



EnterpriseOne

Enterprise Asset Management 8.9

PeopleBook

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EAM Overview

Enterprise Asset Management (EAM) allows you to maintain and service equipment to reduce downtime and repair costs, increase productivity, and improve product quality. You can track the revenue, cost, and use of your assets, and you can use workflow alerts to plan and resolve issues before they become emergencies.

You can use the maintenance features of EAM to manage all aspects of equipment and machinery maintenance in your organization, such as:

- Planning
- Purchasing parts and materials
- Assigning resources to work orders
- Tracking the status of preventive and corrective tasks
- Receiving and responding to maintenance requests
- Creating and maintaining a failure analysis database

Industry Overview

To understand the critical role that Plant and Equipment Management plays in your business, you should understand the ways in which maintenance affects businesses, and how businesses can more efficiently track, manage, and maintain their equipment assets.

The section that follows introduces you to industry concepts that are related to Plant and Equipment Management, as well as J.D. Edwards solutions to problems which are inherent to a maintenance environment.

Industry Concepts for Plant and Equipment Management

A Need for Managing Maintenance

The following scenarios illustrate typical occurrences in the Equipment Management industry and the need for managing maintenance.

Scenario A

As the production manager of a profitable automotive parts manufacturing line in a very competitive market, you try to meet your customer's requirements in a just-in-time (JIT) environment. Deadlines are tight, and you have just received another large contract. The maintenance manager insists that scheduled repairs be done on the primary production line. The maintenance for the production line is past due, but you cannot afford to take the line down at this time. You have production deadlines to meet, and the line seems to be running just fine.

As you prepare to go home for the evening, your production supervisor rushes into your office with a look of panic on his face. The line is down. A critical part has failed, it is not stocked, and it will take three days to arrive. Another full day is required to install the part and recalibrate the line. The cost of the repair is not large—eight hours of maintenance labor plus

the cost of the part. However, other costs are significant: lost production time, idle workers, decreased customer satisfaction, and the potential of losing the new contract. To make matters worse, the maintenance manager informs you that the part that failed had been due for maintenance. Had it been maintained properly, it would not have failed. The total downtime for the planned maintenance would have been two hours.

Scenario B

You manage a large fleet of service vehicles that are used to maintain and install gas and electric utilities. As a contractor to the largest public utility in the area, you must keep your costs down and respond to project needs efficiently and effectively. To keep your fleet in top condition, you have installed a system that helps you manage the maintenance of all equipment. The system schedules critical preventive maintenance activities, collects vital information that allows you to predict problems, helps you deal more efficiently with unscheduled problems, and captures parts and labor costs. As a result, you have been able to reduce equipment downtime. When contract volume of your firm grew by 157 percent, you were able to support it without adding any new equipment. In addition, your repair costs dropped by 50 percent.

The scenarios above lead to an obvious conclusion: spend a small amount of time and money to prevent problems, or spend a large amount of time and money when problems occur. From an equipment/plant maintenance perspective, preventive maintenance usually beats the cost of downtime.

Industry Problems

Most industries have equipment and facilities that require some type of maintenance. Healthcare facilities have medical equipment, backup electricity generators, and other critical machines. Manufacturing plants have equipment and facilities that must be operational, often around the clock. Distribution centers have material-handling equipment, refrigeration systems, and vehicles ranging from forklifts to trucks and trailers. Construction companies have vehicles, heavy equipment, and tools that must be maintained and possibly relocated to various project sites. Even a standard office has copiers, fax machines, and computers that need regular maintenance to ensure ongoing productivity.

These types of industries have made substantial investments in the equipment and facilities that are vital to the operation of their businesses. With that in mind, two of the most important objectives for a company are to:

- Minimize repair costs. Equipment breakdowns and facility shutdowns can cost millions of dollars in costs related to repairs, poor quality, and lost production.
- Maximize equipment availability. Reliable equipment ensures maximum production, on-time delivery, and good customer service.

To meet these objectives, a company's management and maintenance departments must develop and support preventive maintenance programs.

Preventive and Corrective Maintenance

Preventive maintenance ensures that equipment works properly, downtime is minimized, and expensive breakdowns are reduced. Preventive maintenance can be based on a variety of parameters: a specific date, period of time (for example, every 30 days), distance driven, hours operated, or volume processed. Initial schedules should be based on manufacturer recommendations or previous experience with the specific type of equipment. The intent is to perform maintenance before the equipment breaks down. A "run until it breaks" attitude is

costly. A breakdown can result in associated parts being ruined and additional repair costs. Unscheduled downtime leaves workers standing idle and delays production schedules.

Lack of preventive maintenance also affects quality. When a machine is running, its alignment, degree of precision, or efficiency may be drifting, which results in substandard product or excessive waste. For example, in aggregate production (sand, gravel, and crushed stone), an out-of-alignment loading device can result in lost product due to spillage. Poor maintenance can also affect safety. This same spillage can lead to excessive sand blowing, which results in potential inhalation health hazards, damaged equipment, and buried electrical cables. Safety is a top priority for most companies, and well-maintained equipment means a safer work environment.

Corrective maintenance includes any task that is:

- **Unscheduled.** A task that is performed only when needed. For example, equipment needs to be washed only when it is dirty enough to affect its operability.
- **Unplanned.** A machine breaks or no longer functions properly due to unforeseen causes.

The goal of preventive maintenance is to minimize corrective maintenance. Unplanned events are the most costly because they might occur when they have the greatest affect on production and labor needs.

Regardless of the maintenance type being performed, the tracking, scheduling, and management of equipment and facility maintenance can be a daunting task if you use only a paper system. The main purpose of maintenance management is to evaluate a variety of criteria and automatically alert you when a maintenance operation must occur. A computerized system is key to this need. An unscheduled event or a corrective maintenance action must be tracked. Recurring problems can help you to identify opportunities to schedule preventive maintenance activities. In turn, maintenance scheduling allows you to reduce unplanned downtime, and to plan for and perform the right maintenance at the right time.

Reliability-Centered Maintenance (RCM)

Reliability-centered maintenance (RCM) is a process that you use to determine the steps that are needed to ensure that physical assets continue to perform in their current operating context. Operating context is defined as where and how the asset is used.

RCM is also a strategy to reduce the costs that are associated with the life cycle of assets. The J.D. Edwards RCM strategy allows you to look at the operational parameters of each asset, based on economics, safety, environmental impact, failure mode, and so on.

RCM is based on reliability and consequence. Scheduled maintenance has little effect on the reliability of equipment unless the equipment has a dominant failure; you need to understand the consequences of an equipment failure. For many assets, no effective form of scheduled maintenance exists.

The components of RCM are:

- **Proper classification and definition of equipment.** You use category codes for purpose, location, and consequence of failure.
- **Consistent failure classification.** You use Failure Analysis trees to define failures, and you use Product Models and Families to narrow your search for the failure causes.

For RCM to be effective, you must have a credible equipment history file that is consistent and accurate. The history file allows you to see the failure descriptions, causes, and actions taken, as well as to record the parameters you are measuring for preventive maintenance.

The Failure Analysis module (formerly Knowledge Management) provides the information that is necessary to optimize the maintenance task schedule. It records failures (symptoms), analysis, and resolutions. You can access the Failure Analysis trees through service orders and maintenance requests.

Cost Management

Consider the following statistics from a report in a leading manufacturing periodical: "Maintenance costs account for an average of 8% of a company's revenues. The average manufacturing cost of goods sold is 28% direct maintenance cost. Downtime costs are typically four to five times greater than maintenance costs. Thus, on average, a 10% improvement in maintenance costs results in 36% increase in profitability. For the U.S., between \$300 billion and \$500 billion per year is spent in manufacturing on maintenance."

(Keeping Up, Running & Profitable with CMMSs (Computerized Maintenance Management Systems), *Automotive Manufacturing & Production*, 110:8 (August 1998) 68.)

To minimize costs, companies concentrate on several key areas, all of which are supported by an integrated maintenance system:

- A minimum of unscheduled downtime. Downtime results in lost productivity. When delivery schedules are not met, goods are not produced or shipped, workers stand idle waiting for equipment to become available, and customer satisfaction is affected.
- An emphasis on maintaining quality. Poorly performing equipment leads to waste, damaged goods, product not meeting quality standards, increased customer returns, and decreased customer satisfaction.
- Better material and capacity planning. A maintenance schedule can include information on parts to be used, labor to be consumed, amount of downtime to be incurred, and when the maintenance will occur. Even work orders for unscheduled maintenance can be considered in planning. By including this information, you ensure that production planning is more accurate, and that parts are ordered and available when needed.
- Ability to track parts and labor costs. To troubleshoot problems such as personnel inefficiencies or vendor parts not working as expected, the integrated Procurement and Payroll systems manage costs of parts and labor, the hours needed to do repairs, and parts usage. Information from these systems allows you to improve workload levels and training, and to find alternate parts that work better and longer, and for less cost.

The Competitive Advantage

The following examples describe typical problems with equipment maintenance, the business activator that resolves each problem, and the return on investment:

How can I integrate the financial management of my assets with the costs that are associated with equipment maintenance?	As a single integrated system, all functional areas of maintenance, production, and financial management can share asset master information. For example, initial purchase price, depreciation, and maintenance costs are available by asset. Additional benefits of integration include the reduction of setup time across multiple disciplines and labor saved for data entry duplication. Access to shared information results in better planning and management. For example, informed decisions are more likely to occur with respect to equipment replacement. When information shows that quarterly maintenance for a motor exceeds the cost of the motor, you might consider replacing the motor rather than repairing it.
How do I track the location of my mobile equipment?	Location tracking includes current, planned, and historical location information, dates and times, and equipment status. In addition, you can track multiple items within an asset at different locations. Visibility of historical, current, and planned locations reduces the time that is required to physically track equipment. This information helps you to reduce customer problems by knowing where equipment is at all times and improves planning management by documenting future locations. Equipment location and tracking is especially useful in the construction industry or with project-intensive services where work is done at multiple offsite locations.
How do I record and track static information about my equipment?	You can store static information from manufacturing specifications or other specific information in user-defined formats. In addition, you can store permit and licensing information by using pre-existing table formats. You can maintain key information online for easy accessibility for both inquiries and custom reports. Online access eliminates labor wasted in searches for key information. License and permit information is important to companies that manage fleets of vehicles or construction companies with mobile equipment.

How do I record and track supplemental data about my equipment?	You can set up supplemental data in a variety of user-defined formats. You can define and collect supplemental data for individual pieces of equipment or for work orders. You can verify data against user-defined information. You can extract this information for analysis to help improve the management of equipment and preventive maintenance (PM) schedules. Critical data includes date and time stamps and comments. You can use this information to identify problems in advance, which results in timely repairs, reduced labor requirements, and reduced downtime. This operation is useful in industries where critical preventive maintenance tasks are used to collect information to ensure proper equipment function.
How can I maximize the efficiency of my maintenance personnel to accommodate repetitive maintenance tasks?	You can set up user defined codes for service types (maintenance tasks). Service types can be associated with one or many assets. The schedules are determined for the asset and service type. Use service types to reduce setup time and labor, and to provide consistency across tasks.
I have many pieces of equipment that require the same types of maintenance. How can I reduce the duplication of similar maintenance tasks?	Use model preventive maintenance schedules to include the scheduling and work order information needed for a particular service type and a type of equipment, based on category codes. You can copy the model PM schedule to other equipment or assets that have the same or similar category codes. Model PMs help reduce data entry, information maintenance, and the labor that is associated with data input. Model preventive maintenance schedules also provide consistency across maintenance tasks, which is useful in industries with vehicle fleets or large numbers of similar pieces of equipment.
My equipment often has multiple maintenance tasks with due dates that overlap or that are close together. How can I maximize the downtime that is associated with these tasks?	Associated service types allow you to link service types based on how close to one another they are scheduled to occur. This scheduling reduces equipment downtime by grouping tasks and optimizing labor time. The system identifies opportunities for grouping different maintenance tasks with the intent of minimizing downtime and reducing the possibility of skipping important tasks.
How do I track the costs that are associated with unscheduled maintenance tasks?	Unscheduled service tasks have the same system features available as scheduled service tasks. You can create service types, attach them to an asset, and issue a corrective work order for tracking costs. This procedure ensures traceability and enables troubleshooting by tracking equipment problems and capturing nonscheduled maintenance costs for cost analysis.

How do I ensure that I do not incur costs that are associated with warranty repairs?	You can identify warranty service types by asset. Warranty service can be scheduled or available as an unscheduled task. When a work order is created, a warning message indicates a possible warranty conflict. Warranty service types minimize in-house expenses by having work performed by the supplier or manufacturer as part of the original contract for the purchased equipment.
I have many pieces of identical equipment that all require the same maintenance tasks at the same time. How can I reduce the time and paperwork that is associated with these tasks and track my costs at a higher level?	Maintenance loops use a primary asset, such as a production line, to schedule a particular type of preventive maintenance. All of the equipment that is associated with the production line can be associated with that preventive maintenance. When the preventive maintenance is due, only one work order is generated, but all equipment is included and the preventive maintenance becomes part of the individual asset's history. All costs are tracked to the primary asset with the originally scheduled task, such as the production line. Maintenance loops minimize setup costs and paperwork by generating only one work order and scheduling only one asset. Maintenance loops allow you to trace information by recording the preventive maintenance performed against all of the associated items.
How can I integrate the management of my MRO (Maintenance Repair Operations) and OEM (Original Equipment Manufacturer) parts inventory with the rest of my maintenance management program?	You can manage parts and part lists with the Inventory Management and Product Data Management systems. Parts information can be associated with both corrective and preventive maintenance work orders. Integration minimizes the costs that are incurred by maintaining duplicate systems. It also eliminates errors by providing current and accurate parts information to the user.
How can I ensure that the parts and labor costs that are associated with a piece of equipment are reflected in the equipment's balance sheet as well as the individual work orders?	Work orders are generally associated with a particular asset or piece of equipment. You can issue parts against the work order. Through time entry, you can indicate what labor was performed on the work order. The costs are then reflected against both the work order and the equipment, which provides you with accurate information on the cost of a piece of equipment over its lifetime. This information helps you to plan and manage preventive maintenance scheduling and asset replacement.

System Integration

From EAM, you can integrate with the following J.D. Edwards systems and modules:

- General Accounting
- Accounts Payable
- Fixed Assets
- Time Accounting
- Payroll

- Product Data Management
- Shop Floor Management
- Resource and Capacity Planning
- Material Planning
- Inventory Management
- Procurement
- Service Management
- Maintenance Requests
- Failure Analysis
- Resource Assignments

Note

Your company might not have licensed all of these systems. Check with your system administrator to verify which systems have been purchased and installed.

Because J.D. Edwards systems are integrated, you need to enter the vital information about a piece of equipment only one time. When you create equipment masters and supplemental information for a piece of equipment, the system stores the information in the Asset Master table (F1201) and the Equipment Master Extension table (F1217). Many J.D. Edwards systems that you use can then access the information.

System integration also helps ensure that equipment information is consistent throughout your organization. This consistency saves considerable time and money, especially when you need to update or revise equipment information.

The following table describes the way in which many of the systems are used within the context of EAM:

Address Book	Every J.D. Edwards system works with the Address Book system to retrieve up-to-date employee, supplier, and other applicable name and address information.
General Accounting	When you enter equipment transactions (including billing transactions), you must process them through the general ledger. You enter all statistical values, such as miles, gallons, and hours into the general ledger. When you charge a job for equipment use, the system searches the Account Master for the appropriate rate and account to bill.
Job Cost	You can use job cost to assist you in managing your projects and jobs, and to monitor the costs and revenues that are associated with them.
Accounts Payable	You can enter equipment charges through the Accounts Payable system. When you process equipment parts orders through the Procurement system, the system automatically enters the equipment number from the purchase order to the accounts payable voucher.

