taken. The Tax Rules file must be set to Calculate Tax on Gross Amount, including Discount and Calculate Discount on Gross Amount, including Tax. Tax explanation must be a 'V'.

'1' = Update VAT only; '2' = Update VAT, Ext. Price and Taxable. (for discounts taken)

- 3) Adjust V.A.T Account for Receipt Adjustments and Write Offs. Tax explanation must be a 'V'.

'1' = Update VAT only; '2' = Update VAT, Ext. Price and Taxable. (for receipt adjustments and write offs)

#### Process

- 1) Enter a '1' if you wish to explode parent item time down to the assembly component level. Component billing rates will be used. (This applies to batch type 'T' only.)

Explode parent item time.

---

---

#### Cash Basis

1) Enter a '1' to create and post Cash Basis accounting entries. (Applies to batch types G, K, M, W, RB only.)

\*\*\*Obsolete\*\*\*

2) Enter units ledger type for Cash Basis Accounting entries. (Default of blank will use "ZU" ledger type.) Units Ledger Type

3) Enter a version of "Create Cash Basis Entries" (R11C850) to execute. (Default of blank will use version ZJDE0001.)

\*\*\*Obsolete\*\*\*

---

## Billing and Paying Service Orders

The typical billing and payment process includes accumulating service orders to bill and pay, creating and printing invoices, and recording journal entries for income and receivables.

Invoices are based on billable service orders and the first step in the billing process is to accumulate the billable service orders. Vouchers are based on payable service orders, and the first step in the payment process is to accumulate payable orders.

When you run Service Order Workfile Generation, the system gathers the service orders eligible for billing and payment from the Work Order Parts List (F3111), the Parts List Extension table (F31171), the Work Order Routing table (F3112) and the Routing Instructions Extension table (F31172) and then creates Service Billing Workfile records (F4812).

For multi-currency 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 Service 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 Service Order Business Unit belongs.

Foreign: Currency code of the service provider within the Supplier Master.

### Topics

- Setting up AAIs for service orders
- Understanding service order billing for CSMS
- Generating the Service Order Workfile

### See Also

- Billing for CSMS* for related tasks

## Setting Up AAIs for Service Orders

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 CSMS, the system uses distribution AAIs for service order billing and paying. Service order-related distribution AAIs consist of the following:

- 1742, Service Orders (Billing)
- 1782, Service Order Claims (Paying)

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 the Service Billing Detail Entry (P4812).

Based On:	Create Journal Entries using:					
Company	Doc Type	G/L Code	Cost Type	Branch/Plant	Obj. Acct	Subsidiary

The system retrieves the document type, company, G/L class codes, and cost type from the service order.

If \*\*\*\* is entering in the Distribution AAIs for the G/L class code, then the system ignores the G/L class code and uses on 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 specified in the field, Responsible Business Unit, located on the Service Orders tab in the CSMS Constants.

## Understanding Service Order Billing in CSMS

The typical billing process includes accumulating service orders to bill, creating and printing invoices, and recording journal entries for income and receivables.

The typical payment process includes accumulating service orders to payment, creating and printing invoices, and recording journal entries for income and receivables.

When you perform service order billing, you create accounts receivable entries for customers whom you invoice. You also create accounts payable entries for service providers that you pay. Based on a processing option in Service Order Workfile Generation program (R1775), you can choose to gather billable and payable records at the same time, or do one process before the other.

### Topics

Understanding service order billing and paying in CSMS summarizes the following service order billing processes:

- Customer Invoice Processing
- Service Provider Voucher Processing

### Customer Invoice Processing

When you generate the service order workfile using the CSMS Service Order Workfile Generation (R1775), the system gathers the orders that are eligible for billing from the Work

Order Master table (F4801), the Service Order Extension (F4817), the Work Order Parts List (F3111), the Parts List Extension table (F31171), the Work Order Routing table (F3112) and the Routing Instructions Extension table (F31172), and creates the Service Billing Workfile records (F4812).

After you generate the service order workfile, you must continue the standard billing process, which includes:

- Generate the invoice workfile using the Invoice Processing Program (P48121)
- Printing invoices (R48504)
- Generating the Invoice Journal using the Invoice 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 Post Invoices to the G/L program (R09801)

Run the Invoice Processing program to group workfile transactions and assign invoice numbers. When you run the Invoice Generation 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 Workfile (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 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 Invoice 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 there are no errors within the batch, you can create the final A/R entries, using Create A/R Entries (R48199), and then post invoices to the general ledger.

See *Billing for CSMS* for detailed information and tasks about billing customers for service orders in the Customer Service Management system.

### **Service Provider Voucher Processing**

When you generate the service order workfile using CSMS Service Order Workfile Generation program (R1775), the system gathers the orders that are eligible for payables and creates records in the Service Billing Workfile (F4812).

After you generate the service order workfile, you must continue the standard voucher process, which includes:

- Generate the voucher workfile using the Voucher Generation Program (P48122)
- Print vouchers
- Generating the Voucher Journal using the Voucher Journal Generation program (R48131)
- Creating A/P and G/L entries using the Create A/P Entries program (R48197)
- Posting the A/P and G/L entries using the standard Post Invoices to the G/L 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 Workfile (F4823) and updates the workfile transaction records with the new voucher information and the sequence and summarization key information.

To complete the billing process, you must create A/P and G/L entries. You first create preliminary A/P and G/L entries using the Voucher Journal Generation program (R48131). When the system creates preliminary A/R and G/L entries, you can review the resulting reports, the Journal Edit Register and the Journal Audit Report, to determine whether the entries were generated with errors.

After you ensure that there are no errors within the batch, you can create the final A/P entries, using Create A/P Entries (R48197) and then post invoices to the general ledger, using the standard Post program (R09801).

See *Voucher Processing for CSMS* for detailed information and tasks about generating vouchers for service orders in the Customer Service Management system.

## Generating the Service Order Workfile

Generating the service 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 Service Order Workfile:

<b>Work Order Master (F4801)</b>	Contains general service order information
<b>Service Order Extension (F4817)</b>	Contains CSMS-specific information about the service order
<b>Work Order Parts List (F3111)</b>	Contains general parts list information
<b>Parts List - Extension (F31171)</b>	Contains CSMS-specific information about the parts list
<b>Work Order Routing (3112)</b>	Contains general routing and instruction information
<b>Routing Instructions - Extension (F31172)</b>	Contains CSMS-specific information about routing and instruction

Generating the Service Order Workfile, creates or updates the following tables:

<b>Billing Details Workfile (F4812)</b>	When you run the Service Order Workfile Generation program in final mode, the system creates F4812 records for each detail line within the Work Order Parts List (F3111) and Work Order Routing (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></ul>

- Actual Billable Unit
- Actual Payable Unit
- Actual Billable Amount
- Actual Payable Amount

<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 CSMS Service Order Workfile Generation (P1775)**

---

#### Process

1. Enter a '1' to run in Final mode. Final mode will update all records. If left blank, no records will be updated except in the following situation: If processing options were set to calculate the Actual Billable Amount or Actual Payable Amount in the Parts List or the Routing Instructions then those records will be updated with the calculated amount but no billable or payable records will be created.
2. Enter a '1' to write errors to report. If left blank, errors will be written to the Work Center.
3. Bill Service Orders

Blank = Bill Service Orders

1 = Do NOT Bill Service Orders

4. Pay Service Orders

Blank = Pay Service Orders

1 = Do NOT Pay Service Orders

#### Billables

1. Enter the appropriate value for how to price Parts and Routings that do not have Actual Billable Amounts yet.
2. Billable Subledger Default

Blank = No Default

1 = Service Order Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

5 = Contract Number

6 = Equipment Number

3. Date Billed

Blank = Use System Date

1 = Use Estimated Start Date on Service Order

#### Payables

1. Enter the appropriate value for how to price Parts and Routings that do not have Actual Payable Amounts yet.
2. Payable Subledger Default

Blank = No Default

1 = Service 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 Service 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. Enter the appropriate Transaction Type for taxing billable Parts when using Vertex. If left blank, "SERVIC" will default.
2. Enter the appropriate Transaction Type for taxing billable Routings. If left blank, "SERVIC" will default.
3. Enter the appropriate Transaction Type for taxing Flat Rate billings when using Vertex. If left blank, "SERVIC" will default

Payables:

1. Enter the appropriate Transaction Type for taxing payable Parts when using Vertex. If left blank, "SERVIC" will default.
2. Enter the appropriate Transaction Type for taxing payable Routings when using Vertex. If left blank, "SERVIC" will default.
3. Enter the appropriate Transaction Type for taxing Flat Rate payables when using Vertex.

---

## Returned Material Authorization

### Returned Material Authorization

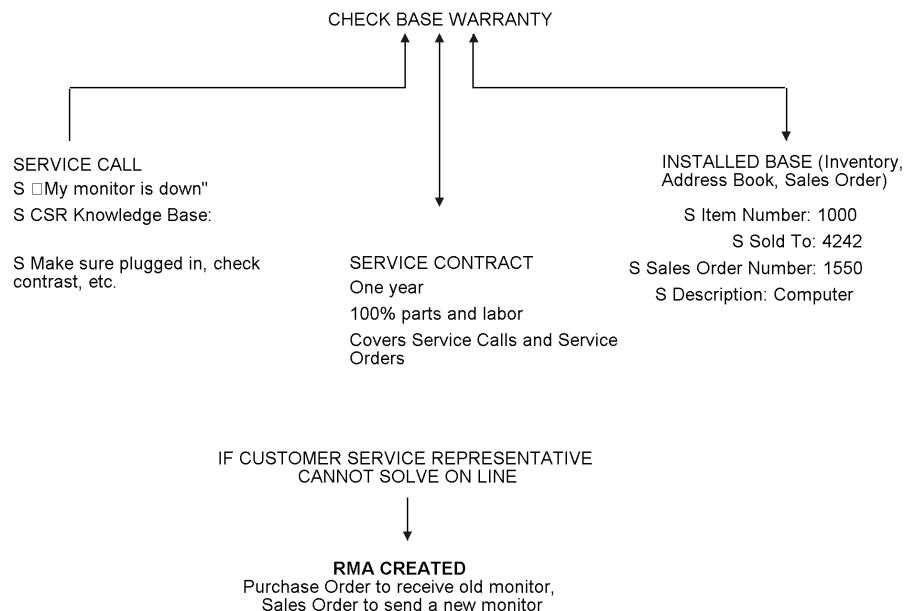
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A Returned Material Authorization (RMA) is an approval from the supplier for the customer to return inventory for credit, replacement, or repair. The system creates an authorization number for the supplier to track the return of the inventory. This 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 instead of shipping a replacement product, you can create a credit order. You can indicate how the system creates purchase orders and sales orders by setting up processing options for versions of Sales Order Entry (P4210) and Purchase Order Entry (P4310) and specifying those versions in Return Materials Authorization Revisions program (P40051).

The following graphic illustrates an example of how you can achieve maximum service revenue with the levels of CSMS functionality. CSMS utilizes customer and product information that you enter once in order to operate efficient and cost-effective service processes.

In this example, an installed base record and base warranty record were created when you sold a computer monitor to customer 4242. When the customer calls with an issue, the customer service representative (CSR) is able to resolve the issue based on previous calls with corresponding symptoms, issues, and resolutions. If the CSR is unable to resolve the issue, the CSR can create a Returned Materials Authorization, by which the customer can return the faulty monitor and receive a replacement.



## Topics

- ❑ Setting up RMA defaults
- ❑ Working with Returned Material Authorizations

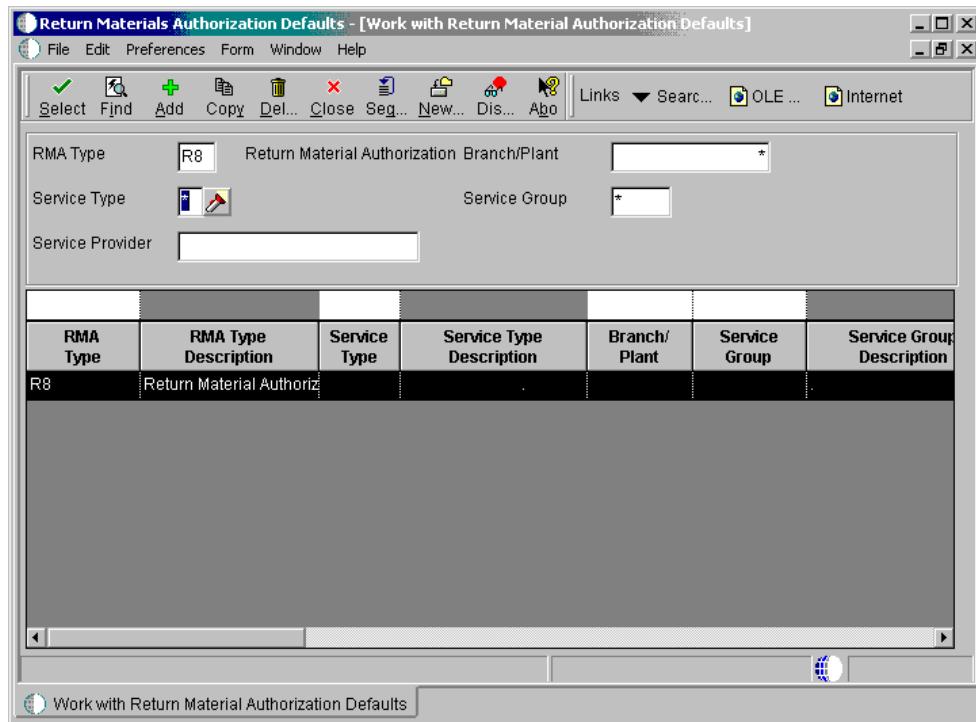
## Setting Up RMA Defaults

When you set up RMA defaults, you identify to the system that you want the system to reserve and release parts for shipment using the default data based on the service type, model, parts recommendation, RMA type, and service provider.

### ► To set up RMA defaults

---

*From the Service Order Setup menu (G1742), choose Return Materials Authorization Defaults.*



1. On Work with Return Material Authorization Defaults, click Add.

The screenshot shows the 'Return Material Authorization Defaults Revisions' window in the PeopleSoft application. The window has a toolbar with 'OK', 'Cancel', 'Tools', and a red 'X' button. Below the toolbar, there are sections for 'RMA Type' (set to R8), 'Service Type', 'Service Provider', 'Branch/Plant', and 'Service Group'. A large text area contains the following information:

Repairable Brn/Plt	S30	Repairable Location	
Scrap Brn/Plt	S30	Scrap Location	SC.RAP.
Purchase Order Version	ZJDE0014	Return Material Authorization	
Received Lead Time	10	days	

2. On Return Material Authorization Defaults Revisions, complete the following fields:
  - RMA Type
  - Service Type
  - Service Provider
  - Branch/Plant
  - Service Group
3. To set up Purchase Order for Receipt default information, complete the following fields:
  - Repairable Brn/Plt
  - Repairable Location
 

If a returned inventory item is repairable, the system places the item in a repairable branch/plant. If the returned item is not repairable, the system places the item in a scrap branch/plant.
  - Scrap Brn/Plt
  - Scrap Location
  - Purchase Order Version

- Received Lead Time

The system uses the value from the Received Lead Time field to calculate the promised delivery for the returned inventory item number.

4. To set up Sales Order for Credit/Shipment default information, complete the following fields:

- Shipping Brn/Plt
- Shipping Location
- Sales Order Version

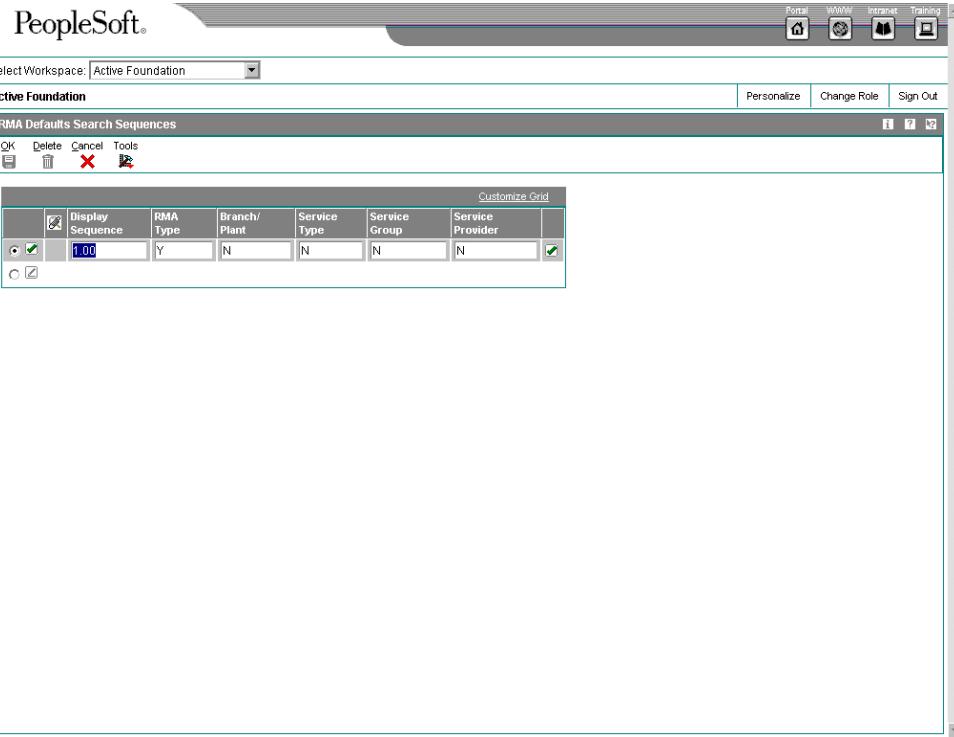
5. To set up the type of customer receiving the shipment, click one of the following options under Ship To Type and click OK:

- Service Provider
- Customer
- Technician

The system retrieves the address book information from the Service Work Order table (F4801) that is created when you enter a service order.

When you enter an RMA from a service order, the system retrieves the service provider information from the service order. If you enter an RMA directly from the menu, the system does not provide the service provider. From the menu, the system uses the Ship To as the default value for the customer.

6. To define how the system retrieves RMA defaults, exit to Work with Return Material Authorization Defaults.
7. From the Form menu, choose Search Sequence.



8. On RMA Defaults Search Sequences, complete the following fields and click OK:

- RMA Type
- Branch/ Plant
- Service Type
- Service Group
- Service Provider

Define the order that you want the system to use to search for a match between the call and routing rules. The system uses a hierarchical search method, from most specific to most general. To include fields in the hierarchical search, complete them with a Y or N.

## Processing Options for the Return Material Authorization Revisions program (P400511)

### Defaults

1. Enter the default RMA document type.
2. Enter a '1' to default the Service Order Number to the Sales Order Subledger Field.
3. Enter a '1' to default the Inventory Item Number for Receipt from the Service Work Order Header.
4. Enter a '1' to default the Inventory Item Number for Shipment from the Service Work Order Header.
5. Enter a '1' to default the Equipment Number for Receipt from the Service Work Order Header.
6. Enter a '1' to default the Equipment Number for Shipment from the Service Work Order Header.
7. Line Type For Credit Memo

### Edits

---

1. Enter a '1' if Service Order Number is required
2. Enter a '1' if Call Number is required

#### Versions

1. Enter the version of Credit Memo (P42025) to be used. If left blank, version ZJDE0001 will be used.
2. Enter the version of Quick Customer Add (P01015) to be used. If left blank, version ZJDE0001 will be used.
3. Enter the version of Work With Work Orders (P48201) to be used. If left blank, version ZJDE0002 will be used.
4. Enter the version of Work With Calls (P17500) to be used. If left blank, version ZJDE0001 will be used.
5. Enter the version of OnLine Invoice Inquiry (P42230) to be used. If left blank, version ZJDE0001 will be used.
6. Enter the version of Shipment Confirmation (P4205) to be used. If left blank, version ZJDE0001 will be used.
7. Enter the version of Purchase Receipts Inquiry (P43214) to be used. If left blank, version ZJDE0001 will be used.
8. Enter the version of Item Availability (P41202) to be used. If left blank, version ZJDE0001 will be used.
9. Enter the version of Item Cross Reference (P4104) to be used. If left blank, version ZJDE0001 will be used.
10. Enter the version of Purchase Order Receipt Entry (P4312) to be used. If left blank, version ZJDE0001 will be used.

11. Enter the version of Open Order Inquiry (P4310) to be used. If left blank, version ZJDE0001 will be used.

---

## Working with Returned Material Authorizations

A Returned Material Authorization is 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 group of programs assists the user in managing the return of inventory by inventory item numbers.

You can create a purchase order to receive a returned item, which allows you to take advantage of system processes such as receipt routings, warehouse puts, and quality inspections. You can also create a sales order to ship a replacement inventory item to a customer or to issue a credit for the return.

With the RMA module, the system can perform the following functions:

- Trigger invoicing for parts or machines not returned
- Deduct inventory and forecast the reorder level based on usage
- Substitute parts wherever parts numbers are involved (reservation, shipping, receiving, balancing, backorder fulfillment, and so on)

### Topics

- Entering Returned Material Authorization information
- Entering credit memos
- Running the RMA - Sales Order Update program

### Before You Begin

- Define defaults for creating sales orders and purchase orders. See *Setting Up RMA Defaults*.

- Set up RMA status user defined codes (40/RN). See *Customizing User Defined Codes* in the *OneWorld Foundation* documentation.
- Verify that you have purchased and installed the following systems. You must have installed these systems to be able to use Returned Material Authorization:
  - System 41: Inventory Management
  - System 42: Sales Order Management
  - System 43: Procurement

## Entering Returned Material Authorization Information

Enter RMA information to manage the return of inventory items for credit or repair. If a customer calls one of your consultants with a defective item claim, the consultant can use the RMA programs to:

- Provide an authorization number for the return
- Define a purchase order to record the return of the item
- Define a sales order to credit the customer's account
- Define a sales order to reserve and release items for shipment

If necessary, the consultant can also enter a service order for repair of the returned item. Additionally, you can use the RMA process to ship replacement items to a customer, service provider, or technician if a service order is referenced in the header of the authorization. When you enter the return material authorization, the system creates a record in the Return Material Authorization table (F40051).

### ► To enter Returned Material Authorization information

---

*From the Daily Service Order Processing menu (G1712), choose Returned Materials Authorization.*

1. On Work with Return Material Authorization, click Add.

Select Workspace: Active Foundation

Active Foundation

Returned Materials Authorization - Returned Material Authorization Revisions

OK Cancel Form Row Tools

RMA Number	708	R8	00200	Branch/Plant	S30	
Customer	4253	City Light & Power			Phone Number	303 123-4567
Ship To	4253	City Light & Power			Work Order	
Customer Ref#					Request	
Contact Name	PHIL MEYERS			Ship To Type	<input type="radio"/> Service Provider <input checked="" type="radio"/> Customer <input type="radio"/> Technician	
Description						
Claim/PO Number						

Records 1 - 2

Last Disposition	RMA Item Number	RMA Item Description	RMA Quantity	RMA Line No	Inventory Item for Receipt
<input checked="" type="checkbox"/> REC	7253	Terminal Server - 16 Port	1		7253
<input type="checkbox"/>					

2. On Returned Material Authorization Revisions, complete the following fields:

- Customer
- Branch/Plant

The system uses next numbers to generate the RMA number. The RMA number associates the purchase order with the sales order.

3. To associate a service order claim number with the RMA, complete the following field:

- Claim/PO Number

4. To associate a service order with the RMA, complete the following field:

- Service Order

5. To associate a call with the RMA, complete the following field:

- Call

6. Complete the following fields and click OK:

- Line Type
- Inventory Item for Receipt

- Quantity for Receipt
- Expected Receipt Date

The system calculates this date based on the Received Lead Time field on the Returned Material Authorization Default Revisions form.

- Inventory Item Receipt Description
- Equipment Number for Receipt
- Carrier Number for Receipt
- Returned Reason

## Processing Options for Work with Return Material Authorization (P40051)

---

### Default

1. RMA Document Type

### Versions

Enter the PO version for the following programs. Leave blank to use the default version defined in parentheses.

1. RMA Revisions - P400511 (ZJDE0001)
2. Shipment Confirmation - P04205 (ZJDE0001)
3. Receipt Entry - P4312 (ZJDE001)
4. SO Entry - P4210 (ZJDE0001)
5. PO Entry - P4310 (ZJDE0001)
6. Service Work Order Revisions - P17714 (ZJDE0001)
7. On-Line Invoice - P42230 (ZJDE0001)
8. Purchase Receipts Inquiry - P43214 (ZJDE0001)
9. PO Receipts - P4312 (ZJDE0001)
10. Work With Work Orders - P48201 (ZJDE0002)
11. Work With Calls - P17500 (ZJDE0001)
12. Work With Installed Base - P1701 (ZJDE0001)
13. Print Pick Slips - R42520 (XJDE0001)

---

## Entering Credit Memos

When you enter credit memos, you are creating a reversal for an existing sales order. This action creates a negative amount for the sales order.

When you create a credit memo, the system displays order history information from which you can select entire orders or order detail lines. You can create credit memos from order or order detail line combinations. As you select an order or order detail line, the system pulls the information from Sales Ledger Inquiry to Returned Material Authorization Revisions. When you close Sales Ledger History, you can review the credit information.

### Before You Begin

- Set up a unique document type for return materials authorizations.
- Set up a version of Sales Order Entry (P4210) for credit orders. For more information, see *Entering Detail Information* in the *Sales Order Management* documentation.

- ❑ Set up a version of Sales Ledger Inquiry (P42025) for RMA. Ensure that you set the status code processing options so that the Sales Ledger Inquiry program only retrieves orders that have been invoiced.
- ❑ Set up a version of Work with RMA (P40051) and RMA Revisions (P400511). In the processing options for each of these versions, you must enter the versions of Sales Order Entry and Sales Ledger Inquiry that you set up for RMA.
- ❑ Set up RMA Defaults (P40052).

► **To enter a credit memo**

---

*From the Daily Service Order Processing menu (G1712), choose Returned Materials Authorization.*

1. On Work with Return Materials Authorization, click Add.

Line Type	Inventory Item for Receipt	Inventory Item Receipt Description	Serial Number	Lot/S
REC	7253	Terminal Server - 16 Port	25	

2. On Returned Material Authorization Revisions, complete the following fields:

- RMA Type

This field appears directly to the right of the RMA Number field (Related PO/SO/WO Order Type).

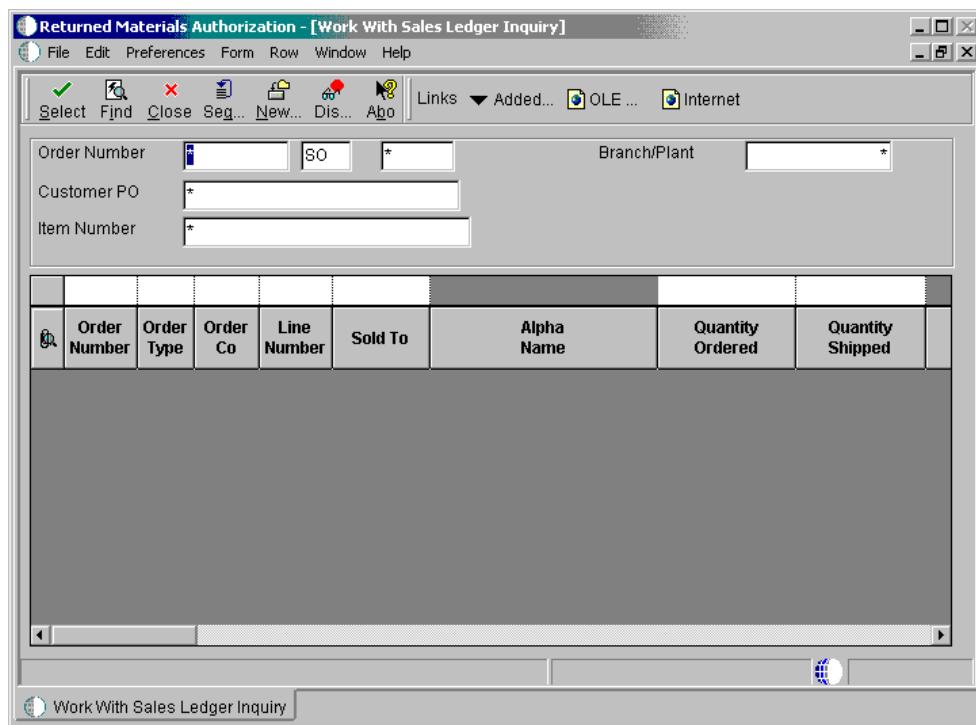
- Customer

- Branch/Plant

You review existing credit memo information on the Returned Material Authorization Revisions form.

3. Choose Credit Memo from the Form menu.

When you create a credit memo, the system accesses Sales Ledger History (F42199) for order history information.



4. On Work With Sales Ledger Inquiry, enter search criteria (such as Order Number, Item Number, or Sold To customer number) and click Find.
5. Choose the row or rows that you want the system to receipt. From the Row menu, choose Credit Memo and then Select Line.

The system receipts credit lines one at a time.

If you have incorrectly selected a line or order to create a credit memo, but you have not yet created a credit order, you can clear the credit information.

6. On Work With Sales Ledger Inquiry, click Close.
7. On Returned Material Authorizations Revisions, review the credit information.

To credit an amount, you must ensure that the line type indicates a credit transaction.

See *Setting Up Order Line Types* in the *Sales Order Management Guide* for more information.

8. To clear credit information, choose the row that you want the system to clear and choose Cancel Line from the Row menu.
9. Click OK.

The system creates the credit order.

---

**Note**

When you clear a credit memo, the system clears the credit each time that you choose Clear Credit Memo from the Form menu.

---

To delete the credit information after you have created a credit memo, you cancel the detail lines on Returned Materials Authorization Revisions.

10. You can now create another credit memo or review the credit memos that exist.

- To create another credit memo from Sales Order History, choose Credit Memo from the Form menu.
- To review credit orders, click Cancel to return to Work with Return Material Authorization and then click Find.

## **Running the RMA - Sales Order Update Program (P400502)**

*From the Daily Service Order Processing menu (G1712), choose RMA - Sales Order Update.*

You run the RMA - Sales Order Update program for advanced exchanges. For example, you create a sales order to ship an item and a purchase order to receive a defective, yet similar item. If the defective item is not received by the promised delivery date, the program updates the status of the related sales order detail line to a user defined status such as Print Sales Invoice. If the defective item is received, the program updates the status of the related sales order detail line to a user defined status such as Complete - Ready to Purge.

The system bases the data selection based on the RMA table (F40051). The system calculates the promised delivery date from the Received Lead Time field. If the date has passed and the item has been returned, the system updates the sales order status. If the item has been received, the system updates the purchase order to another status.

## **Processing Options for the RMA – Update Sales Order Status (R400502)**

---

**Process**

For Inventory Items that have not been received.

1. Enter the Next Status to which Related Sales Orders for Inventory Item Numbers not Received will be changed.
2. Enter the Next Status to which Related Sales Orders for Inventory Item Numbers Received will be changed.

**Versions**

Enter the version of the following applications to call. Leave blank to use the default version defined in parentheses.

1. Sales Order Entry - P4210  
(ZJDE0001)

---

## Unit - Knowledge Management

# Knowledge Management

---

The Knowledge Management module is the database that allows you to associate symptoms, analysis, and resolutions with calls and service orders.

### Topics

- Setting up the knowledge base
- Working with Knowledge Management transactions

### Terms and Concepts

The following Knowledge Management terms and concepts are used in this guide:

**Knowledge type** A category that distinguishes among symptoms, analyses, and resolutions.

**Knowledge code** A user defined code describing symptoms, analyses, and resolutions.

**Knowledge tree** A hierarchy of knowledge base codes used as a means of selecting knowledge base codes for a symptom, analysis, or resolution.

**Symptom** The problem according to the customer. Symptoms are stored separately from analyses and resolutions, and can be searched for and reused for other issues.

**Analysis** The cause of the symptom. Analyses are stored separately from symptoms and resolutions.

**Resolution** The correction for the symptom of an issue. Resolutions are stored separately from analyses and symptoms, and can be searched for and reused for other issues.

**Unit of knowledge** A piece of information that consists of one or all of the following:

- Knowledge codes
- Descriptions
- Media objects

A knowledge type is used to distinguish units of knowledge. Knowledge types are:

- Symptoms
- Analyses
- Resolutions

**Pareto analysis**

The method of ranking the analyses and resolutions of a problem to identify the most commonly occurring ones.

## Setting Up the Knowledge Base

Before you can use Knowledge Management to assist you in resolving calls or service orders, you must set up the knowledge base and specify the information that will be used later when you enter data into the system.

You also need to set up user defined codes for Knowledge Base Management. See *Setting Up User Defined Codes for CSMS* for more information.