Payroll	You can use Payroll to: • Enter equipment time for billing purposes. • Charge for labor that is associated with operating or repairing equipment. • Charge labor to a work order by using a specific labor routing step.
Fixed Assets	The Fixed Assets system shares many tables with Equipment & Plant Management, such as the following: • Asset Master table (F1201) - Stores equipment master information • Asset Account Balances File table (F1202) - Stores equipment account balance information Equipment & Plant Management also uses automatic accounting instructions from the Fixed Assets system.
Work Processing	You can use the Work Orders system to track, schedule, and report on preventive and corrective equipment maintenance activities. You can attach parts lists and detailed instructions (routings) to the work order to assist in planning labor and parts requirements.
Inventory Management	You can use the Inventory Management system to do the following: • Track and take inventory of repair parts. • Attach parts lists to work orders.
Procurement	You can create purchase orders directly from the work order parts list and from other maintenance planning functions within Equipment & Plant Management. A purchase order includes the equipment number, which the system automatically enters in related forms and tables, such as the following: • Accounts payable entry • General ledger • Equipment ledger
Maintenance Requests	You can use Maintenance Request programs to record and track customer issues, such as equipment failure.
Failure Analysis	You can use Failure Analysis programs to associate failures (issues), analyses, and resolutions with maintenance requests and work orders.
Resource Assignments	You can use the Resource Assignment Workbench to assign resources to a work order or to specific work order instructions while checking the current availability and assignments of the resources.

EAM Features

The maintenance features of EAM are designed to meet equipment maintenance needs in a variety of ways. For example, you can use the system to do the following:

- Enter and search for equipment information.
- Track equipment movement and status, and assign equipment to multiple locations.
- Track the maintenance history of each piece of equipment and target potential problem machines to minimize equipment downtime.
- Coordinate maintenance activities based on preventive and corrective maintenance schedules.
- Coordinate maintenance activities with materials and labor resources.
- Maintain detailed cost accounting records for equipment.
- Produce reports on a wide range of equipment-related topics.
- Record and track maintenance requests.
- Maintain a failure analysis database.
- Assign resources to work orders.

Equipment Information and Search

The following table describes several of the types of information that you can use to locate, organize, and track the availability and repair status of equipment:

Parent and component relationships	A parent piece of equipment consists of other parts or components. It can also be a component of another piece of equipment. A parent can also be a virtual or logical piece of equipment with component relationships to other logical equipment. For example, a manufacturing line could be a parent, and the associated manufacturing machinery would be components of the manufacturing line. Use parent and component relationships to group components in the system. You can track the history of a piece of equipment's immediate parent or any of its components. The system accommodates up to 25 levels of components. This record is useful if you use complex or interchangeable equipment assemblies.
Equipment numbers	You can identify equipment by any or all of the following: • Equipment number • Unit number • Serial number
Location	You can search for and track equipment, based on its historical, current, or planned location. This tracking ability is helpful if you need to review equipment that is used at a particular job site or reroute equipment between job sites.
Category codes	You can define up to 33 category codes to classify equipment for reporting and data selection purposes. For example, you can perform online searches for equipment based on category codes that represent major accounting class, major equipment class, manufacturer, model year, and so on.

Other user defined codes

You can assign three additional user defined codes, as follows:

- Finance methods
- Equipment status codes
- Equipment message types

For example, you can set up equipment status codes to apply to each piece of equipment, such as the following:

- Down
- Standby
- Working
- Available

Licenses and certifications

You can record and track license and permit information for each piece of equipment. This record is helpful if you dispatch equipment to job sites that are located in different licensing authorities.

Online message logs

You can use online message logs to enter messages about a piece of equipment. Standard message types include the following:

- Planned maintenance
- Actual maintenance
- Problem reports

You can also enter additional remarks about any piece of equipment.

Equipment Location Tracking

You can locate and report on the availability and working status of equipment. You can also do the following:

- Revise location tracking information.
- Transfer one or more pieces of equipment.
- Consolidate equipment from multiple locations.

Detailed Equipment Cost Accounting

You define the chart of accounts for your equipment cost and revenue to meet your unique needs, such as:

- Define a custom chart of accounts for your equipment cost and revenue. At any time, you can view these accounts at a summarized or detailed level.
- Analyze costs according to the operating hours or miles logged for equipment based on meter reading entries.
- Run reports on operating and maintenance costs based on costs per mile, costs per hour, or costs on a monthly, yearly, or acquisition-to-date basis.

Reporting

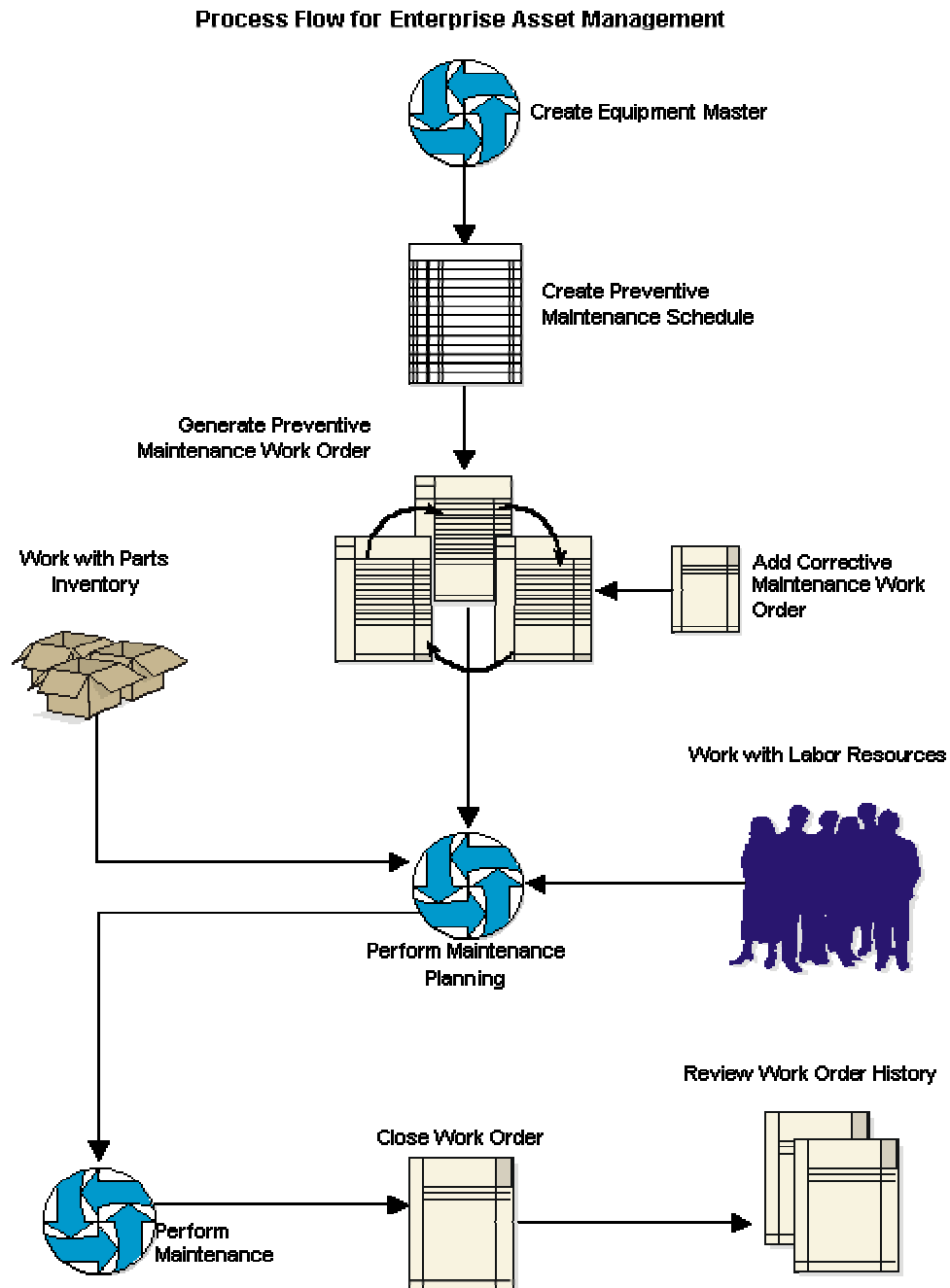
EAM provides you with a wide variety of reports that offer you a comprehensive view of your equipment needs and processes. You can customize any report to fit your company's reporting needs and simplify the fulfillment of various governmental reporting requirements. The following examples are a partial listing of the predefined reports available:

- Work Order Cost Summary
- Work Order Cost Detail
- Maintenance Schedule
- Equipment Parts List
- Specification Data
- Location Tracking
- Equipment Variance

In addition to standard reports, you can create custom reports using virtually any data within the system.

EAM Process Flow

The following graphic illustrates the flow of the primary events and processes within EAM:



EAM Tables

Primary Tables and Descriptions

Asset Master File (F1201)	Stores basic information about each piece of equipment, such as the following: • Equipment number • Description • Account coding • Category codes
Equipment Master Extension (F1217)	Stores additional information about each piece of equipment relating to the Service Management and Enterprise Asset Management modules.
Asset Account Balances File (F1202)	Stores the account balance amount or unit for each equipment account.
Location Tracking Table (F1204)	Stores location information for a piece of equipment, including the following: • Equipment number • Location • Start effective date • Ending date • Equipment status • Transfer number • Location code, which indicates the type of location, such as planned, current, or history
Equipment Master Location History (F1731)	Stores the owner and site history information for each piece of equipment when changed on the equipment master.
Maintenance Schedule File (F1207)	Stores information about each occurrence for a type of service, such as the following: • When the service is to be performed • When the service was last completed • Current status • References to any associated work order
Work Order Master File (F4801)	Stores static information about each work order, such as: • Description of work • Budgeted amount and hours • Equipment worked on • Charging information
Account Ledger (F0911)	Stores general ledger journal entries and provides an audit trail for both the Asset Account Balances File table (F1202) and the Account Balances table (F0902).

Secondary Tables and Descriptions

Supplemental Database Setup (F00090)	Stores supplemental database information. EAM uses the following supplemental databases: • AM - Asset Management • WO - Work Orders
Supplemental Database Data Types (F00091)	Stores data types for supplemental databases.
Supplemental Data (F00092)	Stores supplemental data in either columnar or narrative format about equipment or work order.
Specification Data (F1216)	Stores static equipment information, such as power requirements, size, capacity, and other nameplate information.
Specification Cross Reference (F1215)	Stores, by equipment class, the valid values of each field in the Specification Data table (F1216).
Equipment Messages (F1205)	Stores user-generated messages regarding equipment maintenance.
Equipment License Master (F1206)	Stores license and permit information for equipment.
Equipment PM Schedule (Model) (F12071)	Stores model maintenance schedules.
Location History Text (F1210)	Contains text for location history records.
Parent History (F1212)	Contains the history of parents for a component.
Meter Reading Estimates (F1306)	Maintains the estimated meter readings that the system uses to schedule maintenance activities.

Status History File (F1307)	Maintains a history of status changes to equipment and work orders.
Equipment Routes Table (F1308)	Stores equipment maintenance loop information by associated equipment and service type.
Equipment Category Code Mapping (F1391)	Maintains the rules by which the system automatically assigns equipment and business unit category codes when you create master records for new equipment or create work orders for equipment.
Maintenance Rules (F1393)	Defines when preventive maintenance will be scheduled and provides default values to work orders.
PM Projections (F13411)	Maintains information about projected PMs by service type for each piece of equipment.
Work Order Record Types File (F48002)	Stores types of text that are associated with work orders.
Work Order Parts List (F3111)	Maintains information about parts that are related to specific work orders.
Work Order Routing (F3112)	Maintains information about the labor steps that are related to specific work orders.
Work Order Instructions File (F4802)	Stores description text and the various record types that are defined in the user defined codes, such as Description of Request and Final Disposition.
W.O. Status Action Table (F4826)	Maintains information about the order of allowed statuses through which a work order must pass.
Work Order Approval Routing (F4827)	Maintains reject statuses for work orders according to work order type.

Bill of Material Master File (F3002)	Stores information about the parts that are needed to perform a specific type of maintenance.
Routing Master File (F3003)	Stores detailed instructions by labor step for a specific type of maintenance.
Forecast File (F3460)	Stores the forecast data that the Material Requirements Planning (MRP) program uses for calculation.
Default Accounting Constants (F12002)	Maintains default account information by company and asset cost account.
Default Depreciation Constants (F12003)	Maintains default information by company and asset cost account of all depreciation books and values.
User Defined Codes (F0005)	Contains all user defined system values.
Address Book Master (F0101)	Contains tax assessor and equipment user address information.
Account Master (F0901)	Maintains general ledger account data.
Automatic Accounting Instructions Master (F0012)	Contains information used to define the interfaces between EAM and the General Accounting chart of accounts.

Equipment Master Information

Equipment master information is the primary data that is associated with the equipment in your system; it is made up of many equipment masters. You create an equipment master for each piece of equipment in your system. The equipment master establishes basic information about a piece of equipment, such as the following:

- Identification numbers
- Description
- Category codes
- Account coding
- Dates
- Location
- Status

You must identify every piece of your equipment in the system before you can use the maintenance features of the software. After you create equipment masters for your equipment, you can use the information to do the following actions:

- Search online for the status, location, and activity of equipment.
- Track historical, current, and planned physical locations for a piece of equipment.
- Relocate equipment.
- Keep detailed maintenance and project logs.
- Revise parent and component relationships.
- Revise equipment status.
- Bill jobs or business units for the use of the equipment.
- Account for quantities of equipment.

Types of Equipment Identification Information

Equipment identification consists of the following four types of information:

- Equipment master
- Supplemental data
- Specification data
- Message logs

To use the system's management features, such as scheduling equipment for preventive maintenance and tracking maintenance costs, you must create an equipment master for every piece of equipment. You also can include supplemental data and message logs to further define equipment in the system.

Equipment Master

The equipment master is a repository of the standard information related to a specific piece of equipment. To manage equipment inventory, costs, warranties, billing, preventive maintenance, and so on, you must create an equipment master for every piece of equipment in your system.

In Equipment/Plant Maintenance, you use the equipment master to do the following:

- Set up equipment for maintenance processing.
- Set up parent/component relationships and track components as both equipment and inventory.
- Link parts inventory to specific equipment.

For example, you can set up preventive maintenance schedules for a large ventilation fan. You can identify a motor from inventory as one of the components of a fan. You can set up preventive maintenance schedules for the motor and attach parts lists to both the motor and the fan.

Supplemental Information

You might need to store information about an asset or equipment that is not included in the standard master tables. J.D. Edwards refers to this additional information as supplemental data. You can use supplemental data to further define the assets in your system. After you set up supplemental data, you can use it to report and track details that are important to your company but are not included on the master record. You can define as many types of supplemental data as you need.

You define and maintain supplemental data by asset or equipment class. For example, you might set up supplemental data for an asset class that includes motor graders. The data might include fuel capacities, horsepower, oil readings, and so on.

Specification Data

You can use specification data to record and track static information not included on the equipment master. For example, you might need to store nameplate data to which you can refer for correspondence regarding warranties.

Message Logs

Use message logs to record and track short informational messages about assets or equipment that the master record and supplemental data forms cannot accommodate. For example, you can use message logs to:

- Indicate the status and condition of an asset.
- Record details about asset transfers or disposals.
- Log problems or complaints about a specific asset.
- Note special procedures for scheduled or preventive maintenance tasks.
- Report on actual maintenance.
- Log problems or complaints about a specific piece of equipment.

You can associate message logs with equipment to record operator notes or maintenance problems. You can also attach tickler dates to maintenance-due messages so that they appear on specified dates or intervals based on units such as miles or hours.

You can use paragraph, outline, or any other format that you choose to enter information in message logs.

Category Codes

You can define up to 33 category codes to meet your organization's information needs. Use these category codes in the master record to further describe assets and equipment and to group similar types of equipment for ease of tracking, reporting, and data selection throughout the system.

J.D. Edwards recommends setting up the first category code to group assets into accounting classes. In this case, the first category code is typically referred to as the Major Accounting Class. You can set up this category code with a one-to-one relationship with asset cost accounts in the general ledger. You might also select another category code to identify assets by the depreciation methods for translation that you assign each one.