**Topics**

- ❑ Setting up Knowledge Management constants
- ❑ Setting up Knowledge Management codes
- ❑ Defining Knowledge Management tree names
- ❑ Setting up the knowledge tree structure
- ❑ Setting up symptoms, analyses, and resolutions

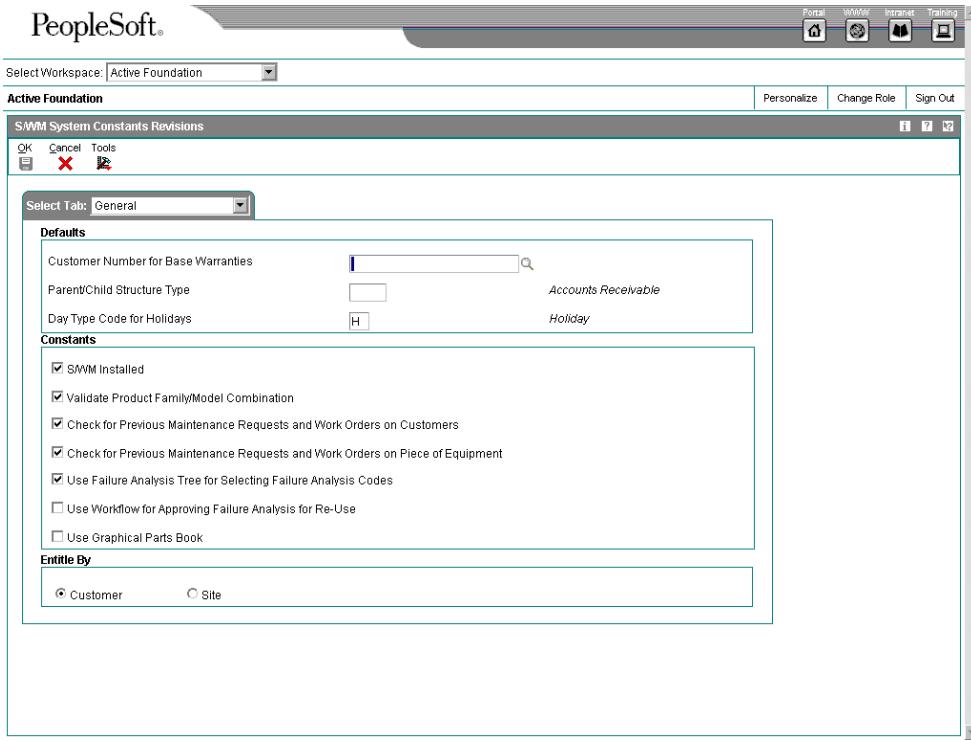
### Setting Up Knowledge Management Constants

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 Knowledge Management constants**

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



1. On CSMS System Constants Revisions, click the following option to enable CSMS to work as designed when interfacing with other systems:
  - CSMS Installed
2. To require users to choose Knowledge Management codes from the knowledge tree, click the following option:
  - Use Knowledge Base Tree for Selecting Knowledge Base Codes

By choosing this option, you protect the knowledge base codes from being overwritten on Knowledge Base Revisions.

For Knowledge Management, the workflow feature is reserved for future use.
3. Click OK.

## Setting Up Knowledge Management Codes

Set up knowledge codes if you use codes to define a unit of knowledge. The codes are the building blocks of the tree, but you are not required to set up knowledge trees to use knowledge codes. Use codes with symptoms, analyses, and resolutions for calls.

The system does not recognize these codes until you attach them to a transaction. You can associate codes with a symptom, analysis, or resolution using a tree, which standardizes how the codes are defined. Alternatively, you can choose a code from a table.

When you create symptoms, analyses, and resolutions for calls or service orders, you can associate as many as five knowledge codes to define the symptom, analysis, or resolution.

Then you can create as many as five user defined codes to associate with each knowledge code; you might create these codes for reporting purposes. You must set up knowledge codes if you are using the knowledge tree.

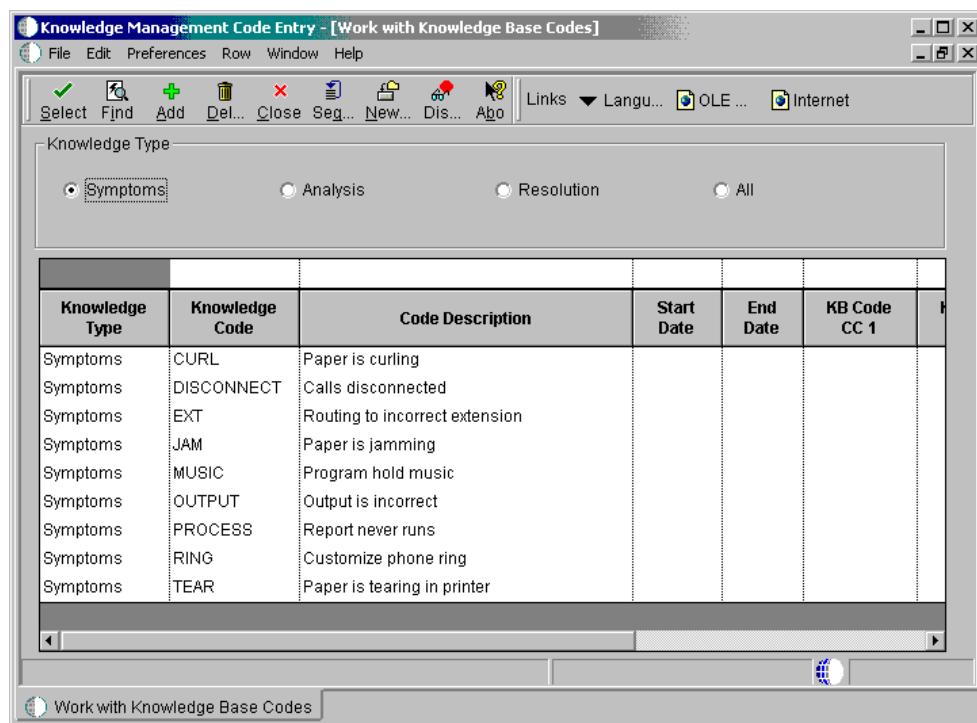
You can assign the following knowledge types to Knowledge Management codes:

- Symptom
- Analysis
- Resolution
- All of the above

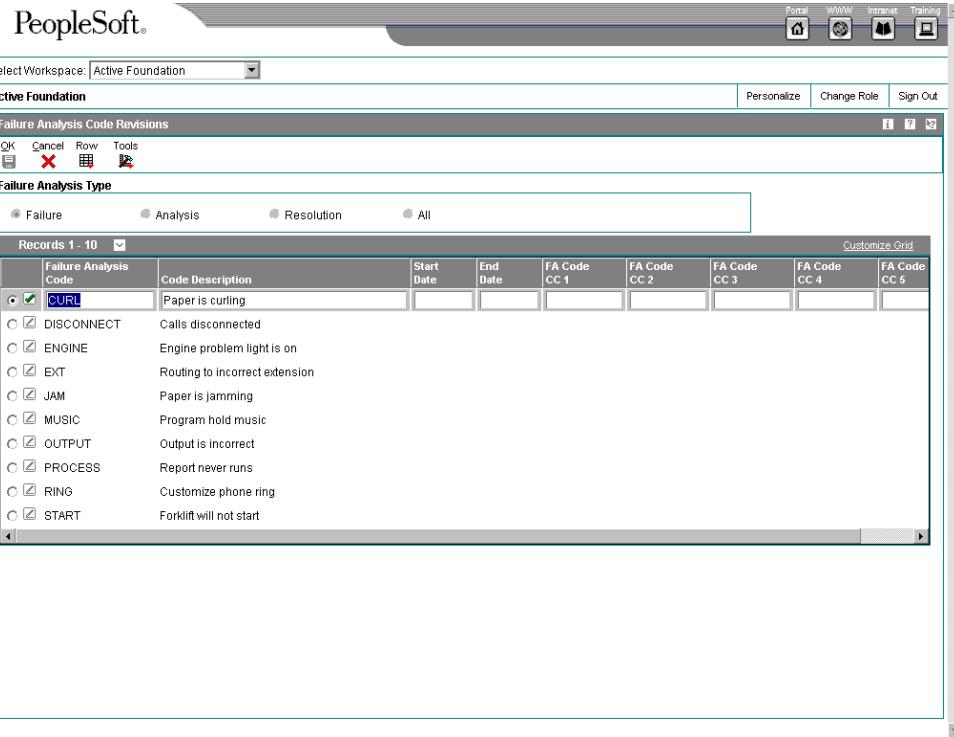
#### ► **To set up Knowledge Management codes**

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*From the Knowledge Management Setup menu (G1745), choose Knowledge Management Code Entry.*

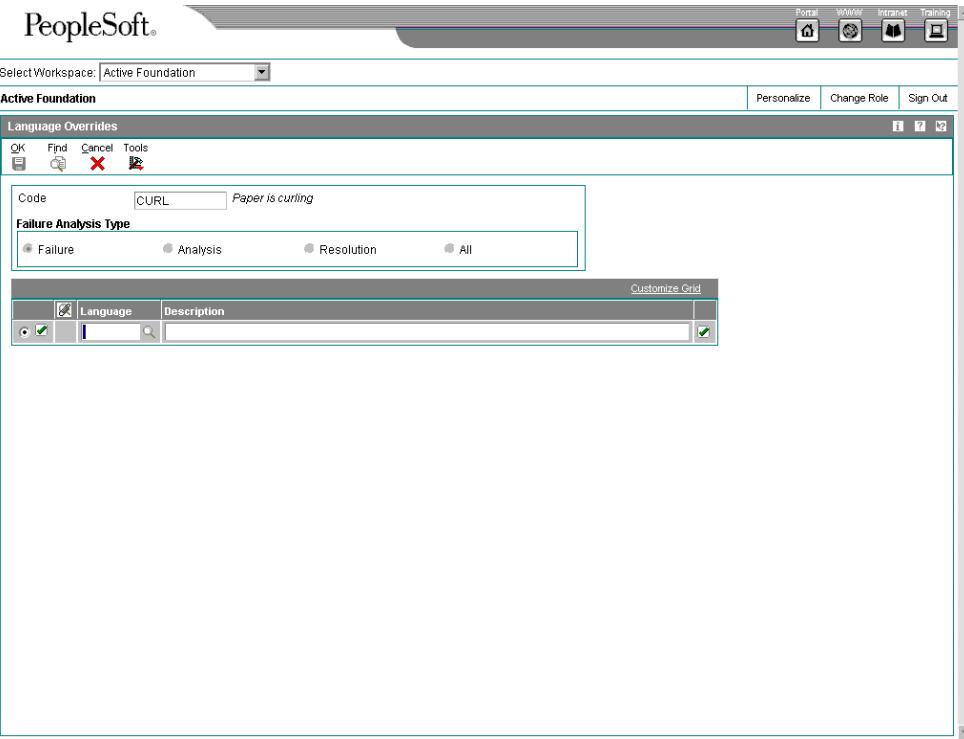


1. On Work with Knowledge Base Codes, click one of the following options to define the knowledge type and then click Add:
  - Symptoms
  - Analysis
  - Resolution
  - All



2. On Knowledge Base Code Revisions, complete the following fields:
  - Knowledge Code
 

You can enter up to 15 alphanumeric characters in the Knowledge Code field.
  - Code Description
3. Complete the following optional fields:
  - Start Date
  - End Date
  - KB Code CC 1
  - KB Code CC 2
  - KB Code CC 3
  - KB Code CC 4
  - KB Code CC 5
4. To attach descriptions in foreign languages to knowledge management codes, highlight the code and choose Language from the Row menu.



5. On Language Overrides, complete the following fields and click OK:
  - Language
  - Description
6. Click Cancel.
7. On Knowledge Base Code Revisions, click OK.

### **Processing Options for Knowledge Base Codes (P17761)**

---

#### Defaults

1. Knowledge Type

Blank = All

1 = Symptom

2 = Analysis

3 = Resolution

2. Knowledge Base Code CC1

3. Knowledge Base Code CC2

4. Knowledge Base Code CC 3

5. Knowledge Base Code CC 4

6. Knowledge Base Code CC 5

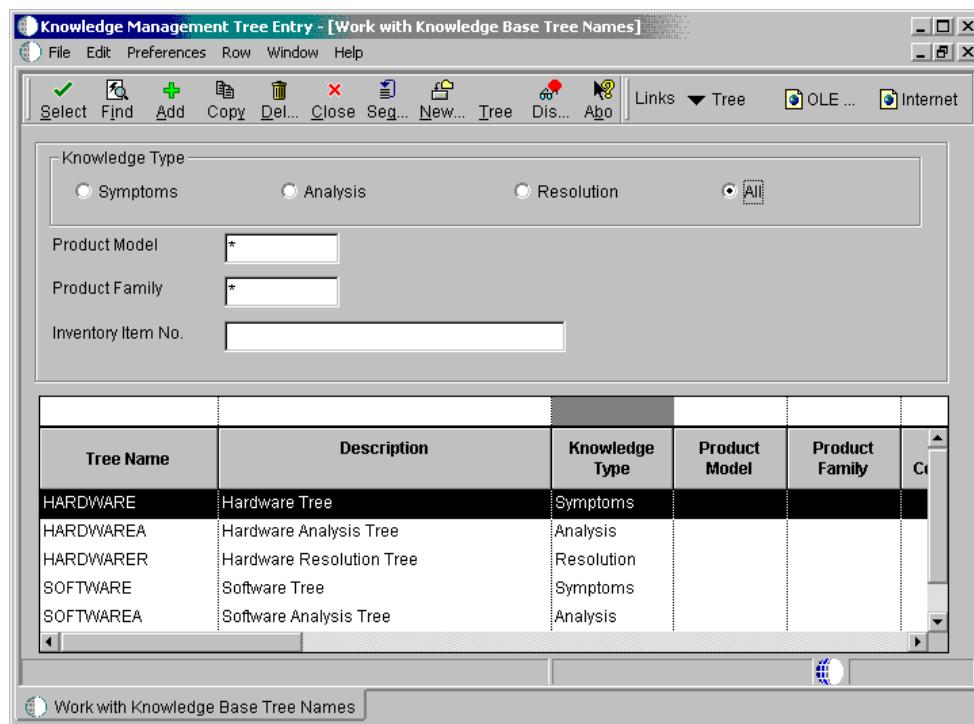
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## Defining Knowledge Management Tree Names

You define Knowledge Management tree names to give logical meaning to a hierarchical structure of knowledge codes and types.

### ► To define Knowledge Management tree names

*From the Knowledge Management Setup menu (G1745), choose Knowledge Management Tree Entry.*



1. On Work with Knowledge Base Tree Names, click Add.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Failure Analysis Tree Name Revisions

OK Cancel Form Tools

Tree Name: SOFTWARE Description: Software 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: [ ]	Equipment Cat Code 06: [ ]
Equipment Cat Code 02: [ ]	Equipment Cat Code 07: [ ]
Equipment Cat Code 03: [ ]	Equipment Cat Code 08: [ ]
Equipment Cat Code 04: [ ]	Equipment Cat Code 09: [ ]
Equipment Cat Code 05: [ ]	Equipment Cat Code 10: [ ]

2. On Knowledge Base Tree Name Revisions, complete the following fields:
  - Tree Name
  - Description
3. Click one of the following options:
  - Symptoms
  - Analysis
  - Resolution
  - All
4. Complete the following optional fields:
  - Inventory Item No.
  - Product Model
  - Product Family
  - Product Component
  - Environment

- Installed Base Cat Code 01
- Installed Base Cat Code 02
- Installed Base Cat Code 03
- Installed Base Cat Code 04
- Installed Base Cat Code 05
- Installed Base Cat Code 06
- Installed base Cat Code 07
- Installed Base Cat Code 08
- Installed Base Cat Code 09
- Installed Base Cat Code 10

5. Click OK.

## Setting Up the Knowledge Tree Structure

After you define a knowledge tree name, you set up the structure for the tree. When you set up a knowledge tree, you create a hierarchical structure of knowledge base codes using a parent/child relationship.

### Topics

- Setting up the structure by parent code
- Setting up the structure by child code

### Before You Begin

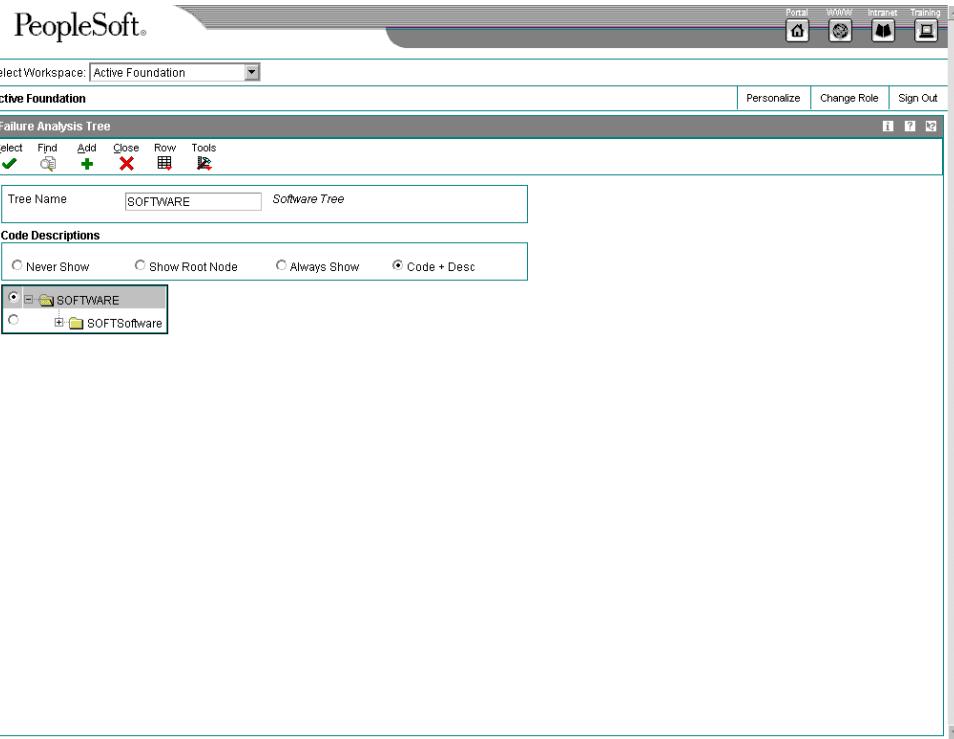
- Define the knowledge base codes that you will use when you create the tree structure. See *Setting Up Knowledge Management Codes*.