If you use Equipment/Plant Maintenance, Equipment Billing, or Service Management with the Fixed Assets system, the four systems access the same category code tables. Equipment/Plant Maintenance and Equipment Billing users frequently use the first ten category codes as selection criteria for several tasks, such as selecting equipment for updating meter readings, updating PM schedules, and so on. You should reserve as many of the first ten category codes in the equipment master as you need for equipment maintenance purposes.

Identification Numbers

You can use one of the following three numbers as the primary number to identify assets throughout your system:

- Asset number (8 characters)
- Unit number (12 characters)
- Serial number (25 characters)

Different branches of your company might refer to assets in different ways. For example, accounting personnel might identify equipment by asset number, and maintenance personnel might refer to equipment by unit number or the manufacturer's serial number.

Every asset master record in your system must include an asset number. You can enter unit and serial numbers if you need to do so. You must define which of these numbers is used as the primary number for identifying assets on the Fixed Assets Constants form. Any identification number that you assign to an asset on the asset master record must be unique throughout your entire system.

Parent and Component Relationships

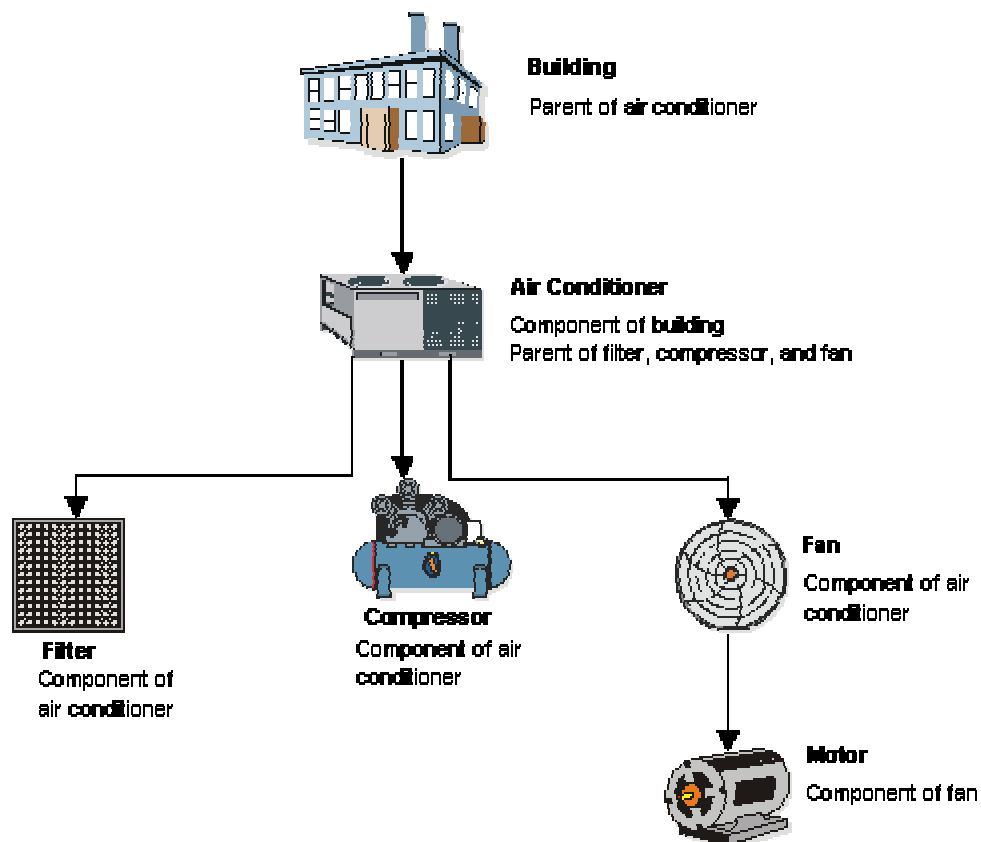
You can set up parent and component relationships to group individual assets or pieces of equipment. For example, when you create master records, you can identify a computer as a parent item. You can identify the monitor, keyboard, and mouse as components of the computer. Those components, in turn, might be the parents of still other components, and so on.

Parent assets can be physical assets or pseudo assets. You can set up pseudo assets to group assets under a parent that does not directly incur costs or generate revenue. For example, you might set up departments as parent pseudo assets. Each department might have a certain number of cubicles as component assets. Each cubicle might be the pseudo parent of real assets, such as computers, telephones, and so on.

You can establish up to 25 hierarchical levels of a parent item. The system assigns a number to each component according to its level in the hierarchy, which is particularly useful for tracking complex assets.

The following graphic illustrates a typical relationship between parent and component equipment:

Relationship Between Parent Component Equipment



Creating Equipment Master Records

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

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

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

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

► To create an equipment record

Use one of the following navigations:

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

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

1. On Work with Equipment Master, click Add.

The screenshot shows the PeopleSoft 'Equipment Master Revisions' form. At the top, there's a 'Select Workspace' dropdown set to 'Active Foundation'. Below this is a toolbar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. The main form area is divided into several sections. The 'Equipment Number' field is set to '24601' and the 'Company' is 'The Manufacturing Company'. A 'Select Tab: Customer / Equipment' dropdown is set to 'Customer'. The 'Customer' section includes fields for 'Site Number' (200), 'Customer Number' (200), 'Country' (USA), and a 'Terms Accepted Flag'. The 'Dates' section includes 'Date Acquired' (03/21/03), 'Installation Date', 'Date Disposed or Retired', and 'In Service Date'. The 'Equipment' section includes 'Unit Number' (200), 'Serial Number', 'Parent Number' (24601), 'Branch', 'Inventory Item Number', 'Product Model', 'Product Family', 'Parts List Number' (24601), and 'More Descriptions' (Company 200). There are also checkboxes for 'Equipment Status', 'Company Owned', 'Proof of Purchase', 'Parent Model', 'Sales Type', 'Meter Reading Required', and 'Allow Work Order' (which is checked).

2. On the header area of Equipment Master Revisions, enter a description in the field next to the Equipment Number field. The description is a required field.
3. On the Customer / Equipment tab, complete the following required field:
 - Lessor, Rentor or Mortgagor Address
4. Complete the following optional fields:
 - Address Number
 - Unit Number
 - Serial Number
Serial Number is a required field depending on processing options.
 - Item Number
Inventory Item Number is a required field depending on processing options.
 - Product Model
 - Product Family
 - Parts List Number
 - Date Acquired
 - Contract Date
The system date is the default value for the date fields.
 - Equipment Status
 - Warranty Flag
For the Service Management system, 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 equipment record, the Proof of Purchase and date fields are protected.
 - Allow Work Order
5. 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.
6. Choose the Classification 1 tab.

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Personalize Change Role Sign Out

Equipment Master Revisions

OK Cancel Form Tools

Equipment Number 24601 The Manufacturing Company

Select Tab: Classification 1

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

7. Complete any of the fixed asset category code fields as appropriate.
You can access the remaining equipment category code fields by clicking the Classification 2 tab.
8. Click the Classification 3 tab.

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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		.

9. Complete any of the fields as appropriate.

10. Click the Accounting tab.

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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		Active Subledger
AFE Number		

11. Complete the following required fields:

- Company
- 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.

The screenshot shows the PeopleSoft Equipment Master Revisions form. At the top, the PeopleSoft logo is on the left, and navigation links for Portal, Workflow, Intranet, and Training are on the right. Below the logo is a 'Select Workspace' dropdown menu set to 'Active Foundation'. The main header area includes 'Active Foundation', 'Personalize', 'Change Role', and 'Sign Out' buttons. The form title is 'Equipment Master Revisions'. Below the title is a toolbar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. The form contains several input fields: 'Equipment Number' (with value 24601) and 'The Manufacturing Company'. A 'Select Tab:' dropdown menu is set to 'Service'. The 'Service' tab is active, showing three sections: 'Service Personnel' with fields for 'Manager', 'Address Number - Owner Billing', 'Start Effective Date', 'Expected Return Date', and 'Salesperson Code 01'; 'Base Warranty Information' with fields for 'Contract Start Date' and 'Contract Completion Date'; and 'Additional Information' with fields for 'Default Dealer', 'Assessor Number', and 'Distributor'.

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

- Default Dealer
- Assessor Number
- Distributor

15. Click OK to create the record.

Processing Options for Work with Equipment Master (P1701)

Categories

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

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

1. Equipment Master Revisions (P1702) Version

Blank = ZJDE0001

2. Scheduling Workbench (P48201) Version

Blank = ZJDE0002

3. Status History (P1307) Version

Blank = ZJDE0002

4. Equipment Message Log (P1205) Version

Blank = ZJDE0002

5. Equipment PM Schedule (P1207) Version

Blank = ZJDE0002

6. Cost Summary (P122101) Version

Blank = ZJDE0003

7. Bill of Material Inquiry (P30200) Version

Blank = ZJDE0001

8. Service Entitlement Inquiry (P1723) Version

Blank = ZJDE0001

9. Maintenance Request History (P17500) Version

Blank = ZJDE0003

10. Item Master (P4101) Version

Blank = ZJDE0001

11. Supplemental Data (P00092) Version

Blank = ZJDE0005

12. Equipment Master Related Orders. (P17023) Version

Blank = ZJDE0001

13. Equipment Master Parent/Child (P12017) Version

Blank = ZJDE0002

14. Location Information (P1201) Version

Blank = ZJDE0001

15. Work With Locations (P12215) Version

Blank = ZJDE0001

16. Location Transfer (P12115) Version

Blank = ZJDE0001

17. Equipment Master Address Locations (P1704) Version

Blank = ZJDE0001

18. Item Branch (P41026) Version

Blank = ZJDE0001

19. Equipment Backlog (P13220) Version

Blank = ZJDE0001

20. PM Orders (P12071) Version

Blank = ZJDE0001

21. Equipment Parts List (P13017) Version

Blank = ZJDE0001

Creating Equipment Records From Fixed Assets

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

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

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

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

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Create Equipment Master Extension Tables

Select Find Close Row Tools

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

Inventory Item Number

Equipment Status

Serial Number

Equipment Number

Unit Number

Records 1 - 10 Customize Grid

Inventory Item Number	Eq St	Serial Number	Description	Equipment Number	Unit Number	Co	Business Unit	Location
☐			26 Cubicle Workstations	1003		00050	SHOP	
☐			Office Building	1006		00050	50	
☐			Backhoe Bucket, 36"	2277		00050	YARD	YA
☐			Backhoe Bucket, 48"	2288		00050	YARD	YA
☐			Building - Paris Headquarters	31958		00070	70	
☐			26 Cubicle Workstations	32336		00050	SHOP	
☐			Computer Server	32969		00001	9	
☐			Computer Server	32977		00200	D30	
☐			12 Laptop Computers	32985		00001	9	
☐			12 Laptop Computers	32993		00200	D30	

- On Create Equipment Master Extension Tables, enter information in the fields on the tabs to narrow the search criteria, and click Find.
- Choose a record and choose Create Extension from the Row menu.
- On Equipment Master Revisions, complete the following fields and click OK:
 - Lessor, Rentor or Mortgagor Address
 - Address Number
 - Date Acquired
 - Contract Date
 - Serial Number
 - Item Number
 - Product Model
 - Product Family

Processing Options for Create Equipment Master Extension Tables (P17021)

Defaults Tab

1. Beginning Registration Status

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

Edits Tab

1. Generate Base Warranty Contracts

Blank = Do not generate Base Warranty Contracts

1 = Generate Base Warranty Contracts

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

Blank

Do not generate base warranty contracts.

1

Generate base warranty contracts.

2. Base Warranty Contract Start Date

Blank = Use Installation Date

1 = Use Acquired Date

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

Blank

Use the installation date as the start date.

1

Use the acquired date as the start date.

3. Display Base Warranty

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

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

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

Blank

Do not display base warranty contracts.

1

Display base warranty contracts.

Versions Tab

1. Equipment Master Revisions (P1702) version

Blank = ZJDE0001

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

2. Equipment Master Revisions (P1702) version

Blank = ZJDE0001

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

3. Work with Contracts (P1720) version

Blank = ZJDE0001

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

Revising Customer and Site History

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

► To revise customer and site history

Use one of the following navigations:

From the Equipment Information menu (G1311), choose Equipment Master for Enterprise Asset Management.

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

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

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Equipment Location Revisions

OK Cancel Form Tools

Current Location

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

Equipment Location

Customer Number		Search
Site Number		
Location Code		All
Start Effective Date	08/28/03	
Start Effective Time	13:44:53	
Remark		

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

3. Complete the following fields to enter new site and customer information:
 - Address Number
 - Lessor, Rentor or Mortgagor Address
4. If applicable, override the following fields:
 - Location Code
 - Start Effective Date
5. Complete the following optional field:
 - Remark
6. Click OK.

Entering Supplemental Data

After you set up the supplemental database and data types for your system, you can enter supplemental data. Supplemental data is used to track information that is not included in the J.D. Edwards standard master tables. It can include detailed information about employees, such as their education or experience, or information that is unique to your business requirements, such as foreign languages spoken. It can also include the following types of information:

- Products purchased
- Annual sales
- Billing contracts
- Delivery methods
- Requests for proposal
- Internal rating
- Emergency contacts
- Job skills
- Work history

When you set up your system, you define the types of supplemental data that you want to track. For each data type, you define the format in which you want to track information. Valid formats include the following:

- **Narrative.** When you enter supplemental information for data types that you have designated as narrative format, you enter text. You typically use this format for general information such as notes, comments, plans, or other information that you want to track about an employee, customer, or supplier. For example, if your company works with suppliers, you might use the narrative format to write notes about the quality of the supplier products.
- **Code.** When you enter supplemental information for data types that you have designated as code format, you type the appropriate supplemental information in specific fields. You typically use this format to track categories, amounts, and dates. For example, if your company works with suppliers, you might use the code format to track product type, cost, effective sales date, and so on.
- **Program.** When you enter supplemental information for data types that you have designated as program format, you can group programs in a manner that is convenient for you. For example, you can set up a program format that allows you to access the Requisition Information program (P08102) when you are entering supplemental data for applicants.

Supplemental data is stored in the Supplemental Data table (F00092).

► To enter supplemental data in the narrative format

Use one of the following navigations:

From the CIF Supplemental Data menu (G01312), choose Supplemental Data.

From the Item Supplemental Data/CIF menu (G4124), choose Supplemental Data by Item or Supplemental Data by Item/Branch.

From the Employee Supplemental Data menu (G05BSDE1), choose Employee Supplemental Data Entry.

From the Business Unit Supplemental Data menu (G09312), choose Supplemental Data.

From the Supplemental Data menu (G1318), choose Data Entry.

1. On Work With Supplemental Data, review the following field to verify that you are using the correct code:

- Supplemental Database Code

The system updates this field and displays key fields based on the database code that you specified in the processing option for the Supplemental Data program (P00092).

The system displays the available types of supplemental data. N in the Data Mode column indicates that the data type is in narrative format. The system displays a paper clip icon to the left of each row that contains narrative text.

2. Depending on the supplemental database code that you are using, complete one of the following fields and click Find:

- Address Number
- Item Number
- Branch/Plant
- Business Unit
- Asset Identification

3. Choose a record in the detail area that contains N (narrative) in the Data Mode column and click Select.

4. On Media Object Viewer, click Text, enter the text, and then click Save.

► To enter supplemental data in the code format

Use one of the following navigations:

From the CIF Supplemental Data menu (G01312), choose Supplemental Data.

From the Item Supplemental Data/CIF menu (G4124), choose Supplemental Data by Item or Supplemental Data by Item/Branch.

From the Employee Supplemental Data menu (G05BSDE1), choose Employee Supplemental Data Entry.

From the Business Unit Supplemental Data menu (G09312), choose Supplemental Data.

From the Supplemental Data menu (G1318), choose Data Entry.

1. On Work With Supplemental Data, review the following field to verify that you are using the correct code:

- Supplemental Database Code

The system updates this field and displays key fields based on the database code that you specified in the processing option for the Supplemental Data program (P00092).