#### ► **To set up the structure by parent code**

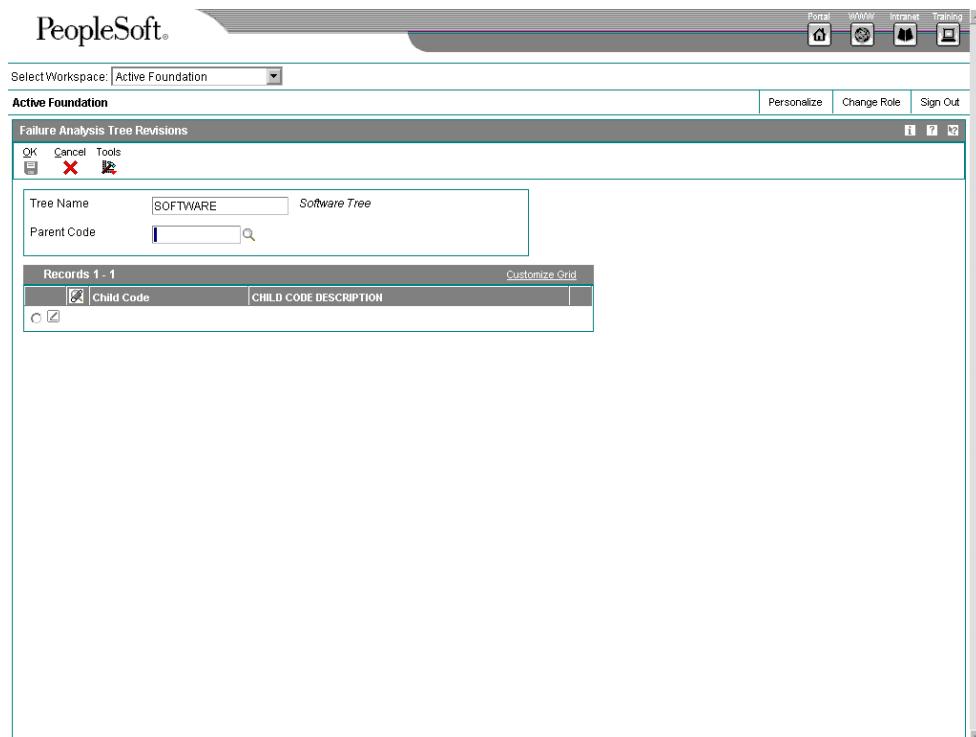
---

*From the Knowledge Management Setup menu (G1745), choose Knowledge Management Tree Entry.*

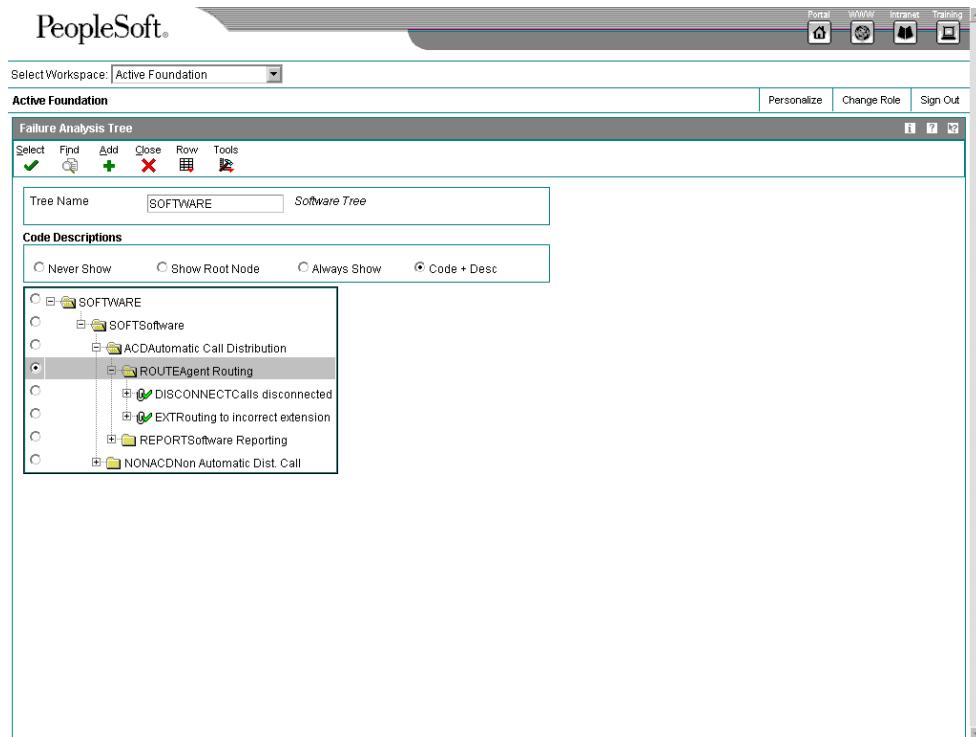
1. On Work with Knowledge Base Tree Names, locate the tree name to which you are adding the structure and choose Tree from the Row menu.



2. On Knowledge Base Tree, click Add.



3. On Knowledge Base Tree Revisions, to enter one parent code and all of its children, complete the following fields:
  - Parent Code
  - Child Code
4. Click OK.



5. Click Cancel.
6. On Knowledge Base 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.

7. To add codes at the first level, click Add.
8. To add children to an existing code, locate the code on Knowledge Base Tree and choose Add Children from the Row menu.

---

**Note**

When adding codes, you must select the code and choose Add while the code is selected.

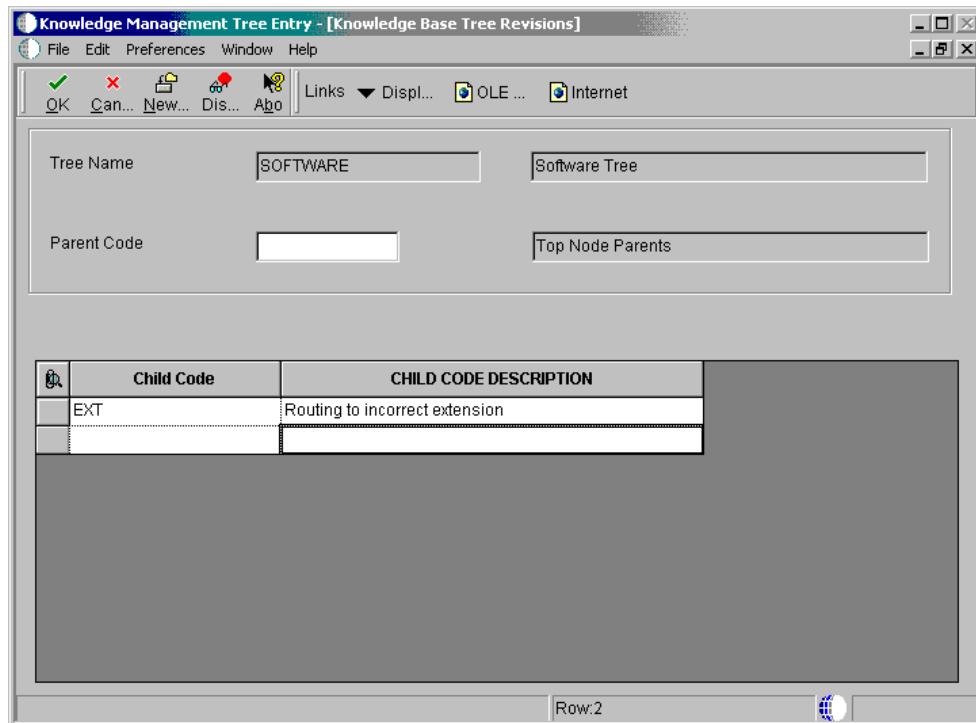
---

► **To set up the structure by child code**

---

*From the Knowledge Management Setup menu (G1745), choose Knowledge Management Tree Entry.*

1. On Work with Knowledge Base Tree Names, locate the tree name to which you are adding the structure and choose Tree from the Row menu.
2. On Knowledge Base Tree, click Add.



3. On Knowledge Base Tree Revisions, to enter codes for all of the first level parents, complete the following field:
  - Child Code
4. Click OK.
5. Click Cancel.

6. On Knowledge Base 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.
7. To add children to an existing code, locate the code and choose Add Children from the Row menu.

---

**Note**

When adding codes, you must select the code and choose Add while the code is selected.

---

## Setting Up Symptoms, Analyses, and Resolutions

Based on prior experience, a business might identify common or recurring symptoms, analyses, or resolutions. You set up Knowledge Management symptoms, analyses, or resolutions to reuse existing information. You can attach this information to new calls or service orders.

A Knowledge Management symptom, analysis, or resolution is composed of the following information:

- As many as five Knowledge Management codes selected from either a Knowledge Management tree or the Knowledge Management code table
- A description that is no more than 80 characters long
- Media objects, such as:
  - Text documents
  - Images
  - OLE objects
  - Shortcuts

---

**Caution**

When you create a Knowledge Management symptom, analysis, or resolution, and select the codes from a Knowledge Management tree, the system creates a link between the last code selected and the symptom, analysis, or resolution. From this point forward, whenever you

choose that code from the Knowledge Management tree, the system also retrieves the description and attached media objects.

---

## Topics

- ❑ Setting up symptoms, analyses, and resolutions by code
- ❑ Setting up symptoms, analyses, and resolutions by tree

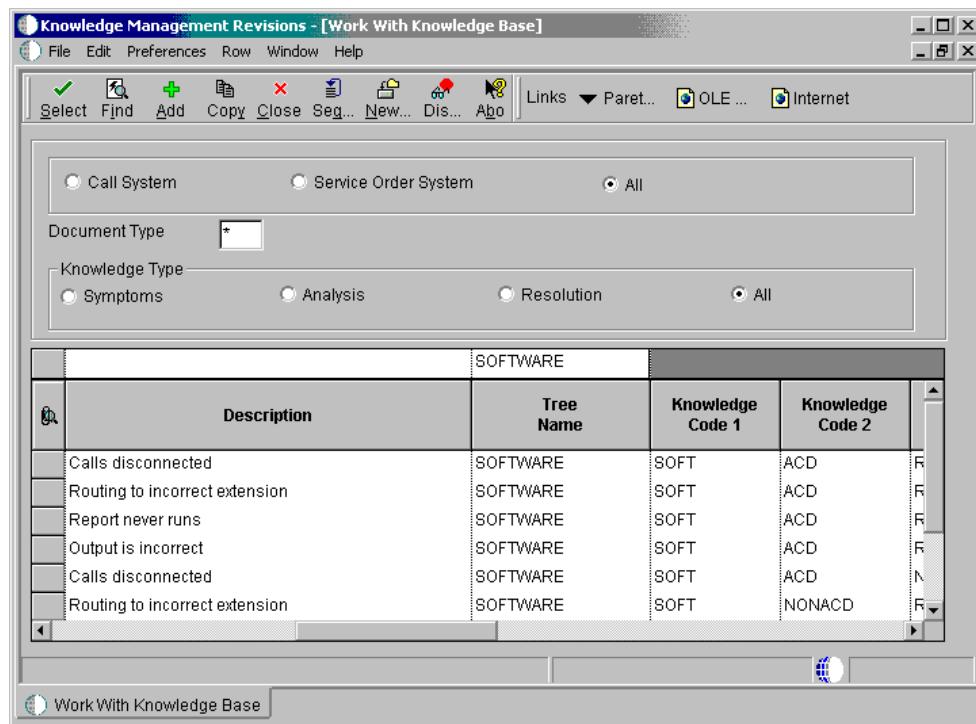
## Before You Begin

- ❑ See *Setting Up Knowledge Management Constants* to define how the user is to select a unit of knowledge.

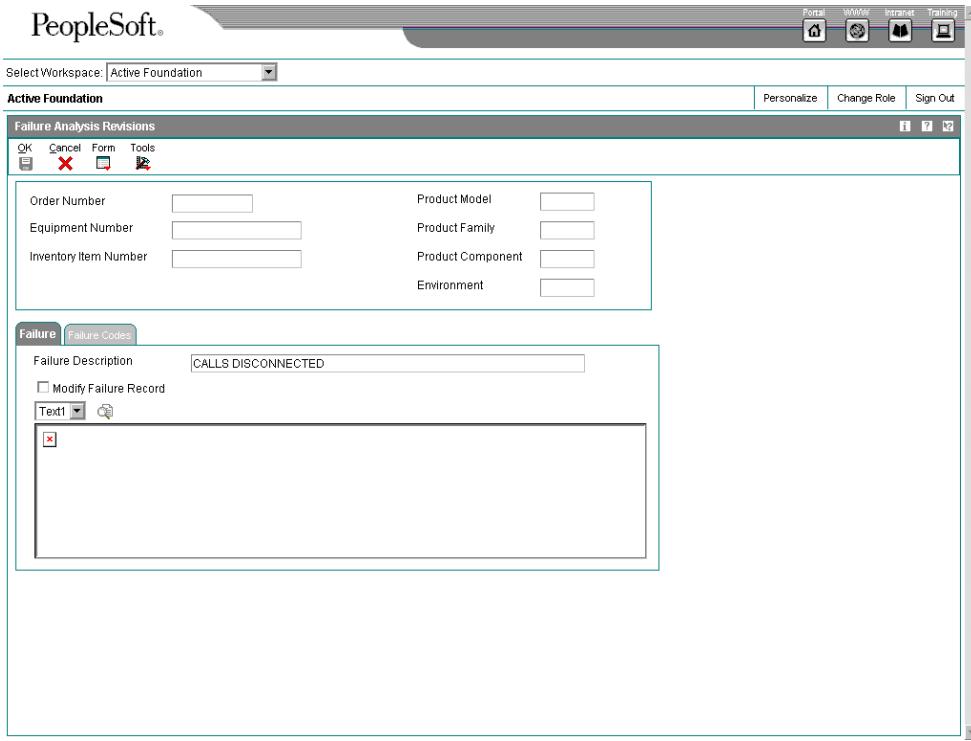
### **► To set up symptoms, analyses, and resolutions by code**

---

*From the Knowledge Management Setup menu (G1745), choose Knowledge Management Revisions.*



1. On Work With Knowledge Base, click Add.



2. On Knowledge Base Revisions, to define the system to which you are applying the knowledge unit, click one of the following options:
  - None
  - Calls
  - Service Orders
 When you associate a call with the knowledge database, you must assign a symptom to the call.
3. To define the knowledge type, click one of the following options:
  - Symptoms
  - Analysis
  - Resolution
4. To indicate that the unit of knowledge is available for reuse, click the following option:
  - Approve
 If you are using workflow, the approval option is disabled until the reviewer accesses Knowledge Base Revisions to choose the approval or rejection option.
5. To indicate that the unit of knowledge is not approved for reuse, click the following option:

- Reject

6. To attach knowledge codes to the unit of knowledge, complete any or all of the following fields:

- Tree Name
- Knowledge Code 1
- Knowledge Code 2
- Knowledge Code 3
- Knowledge Code 4
- Knowledge Code 5

Depending on how you have set the constants for the Use Knowledge Base Tree for Selecting Knowledge Base Codes option, either the Tree Name field or the Knowledge Code fields are enabled.

7. To override the text description that the system retrieves from the last knowledge code, complete the following field:

- Description

8. To add media objects or text descriptions that are longer than 80 characters, attach the information in the media object area.

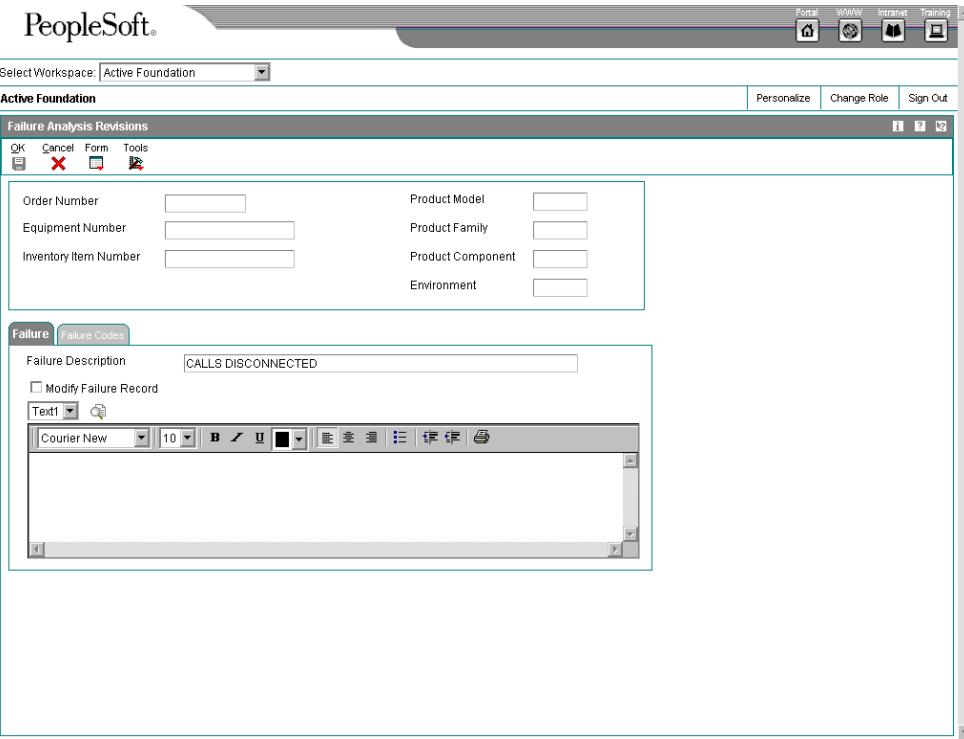
9. Click OK.

#### ► **To set up symptoms, analyses, and resolutions by tree**

---

*From the Knowledge Management Setup menu (G1745), choose Knowledge Management Revisions.*

1. On Work With Knowledge Base, click Add.



2. On Knowledge Base Revisions, to define the system to which you are applying the knowledge unit, click one of the following options:
  - None
  - Calls
  - Service Orders
 When you associate a call with the knowledge database, you must assign a symptom to the call.
3. To define the knowledge type, click one of the following options:
  - Symptoms
  - Analysis
  - Resolution
4. To indicate that the unit of knowledge is available for reuse, click the following option:
  - Approve
 If you are using workflow, the approval option is disabled until the reviewer accesses Knowledge Base Revisions to choose the approval or rejection option.
5. To indicate that the unit of knowledge is not approved for reuse, click the following option:

- Reject

6. To attach a knowledge base tree to a unit of knowledge, complete the following field:
  - Tree Name
7. To select codes from the specified tree, choose Knowledge Tree from the Form menu.
8. On Knowledge Base Tree Search & Select, double click a code.
9. On Knowledge Base Revisions, to add media objects or text, or to revise the text that the system retrieves from the last knowledge code, attach the information in the media object area.
10. Click OK.

---

#### **Caution**

If you create reusable symptoms, analyses, and resolutions, the knowledge unit is forever attached to the last code that you select in the tree.

---

---

#### **Processing Options for Knowledge Base Symptoms, Analysis and Resolution (P17764)**

---

##### **Defaults**

Calling System (blank, C or S)

Document Type

Knowledge Type

Knowledge Base Tree Name

Created by user

---

### **Working With Knowledge Management Transactions**

When using Knowledge Management, you first attach a symptom to a call or service order. Then, you attach analyses and resolutions to that symptom. You can attach additional symptoms to the same call or service order. Knowledge Management is flexible when used with Call Management and Service Order Management: you can attach any number of symptoms, analyses, and resolutions to a call or service order.

When you enter the knowledge database from a call or service order, the system displays all symptoms associated with the issue. If a standard, reusable symptom was used, the symptom entry information is disabled; if a non-standard symptom was used, the symptom fields are enabled.

---

### **Customer and Supplier Self-Service**

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Internet Commerce, the exchange of goods and services on the Internet, specifically the World Wide Web (WWW), allows businesses to conduct business with other businesses and with consumers. Internet transactions are inexpensive, increasingly secure, platform-

independent, and built on standards that make communicating with suppliers, partners, or customers a simple task. Businesses can easily use the Internet for time-critical transactions, such as purchasing, invoicing, electronic funds transfer, cargo tracking, and sales force automation.

You can create an Internet site from which your customers and suppliers can access the most updated information at any time.

The advantages of Internet Commerce include:

- Global market expansion
- Wider product distribution
- World-wide, 24-hour access to customers
- Cost reduction, including reduction of your physical inventory, fewer distribution intermediaries, and reduction of costs on catalog production and distribution
- Increased revenue

With J.D. Edwards software, your customers can enter their own orders, inquire on the status of orders, and review service and billing information whenever they want, without security risks or additional costs. Likewise, your suppliers can view real-time information about orders, receipts, and payment information and respond to requests for quotes.

Using the OneWorld tools applications for web-based transactions, you can customize the self-service interface for your environment and business needs.

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#### Note

This documentation is based on J.D. Edwards forms and data that are provided for self-service in a Windows environment. The navigations, forms, steps, and data shown in this documentation might not correspond to your customized self-service internet site.

---

#### Topics

- Attaching symptom information to a call or service order
- Attaching analyses and resolutions to a symptom

---

#### ► **To attach symptom information to a call or service order**

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*From the Daily Call Processing menu (G1713), choose Call Entry.*

The steps for this process are shown as you enter the Knowledge Management system from the Call Management system, but the same steps apply if you enter from the Service Order Management system.

1. On Work With Calls, complete the steps to locate a specific call, choose a call, and click Select.
2. On Customer Call Entry, choose Knowledge Base from the Form menu, choose Add/Attach, and then choose Symptom.

3. On Knowledge Base Revisions, complete either of the following fields and click OK:

- Tree Name
- Knowledge Code 1

Depending on how you have set the constants for the Use Knowledge Base Tree for Selecting Knowledge Base Codes option, either the Tree Name field or the Knowledge Code field is enabled.

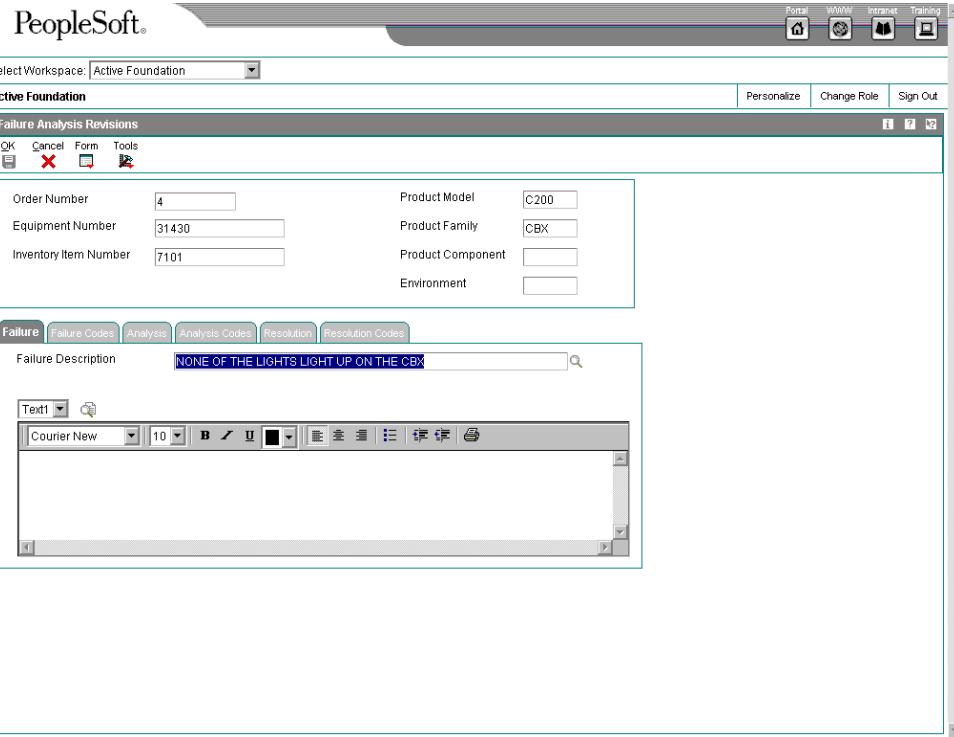
To add or attach a symptom from the Work With Calls form, you enter symptom information, and then choose a knowledge code that has information attached (reusable code). The system uses the knowledge code to override the symptom that you entered on the call.

To add analysis information to a call, complete the same steps that you use to add resolution information to a call. See *Resolving Calls*.

#### ► **To attach analyses and resolutions to a symptom**

*From the Daily Call Processing menu (G1713), choose Call Entry.*

1. On Work With Calls, complete the steps to locate a specific call, choose a call, and click Select.
2. On Customer Call Entry, choose Knowledge Base from the Form menu, choose Add/Attach, and then choose Resolution.
3. On Work with Call/Order Knowledge Base, locate the existing symptom or analysis, and choose Resolution from the Row menu.



4. On Knowledge Base Revisions, complete either of the following fields and click OK:

- Tree Name
- Knowledge Code 1

Depending on how you have set the Use Knowledge Base Tree for Selecting Knowledge Base Codes option in your system constants, either the Tree Name field or the Knowledge Code field is enabled.

5. Click OK.

6. Click Cancel.

7. On Work with Call/Order Knowledge Base, to review pareto analysis results of resolutions or analyses attached to the symptom, choose Pareto Analysis from the Row menu.

Only resolutions or analyses that are chosen from the knowledge tree structure and attached to a symptom appear in pareto analysis results.

8. On Knowledge Base Pareto Analysis, choose one of the following options and click Find:
  - Display Analysis
  - Display Resolution
 These options define whether the system displays an analysis attached to a symptom or a resolution attached to a symptom or an analysis.
9. Click Close.
10. On Work with Call/Order Knowledge Base, to detach a resolution that is attached to a symptom, highlight the resolution and choose Detach from the Row menu.  
 You can also detach an analysis that is attached to a symptom or detach a resolution that is attached to an analysis. You cannot detach a symptom or an analysis that has any other knowledge types attached to it.

#### See Also

- *Searching for Customer Issues and Solutions* for information about adding symptoms to a call

## CSMS (Self-Service) Web Solution

### Setting Up Self-Service for Customers and Suppliers

Before your customers and suppliers can use self-service to access information, you must provide a method for them to do one or more of the following:

- Access item information
- Review account information
- Review existing orders and shipments
- Access product and warranty information
- Review information about existing calls
- Review service orders

When you set up user profiles for your customers and suppliers, you can limit their access to only the self-service menus, based on their user IDs. Customers and suppliers cannot use self-service to add or modify address book, customer master, or supplier master information.

#### Before You Begin

- Verify that you have set up address book records, complete with CSMS extension records, as well as A/R information in order for customers to enter CSMS information. See *Setting Up Customers and Service Providers* for more information about entering basic address book and CSMS extension information for your customers.
- Assign a branch/plant and default location to each customer. When your customers inquire on products, pricing and availability, the system retrieves the information based on the branch/plant that you assign to the customer's user ID. See *Setting Up Default Location Information* in the *Inventory Management* documentation for more information.

### Addressing Security Issues

After you set up address book and master records for customers and suppliers, you must set up user profiles to limit your customers' and suppliers' access to your system. Customers and Suppliers must have profiles before they can log on to any self-service applications.

In the user profile, you indicate the following information for a customer or supplier:

- User ID
- Password
- Preferences, such as language and localization information

You must also specify the menu that you want the supplier or customer to be able to access. Suppliers and customers can access only the programs that are on the menu that you specify in the user profiles. Specify one of the following menus, depending on the type of user:

- Customer Self-Service (G1715), for customers who need access to self-service programs in the Customer Service Management system

- Customer Self-Service (G42314), for customers who need access to self-service programs in the Sales Order Management system
- Supplier Self-Service (G43S11), for suppliers who need access to self-service programs in the Procurement system

When a customer or supplier enters information using self-service programs, the system stores product selections and other information in a memory cache file. The customer or supplier can move between programs and the cache file retains the current contents of the order or quote.

#### See Also

- *User Profiles* in the *System Administration* documentation for more information about security and user profiles

## Working with Calls on the Web

As part of your company's customer service solution, you can provide customer service over the Web. Customer Self-Service for CSMS allows your customers to enter requests for technical assistance or product information, or to report a problem at their convenience. Instead of placing a telephone call to a customer service center during normal business hours, your customer can enter the call or review the status of a call at any time that is convenient, without waiting in a phone queue for customer service.

---

#### Note

The following tasks are based on OneWorld 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.

---

#### Topics

- Entering calls on the Web
- Reviewing calls on the Web

#### Before You Begin

- Verify that you have set up address book records, complete with CSMS extension records, as well as A/R information in order for customers to enter CSMS information. See *Setting Up Customers and Service Providers* for more information about entering basic address book and CSMS extension information for your customers.
- Verify that you have set up a user profile that limits your customer's access in OneWorld to only the Customer Self-Service menu. Your customer will not be able to log in without a profile.
- Verify that you have set up features of Call Management for processing customer calls. For standard call entry and Web-based call entry, you must set up CSMS constants, queues, distribution lists and routings before you can enter call information.
- You must set the processing options for the following programs for customer self-service in order for your customers to enter or review calls:
  - Customer Call Entry (P17501)

- Work with Calls (P17500)

#### See Also

- *Entering Call Information* for complete task and process information about the Customer Call Entry program (P17501) as well as descriptions of the processing options
- *Working with Calls* for complete processing information about the Work with Calls program (P17500) as well as descriptions of the processing options
- *Setting Up Call Management* for complete information about setting up CSMS constants, queues, group distribution lists, and routing information

### Entering Calls on the Web

During standard call entry, when your customers call your customer service center, you can enter issues, edit the information, and access master tables by way of form exits, such as Address Book, Customer Master and Installed Base.

In the Call Entry program (P17501), you can access a separate tab for Customer Self-Service that is hidden during standard call processing. When you activate Customer Self-Service for Call Entry (P17501), the system displays the Customer Self-Service tab and hides all form exits and the following tabs:

- Caller
- Product
- Queue
- Dates/Time
- Call Information
- Installed Base
- Category Codes
- Accounting

In Web-based call entry, customers can add issues by entering minimum information about the call, such as the caller name, the item's serial number, and a brief description of the issue.

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#### Note

You can customize the Customer Self-Service tab to fit the requirements of your Web-based solution without affecting Call Entry processing.

---

#### ► To enter calls on the Web

---

*From the Daily Customer Self-Service Processing menu (G1715), choose Enter Inquiry.*

Based on the sign-on, the system retrieves default information about that customer, such as the telephone number.

1. On Customer Call Entry, enter the following information:

- Phone Number
- Caller Name
- Symptoms

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 Symptom field.

- Reason

Your customer can choose a call reason from the visual assist.

2. Click OK.

The system assigns a call number based on Next Numbers. The item and customer information is based on the user signon and the CSMS information that exists in the master tables.

## Reviewing Calls on the Web

In the Work with Calls program (P17500), customers can search for all calls associated with their customer numbers, which default the address numbers associated with the user sign-ons. When you activate customer self-service for Call Entry (P17501), the system hides all form exits and row exits that exist in the Work with Calls form and the Call Entry Revisions form.

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**Note**

You can customize the Customer Self-Service tab to fit the requirements of your Web-based solution without affecting Call Entry processing.

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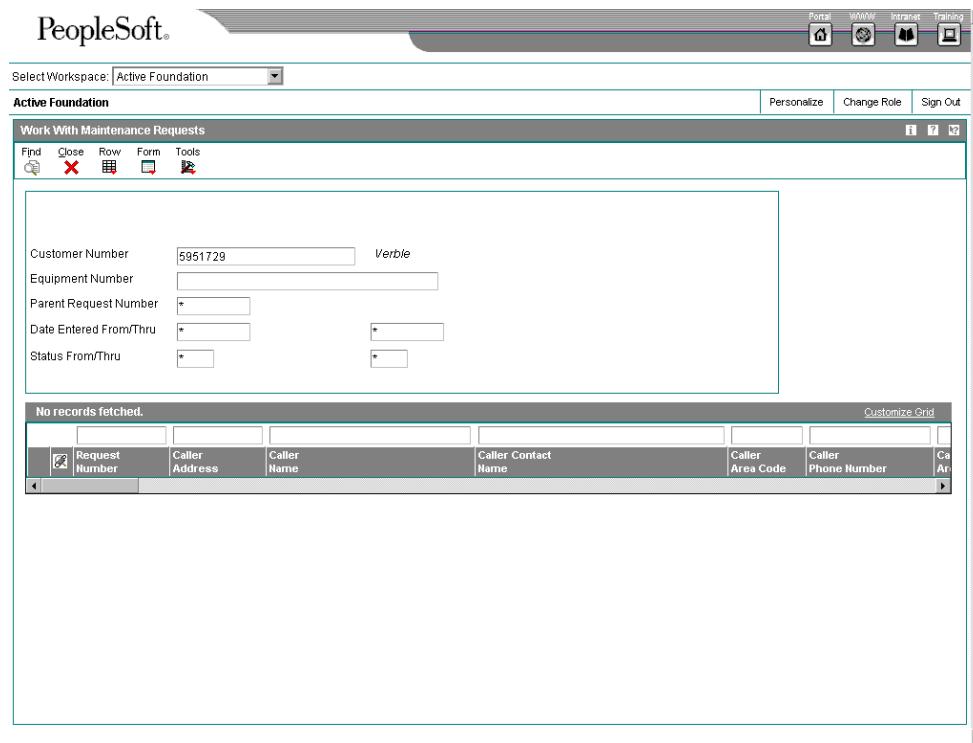
► **To review calls on the Web**

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*From the Daily Customer Self-Service Processing menu (G1715), choose View Inquiry Status.*

Based on the signon, the system retrieves all calls associated with that customer number.