The system displays the available types of supplemental data. C in the Data Mode column indicates that the data type is in code format. A check mark in the row header of a data type indicates that a code format exists for that data type.

2. Depending on the supplemental database code that you are using, complete one of the following fields and click Find:
- Address Number
 - Item Number
 - Branch/Plant
 - Business Unit
 - Asset Identification

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Employee Supplemental Data Entry - Work With Supplemental Data

SelectFindCopyCloseFormRowTools

Supplemental Database CodeAApplicant

Applicant Address Book Number1Financial/Distribution Company

Customize Grid

	Display Sequence	Data Class	Data Type	Description	Data Mode	SDB Code	Search Type
☒			A	Applicant Status	C	A	
☐		A1		Prior Employment	C	A	
☐		A2		Interview Notes	N	A	
☐		B		Skills	C	A	
☐		E		Education	C	A	

3. Choose a record in the detail area that contains C (code) in the Data Mode column and click Select.

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Employee Supplemental Data Entry - General Description Entry

OK Find Delete Cancel Row Tools

Supplemental Database Code A Type Data A Applicant Status

Applicant Address Book Number 1 Financial/Distribution Company

UDC Table Applicant Status Code Size 2

Status	Description	Date	User Defined Amount	Remark	Remarks Line 2	User D Amount
✓						

The column headings and fields in the detail area vary, based on the setup for each data type.

4. On General Description Entry, complete the following fields if your data type is associated with a user defined code table:
 - User Def Code
 - Effective Date
5. Complete the fields that apply to the data type, which might include the following:
 - User Defined Amount
 - Remark
 - Remarks Line 2
 - User Defined Amount #2
 - Addl Date
 - Ending Date
 - User Def Days

If you leave the Ending Date field blank and you specified in a processing option for the Supplemental Data program that the system assign an ending date when you leave this field blank, the system uses the ending effective date from the Address by Date table (F0116).

6. Click OK.

Note

J.D. Edwards recommends that you use the Supplemental Data Setup program (P00091) to add or change information that is associated with the fields in the UDC Headings/Validation and Remarks Headings/Validation areas of the Data Type Revisions form. If you change the information using the Supplemental Data program (P00092) instead, the next time that you view the record, you get an error because the system is using another UDC table to validate the data.

Processing Options for Supplemental Data (P00092)

Processing

1. Select the Supplemental Database Code for the system you would like to create a central information index for.
 2. Enter a '1' if the system should not assign an ending effective date when the field is left blank.
-

What You Should Know About Processing Options

Choosing a supplemental database code	Equipment users use the supplemental database for Asset Management.

Entering Specification Information

Use specifications data to enter static information for each piece of equipment. For example, you might set up specifications data to record and report on the information from the equipment's nameplate and the manufacturer's specifications sheets, as follows:

Equipment nameplate

A nameplate is attached to a piece of equipment and often includes information about the equipment, such as:

- Model number
- Power requirements
- Manufacture date

Specifications sheet

A specification sheet comes from the equipment manufacturer. Specification sheets include specific information about a piece of equipment, such as:

- Operating and safety instructions
- Power
- Dimensions

You can define the specifications data that you want to keep, in which positions the data is entered, and the length of the data fields. You also can set up the specifications database so that the system edits the data against user defined code tables.

Note

Because you determine which data items to validate against user defined codes, the system does not display standard visual assists, except for calendars for date values or calculators for numeric values. If you have set up a data item that is validated against a user defined code, the system displays a button next to the field for the data item on the Specification Data Revisions form (W1216A). When you click the button, the system displays a list of valid values for the field.

Before You Begin

- ❑ Set up specification types for specification information. See *Setting Up Specification Data* in the *Equipment Billing Guide*.

► To enter specification information

From the Supplemental Data menu (G1318), choose Specification Data Entry.

1. On Work With Specification Data, complete the following fields and click Add to access Specification Data Revisions:
 - Asset Number
 - Page No.

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Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Specification Data Revisions

OK Cancel Tools

Asset Number 24740 Vertical Mill

Page No 1

Specs (1-8) Specs (3-15)

Model Number

Serial Number

Motor

Electrical

Manufacturer

Year Manufactured

2. On Specification Data Revisions, complete all appropriate fields and click OK.

The fields that appear on this form vary, depending on how you set up the Specification Cross Reference program (P1215). Click Cancel to return to Work With Specification Data. Exit or enter another equipment number for which you want to enter specification information.

Entering Permit and License Information

Enter permit and license information to record permits, licenses, and certificates for equipment. You can also track renewal dates and multiple state licenses. For example, you can track certification information for equipment, such as bridge cranes, and license renewal information for equipment that you transport to areas under different licensing authorities.

► **To enter permit and license information**

From the Fixed Asset Master Information menu (G1211), choose Master Information.

1. On Work With Assets, click Find to view all assets.

To narrow your search, click the tabs in the header area of the Work With Assets form, complete the appropriate information, and click Find.

When you are searching for an asset on the Work With Assets form, the Skip To Description field in the header area and the query-by-example fields in the detail area do not display data if asset descriptions have been translated. However, the Description - Compressed field displays data if the descriptions have been translated; you can conduct your search through this field.

2. Choose the asset.
3. From the Row menu, choose Asset Master Info, and then Licenses.

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Active Foundation Personalize Change Role Sign Out

Permit / License Information

OK Find Delete Cancel Form Row Tools

Equipment Number 24900 Forklift

	ST	License Number	Renewal Date	License Fee	Issuing Agency	Issuing Agency Description	
☒	TN	AA-45633	08/01/05	200.00	4349	Department of Taxation	☒

4. On Permit / License Information, review the existing permit and license information.
5. To enter new permit or license information, complete the following fields and click OK:
 - ST
 - License Number
 - Renewal Date
 - License Fee
 - Issuing Agency
6. To return to Work With Assets, click Cancel.

Creating an Equipment Parts List

You can create an equipment parts list, which allows you to associate parts that are cataloged (item master) and non-cataloged (no item master) directly to an asset record. You can define the parts list specifically for an individual piece of equipment or use a common equipment parts list number on multiple equipment records for identical equipment. This equipment parts list can include standard parts lists, cataloged parts, and non-cataloged parts. In addition, you can view the parent/child relationship for both the equipment and the standard parts list from within the equipment parts list.

When the equipment requires repair or maintenance, you then can use the equipment parts list to create a work order parts list when you create the corrective order.

You can use a standard parts list within the equipment parts list. The standard parts list can be used for all similar pieces of equipment. For example, you might need a gearbox that is standard for most forklifts, as well as parts that are specific to an electric forklift.

The Equipment Parts List table is (F13017).

Note

If you are an existing user of J.D. Edwards Plant and Equipment Management and are upgrading to EAM, you can run a batch program that converts an equipment-referenced inventory item (standard parts list) to an EAM equipment parts list.

See Also

- ❑ *Running the Equipment Parts List Batch Conversion* in the *Enterprise Asset Management Guide* for information about converting an equipment-referenced inventory item (standard parts list) to an EAM equipment parts list

Considerations

- You can still create a standard parts list (bill of material) and reuse this parts list on any equipment parts list. For example, you might use the standard parts list to create the master parts list for a forklift and then use it on all forklifts.
- You add parts that are specific to an asset as individual items to the equipment parts list. These items can be stocked or non-stocked items that are defined in the inventory system; or you can add non-cataloged items using a non-inventory, purchasing-only line type. When you add an item that is defined in inventory, the system includes any item-specific information. For non-cataloged items, you can determine the default information (such as line type) through the processing options, or you can enter this information manually.
- To expand on a standard parts list, the following stocking types must match:
 - The stocking type of the parent item that you used to create the standard parts list.
 - The stocking type that you set in the processing options of the Equipment Parts List program (P13017), and the Equipment Parts List Search and Select program (P13017S).

If these stocking types do not match, you must search by using the standard parts list number instead of the equipment number to view the parts.

- If the child equipment records have associated equipment parts lists, you can also expand on those lists.

Before You Begin

- ☐ Create your equipment records.
- ☐ Create your standard parts list.

► To create an equipment parts list

From the Equipment Information menu (G1311), choose Equipment Parts List.

1. On Work With Equipment Parts List, complete one of the following fields:
 - Asset Number
 - Std Parts List Number
2. Complete the following fields and click Find:
 - Branch
 - Type Bill of Material

Note that the system also displays any child assets for the asset number.

3. Click Add.

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Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Equipment Parts List Detail

OK Find Delete Cancel Form Row Tools

Equipment Number 24900 Forklift Branch M30

Parts List Number 24900 Forklift Type Bill of Material M

Skip to Line Number

Records 1 - 10

Line No.	Inventory Item Number	Ln Ty	Customer/Supplier Item Number	Stocking Type	Quantity	UM	Unit Cost	Description	Description Line 2
1.00	E200	S		E	1	EA	0.0000	Forklift Master Parts List	
2.00	9211	S	KM1059	P	1	EA	39.9900	Brake Shoe Repair Kit	Fork Truck
3.00		J	HFG6060		1	EA	975.0000	Gear Drive Transmission	
4.00		J	HFG6175		1	EA	325.0000	Gear Pump-Lift	
5.00	9006	S		P	1	EA	0.0800	Bolt - 6G	Finish, Mechan
6.00	9007	S		P	1	EA	0.0700	Nut - 6	
7.00	9008	S		P	1	CM	0.2000	Steel Rod	
8.00	9010	S		P	1	ML	0.0500	Paint, Green	
9.00	9011	S		P	1	ML	0.0500	Paint, Red	
10.00		J	XXXXXXQQ		1	EA	500.0000	stuff	

4. On Equipment Parts List Detail, complete the following fields for parts you want to add, depending on whether you are using a standard, cataloged, or non-cataloged part. Non-cataloged items must use a line type without an inventory interface and with a customer or supplier item number.

- Item Number
- Ln Ty

Line Type controls whether an item is cataloged or non-cataloged.

- Customer/Supplier Item Number
- Quantity
- UM
- Unit Cost
- Description
- Cost Type
- Component Branch

Only specify the Component Branch if you want to designate that the item be sourced from a branch other than the work order branch.

5. Click OK.
6. On Work With Equipment Parts List, click Find.

You now have a complete parts list.

7. Expand on the item number by clicking on the plus (+) sign.

The system displays the entire standard parts list.

Copying an Equipment Parts List

You can only use the Copy EPL feature when you have not already defined an equipment parts list for an asset.

► To copy an equipment parts list

From the Equipment Information menu (G1311), choose Equipment Parts List.

1. On Work With Equipment Parts List, complete one of the following fields:

- Asset Number
- Std Parts List Number

2. Complete the following fields and click Find:

- Branch
- Type Bill of Material

Note that the system also displays any child assets for the asset number.

3. Click Add.

4. On Equipment Parts List Detail, choose Copy EPL from the Form menu.

5. On Copy Equipment Parts List, complete the following field to indicate the asset from which you are copying, and click OK:

- Asset Number

The field name might differ, depending on the primary equipment number set in the SWM constants.

6. On Equipment Parts List Detail, add or delete any parts as needed, and then click OK.

Processing Options for Equipment Parts List (P13017)

Defaults

1. Bill of Material Type

Blank = M

Non-Catalogued Items

2. Line Type

Blank = J

3. Unit of Measure
-

Blank = EA

4. Issue Type Code

Blank = I

5. Cost Component
Process

1. Supplier Cross-Reference Type Code

2. Standard Parts List Stocking Type

Blank = M
Versions

1. Equipment Master (P1702) Version

Blank = ZJDE0001

2. Inventory Master (P4101) Version

Blank = ZJDE0001

3. Item Cross Reference (P4104) Version

Blank = ZJDE0001

4. Bill of Material (P3002) Version

Blank = ZJDE0001

What You Should Know About Processing Options for Equipment Parts List (P13017)

Defaults tab, Bill of Material Type	The Bill of Material Type is required on the search header. The system uses the type to search by kits.

Defaults tab, processing options under Non-Cataloged Items	The system uses non-cataloged defaults for items that are not defined in the inventory system.

Process tab, Standard Parts List Stocking Type	The Standard Parts List Stocking Type determines which item you can expand within the equipment parts list. You can use items with different stocking types, but you will not be able to expand these items.

Running the Equipment Parts List Batch Update (R13808)

From the Advanced Operations menu (G1331), choose Equipment Parts List Batch Update.

Run this program to create an equipment parts list for those assets that have inventory item numbers defined in the Equipment Master and that do not have an equipment parts list.

You can run this program in Proof or Final mode. Both modes display a report that shows which equipment numbers have a new equipment parts list and the item numbers used.

Processing Options for Equipment Parts List Batch Conversion (R13808)

Process

1. Proof or Final Mode

Blank = Proof Mode

1 = Final Mode

2. Bill of Material Level

Blank = Inventory Item Number

1 = First Level of Bill of Material

3. Bill of Material Type

Blank = M

Defaults

Inventory Defaults

1. Branch

Bill of Material Text Line Defaults

2. Line Type

Blank = J

3. Unit of Measure

Blank = EA

4. Issue Type Code

Blank = I

What You Should Know About Processing Options for Equipment Parts List Batch Update (R13808)

Process tab, Bill of Material Level

When the equipment parts list is created from the inventory number on the equipment master, two modes are possible, based on the Bill of Material Level processing option:

- Create the equipment parts list by using only the inventory number on the equipment master.
- Create the equipment parts list by using the first level of the standard parts list for the inventory number on the equipment master.

Working with Equipment Information

After you create equipment masters, you can perform a variety of tasks to manage the information about the equipment. For example, you can do the following:

- Search for specific pieces of equipment or groups of related equipment.

- Review a list of additional equipment information, based on a particular supplemental data type.
- Attach and review messages about the equipment.
- Change the location and status of equipment.
- Track relationships between parent equipment and component equipment.

Searching for Equipment Records

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

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

► To search for equipment records

Use one of the following navigations:

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

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

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

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

Processing Options for Work with Equipment Master (P1701)

Categories

1. Category Code 1 (Accounting Class)
 2. Category Code 2 (Equipment Class)
 3. Category Code 3 (Manufacturer)
 4. Category Code 4 (Model Year)
 5. Category Code 5 (Usage Miles or Hours)
 6. Category Code 6
 7. Category Code 7
 8. Category Code 8
 9. Category Code 9
-

10. Rate Group

11. Category Code - F/A 11

12. Category Code - F/A 12

13. Category Code - F/A 13

14. Category Code - F/A 14

15. Category Code - F/A 15

16. Category Code - F/A 16

17. Category Code - F/A 17

18. Category Code - F/A 18

19. Category Code - F/A 19

20. Category Code - F/A 20

21. Category Code - F/A 21

22. Category Code - F/A 22

23. Category Code - F/A 23
Defaults

1. Responsible Business Unit

2. Business Unit - Location

3. Equipment Status

4. Company

5. Product Family

6. Product Model
Versions

1. Equipment Master Revisions (P1702) Version

Blank = ZJDE0001

2. Scheduling Workbench (P48201) Version

Blank = ZJDE0002

3. Status History (P1307) Version

Blank = ZJDE0002

4. Equipment Message Log (P1205) Version

Blank = ZJDE0002

5. Equipment PM Schedule (P1207) Version

Blank = ZJDE0002

6. Cost Summary (P122101) Version

Blank = ZJDE0003

7. Bill of Material Inquiry (P30200) Version

Blank = ZJDE0001

8. Service Entitlement Inquiry (P1723) Version

Blank = ZJDE0001

9. Maintenance Request History (P17500) Version

Blank = ZJDE0003

10. Item Master (P4101) Version

Blank = ZJDE0001

11. Supplemental Data (P00092) Version

Blank = ZJDE0005

12. Equipment Master Related Orders. (P17023) Version

Blank = ZJDE0001

13. Equipment Master Parent/Child (P12017) Version

Blank = ZJDE0002

14. Location Information (P1201) Version

Blank = ZJDE0001

15. Work With Locations (P12215) Version

Blank = ZJDE0001

16. Location Transfer (P12115) Version

Blank = ZJDE0001

17. Equipment Master Address Locations (P1704) Version

Blank = ZJDE0001

18. Item Branch (P41026) Version

Blank = ZJDE0001

19. Equipment Backlog (P13220) Version

Blank = ZJDE0001

20. PM Orders (P12071) Version

Blank = ZJDE0001

21. Equipment Parts List (P13017) Version

Blank = ZJDE0001

Reviewing Fixed Assets Supplemental Information

When you need to review supplemental information for an asset, you can quickly determine whether a particular supplemental data type contains information. On Work With Supplemental Data, a check mark appears in the leftmost field (unlabeled) next to rows for which supplemental data in code format has been entered. In addition, regardless of the data format, if narrative data exists for a supplemental data type, a paper clip icon appears when you place the computer pointer in the field.