1. On Work With Calls, enter query information in the QBE fields, such as serial numbers, status, and completion date, and click Find.



The screenshot shows a PeopleSoft application window titled "Work With Maintenance Requests". At the top, there is a search bar with fields for Customer Number (5951729), Equipment Number, Parent Request Number, Date Entered From/Thru, and Status From/Thru. Below the search bar, a message says "No records fetched." A grid table is displayed with columns: Request Number, Caller Address, Caller Name, Caller Contact Name, Caller Area Code, Caller Phone Number, and Caller Area. The grid is empty.

2. Review the information and click Select.

## Working with Service 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 CSMS allows your customers to enter requests for maintenance or to report a problem. Instead of placing telephone calls to a customer service center during normal business hours, your customers can enter service orders at their convenience.

You can use the versions of Service Work Order Revisions (P17714) and Work with Service Work Orders (P48201) that are set up for customer self-service, and allow your customers to enter or review the status of service orders on the Web.

J.D. Edwards Web-based solutions are designed so that customers can intuitively access, enter, and review their specific information.

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#### Note

The following tasks are based on OneWorld 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.

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#### Topics

- Entering service orders on the Web
- Reviewing service orders on the Web

#### Before You Begin

- Verify that you have set up address book records, complete with CSMS extension records, as well as A/R information in order for customers to enter CSMS information. See *Setting Up Customers and Service Providers* for more information about entering basic address book and CSMS extension information for your customers.
- Verify that you have set up a user profile that limits your customer's access in OneWorld to only the Customer Self-Service menu. Your customer will not be able to log in without a profile.
- Before you can enter information for standard or Web-based service order entry, verify that you have set up the features of Service Order Management for processing customer calls, such as CSMS constants.
- Set the processing options in the following programs to use customer self-service:
  - To inquire on service orders, the Work with Service Work Orders program (P48201).
  - To enter service orders, the Service Work Order Revisions program (P17714).
  - To review associated parts and equipment, you must set the processing options for the Equipment Search and Select program (P17012S) to activate Customer Self-Service.Reference the version of the Equipment Search and Select program that is set up for Customer Self-Service in the Service Work Order Revisions program (P17714).

#### See Also

- *Entering a Service Order* for complete task and process information about the Service Work Order Revisions program (P17714) and the Work with Service Work Orders program (P48201), as well as descriptions of the processing options associated with Service Work Order Revisions (P17714)
- *Setting Up Service Order Management* for complete information about setting up CSMS constants, service order history, and activity rules for service orders

## Entering Service Orders on the Web

During standard service order entry, if an issue cannot be resolved by a consultant using the Service Order Management system in combination with the Knowledge Management system, your trained personnel can enter a service order to send a technician to repair the problem.

In a Web environment, your customer can enter a service order and optionally provide the equipment number and any symptoms.

In the Service Work Order Revisions program (P17714), a separate tab for Customer Self-Service is hidden during standard service order entry and processing. When you activate Customer Self-Service for Service Work Order Revisions (P17714), the system displays the Customer Self-Service tab and hides all row and form exits, as well as the following tabs:

- Customer/Installed Base
- Status/Assignments
- Classification
- Accounting
- Attachments

Customers can add service orders by entering minimum information about problems with the item, such as the item's serial number and a brief description of the issue.

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### Note

You can customize the Customer Self-Service tab to fit the requirements of your Web-based solution without affecting Call Entry processing.

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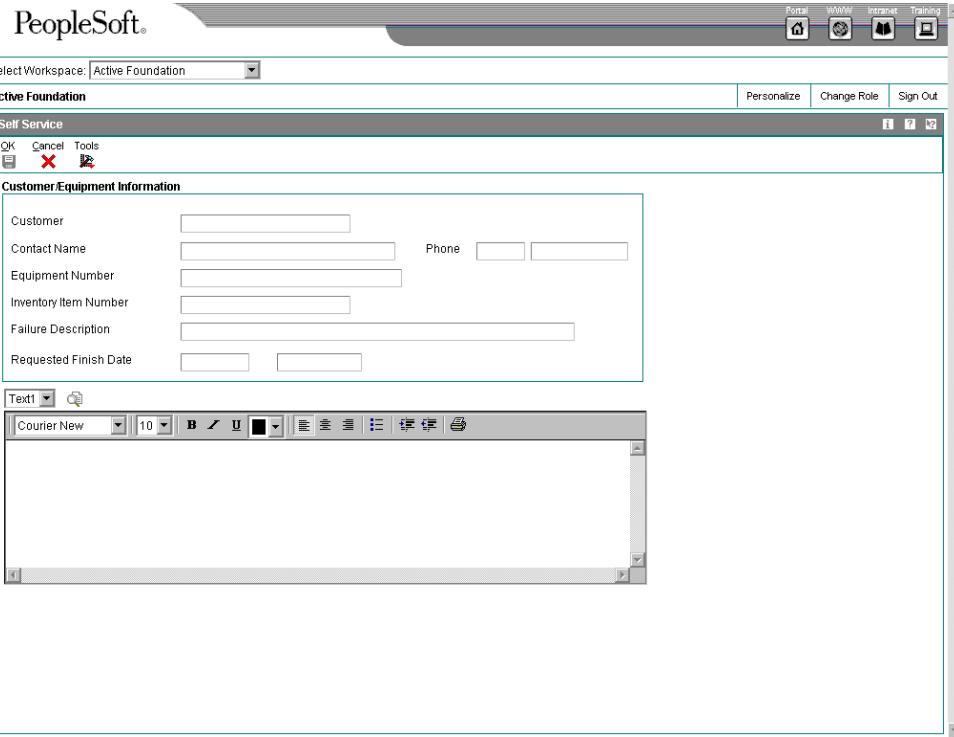
When you enter a service order, the system creates a record in the Work Order Master table (F4801). The system also creates the Service Order Extension table (F4817) to store information that is pertinent only to CSMS service orders.

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### ► To enter service orders on the Web

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*From the Daily Customer Self-Service Processing menu (G1715), choose Service Work Order Entry.*



1. On Service Work Order Revisions, complete the following fields:
  - Contact Name
  - Phone
 

Based on the user ID, the system retrieves default information about the customer, such as the telephone number.
  - Standard Services
 

Standard services are a set of services, such as Oil Change or Routing Inspection, that you define as standard in the bill of material and routing instructions. For example, if you define an Oil Change as a standard service, you can define the material and labor that comprise the oil change.

When your customer enters a service order and enters the Oil Change service, the system adds and prices parts and labor based on the processing option selection.
  - Requested Service Date
 

If you leave this field blank, the system uses today's date as the default date.
  - Describe Problem
 

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 Symptom field.

- Lot/Serial Number

Based on the user ID, the system retrieves equipment associated with that customer. You can use the visual assist if necessary.

2. Click OK.

The system creates a service order. The service order document type and service type are based on the processing options or customer information.

## Reviewing Service Orders on the Web

To allow your customers to review the status of a service order on the Web, you can use a version of Work with Service Work Orders (P48201) that is set up for Customer Self-Service.

When you activate Customer Self-Service for Work with Service Work Orders (P48201), the system hides all form exits and row exits that exist on the standard Work with Service Orders form.

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### Note

You can customize the Customer Self-Service tab to fit the requirements of your Web-based solution without affecting service order processing.

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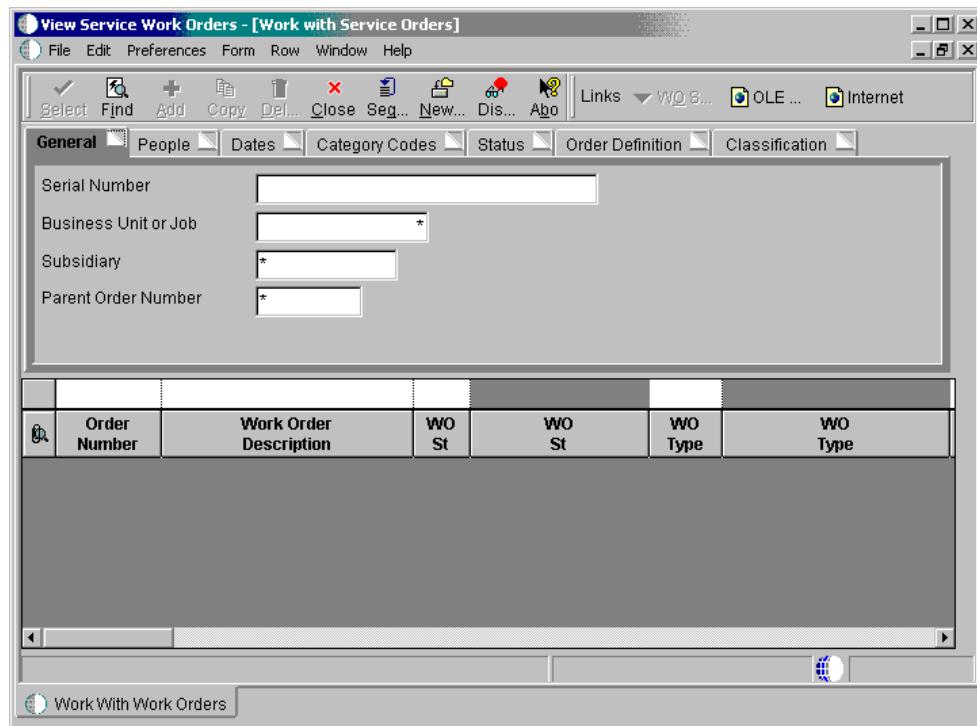
### ► To review service orders on the Web

---

*From the Daily Customer Self-Service Processing menu (G1715), choose View Service Work Orders.*

Based on the user ID, the system displays all service orders associated with that customer number.

1. On Work With Work Orders, enter query information in the QBE fields, such as serial numbers, status, and completion date, and click Find.



2. Review the information and click Select.

#### Topics

- Setting up self-service for customers and suppliers
- Working with calls on the Web
- Working with service orders on the Web
- Reviewing service contracts on the Web

#### Topics

- Addressing security issues
- Activating processing options for customer self-service in CSMS

## Activating Processing Options for Customer Self-Service in CSMS

To enable your customers to use your website to enter and review orders and review service and billing information, you must activate the customer self-service processing options for the following programs:

- Customer Call Entry (P17501)
- Work with Calls (P17500)
- Work with Work Orders (P48201)
- Service Work Order Revisions (P17714)
- Equipment Search>Select (P17012S)

Specify the version of Equipment Search>Select (P17012S) in the version of Service 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 calls, service order entry, order inquiry, item information, and customer information that are useful to your customers.

### Before You Begin

- ❑ Verify that you have set up address book records, complete with CSMS extension records, as well as A/R information in order for customers to enter CSMS information. See *Setting Up Customers and Service Providers* for more information about entering basic address book and CSMS extension information for your customers.
- ❑ Verify that you have set up a user profile that limits your customer's access in OneWorld to only the Customer Self-Service menu. Your customer will not be able to log in without a profile.

### See Also

- ❑ *Entering Service Contracts* for information on standard contract entry

#### ► To review service contracts on the Web

---

*From the Daily Customer Self-Service Processing menu (G1715), choose View Service Contracts.*

Based on the user ID, the system displays all service contracts 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.

## Reviewing Service Contracts on the Web

Customer Self-Service for CSMS allows your customers to review their service contracts on the Web. This is useful in reviewing which equipment is covered and the expiration dates of the coverage.

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### Note

The following task is based on OneWorld forms and data provided for self-service in a Windows environment. The navigations, forms, steps, and data shown in this task might not correspond to your customized self-service Internet site.

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## Appendices

### **Setting Up Advanced Pricing for CSMS**

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Setting up advanced pricing for contracts, service orders, and calls allows you to price items and services 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, service order, or call, 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, service order, or call for that customer.

#### **Topics**

- Setting up preference hierarchies
- Setting up customer service detail groups
- Setting up price adjustment definitions
- Setting up adjustment schedules
- Setting up adjustment details
- Attaching adjustment schedules to contracts and service orders

### **Setting Up Preference Hierarchies**

The system applies pricing adjustments to service contracts, service orders, and calls 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.

#### **Topics**

- Set up a preference master
- Define a pricing hierarchy

### **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. J.D. Edwards recommends that you set up a few hierarchies that can be used for multiple adjustment definitions.

#### **► To set up a preference master**

---

*From Customer Service Advanced Pricing Setup (G1746), choose Preference Hierarchy.*

**Preference Hierarchy - [Work With Preference Hierarchy]**

File Edit Preferences Window Help

Select Find Add Del... Close Seg... New... Disp... Links Disp... OLE... Internet

Preference Type

Pref Type	Pref Description
AA	All Addresses
AB	Advance Price Bikes
AC	Sold To Customer Address
AF	Customer Group All Items
AG	Sold To Cust. Grp/All Address
BR	Brazilian Repasse
CS	CSMS Hierarchy
IA	All Items
SD	Ship and Debit
01	Payment Terms
02	Pricing Unit of Measure
03	Revenue Business Unit
04	End Use
05	Print Messages

1. On Work With Preference Hierarchy, click Add.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

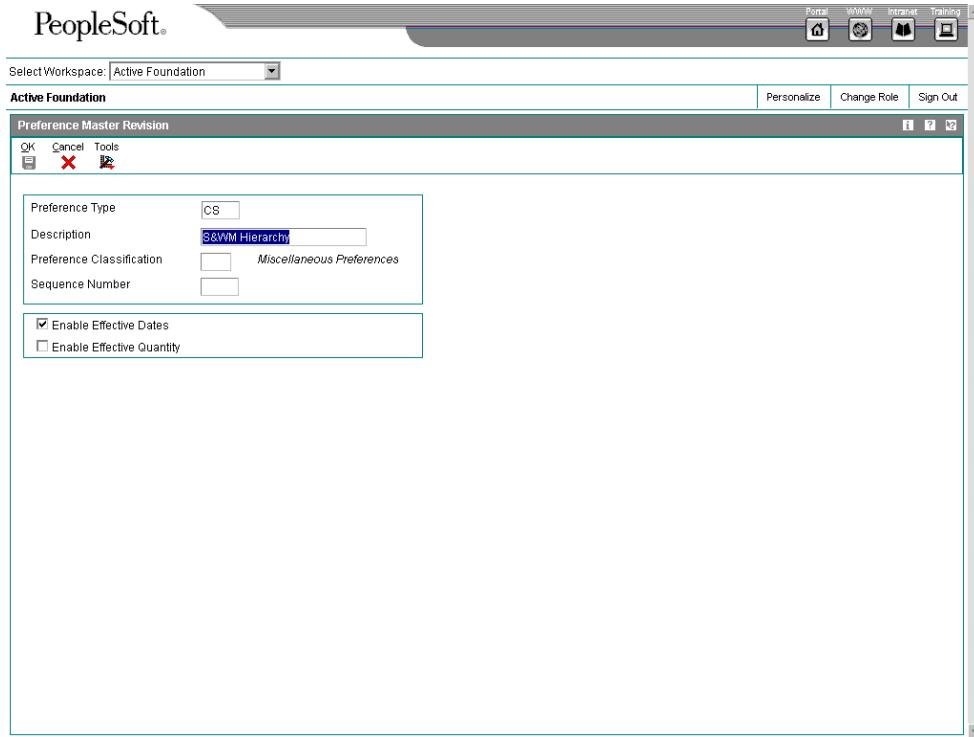
Preference Hierarchy Revisions

OK Cancel Form Tools

Preference Type CS S&WM Hierarchy

	Item	Item	All	
	Number	Group	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"/>	<input type="text"/>	<input type="text"/>
	Customer Group	<input type="text"/>	<input type="text"/>	<input type="text"/>
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"/> 1	<input type="text"/> 2	<input type="text"/> 3	

2. On Preference Hierarchy Revisions, choose Master Revision from the Form menu.



3. 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 continue defining the hierarchy to the most general pricing.

Although you can enter as many as 9 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 CSMS will recognize.

---

#### Note

For Customer Service Management, only the information attached to the Sold To and All Customer rows is currently applicable.

---

#### Before You Begin

- Verify that a master record has been created for the preference hierarchy.

#### ► **To define a pricing hierarchy**

---

*From Customer Service Advanced Pricing Setup (G1746), choose Preference Hierarchy.*

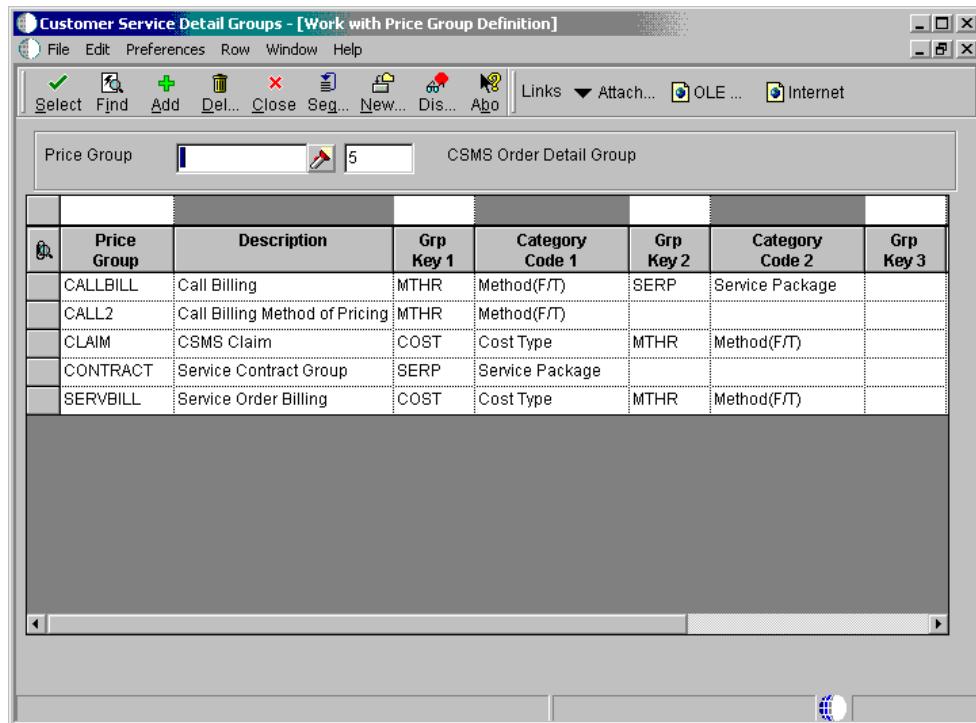
1. On Work With Preference Hierarchy, click Add.
2. On Preference Hierarchy Revisions, complete the following field:
  - Preference Type
3. Beginning with 1, enter numbers in the intersections to indicate search order. When you define the pricing hierarchy, start with 1 and do not skip any numbers.
4. Click OK.

#### Setting Up Customer Service Detail Groups

You can use order detail groups to create adjustments to the pricing line of a contract, service order, or call. When you set up your system, you need to consider the information that is standard for each contract, service order, or call. For example, if all contracts or all service 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 customer service detail groups

*From Customer Service Advanced Pricing Setup (G1746), choose Customer Service Detail Groups.*



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.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

SWM Order Detail Price Group Definition

OK Cancel Form Tools

Price Group:

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	<input type="checkbox"/>	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	<input type="checkbox"/>	Work Order Cat Code 01	<input type="checkbox"/>	Maintenance Request Cat	<input type="checkbox"/>
				Maintenance Request Cat	<input type="checkbox"/>

2. On CSMS Order Detail Price Group Definition, define a user defined code to complete the following field:

- Price Group

See *Setting Up User Defined Codes for CSMS*.

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 Services

- 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 service order, indicate the fields that you want to use to price service 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
- Service Cat Code 01
- Service Cat Code 02
- Service Cat Code 03
- Service Cat Code 04

5. If the price group is for a call, indicate the fields that you want to use to price calls 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
- Call Type 1
- Call Queue
- Call Priority
- Call Language
- Call Environment
- Call Cat Code 01
- Call Cat Code 02
- Call Cat Code 03
- Call Cat Code 04

## Setting Up Price Adjustment Definitions

Once you have created CSMS 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

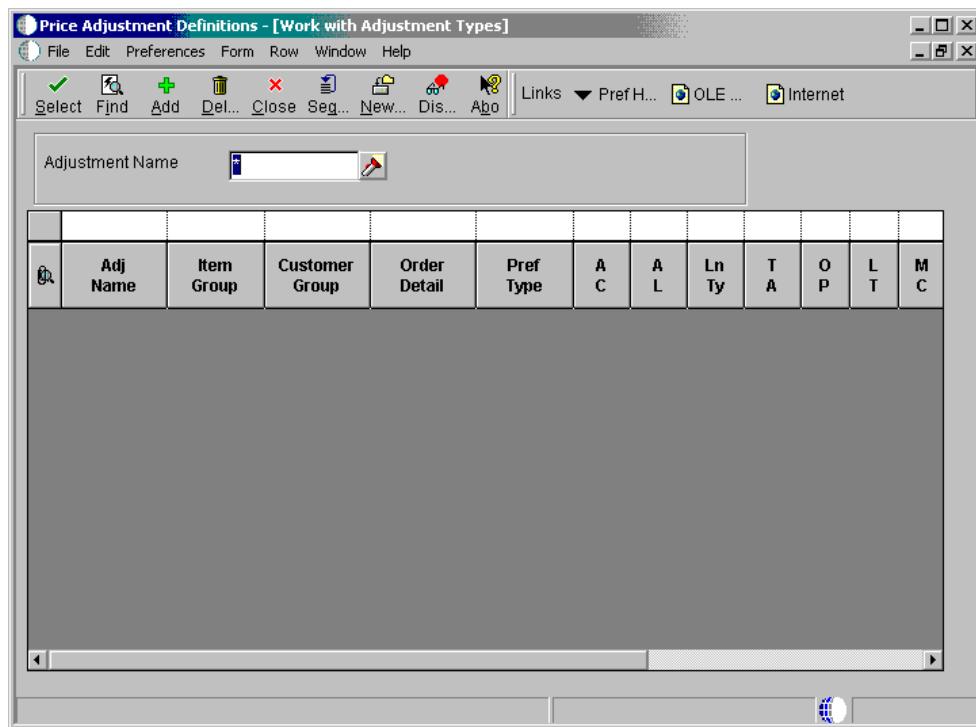
## Before You Begin

- ❑ Set up Price Adjustment Names (40/TY). See *Setting Up User Defined Codes for CSMS*.
- ❑ Set up preference hierarchies. See *Setting Up Preference Hierarchies*.
- ❑ Set up customer service detail groups. See *Setting Up Customer Service Detail Groups*.

### ► To set up price adjustment definitions

---

*From Customer Service Advanced Pricing Setup (G1746), choose Price Adjustment Definitions.*



1. On Work with Adjustment Types, click Add.

2. On Price Adjustment Definition, complete the following field:
  - Adjustment Name
3. Enter 2 in the following field to define it as being applicable to CSMS:
  - Target Application
4. To attach price groups in CSMS, complete the following fields:
  - Order Detail Groups
 

Note: This field is required for Advanced Pricing to work in CSMS.
  - Item Price Group
  - Customer Price Group
5. To attach a price adjustment hierarchy, complete the following field:
  - Preference Type
6. Click any of the following applicable options:
  - Override Price (Y/N)
  - Manual Add/Change (Y/N)

- Mandatory Adjustment (Y/N)

7. Click OK.

The following fields are not applicable to CSMS: Adjustment Control Code, Rebate Beneficiary, Line Type, Subledger G/L, G/L Offset, Exclude from A/R Discount, Weight Level Break, Amount Level Break, Basket Level Adjustment, and 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 CSMS address book extension. If necessary, you can override the adjustment schedule on the order (contract, service order, or call).

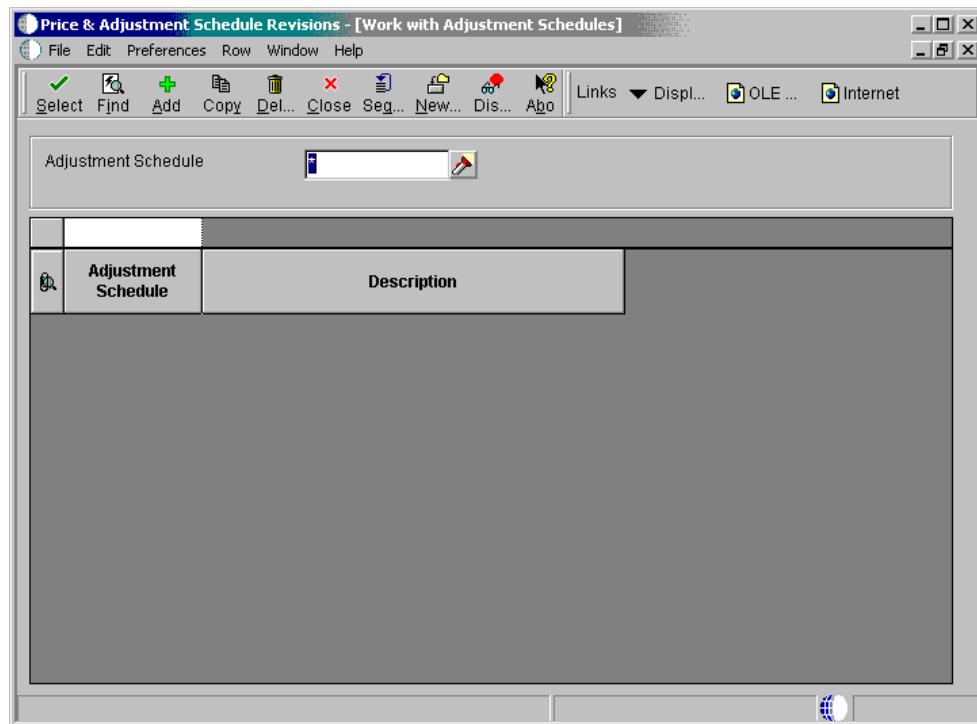
### Before You Begin

- Set up Adjustment Schedule Names (40/AS). See *Setting Up User Defined Codes for CSMS*.
- Set up price adjustment definitions. See *Setting Up Price Adjustment Definitions*.

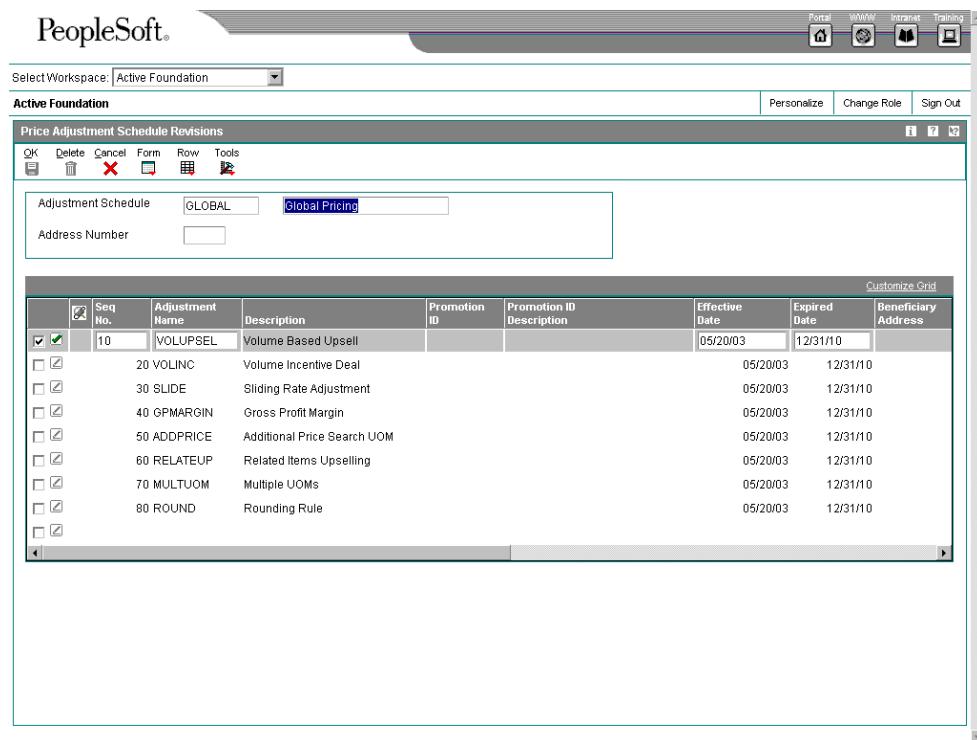
### ► To set up adjustment schedules

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*From Customer Service Advanced Pricing Setup (G1746), choose Price & Adjustment Schedule Revisions.*



1. On Work With Adjustment Schedules, click Add.



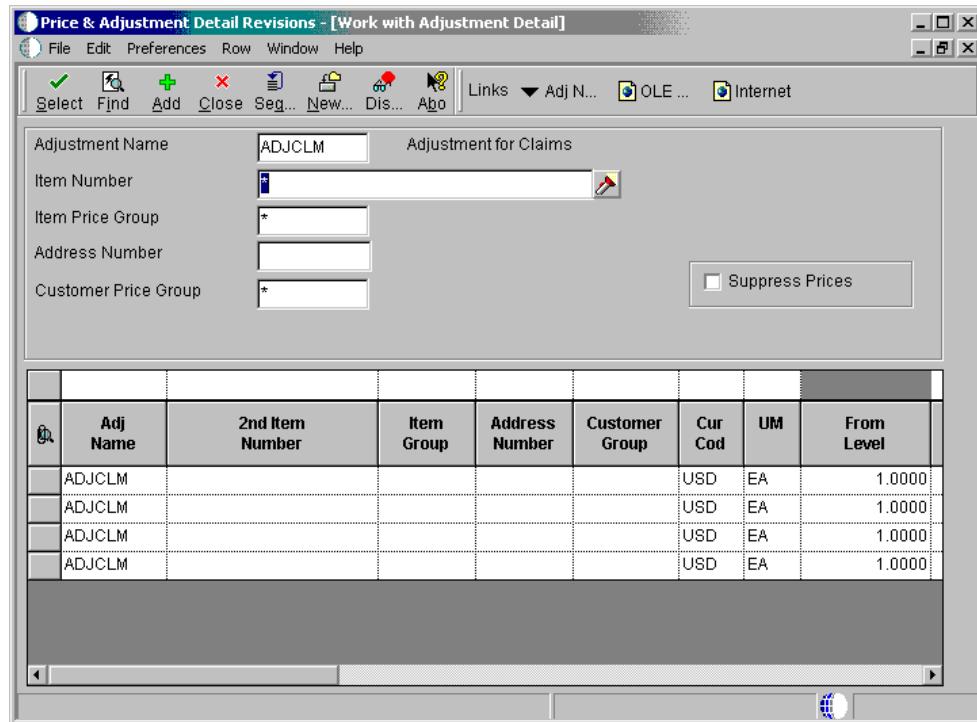
2. On Price Adjustment Schedule Revisions, complete the following fields and click OK:
  - Adjustment Schedule
  - Adjustment Name

## Setting Up Adjustment Details

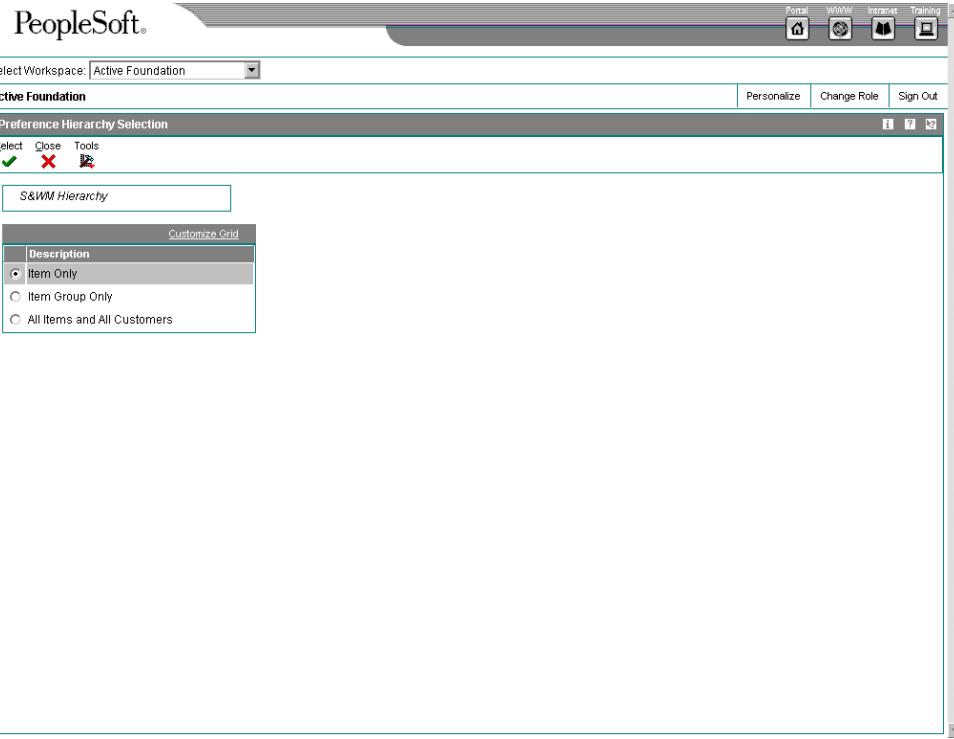
You can use the Price and Adjustment Detail Revisions program to set up prices for adjustments. Note that you set up prices for adjustment names rather than adjustment schedules.

### ► To set up adjustment details

*From Customer Service Advanced Pricing Setup (G1746), choose Price & Adjustment Detail Revisions.*



1. On Work with Adjustment Detail, complete the following field and click Find:
  - Adjustment Name
2. Click Add.



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).