You can review a list of additional asset information based on a particular supplemental data type. For example, assume that you have set up a supplemental data type for capacity. You can review a list of all assets for which you have assigned the supplemental data type for capacity. You can use data selections to limit the amount of information displayed by the system. You can also review a list of the additional information by supplemental data type that you assigned to individual assets. For example, you can review information for all supplemental data types that you assigned to a particular motor grader. You can use data selections to limit the amount of information that the system displays.

► To review supplemental information by data type

From the Fixed Asset Master Information menu (G1211), choose Supplemental Data Inquiry by Data Type.

1. On Supplemental Inquiry by Data Type, complete the following field:
 - Type Data
2. To limit the information displayed by the system, complete the following optional fields, and click Find:
 - Effective Date
 - Ending Effective Date
 - Skip to UDC

► To review supplemental information by asset

From the Fixed Asset Master Information menu (G1211), choose Supplemental Data Inquiry by Asset.

1. On Supplemental Inquiry by Asset, complete the following field:
 - Equipment Number
2. To limit the information displayed by the system, complete the following optional fields, and click Find:
 - Beginning Date
 - Ending Date

Working with Message Logs

You can use the message log to enter short text messages that pertain to an asset, such as the notification of a particular problem with the asset. You can also set up tickler dates or units on which you want to receive a reminder message for the asset.

For example, you can indicate a unit meter reading on a specific date when you want to remember to make an appointment for the scheduled maintenance of an asset.

The system stores tickler dates and units in the account that you define for the AT00 automatic accounting instruction.

Entering an Equipment Message

You can use message logs to enter short text messages that pertain to a piece of equipment. You can also set up tickler dates or units on which you want to receive a reminder message for the equipment.

You can classify messages by setting up message types, such as planned and actual maintenance, and problem reports. Use the information that you enter to do the following:

- Track problems and complaints about specific equipment.
- Supplement scheduled or preventive maintenance.
- Report on actual maintenance.

You set up and maintain message types in user defined code table 12/EM.

► To enter an asset message

From the Fixed Asset Master Information menu (G1211), choose Master Information.

1. On Work With Assets, click Find to view all assets.

To narrow your search, click the tabs in the header area of the Work With Assets form, complete the appropriate information, and click Find.

When you are searching for an asset on the Work With Assets form, the Skip To Description field in the header area and the query-by-example fields in the detail area do not display data if asset descriptions have been translated. However, the

Description - Compressed field displays data if the descriptions have been translated; you can conduct your search through this field.

2. Choose the asset.
3. From the Row menu, choose Asset Master Info, and then Message Log.

The Work With Message Log form shows a summarized view of all messages for a particular piece of equipment. You can click Add to enter a new message, or you can enter an asset number to display messages and choose a message to review in detail.

4. On Work With Message Log, click Add.
5. On Message Log, complete the following fields:
 - Message From
 - Message Type
 - Tickler M/H
 - Tickler Date

If you do not enter a value for Tickler Miles/Hours, the system enters the current date in the Tickler Date field. Any value that you enter in the Tickler Date field overrides the date that is assigned by the system.

6. In the Message area, enter a message.

The Message Type field might already contain a default value.
7. To save your entries, click OK.
8. To return to Work With Assets, click Close.

Reviewing Equipment Messages

You should review messages periodically to ensure that you have the most current information about a piece of equipment. If a message exists for a piece of equipment, a check mark appears in the leftmost field (untitled) in the equipment's row on Work With Assets. You can access the Work With Message Log form directly from Work With Assets or from a menu selection.

After you review a message, you can send the message to another piece of equipment, if necessary. This action is especially useful if the contents of a message can apply to multiple pieces of equipment and you need to copy the message to each piece of equipment quickly.

► To review asset messages

From the Fixed Asset Master Information menu (G1211), choose Master Information.

1. On Work With Assets, click Find to view all assets.

To narrow your search, click the tabs in the header area of the Work With Assets form, complete the appropriate information, and click Find.

When you are searching for an asset on the Work With Assets form, the Skip To Description field in the header area and the query-by-example fields in the detail area do not display data if asset descriptions have been translated. However, the

Description - Compressed field displays data if the descriptions have been translated; you can conduct your search through this field.

2. Choose the asset.
3. From the Row menu, choose Asset Master Info, and then Message Log.
4. On Work With Message Log, to review a specific message, choose the message and click Select.
5. On Message Log, to attach the message to another piece of equipment, complete the following field and click OK:

- Send To Asset

You can change other information about the message before you attach it to another piece of equipment.

6. On Work With Message Log, to return to Work With Assets, click Close.

Processing Options for Equipment Message Log (P1205)

Defaults

1. Equipment Message Type
Versions

1. Asset Master (P1201) Version

Blank = ZJDE0001

Tracking Equipment Status

You can review the history of a piece of equipment by the statuses that have been assigned to it, such as available, down, working, and standby. This capability is especially useful for maintaining an audit history of operational statuses and for determining the amount of time that a piece of equipment has been idle due to downtime.

When you access Work With Status History, in addition to the statuses that have been assigned to a piece of equipment, you also can review the following:

- The ending time (if applicable) and beginning time for each status, as well as the associated dates
- The total hours that are associated with each occurrence of a particular status
- The lifetime meter reading at the time of the status change for any of the statistical accounts that you have defined, such as hours, fuel, or miles
- The cumulative hours for all occurrences of a particular status over the life of the equipment
- Remarks that are 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 equipment failures. This information is especially useful when comparing actual equipment downtime with manufacturers' specifications and analyzing the effectiveness of your maintenance program for a particular piece of equipment.

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

After you have reviewed the status history for a piece of equipment, you can track the mean time between failures for the period of time that you specify.

► **To review the status history of equipment**

From the Equipment Information menu (G1311), choose Status History.

On Work With Status History, complete the following field and click Find:

- Equipment Number

A history of each status assigned to the piece of equipment, from its inception to the present, appears.

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

From the Equipment Information menu (G1311), choose Status History.

1. On Work With Status History, complete the following field and click Find:

- Equipment Number

2. To access Downtime Analysis, choose Analysis from the Form menu.

3. On Downtime Analysis, complete the following fields and click OK:

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

The mean time between failures appears for the piece of equipment.

Processing Options for Status History (P1307)

Process Tab

1. Remarks

Blank = Allow modifications

1 = Protect

2 = Protect if it is not blank

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

Blank

Allow modifications to the remarks field.

1

Protect the remarks field regardless of whether it contains text.

2

Protect the remarks field only if it contains text.

2. Work Day Calendar

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

Defaults Tab

1. Starting Effective Date

Blank = Default from acquired date

1 = Default from installation date

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

Blank

Use the acquired date from the equipment master.

1

Use the installation date from the equipment master.

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

2. Equipment Downtime Status

Blank = Default from current status

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

Versions Tab

1. Work Order Revisions (P17714) Version

Blank = ZJDE0003

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

2. Equipment Master (P1702) Version

Blank = ZJDE0001

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

Working with Parent and Component Information

After you establish parent and component relationships in the asset master, you can review all the components for a specific asset. You can track up to 25 levels of component relationships for a parent asset. Review parent and component information so that you can:

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

After you review an asset's parent and component information, you can revise the parent information for individual components and change the sequence of the components.

Reviewing Parent and Component Information

If you entered parent and component relationship information about an asset when you created the asset master record, you can use the Work With Parent History form to find an asset, and review parent and component relationships. If the asset is a parent, you can review all of the components related to that parent. If the asset is a component, you can review the parent for the component, as well as the other components that are associated with the parent.

You can also display all current or previous parents for a component, or all current or previous components for a parent. Use date fields to limit your search to selected dates, or leave the date fields blank to review the history of a component or parent.

From the Work With Parent History form, you can also:

- Review parent or component cost information.
- Review parent or component meter readings.
- Enter parent or component supplemental information.

► **To review parent and component information**

Use one of the following navigations:

From the Fixed Asset Master Information menu (G1211), choose Parent History Inquiry.

From the Equipment Information menu (G1311), choose Parent History Inquiry.

1. On Work With Parent History, complete the following field:

- Asset Number

2. Complete the following optional fields:

- Date From
- Date Thru

Alternatively, to view parent or component formats, choose Component Format or Parent Format from the View menu.

3. Click Find.

4. Review the parent and component relationship information.

5. After you locate and choose a parent or component detail, perform one of the following actions:

- To review parent or component cost information, choose Cost Summary from the Row menu.

The Work with Cost Summary form appears.

- To review parent or component meter readings, choose Meter Reading Inq. from the Row menu.

Review the meter information for the asset on the Meter Reading Inquiry form. To work with meter information, choose Meter Readings from the Form menu. The Meter Readings form appears.

- To enter parent or component supplemental information, choose Supplemental Data from the Row menu.

The Work With Supplemental Data form appears.

6. Perform one of the following actions to access other fixed assets information from the Work With Parent History form:

- To find an asset, choose Asset Search from the Form menu.

The Work With Assets form appears.

- To see the parent information for the previous asset, choose Previous Asset from the Form menu.

The Work With Parent History form re-appears with the information about the previous asset that you reviewed.

Working with Equipment Components

You can use Work With Equipment Components to display and revise up to 25 levels of component information for a selected piece of equipment. This capability is particularly useful for complex equipment assemblies, such as a production line. After you locate a component, you can display its immediate parent or its components. In addition, you can revise the parent information for individual components and change the sequence of the components.

► To review equipment components

From the Equipment Information menu (G1311), choose Equipment/Component Relations.

1. On Work With Equipment Components, complete the following field:
 - Asset Number
2. To limit the level of components that appear, complete the following field and click Find:
 - Display Level

Related Tasks

Searching for similar equipment

After you have reviewed components for a particular piece of equipment, you can use Work With Equipment Components to search for similar equipment. For example, if you need to find motors within your system similar to a motor that you inquired about, you can use the Search Like Equip selection from the Row menu to locate other motors in your organization. The system searches for similar equipment based on the category codes of the equipment about which you inquired.

► To revise parent information for a component

From the Fixed Asset Master Information menu (G1211), choose Parent History Inquiry.

1. On Work With Parent History, complete the following field and click Find:
 - Asset Number
2. Choose the asset for which you want to revise the parent number, and then click Select.
3. On Asset Master Revisions, complete the following fields and click OK:
 - Parent Number
 - Date Acquired

► **To change the sequence of components**

From the Fixed Asset Master Information menu (G1211), choose Parent History Inquiry.

1. On Work With Parent History, complete the following field and click Find:
 - Asset Number
2. Choose the asset for which you want to revise the parent number, and then click Select.
3. On Asset Master Revisions, choose Equipment Info from the Form menu, and then Components and NBV.
4. On Work With Equipment Components, choose Change Sequence from the Form menu.

The screenshot shows the PeopleSoft interface with the 'Change Sequence' dialog box open. The dialog box has a title bar 'Change Sequence' and buttons for 'OK', 'Cancel', and 'Tools'. Below the buttons is a text field labeled 'Asset Number' containing the value '123'. Below the text field is a table with the following data:

Records 1 - 1		Customize Grid	
Display Seq	Level	Asset Number	Description
☒	1	123	2005 Jeep Cherokee

5. On Change Sequence, complete the following field for each component that you want to change, and click OK:
 - Display Seq

Processing Options for Equipment/Component Relations (P12011)

Defaults Tab

1. Display Level

Blank = 25

Use this processing option to specify the default display level.

2. Asset Number

Use this processing option to specify the default asset number.

Versions Tab

1. Asset Master (P1201) Version

Blank = ZJDE0001

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

2. Work with Locations (P12215) Version

Blank = ZJDE0001

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

3. Backlog Management (P48201) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Work With Work Orders program (P48201) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

4. Cost Summary (P122101) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Cost Summary program (P122101) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

5. Parent History (P12212) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Parent History Inquiry program (P12212) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

Working With Equipment Locations

You can record equipment location information to indicate where and when equipment is physically moved. You can update equipment location information for planned and current relocations and keep a log of all historical relocations. For example, you can do the following:

- Record equipment relocations from one job or business unit to another.
- Create location transactions for single pieces of equipment or groups of equipment.
- Relocate equipment from multiple locations to a single location to consolidate multiple tracking records.
- Review historical, current, and planned location tracking information.
- Record equipment relocations out of sequence.
- Associate text with equipment location transactions.

Tracking the Location of an Asset

You can track physical asset movements and perform asset relocations. You also can review planned, current, and historical asset locations.

For example, if you want to know where an asset is scheduled to be on a certain date, you can review all the location information for the asset. You can also make any necessary changes to an asset location record or enter new location records. Finally, you can enter details about any of your revisions by entering location-tracking text for the location information.

You enter equipment location information into the system so you can track equipment locations as you physically transfer equipment from one job site or business unit to another. If you have multiple quantities of an equipment item, such as scaffolding, you can also do the following:

- Relocate quantities of the same equipment item to more than one current location.
- Relocate quantities of the same equipment item to a single location from more than one current location.

When you update the location information for an asset, the system automatically updates the following fields in the Asset Master File table (F1201):

- Equipment Status
- Location and Start Date (if the current transfer beginning date is greater than the existing location start date and you have only one current location)

You can assign beginning location and start dates to assets only when you create master records or relocate the asset.

When you relocate an asset, consider the following system features:

Location dates	When you specify the dates for location information, note the following guidelines: • The system prevents you from entering location information if the relocation date is after the asset disposal date. • Any location information that you enter with a date after the system date must have a location code of Planned (P).
Multiple current locations	When the asset has multiple current locations, the Location and Start Date fields in the master record are blank. The system displays the message Multiple Current Locations in the location description line.
Consolidating assets in one location	The system automatically consolidates location records when you enter location information for multiple assets with identical billing information. For example, if you enter location information with identical relocation dates, times, and billing information for assets that are currently in multiple locations, the system creates one location record for all of the assets.
Relocating partial quantities	When you relocate partial quantities of an asset, the system modifies the original location record to a history record for the full quantity. The system also creates a new current record to show the quantity that remains at the original location and a new current record for the quantity that you relocated.

Entering location information out of sequence

You enter location information out-of-sequence when you record the relocation of an asset from a location where it does not currently reside. The system issues a warning message. If you do not change the From Location field, the system sorts out the location records by date, and determines whether to create a new location tracking line or to update an existing location record.

For example, you might need to create location records out-of-sequence if the paperwork for the asset relocation is delayed. In this case, the paperwork might be entered after the asset is actually moved to the most current location.

If you enter the new location information for the truck indicating the relocation from job site B to job site C, the system creates a history location for job site B and a current location for job site C. The history location for job site B indicates a duration of zero because you have not indicated when the truck was relocated from the yard to job site B.

When you enter the relocation information regarding the transfer from the yard to job site B, the system revises the location dates for yard and job site B. The system also updates the duration that the equipment was actually at job site B.

Parent and component relationships

When you enter location information for an asset that is the parent of components, the system automatically relocates all of the components that are at the same location as the parent to the new location.

Transferring the Location of an Asset

You enter location information for an asset when you set up the asset master record. You can change the master record location information by using the Location Transfer program.

► To transfer an asset between locations

From the Equipment Location Tracking menu (G1314), choose Work With Locations.