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Price Adjustment Detail Revisions

Adjustment Name: ADJCLM   Adjustment for Claims   Order Detail Group: CLAIM

Item Number:

From Level   Threshold UM   Factor Value Numeric   B C   Basis Code   FV UM   Price Partials   Cur Cod   Effective Date   Expired Date   Cost Meth   Formula Name   Va Ta

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 CSMS, 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. CSMS 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

CSMS 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 CSMS, 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 routing for a service order, enter 0 in the Actual Billable Amount field on the Work Order Routing or Service Order Parts List form.
- To define a free call, enter 0 in the Actual Billable Amount field on the Call or Call 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 grid.

#### See Also

- ❑ [Entering Service Contracts](#)
- ❑ [Entering a Service Order](#)
- ❑ [Entering Call Information](#)

### Attaching Adjustment Schedules to Contracts, Service Orders, and Calls

After you completed the setup tasks associated with advanced pricing, you can apply an adjustment schedule to a customer service contract, service order, or call.

#### Topics

- Attaching an adjustment schedule to a customer record

- Attaching an adjustment schedule to a service provider record
- Activating an adjustment schedule for a contract
- Activating an adjustment schedule for a service order
- Activating an adjustment schedule for a call

#### See Also

- ❑ [Setting Up Customers and Service Providers](#)
- ❑ [Entering Service Contracts](#)
- ❑ [Entering a Service Order](#)
- ❑ [Entering Call Information](#)

---

#### ► **To attach an adjustment schedule to a customer record**

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

1. On Work With Addresses, click Find to display, then choose the customer record and click Select.
2. On Address Book Revision, choose CSMS from the Form menu.
3. On Working With Customer Service 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, service order, or call. Then click OK.
  - Contracts
  - Service Orders
  - Calls

---

#### ► **To attach an adjustment schedule to a service provider record**

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

1. On Work With Addresses, click Find, then choose the address book record for the service provider and click Select.
2. On Address Book Revision, choose CSMS from the Form menu.
3. On Working With Customer Service 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 Service 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 first, then choose the contract and click Select.
2. On Contract Revisions, complete the following fields and then click OK:
  - Advanced Pricing
  - Adjustment Schedule

---

#### ► **To activate an adjustment schedule for a service order**

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*From the Daily Service Order Processing menu (G1712), choose Service Order Entry.*

If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the service order. You can override the default value in the service order.

1. On Work with Service Orders, click Find, then choose the service order and choose Parts List from the Row menu.
2. On Service Order Parts List, complete the following fields if necessary and click OK:
  - Bill Adj. Schedule  
The system retrieves this value from the CSMS Customer information in Address Book.
  - Pay Adj. Schedule  
The system retrieves this value from the CSMS Service Provider information in Address Book.

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#### ► **To activate an adjustment schedule for a call**

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*From the Daily Call Processing menu (G1713), choose Call Entry.*

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##### **Note**

You must enable the Billing for Calls processing option in order to activate adjustment schedules for calls.

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If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the call. You can override the default value in the call.

1. On Work With Calls, click Find, then choose the call and click Select.
2. From the Form menu on Customer Call Entry, choose Billing, then Billing Information.
3. On Billing Information, click the Pricing Info tab.
4. Complete the following field (Adjustment Schedule):
  - Calls

## **Billing for CSMS**

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Customer Service Management uses the same billing programs as the Service Billing system.

Before you can complete the billing process for CSMS, you must generate any of the following workfiles:

- For contracts, the Service Contract Workfile (R1732)
- For service orders, the Service Order Workfile (R1775)
- For calls, the Call Workfile (R17675)

The system gathers the corresponding records that are eligible for billing and creates Service Billing Workfile records (F4812).

### **Topics**

- Generating the invoice workfile
- Printing invoices
- Working with A/R and G/L entries

### **Before You Begin**

- Generate the workfile for contracts, service orders, and calls.

### **See Also**

- *Billing Contracts* and *Billing and Paying Service Orders* for more information
- *Generating the Workfile* in the *Service Billing* documentation for information about the billing process

## **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 assign invoice numbers to records in the Billing Detail Workfile (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 Workfile (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

### Before You Begin

- 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 *Understanding Invoice Format Revisions* and *Defining the Sequence and Summarization* in the *Service Billing* documentation.

## Processing Options for Service Billing Invoice Generation (P48121)

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### Defaults

#### 1. Document Type

Blank = Use document type from Billing Constants

#### 2. G/L Date

Blank = Use system date

#### 3. Invoice Date

Blank = Use system date

### Select

#### 1. Bill From Date

Blank = No From Date used

#### 2. Bill Through Date

Blank = Use system date

### Process

#### 1. Invoice/Pay Item Structure Key (Required)

#### 2. Invoice Journal Generation Version (R48131)

OR

#### 3. Create A/R Entries Version (R48199)

### Print

#### 1. Invoice Print Version (R48504)

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#### Currency

##### 1. Exchange Rate Date Basis

1 = Use invoice date (Default)

2 = Use G/L date

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## 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 (P48504)

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#### Select

##### 1. Invoice Format Type (Required)

#### Print

##### 1. Invoice Version UBE

AND

##### 2. Invoice Version

OR

##### 3. Invoice Format Name

#### Currency

##### 1. Currency

Blank = Print monetary amounts in currency mode of invoice

0 = Print monetary amounts in domestic currency of invoice

1 = Print monetary amounts in foreign currency of invoice

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## Working with A/R and G/L Entries

You complete the billing process by creating the following journal entries related to a batch of invoices:

- The credit for the account that you specify in the distribution AAIs (automatic accounting instructions) which you define for your system. The system stores the credit entry temporarily in the Compressed Journal Entries (F489111).
- The debit for the account that you specify in the G/L offset rules (accounting AAIs) which 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 Workfile (F4822).

J.D. Edwards 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 invoice.

## Topics

- Creating preliminary A/R and G/L entries
- Reviewing preliminary A/R and G/L entries
- Creating final A/R and G/L entries
- Reviewing and posting journal entries

## Before You Begin

- 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 Compressed Journal Entries (F48911).
- Prints the Service Billing Journal Register with the compressed information as a summary of the journal entry detail.

## See Also

- Printing Invoices Manually* in the *Service Billing* documentation for information about locating a batch of invoices

### ► **To create preliminary A/R and G/L entries**

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*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 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 or 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 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 Detail Journal Workfile and Compressed Journal Workfile

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.

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### 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.

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### See Also

- ❑ *Printing Invoices Manually* in the *Service Billing* documentation for information about locating a batch of invoices

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### ► 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 (P48199)

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### Default

1. Retainage Pay Status  
Blank = Use 'H' to hold the retainage

2. Retainage Due Date  
Blank = use the last day of the century year

### Versions

1. Invoice Journal Generation Version (R48131)

Blank = XJDE0001

2. A/R Batch Draft Version (R03B671)

Blank = XJDE0007

3. Journal Edit Register Version (R48300)

Blank = XJDE0001

4. Automatic G/L Post Version - Invoice Batch (R09801)

Blank = No Auto Post

5. Automatic G/L Post Version - G/L Batch (R09801)

Blank = No Auto Post

### Batch Approval

1. Invoice Batch Approval  
Blank = A/R Constant Default  
1 = Approved

2. G/L Batch Approval  
Blank = G/A Constant Default  
1 = Approved

## Reviewing Preliminary A/P and G/L Entries

*From the Voucher Processing - CSMS 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 Generation Report, to review the detail of all cost transactions that make up the pay items for your vouchers, and the accounting rules for the transactions
- Journal Edit Register, to review journal entry details summarized by business unit, object, subsidiary, and subledger

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 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.

### See Also

- Working with Final Invoices* in the *Service Billing* documentation
- Reviewing Invoices* in the *Accounts Receivable* documentation
- Posting Invoices* in the *Accounts Receivable* documentation

## **Voucher Processing for CSMS**

Customer Service Management uses the billing programs from the Service Billing system as the primary billing programs.

Before you can complete the voucher process for CSMS, you must generate a workfile. When you run Service Order Workfile Generation, the system gathers the service orders that are eligible for payment from the Work Order Parts List (F3111), the Parts List Extension table (F31171), the Work Order Routing table (F3112), and Routing Instructions Extension table (F31172) and then creates Service Billing Workfile records (F4812).

### Topics

Billing for CSMS includes the following tasks:

- Generating the voucher workfile
- Working with A/P and G/L entries

## **Generating the Voucher Workfile**

*From the Voucher Processing - CSMS 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 Workfile (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

#### Before You Begin

- Generate workfile transactions.

### Working with A/P and G/L Entries

J.D. Edwards 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.

#### Topics

- Creating preliminary A/P and G/L entries
- Reviewing preliminary A/P and G/L entries
- Creating final A/P and G/L entries
- Reviewing and posting journal entries

#### Before You Begin

- Generate vouchers

### Creating Preliminary A/P and G/L Entries

*From the Voucher Processing - CSMS Only menu (G48S23), choose Batch Review. Locate and choose your voucher batch, and choose Journal Generation from the Row menu.*

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 Workfile.
- 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 Compressed Journal Entries (F489111).
- Prints the Service Billing Journal Edit Register with the compressed information as a summary of the journal entry detail.

## Creating Final A/P and G/L Entries

*From the Voucher Processing - CSMS Only menu (G48S23), choose Batch Review. Locate and choose your batch, and choose Create A/P from the Row menu.*

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 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 Compressed Journal Workfile

When you create final entries, the system displays processing options before submitting the job for processing.

## Reviewing and Posting Journal Entries

*From the Voucher Processing menu (G48S23), choose Post Vouchers to G/L.*

Alternatively, choose Voucher Journal Review from the Voucher Processing menu (G48S23). Locate and choose your batch, and choose Post by Batch from the Row menu.

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.

### See Also

- ❑ *Creating Final Voucher Journal Entries* in the *Service Billing* documentation
- ❑ *Reviewing Vouchers* in the *Accounts Payable* documentation
- ❑ *Posting Vouchers* in the *Accounts Payable* documentation

## Working with Prepayments

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To track your customer's payments that are made up-front, 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 service order, the invoice reflects that the contract or service order has been prepaid.

There are two types of prepayment transactions:

<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 on the invoice.
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<b>Three-party prepayment</b>	<p>Three-party prepayments are typically credit card transactions that occur between you, your customer, and the credit card company.</p> <p>In the system, the transaction is an electronic transmission of transaction information between your bank, the credit card company, and the credit card processor.</p>
	<p>The prepayment processing system provides an interface between OneWorld 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.</p>

For three-party payment transactions, J.D. Edwards does not provide middleware or credit card transaction processors. In order 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 OneWorld, the credit card company, and your bank.

### Topics

- Authorizing prepayment transactions
- Working with prepayment transactions
- Settling prepayment transactions
- Running the A/R Draft Collection for Prepayments program
- Reviewing prepayment journal entries
- Running the Prepayment Transaction report

### See Also

- Setting Up Prepayment Processing* in the *Sales Order Management* documentation for information about setting up status flow, prepayment types, and authorization and settlement codes
- Creating Contract Prepayment Transactions*
- Creating Service Order Prepayment Transactions*

## Authorizing Prepayment Transactions

*From the Prepayment Processing menu (G1726), choose Authorize Prepayment Transactions.*

When you enter a prepayment on a service 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 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 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.

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

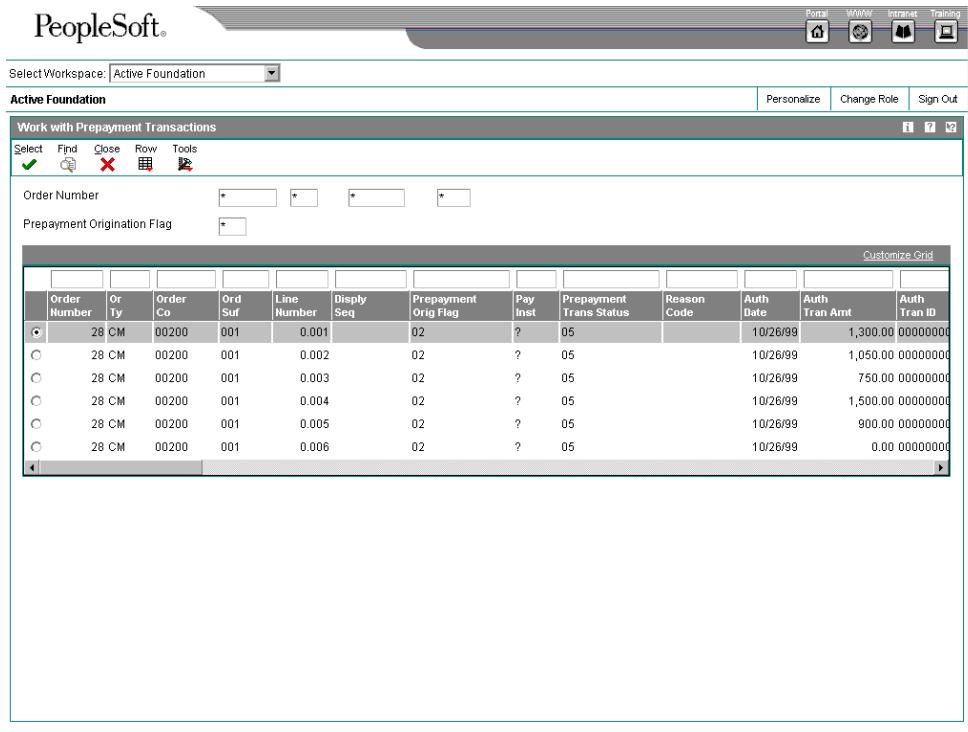
## Working with Prepayment Transactions

After you enter a prepayment for a contract or service 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.

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.*



Order Number	Or Ty	Order Co	Ord Suf	Line Number	Dispaly Seq	Prepayment Orig Flag	Pay Inst	Prepayment Trans Status	Reason Code	Auth Date	Auth Tran Amt	Auth Tran ID
28 CM	00200	001		0.001		02	?	05		10/26/99	1,300.00	00000000
28 CM	00200	001		0.002		02	?	05		10/26/99	1,050.00	00000000
28 CM	00200	001		0.003		02	?	05		10/26/99	750.00	00000000
28 CM	00200	001		0.004		02	?	05		10/26/99	1,500.00	00000000
28 CM	00200	001		0.005		02	?	05		10/26/99	900.00	00000000
28 CM	00200	001		0.006		02	?	05		10/26/99	0.00	00000000

1. On Work with Prepayment Transactions, to locate prepayment transactions, complete the following fields and click Find:
  - Or Ty
  - Order Number
  - Ord Suf
  - Program ID
2. Select the transaction and choose Revisions from the Row menu.

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 service 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.

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)**

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#### 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 Fee 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 created with a contingent liability.

The process updates records in the A/R Ledger, Receipts Register, and Receipts Application Detail tables, and creates records in the Receipts Application Detail table.

### **Processing Options for A/R Draft Collection (R03B680)**

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#### **Proof / Final**

1. Enter a '1' to run in the Final Mode. Default of blank will print the report only.

#### **As Of Date**

2. Enter the "As of" date to process.  
All drafts due on or before this date will be processed. If left blank, the current system date will be used.

#### **G/L Date**

3. Enter the G/L date for the Journal Entries. If left blank, the system date will be used.
4. Enter a '1' to calculate the G/L Date by adding the Float Days for the bank account to the Net Due Date.  
Leave blank to use the option above to calculate GL Date
5. Enter a "1", if you want to calculate G/L Date entering Float days and to select drafts by pay instruments. If you use this option, all of the option above will be ignored.
6. Enter number of float days to add the the Drafts Due Date to calculate G/L Date. If you select option above, you must enter number of float days.
7. Enter payment instrument type to select drafts by Pay Instruments. If option '5' is selected, you must enter a valid Pay Instruments Type.

#### **Payment Instrument**

#### **Pay Status**

8. Enter the Pay Status to update the draft records. If left blank, the pay status will be updated with 'P' (Paid).

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#### Pay Status Code

9. Enter a '1' to update the pay status of the draft in the Journal Ledger File without closing the Drafts. A blank would close the Draft.

#### Exchange Rate

10. Enter the currency exchange rate to be used. This rate is between the currency being processed and the currency of the bank account. If left blank, the rate will be derived from the exchange rate information.

(\*\*\*Effective only if draft has been remitted without Contingent Liability\*\*\*)

#### Exchange Rate Override

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## 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.

#### See Also

- About Basic Journal Entry Processing* in the *General Accounting* documentation

## 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)

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#### Purge

##### 1. Purge Prepayment Transactions

Blank = Prepayment transactions will not be purged.  
'1' = Settled Prepayment Transactions will be purged.

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## Vertex Quantum for Sales and Use Tax

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If your company wants to apply sales taxes automatically, you can use the Vertex Quantum for Sales and Use Tax system (Quantum) with the following J.D. Edwards systems:

- General Accounting
- Accounts Receivable
- Accounts Payable
- Sales Order Management
- Procurement
- Customer Service Management System (CSMS)
- Contract Billing
- Service Billing

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### Caution

If you are using the J.D. Edwards Payroll system, you are required to use the Quantum for Payroll Tax System. See *Setting Up Tax Information* in the *Payroll Guide*.

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For further information about the J.D. Edwards interface to the Vertex Quantum software, see the Knowledge Garden.