1. On the Display tab and the Additional Selections tab of Work With Locations, complete any fields to narrow your selection criteria. Then click Find.
2. Choose one of the following options:
 - To transfer a single asset, select the asset and choose Location Transfer from the Row menu.
 - To transfer all assets resulting from your search criteria, choose Transfer from the Form menu.
 - To transfer multiple assets, use the Control key or Shift key to select the assets, and then choose Location Transfer from the Row menu.

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Location Transfer

OK Cancel Form Row Tools

To Location Transfer Number

Effective Date

Beginning Time From Location

	Equipment Number	Equipment Description	Location	Location Description	L	Begin Date	Begin Time	Ending Date
☒	1002	Chrysler Minivan	SHOP	Shop	C		00:00:00	

3. If the Billing Information option on the Defaults tab of the processing options for the Location Transfer program (P12115) is not set to clear the information from the equipment's last location, choose Clear from the Form menu of Location Transfer to clear the information. Otherwise, go to step 4.

Note

If you do not clear the information from the form before executing the transfer, information from the last location is carried to the new location.

4. Complete the following required field:
 - To Location
5. Complete the following optional fields and click OK:
 - Effective Date

If this field is blank, the default is the system date.
 - Beginning Time

If this field is blank, and if you are using Equipment Billing, the default is the beginning time from Rental Rules.
 - Transfer Number
 - From Location

Note

Only the assets with a value of C (current) in the Location Code (LC) field are transferred. Assets with a value of H (historical) in the LC field are not transferred because those records are shown as an audit trail for the transfer program.

Processing Options for Location Transfer (P12115)

Display Tab

1. Display Meters

Blank = Display meter reading fields

1 = Do not display meter reading fields

Use this processing option to specify whether the system displays the meter reading fields. Valid values are:

Blank

Display the meter reading fields.

1

Do not display the meter reading fields.

Process Tab

1. Update Child's Rate Code

Blank = Update the child's rate code

1 = Do not update the child's rate code

Use this processing option to specify whether the system updates the child rate code when you transfer the parent asset. Valid values are:

Blank

Update the child rate code.

1

Do not update the child rate code.

2. Update Child's Billing Amount

Blank = Update the child's billing amount

1 = Do not update the child's billing amount

Use this processing option to specify whether the system updates the child billing amount when you transfer the parent asset. Valid values are:

Blank

Update the child billing amount.

1

Do not update the child billing amount.

Defaults Tab

1. Location Code

Use this processing option to specify which location records the system displays. Valid values are:

Blank

Display all location records for an asset.

C

Display current locations for an asset.

H

Display historical locations for an asset.

P

Display planned locations for an asset.

2. Location

3. Billing Information

Blank = Clear billing information during asset transfer

1 = Do not clear billing information during asset transfer

Use this processing option to specify whether the system automatically clears the billing information during the transfer of an asset. Valid values are:

Blank

Clear the billing information.

1

Do not clear the billing information.

Note: You can manually clear the billing information during an asset transfer by choosing Clear from the Form menu on the Location Transfer form, before you click OK.

Versions Tab

1. Work with Locations (P12215) Version

Blank = ZJDE0001

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

2. Meter Readings (P12120) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Meter Readings program (P12120) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

Revising Location Information

You can use Location Revisions to review and revise location tracking information for a piece of equipment. You can review current, planned, and historical location information for individual pieces of equipment, or review all information for a particular location. You can enter specific dates to limit the information that the system displays. You also can delete current and planned location information.

After you review location information for a piece of equipment, you can revise individual equipment locations. For example, you can revise the status of the equipment, meter reading information, or transfer number. You also can enter text messages for specific locations. For example, you might want to note specific instructions or explanations for a location.

You also can delete individual location information for current and planned locations. When you delete current location information, the system causes the most recent historical location to revert to the current location. When you specify that the system delete current location information for a piece of equipment that has more than one current location, it deletes all of the current locations with the same date and makes the prior equipment locations current.

► To revise location information

From the Equipment Location Tracking menu (G1314), choose Work With Locations.

1. On the Display tab and the Additional Selections tab of Work With Locations, complete any fields to narrow your selection criteria to locate the information that you want to revise, and then click Find.
2. Choose the record that you want to revise and click Select.

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Location Revisions

OK Cancel Form Tools

Location Information Transfer Information Billing Information

Asset Number 1002 Chrysler Minivan

Location SHOP Shop

Location Code C Current Location

Date / Time

Start Effective Date 02/09/99 Beginning Time 00:00:00

Ending Date Ending Time 00:00:00

3. On the Location Information tab of Location Revisions, complete either of the following fields:

- Ending Date
- Ending Time

You can change only the ending dates and ending times for current and planned locations.

4. Click the Transfer Information tab and complete any of the following fields:

- Transfer Number
- Equipment Status
- Remark
- Column
- Row
- Curr Meter Reading
- Orig Meter Reading

5. Click the Billing Information tab and complete any of the following fields. Then click OK.

- Transfer Action
 - Equipment Rate Code
 - Business Unit
 - Object Account
 - Subsidiary
 - Subledger
 - Subledger Type
 - Billing Amount
6. On Work With Locations, choose Text from the Row menu to enter the location-tracking text for the selected piece of equipment.
 7. On Location Tracking Text Revisions, type a message in the Text area and click OK.
 8. On Work With Locations, click Close.

Processing Options for Work With Locations (P12215)

Update Tab

1. Location

Blank = Updates to all locations

1 = Updates to planned locations

2 = Updates to current locations

Use this processing option to specify to which locations the system will allow assets to be updated. If you leave this processing option blank, the system allows updates to all locations. Valid values are:

Blank

Allow updates to all locations.

1

Allow updates to planned locations.

2

Allow updates to current locations only.

Versions Tab

1. Asset Master (P1201) Version

Blank = ZJDE0001

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

2. Location Transfer (P12115) Version

Blank = ZJDE0001

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

Maintenance Costing

Because EAM is closely integrated with the General Accounting system, you can enter and track your equipment costs, review those costs, and print a variety of equipment cost reports. The system identifies costs that are specific to equipment, based on the fixed asset range (FX range) of accounts in the automatic accounting instructions (AAIs). The FX range of accounts includes the following:

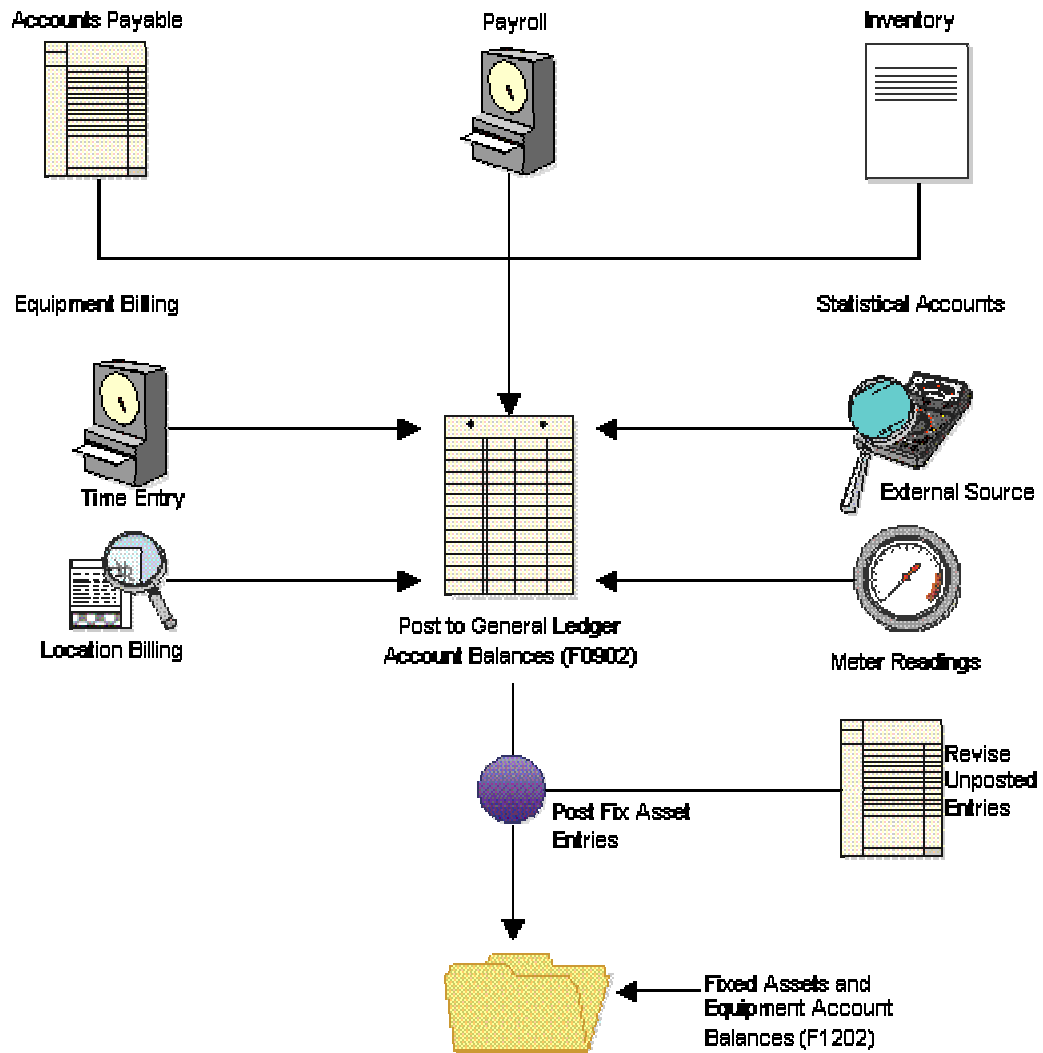
Maintenance expense accounts	Maintenance accounts track costs that are associated with the upkeep of equipment, such as labor and parts.
Operating expense accounts	Operating expense accounts track costs that are associated with operating the equipment, such as fuel, licensing, and certification.
Equipment revenue accounts	Equipment revenue accounts track the revenue that is generated by a piece of equipment.
Statistical accounts	Statistical accounts track units, such as hours, miles, and gallons, that are associated with the use of a piece of equipment. Although statistical accounts are within the FX range of accounts, they are not used for maintenance costing.

Although most maintenance costs for equipment enter the system through maintenance work orders, you can enter equipment costs through any J.D. Edwards system that creates journal entries for business transactions in the Account Ledger table (F0911), such as:

- General Accounting
- Accounts Payable
- Payroll
- Inventory Management
- Procurement
- Work Order Management

The following graphic shows the types of journal entries that affect equipment costs and how those entries are assigned to equipment:

Types of Journal Entries that Affect Equipment Costs



After the system creates journal entries for the equipment costs that you enter, you post the entries to the general ledger, and then to equipment records. When you post journal entries to the general ledger, the system updates the Account Balances table (F0902). When you post to equipment records, the system updates the Asset Account Balances table (F1202). You can post journal entries to equipment records manually, or you can set up your system to post the journal entries to equipment records when you post the entries to the general ledger.

After you enter journal entries and post them to the proper accounts, you can review your costs by using a variety of programs and reports.

Working with the General Ledger

You can revise equipment journal entries that have been posted to the general ledger but not yet posted to equipment records. For example, you might want to review journal entries to ensure that all of the necessary equipment information, such as equipment numbers, is included. You can also work with journal entries to prevent certain transactions that are within the FX range of accounts in the AAls from posting to equipment records. For example, if you have transactions that you record to make corrections to the general ledger, you might want to prevent them from posting to equipment records. In addition, you can print a report that shows transactions that have not been posted to equipment records. When you are satisfied with the integrity of the journal entries, you can post them to equipment records.

Revising Unposted Journal Entries

Use Revise Unposted Entries to make specific changes to journal entries before they are posted to fixed assets or equipment. The following list provides examples of changes you can make:

- Revise or add an asset or equipment number to a journal entry.
- Revise or add a description to further explain a journal entry.
- Create a master record for journal entries that include an asset cost account for an asset or a piece of equipment that is new to the system.
- Revise the hold or pass code on a journal entry to temporarily or permanently prevent it from posting to fixed assets or equipment.
- Post individual journal entries interactively to final assets rather than in a batch job.

Note

To ensure the integrity of your transaction records and audit trails, the system prevents changes to account information that has already been posted to the general ledger, such as:

- G/L account number
 - Amount
 - G/L date
-

See Also

- ❑ *Creating an Equipment Master* in the *Equipment Billing Guide*
- ❑ *Working with Basic Journal Entries* in the *General Accounting Guide* for information about revising unposted journal entries

See the following topics in the *Fixed Assets Guide*:

- ❑ *Creating an Asset Master Record*
- ❑ *Adding an Attachment* for more information about working with media objects
- ❑ *Splitting Unposted Journal Entries* for more information about splitting a journal entry

Before You Begin

- ❑ Run the Identify New Entries program (R12803) to identify non-fixed asset transactions so that they will not be processed in the Fixed Assets system. When non-fixed assets are identified, the Revise Unposted Entries program (P12102) can quickly locate fixed asset journal entries without having to search through all general ledger transactions. See *Identifying New Entries* in the *Fixed Assets Guide*.

► To revise unposted journal entries

From the Posting G/L to Fixed Assets menu (G1212), choose Revise Unposted Entries.

1. On Work With Unposted Entries, complete any of the following fields to locate a transaction:
 - Account Number
 - BU and/or Object
 - Batch Number/Type
 - Document No/Ty/Co
 - Asset Number
 - Company
 - Hold Code
 - Ledger Type
2. To limit the display of entries, click one of the following in the Fixed Assets Post/Passed Code field:
 - Unposted
 - Passed
 - All Entries
3. Click Find.

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Work With Unposted Entries

Select Find Close Row Form Tools

Account Number 50 2030 Company Number

BU and/or Object Hold Code

Batch Number/Type Ledger Type AA

Document No/Ty/Co

Asset Number

Fixed Asset Post/Passed Code Unposted Passed All Entries

Asset Number	Explanation	Amount	Doc Ty	Doc Number	GL Date	H C	P C	Line Number	Ex
☐	Replacement Blades	16,000.00	JE	3315	04/30/05			1.0	St
☐	New Backhoe	5,000.00	JE	3316	05/15/05			1.0	Fr
☐	Core Drilling Bit	8,500.00	OV	4176	06/30/05			1.0	Di
☐	Hydraulic Press	5,000.00	OV	4177	06/30/05			1.0	Di
☐	Heavy Equipment	169,683.52	PV	3104	04/30/05			1.0	Di
☐	Total	204,983.52							

4. To review or change a journal entry description, choose a journal entry, and then choose Revise Entries from the Row menu.
Alternatively, click Select.
5. On Revise Unposted Entries, complete the following fields, and click OK:
 - Asset Number
 - Batch Number/Type
 - Post/Passed Code
 - F/A Hold Code
 - Bill Code
 - DOI
6. To return to Work With Unposted Entries, click Cancel.
7. On Work With Unposted Entries, click Find to see the journal entry change.
8. To review additional journal entry information, you can perform the following actions:
 - To review or add an attachment for a journal entry, choose a journal entry, and then choose Attachments from the Row menu.
 - When you attach generic text to a journal entry, the attachment persists through the posting process. You can see the note through the Account Ledger Inquiry form after posting.

- To review an existing asset master record or create a new asset master record, choose a journal entry, and then choose Asset Master from the Row menu.
- To review the originating document, choose a journal entry, and then choose Original Source from the Row menu.
- To post a single journal entry or multiple selected entries, choose a journal entry, and then choose Post from the Row menu.

For a transaction to be posted, it must contain a fixed asset Post/Passed Code value of blank, a G/L post code value of P (except when you are posting ledgers with a transaction creation code of 2), and a hold code value of blank.

When you post journal entries interactively, the system does not automatically generate the Journal Entries report. You can run the F/A Transaction Ledger report to review the results of your interactive post, or you can review the results online using the Work with Cost Summary form.

- To split a journal entry, choose a journal entry, and then choose Split from the Row menu.
- To review an asset's balance portfolio, choose a journal entry, and then choose Cost Summary from the Form menu.
- To review order information for an asset, choose Order Details from the Form menu. If a purchase order is attached to the journal entry, it is displayed in the Purchase Order fields on the Work With Unposted Entries and Revise Unposted Entries forms.

Splitting Unposted Journal Entries

You can use the Revise Unposted Entries program (P12102) to split a journal entry into two or more entries before you post to fixed assets or equipment. For example, you might split unposted journal entries when an accounts payable invoice for multiple assets is distributed to one account; but you would need to capitalize each asset separately.

For example, an invoice for computers can be distributed in the full amount to the G/L asset account for computers. However, you might want to capitalize each computer separately in fixed assets. You can split the original journal entry for computers into several assets, such as central processing unit, printer, monitor, and keyboard.

You cannot split a portion of a journal entry. When you split a G/L journal entry into two or more entries, the new totals must add up to the total amount of the original journal entry.

After you split a journal entry, you can review the transactions on Revise Unposted Entries.

► To split unposted journal entries

From the Posting G/L to Fixed Assets menu (G1212), choose Revise Unposted Entries.

1. On Work With Unposted Entries, complete any of the following fields to locate a journal entry:
 - Account Number
 - BU and/or Object
 - Batch Number/Type

- Document No/Ty/Co
 - Asset Number
 - Company
 - Hold Code
 - Ledger Type
2. To limit the display of entries, click one of the following in the Fixed Assets Post/Passed Code field:
 - Unposted
 - Passed
 - All Entries
 3. Click Find.
 4. Choose the journal entry that you want to split.
 5. From the Row menu, choose Split.
 6. On Split Journal Entry, complete the following fields, and click OK to split the journal entry:
 - Asset Number
 - Amount
 - Units
 - Explanation
 - H D

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Split Journal Entry

OK Cancel Tools

Document No/Ty/Co 3034 JE 00001

G/L Date 06/30/05 Explanation Replacement Part

Account Number 50.2030 Ledger Type AA

Remaining Amount 3,711.61 Remaining Qty

Records 1 - 2 Customize Grid

	Asset Number	Amount	Units	Explanation -Remark-	H	D
☒	1001	3,711.61		Adjustment to asset cost		
☒						

Processing Options for Revise Unposted Entries (P12102)

Process Tab

1. Allow Different Cost

Blank = Prevent posting of cost to a different account in the account Master

1 = Allow posting of cost to a different account

Use this processing option to specify whether costs can be posted to a different account than the account specified in the asset master. Valid values are:

Blank

Do not allow costs to be posted to a different account.

Allow costs to be posted to a different account.

2. Create or Post to Units Ledger

Blank = Allow creation of and posting to Units Ledger in F1202

1 = Prevent creation of and posting to Units Ledger in F1202

Use this processing option to specify whether the system creates records in the Asset Account Balances File table (F1202) for the units ledger when the posted journal entry contains units. Valid values are:

Blank

Create F1202 records for the units ledger.

1

Do not create F1202 records for the units ledger. This value also prevents posting to existing units ledgers in the F1202.

Versions Tab

Version of Order Inquiry Details

Use this processing option to specify the version that the system uses when you access the Purchase Orders program (P4310) from the form menu. If you leave this processing option blank, the system uses version ZJDE0006.

Printing the Journal Entries Report

From the Posting G/L to Fixed Assets menu (G1212), choose Unposted Fixed Asset Transactions.

You can print the Unposted Fixed Asset Transactions report to view a list of all of the transactions that have been posted to the general ledger but not to equipment records. The FX range of accounts in the AAls identifies the beginning and ending range of asset accounts that can post to equipment records. The Unposted Fixed Asset Transactions report is a printed version of Revise Unposted Entries.

If you post a journal entry that does not include an equipment number, the *No Item Master Record* message appears on the report. You should create an equipment master for the equipment and attach the new equipment number to the journal entry.

The Financial Post Process

After you enter, review, and approve transactions, you must post them. All financial transactions such as journal entries, invoices, and vouchers must be posted to the Account Balances table (F0902) and the Asset Account Balances table (F1202) for fixed assets to update their respective systems with current transaction records and maintain the integrity of the systems.

Note

All journal entries that are within the FX range of accounts in the AAls must be posted to the Asset Account Balances table to update the Plant & Equipment Management system with current transaction records.

The post program performs the following tasks in sequential order:

1. Selects Data to Post

The program takes the following actions to select the data for posting:

- Selects all approved batches that match the criteria specified in the data selection from the Batch Control Records table (F0011).
- Changes the batch status in the Batch Control Records table to indicate that the selected batches are in use.
- Selects the unposted transactions for the selected batches from the applicable transaction table.

2. Validates Information and Performs Error Processing

After selecting the batches and transactions to post, the program performs numerous edits. These edits validate the information for the job, the batches, and the transactions. The program edits for and verifies that:

- The processing option versions and constants are valid.
- Transaction data is valid and can include the following information:
 - The account exists in the Account Master table (F0901) and is a posting account.
 - The business unit exists in the Business Unit Master table (F0006).
 - The G/L date is valid.
- Intercompany setup is correct for intercompany settlements.
- Each batch is in balance.

If the program finds errors, it:

- Sends workflow messages to the Employee Work Center for the user who ran the Post program. For example, you receive messages for transactions that are in error and batches that do not balance.

- Prints an Out of Balance Post Error Report (R09801E) if a batch for a required-to-balance ledger type does not balance and is not specified as allowed to post.
- Places the entire batch in error if any transactions are in error, which prevents the batch from posting.

For batches with errors, no posting occurs. Only the final step of the process applies (updating the batch status to E).

3. Creates Automatic Entries

For batches that do not contain errors, the post process continues. The program creates and posts transactions for automatic entries. The type of automatic entry varies by system and batch type. For example, if you use intercompany settlements, the post program creates automatic entries to the intercompany account for the appropriate companies. If you post accounts receivable or accounts payable transactions, the system creates automatic entries for the A/P and A/R trade accounts. For more information about the type of automatic entries that the post creates, see the corresponding concept that is associated with posting specific types of transactions.

4. Updates the Posted Codes

After validating the integrity of the information in the job, batches, and transactions, the program:

- Updates the posted code for each transaction to D in the respective ledger tables of the system
- Updates the posted code for each transaction to P in the Account Ledger table (F0911)
- Posts transactions to the Account Balances table (F0902)
- Prints the General Ledger Post report (R09801)

The program posts to the appropriate ledgers. For example, the program posts domestic amounts to the AA (actual amount) ledger.

The program also creates transactions for automatic offsets that are required for intercompany settlements, if applicable.

5. Updates the Taxes Table

The program updates the tax amount in the Taxes table (F0018), based on a processing option setting.

6. Updates the Batch Status

After posting each transaction to the Account Balances table, the program updates the transaction in the Account Ledger table with a G/L posted code of P (posted).

After posting all of the transactions for a batch, the program updates the status of the batch in the Batch Control Records table (F0011). The program sets each posted batch to D (posted) and each unposted batch to E (error).

7. Updates the Line Extension Code Field

When the post generates Account Ledger table (F0911) records, the system updates the Line Extension Code field (EXTL) with a value of AE. This update differentiates Account Ledger records that you enter through voucher or invoice entry from those records generated by the post—such as payments, automatic entries, and receipts.

8. Initiates Programs Defined in Processing Options

Depending on processing option settings, the program processes other programs when the post process is complete.

- The Fixed Asset Post program updates asset information if you set that processing option.
- The 52 Period Post program updates the Account Balances - 52 Period Accounting table (F0902B) if you set that processing option.

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.

Posting a Batch of Journal Entries

From the Posting G/L to Fixed Assets menu (G1212), choose Post G/L Entries to Fixed Assets.

Before G/L journal entries can be posted to equipment, the system verifies that each entry includes the following:

- A G/L post code of P (posted to the Account Ledger table)
- An account that is within the FX range of accounts that you set up in the AAls
- A fixed asset post code of blank
- A valid equipment number or an account that is within the cost account range (FA range) of accounts in the AAls
- A hold code of blank

When you run the Post G/L Entries to Assets program, the system posts all equipment journal entries to the Asset Account Balances table (F1202) and marks each transaction as posted.

Verifying the Post Process

After the post process is complete, the system generates a Post Unposted Fixed Asset Entries report. You can review this report to verify the results of the post. The report indicates all journal entries that were not posted and the reason why. It also notes any automatic processes that might have occurred during the post.

The following three messages can appear in the Message Area column on this report:

Asset Master Record Created	This message indicates that the system created an asset master and its corresponding balance record for a posted transaction. If you do not create these records for a piece of equipment before you run the post program, the system automatically creates them under the following circumstances: • The equipment number is blank in the Account Ledger table (F0911). • The object account is within the FA range of accounts in the AAls. • You use the Post G/L Entries to Assets program to run the post. The system creates asset masters and balance records based on the values that you enter when you set up equipment.
Asset Number Assigned	If you did not assign an equipment number to an unposted journal entry, this message indicates that the system automatically assigned an equipment number based on the FA range of accounts in the AAls.
Unable to Post - The record is not in the Asset Master Table	This message indicates that you did not assign an equipment number to an unposted journal entry and the system was unable to assign a number automatically.

You also can verify the results of the post to equipment online. To review posted equipment transactions and the effects of the post on other account information, access the following forms:

Equipment Search	Review new equipment and corresponding equipment masters that are generated by the post. This is particularly useful if you split a general ledger transaction before running the Post G/L Entries to Assets program.
Cost Summary	Review how the new transactions affect cost accounts and balances.

Processing Options for Post G/L Entries to Assets (R12800)

Print Tab

For information about a processing option, right-click the processing option field and choose What's This from the menu. Or, click the processing option field and press F1.

Use these processing options to determine certain output aspects of the Post G/L Entries to Assets report.

1. Asset Number Format

1 = Asset number

2 = Unit number

3 = Serial number

Use this processing option to specify how you want the asset number to print on the report. Valid values are:

1 Asset Number. This is the default.

2 Unit Number

3 Serial Number

2. Print Exception Report

Blank = Do not print the exception report

1 = Print the exception report

Use this processing option to identify whether you would like to print the Exception Report (R12800E). Valid values are:

Blank Do not print the Exception Report. This is the default.

1 Print the Exception Report.

Process Tab

For information about a processing option, right-click the processing option field and choose What's This from the menu. Or, click the processing option field and press F1.

Use these processing options to determine the process control options when running the Post G/L Entries to Assets report.

1. Equipment Subledger

Blank = Use the G/L asset number

1 = Use the asset number from the subledger type E

Use this processing option to determine how to update the journal entry's asset number. If the asset number is blank and an equipment subledger (subledger type E) exists, you can use that subledger number as the journal entry's asset number. Otherwise, you can use the G/L asset number when posting to Fixed Assets. Valid values are:

Blank Use the G/L asset number.

1 Use the asset number from the subledger type E.

2. Asset Master Cost Account

Blank = Prevent posting to a different cost account

1 = Allow posting of cost to a different account

Use this processing option to allow the posting of cost to a different account defined in the Asset Master. Valid values are:

Blank Prevent posting of cost to a different account defined in the Asset Master. This is the default.

1 Allow posting of cost to a different account defined in the Asset Master.

3. Create or Post to Units Ledgers

Blank = Allow creation of and posting to Units Ledger in F1202

1=Prevent creation of and posting to Units Ledger in F1202

Use this processing option to specify whether the system creates records in the Asset Account Balances table (F1202) for the units ledger when the posted journal entry contains units. Valid Values are:

Blank

Create a units ledger in the F1202.

1

Do not create a units ledger in the F1202. This value also prevents posting to existing units ledgers in the F1202.

Reviewing Asset and Maintenance Costs

Review asset and maintenance-related costs when you want to see inception-to-date, year-to-date, and period-to-date account balances for individual assets. You can also do the following:

- Review one subledger or all subledgers for a specific piece of equipment.
- Review detailed or summarized account balance information.
- Display equipment account balances in currency amounts or in units and per unit costs.
- Review maintenance costs by shop or job.

When you review costs by cost accounts, you get a financial perspective of business costs. View costs by cost account when you want to access:

- All account balances relating to a specific asset
- Asset acquisition costs, depreciation amounts, revenue, maintenance expenses, operating expenses, and so on, for a specific period
- Abbreviated income statement and balance sheet information for an asset

Detailed transactions (F0911 records) appear only under the following circumstances:

- Account balances were not updated directly by a conversion program, which did not create detailed transactions to support the balances.
- Transactions were not summarized by the G/L Summarization program.

You can review maintenance costs either by cost account or repair code. When you review by cost account, the system displays all accounts in object account order. When you review by repair code, the system displays accounts in subsidiary account order, beginning with the account that you indicate.

Cost account

An object account that represents a type of cost. Examples of cost accounts include:

- Labor
- Parts
- Materials

Review maintenance costs by cost account when you need an abbreviated income statement and balance sheet for a specific piece of equipment or for a shop.

Repair code

A subsidiary account that represents a subdivision of a cost account. You can use repair codes to keep detailed records of the accounting activity for a particular cost account. Examples of repair codes include:

- Preventive maintenance
- Emergency repairs
- Electrical repairs
- Mechanical repairs

Review maintenance costs by repair code when you need a managerial perspective of costs that are related to a specific type of repair.

Reviewing Equipment Costs

To help manage the costs related to equipment maintenance within your organization, you can review inception-to-date, year-to-date, and month-to-date account balances for individual pieces of equipment. You also can do the following:

- Review one subledger or all subledgers for a specific piece of equipment.
- Review detailed or summarized account balance information.

You can view equipment costs either by cost account or repair code. When you review costs and expenses by cost account, the system displays all accounts in object account order. By reviewing costs by cost account, you get a financial perspective of business costs. For example, you can review the following:

- Acquisition costs
- Depreciation amounts
- Maintenance expenses
- Operating expenses

When you review costs by repair code, the system displays accounts in subsidiary account order, beginning with the account that you indicate. For example, you might have a cost account for labor. You can set up repair codes to track labor costs for different types of repairs, such as preventive maintenance repairs, emergency repairs, electrical repairs, and mechanical repairs, within the labor cost account.

View costs by repair code to access the following:

- All repair costs for a particular piece of equipment
- Subsidiary accounts to review costs that are associated with a certain type of repair
- Object accounts, such as labor, parts, or materials that are specific to a particular repair code

You can use processing options to assign default values for the following:

- Ledger type
- Detailed or summarized information
- Amounts or statistical units

► To review asset and maintenance costs

From the Cost Information & Reports menu (G1213), choose Cost Summary.

1. On Work with Cost Summary, complete the following required field on the Display tab to locate a specific asset:
 - Asset Number
2. To specify the costs that you want to review, complete the following optional fields:
 - Skip to Account or Code
 - From Date/Period
 - Thru Date/Period

- Ledger Type

Set a processing option to specify the ledger type default.

3. To further specify the costs that you want to review, click the Additional Selections tab.
4. Complete the following optional fields:
 - Units/Unit Cost
Set a processing option to display amounts or statistical units.
 - Detail/Summary
 - Subledger
 - Sub Type

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Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Work with Cost Summary

Select Find Close Form Row Tools

Display Additional Selections

Units/Unit Cost

Detail/Summary

Subledger ☐

Totals (Assigned if Detail/Summary are R, O or S)

☐ Total by Code (Subsidiary)

☒ Total by Account (Object)

Account	Code	Account Description	Inception To Date	Year To Date	Period To Date	Business Unit	Subledger	Sub Type
2040		Vehicles	32,000.00	32,000.00			50	
2140		Accum Depr-Vehicles	5,333.33	5,333.33		888.89	50	
		Net Book Value	26,666.67	26,666.67		888.89		
8330		Depreciation - Vehicles	5,333.33	5,333.33		888.89	YARD	
		Revenue Earned	5,333.33	5,333.33		888.89		
		Total	32,000.00	32,000.00				

5. Click one of the following options:
 - Total by Code (Subsidiary)
 - Total by Account (Object)
6. To review the posted transactions for an individual account balance, choose an account, and then choose Asset Ledger from the Row menu.
7. On Work with Asset Ledger Inquiry, to see transaction details, choose Account Ledger from the Row menu.
8. On Work With Account Ledger, choose Details from the Row menu.

9. To return to Work with Cost Summary:
 - On Account Ledger Detail, click Cancel.
 - On Work With Account Ledger, click Close.
 - On Work with Asset Ledger Inquiry, click Close.
10. To review or add an attachment for a transaction, choose Attachments from the Row menu.
11. To review open purchase orders, choose Open Orders from the Form menu on Work with Cost Summary.
12. To review asset revaluation information, choose Asset Revaluation from the Form menu on Work with Cost Summary.

Processing Options for Cost Summary (P122101)

Defaults Tab

Use these processing options to define the defaults that are applied when you inquire on asset balance records.

1. Ledger Type

Blank = AA

Use this processing option to enter the ledger type to default to. Leave blank to default to the AA ledger. This is the default value. For a list of valid values, click the visual assist button next to this field.

2. Detail or Summary

D = No summarization

O = Summarize by object

R = Summarize by subsidiary

S = Summarize by AT AAI object

Use this processing option to specify how to summarize asset balances. Leave blank to default to D (No Summarization). Valid values are:

D No Summarization. This is the default.

O Summarize by Object. Valid when sequencing by object.

R Summarize by subsidiary. Valid when sequencing by subsidiary.

S Summarize by AT AAI Object.

Note: Do not drill down into Asset Ledger Inquiry unless D (No Summarization) is chosen.

3. Display Amounts or Statistical Units

N = Amounts

A = Statistical units - FMA AAI

B = Statistical units - FMB AAI

Y = Statistical units - AT00 AAI

Use this processing option to display amounts or statistical units. Leave blank to default to N (Amounts). Valid values are:

N Amounts. This is the default.

A Statistical Units - FMB AAI.

B Statistical Units - FMB AAI.

Y Statistical Units - AT00 AAI.

Process Tab

Use these processing options to specify what type of information will be processed when calculating asset balance records.

1. Object or Subsidiary Totals

Blank = By account code (object)

1 = By repair code (subsidiary)

Use this processing option to display the asset totals by account code (object) or repair code (subsidiary). Valid values are:

Blank Display by Account Code (Object).

1 Display by Repair Code (Subsidiary).

Versions Tab

Use this processing option to define the application version to execute.

1. Open Order Inquiry Version (P4310)

Blank = ZJDE0006

Use this processing option to enter the Open Order Inquiry (P4310) version for the related exit. If left blank, ZJDE0006 will be used.

Reviewing Shop Costs by Cost Account

Each cost account (object account) represents a type of cost. When you review costs by cost accounts, you get a financial perspective of business costs. For example, you can set up individual cost accounts for labor, parts, and materials. When you review shop costs by cost account, you see the total of each type of cost for a shop or business unit.

You can display all shop costs, and you can review cost account balances for costs, such as labor, parts, and material, for an entire shop. You can compare actual amounts with budget amounts or amounts for any other two ledger types. Additionally, you can review account ledger information for individual accounts.

► To review shop costs by cost account

From the Cost Inquiries and Reports menu (G1312), choose By Cost Account.

1. On Trial Balance / Ledger Comparison, complete the following field:
 - Skip to Account
2. To review account balance information for a specified period, turn on the following option:
 - Period / Date

If you turn off this option, the amounts that appear are through a specified date.
3. To specify the ledgers that you want to compare, complete the following fields:
 - Ledger Type 1
 - Ledger Type 2
4. Depending on how you completed the Period/Date field, type a period or date in the following optional field for each ledger type:

- LT 2 Thru Date
- To limit the information that appears, complete the following field and click Find:
 - Level Of Detail

Account amounts, as well as the variance between the amounts, appear for the ledger types that you specified.
 - To review period and cumulative amounts for a particular account, choose its record and then choose Balance by Month from the Row menu.

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Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Account Balances

Find Close Tools

Account Number 1.1110.BEAR Bear Creek National Bank

Fiscal Year 5

Ledger Type BA USD

Subledger Type *

Subledger Desc

Currency Code *

PYE Net Postings

Balance Forward

Period End	Period Amounts	Cumulative Amounts
01/31/05		
02/28/05		
03/31/05		
04/30/05		
05/31/05		
06/30/05		
07/31/05		
08/31/05		
09/30/05		
10/31/05		
11/30/05		
12/31/05		

- On Account Balances, click Close to return to Trial Balance / Ledger Comparison.
 - On Trial Balance / Ledger Comparison, to review account ledger information for a specific account, choose its record and then choose Account Ledger from the Row menu.
- Work With Account Ledger appears. From this form, you can review a variety of information, including individual journal entries.

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Personalize Change Role Sign Out

Work With Account Ledger

Select Find Close Form Row Report Tools

Account 1.1110.BEAR Bear Creek National Bank

Ledger Type 1 BA USD Budget Amount From Date 01/01/05

Ledger Type 2 Thru Date 06/30/05

SubledgerType Currency Code

☒ Posted ☐ Unposted ☐ All YTD Cumulative

Do Ty	Doc Number	Doc Co	G/L Date	Explanation	LT 1 Amount	LT 1 Debit	P C	LT 2 PC	LT 1 Credit	LT 2 Debit	LT 2 Credit
				Column Total							
				Ledger Total							

Processing Options for Trial Balance/Ledger Comparison (P09210A)

Default Tab

1. Ledger Type 1

Blank = Ledger Type 'BA'.

Use this processing option to specify the default Ledger Type 1. For example, you can use AA or CA ledger types. If you leave this processing option blank, ledger type BA is used.

2. Ledger Type 2

Blank = Ledger Type 'AA'.

Use this processing option to specify the default Ledger Type 2. For example, BA or CA are ledger types that you can use. If you leave this processing option blank, ledger type AA is used.

3. Exit with Ledger Type

Blank or 1 = Ledger Type 1.

2 = Ledger Type 2.

Use this processing option to specify the ledger type that the called application should use when exiting to another application. Valid values are:

Blank or 1

Use Ledger Type 1.

2

Use Ledger Type 2.

Display Tab

1. Suppress Zero Balances

Blank or N = Display zero balances

Y = Suppress the display of accounts with zero
balances.

Use this processing option to specify whether to display posting accounts with zero balances. Valid values are:

Blank or N

Display posting accounts with zero balances.

Y

Do not display posting accounts with zero balances.

Note: This processing option applies only to posting accounts. Nonposting header accounts will appear on the Trial Balance/ Ledger Comparison form (P09210A) regardless of this processing option.

2. Calculation Method

Blank or S = Subtraction

A = Addition

M = Multiplication

D = Division

Use this processing option to specify the Calculation Method to be used when calculating variances. Valid values are:

Blank or S

Subtraction

A

Addition

M

Multiplication

D

Division

3. Additional Ledger Type 1

Blank = No Additional Ledger Types will be used.

Use this processing option to specify an additional ledger type to be used in calculating

account balances for Ledger Type 1. For example, you can use AA or CA ledger types. If you leave this processing option blank, no additional ledger type is used.

4. Additional Ledger Type 2

Blank = No Additional Ledger Types will be used.

Use this processing option to specify an additional ledger type to be used in calculating account balances for Ledger Type 2. For example, you can use AA or CA ledger types. If you leave this processing option blank, no additional ledger type is used.

5. Subledger

Blank = Blank Subledger

Use this processing option to specify the subledger to be used for calculating account balances. If you leave this processing option blank, a blank subledger is used.

6. Subledger Type

Blank = Blank Subledger Type

Use this processing option to specify the subledger type to be used for calculating account balances. For example, you can use A or C subledger types. If you leave this processing option blank, a blank subledger type is used.

7. Account Level Of Detail

Blank = 9

Use this processing option to specify the account level of detail to be used (3-9). If you leave this processing option blank, the system uses 9.

Currency Tab

1. Currency Code

Blank = All currencies.

Use this processing option to specify the currency code to be used for calculating account balances. If you leave this processing option blank, all currencies will be used.

Note: Use this processing option only if multicurrency is being used.

Select Tab

1. Date Effective Balances

Blank or N = Use Period End Dates.

Y = Calculate Date Effective Balances.

Use this processing option to either calculate date-effective balances or to use period-end dates. Valid values are:

Blank or N

Use Period End Dates.

Y

Calculate Date Effective Balances.

2. Default Thru Period Display

Blank or N = Thru Dates.

Y = Thru Periods.

Use this processing option to either display thru-periods or thru-dates. Valid values are:

Blank or N

Display thru dates.

Y

Display thru periods.

Reviewing Shop Costs by Repair Code

Review shop costs by repair code when you need to review costs for a particular repair code. Repair codes (subsidiaries) represent a subdivision of cost accounts. You can use repair codes to keep detailed records of the accounting activity for a cost account. For example, for a particular cost account, such as labor, you might need to compare electrical repair costs to the costs associated with mechanical repairs. Additionally, you can review account ledger information for individual accounts.

You use processing options to specify the type of information that you want to appear. For example, you can review the following types of information:

- Actual amounts and unit quantities
- Budget amounts and unit quantities

► To review basic job information

From the Job Cost Inquiries menu (G5112), choose Job Status Inquiry-Basic.

1. On Work with Job Status Inquiry - Basic, complete the following fields:

- Job Number
- Period/Date
- Level of Detail
- Subledger

The G/L Date must be the end of a period. If you enter a period, the system enters the G/L Date as a default value.

2. To further identify the accounts that are displayed on Job Status Inquiry-Basic, click the Additional Selections tab and complete any of the following fields:

- From Cost Code:
- Thru Cost Code:
- From Cost Type:

- Thru Cost Type:
3. In the To Date area, choose one of the following options to specify how you want totals displayed:
 - Inception
 - Cumulative
 - Period
 4. Click Find.
 5. Review the account information.
 6. To review specific information about an account, choose the account and then choose one of the following options from the Row menu:
 - To review account ledger information, choose Account Ledger.
 - To review account balance information, choose Account Bal by S/L.
 - To review progress entry, choose Account Progress.
 - To review attachments, choose Attachments.
 7. On Job Status Inquiry, to review other job information, choose one of the following options from the Form menu:
 - To review job progress information, choose Job Progress Entry.
 - To review order information, choose Contracts/POs and then Subcontracts.
 - To review commitment information, choose Contracts/POs and then Commitment Inquiry.
 - To review change request information, choose Change Management.
 - To review work order scheduling information, choose Work Orders and then WO Sch Workbench.
 - To review work order cost information, choose Work Orders and then WO Cost by Job.
 - To review parent work order information, choose Work Orders and then Parent WO Inquiry.
 - To enter employee labor costs related to a job, choose Payroll / HRM and then TE by Employee.
 - To review profit recognition information, choose Profit Recognition.
 - To review original budget information, choose Job Budgets and then Budget Original.
 - To review revised budget information, choose Job Budgets and then Budget Revisions.

Working with Job Status Inquiry

At any time during the progress of a job, you can review any of the information that relates to it. When you review information that is associated with a project, the information related to the project's subordinate jobs is also included.

You must know the job number of a project or job to review it. Use the Work With Job Masters form to locate a project or job, and then access Job Status Inquiry to review the job status. You can search for a project or job by name, company, or job type.

You might want to review the following job-related information:

- Actual amounts and quantities
- Budget and commitment information
- Projected final amounts and quantities
- Percentage of completion information
- Budget to actual variances

You can review ledger and subledger information for individual accounts. You can review and enter progress information for a single account or for multiple accounts within the same job.

► **To review job information by user defined columns**

Use one of the following navigations:

From the Job Cost Inquiries menu (G5112), choose Job Status Inquiry-User Defined Columns.

From the Cost Inquiries and Reports menu (G1312), choose Job Status Inquiry.

1. On Job Status Inquiry, complete the following fields, and click Find:

- Job
- Column Version

The system displays the accounts and columns according to the specifications in the version that you selected.

2. Review and revise your account information as needed.
3. To review specific information about an account, choose the account, and then choose one of the following options from the Row menu:
 - To review account ledger information, choose General Accounting and then Account Ledger.
 - To review account balance information, choose General Accounting and then Account Balances.
 - To review original budget information, choose Budgets and then Budget Original.
 - To review revised budget information, choose Budgets and then Budget Revisions.
 - To review progress entry for a single account, choose Progress Entry and then Account.
 - To review progress entry for a job, choose Progress Entry and then Job.
 - To review commitment information, choose Commitment Inquiry.
 - To review change request information for an account, choose Account Inquiry.
 - To review revised budgets by ledger type, choose Budget by LT.
 - To review attachments, choose Attachments.

4. To review other job information, choose one of the following options from the Form menu:
 - To review subcontract information, choose Subcontracts.
 - To review change request information, choose Change Management.
 - To review work order scheduling information, choose Work Orders and then WO Sch Workbench.
 - To review work order cost information, choose Work Orders and then WO Cost by Job.
 - To review parent work order information, choose Work Orders and then Parent WO Inquiry.
 - To enter employee labor costs related to a job, choose Payroll/HRM and then TE by Employee.
 - To review profit recognition information, choose Profit Recognition.
5. To save your columns with a new column version name, choose Save Columns.
6. To return to Job Status Inquiry, click Cancel.

Reviewing Work Order Costs

You can review a wide variety of information that is related to work order costs. For example, you might need to review all of the work orders that are over-budget or review all of the current costs that are associated with a project to determine future budgeting requirements.

Reviewing Work Order Transactions

Review work order transactions to track specific costs at the individual work order level. Use Cost by Work Order to review all posted and unposted general ledger transactions that are associated with a work order.

You can use date selections to limit the number of transactions that appear. You also can specify a ledger type to review actual amounts or budget amounts.

Before You Begin

- ❑ Verify that Summary Document Types (user defined code 48/DC) are set up.

► To review work order transactions

From the Work Order menu (G1316), choose Work Order Cost.

1. On Work With Work Order Cost, complete the following field:
 - Order Number
2. To limit the G/L transactions that the system displays, complete the following fields and click Find:
 - From
 - Thru
 - Ledger Type

Processing Options for Work Order Cost (P48211)

Defaults

1. Ledger Type Versions

1. Work Order Backlog (P48201) Version

Blank = ZJDE0001

2. Inventory Issues (P31113) Version

Blank = ZJDE0001

3. Time Entry (P051121) Version

Blank = ZJDE0001

Reviewing Work Order Costs from Equipment Backlog

You can use Equipment Backlog to review a summary of estimated and actual costs for a specific group of work orders. This feature is especially useful when you need a quick cost summary for work orders that match a variety of search criteria that you refine as needed. After you refine your search to the specific group of orders, you can review the following:

- The number of work orders that match your search criteria
- The estimated and actual hours for the work orders, as well as the variance
- The average amount of time that is needed to complete each work order
- The estimated and actual costs for labor, materials, and other costs, as well as the variance
- A total of the estimated costs, the actual costs, and the variance of the total costs

► To review work order costs from Equipment Backlog

From the Work Order menu (G1316), choose Equipment Backlog.

1. On Work With Work Orders, complete the steps to locate a work order or group of work orders.
2. From the Form menu, choose Estimate to Actual.

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Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Estimated and Actual Amount

Cancel Tools

	Estimated	Actual	Variance
Work Orders		13	
Hours	195.00		195.00
Labor Cost	3,190.00		3,190.00
Material Cost	7,589.50		7,589.50
Other Cost			
Total	10,779.50		10,779.50

3. On Estimated and Actual Amount, review the information and then click Cancel to return to Work With Work Orders.
4. On Work With Work Orders, choose WO Summary from the Form menu to review additional information about the work orders that you selected.

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Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work Order Summary

Cancel Tools

Total Work Orders

 Total Estimate Hours

 Total Actual Hours

 Average Hours

Processing Options for Work With Work Orders (P48201)

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
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 (R17714) Version

Blank = XJDE0001

2. Equipment Work Order Print (R48425) Version

Blank = XJDE0001

3. Project Work Order Print (R48415) Version

Blank = XJDE0001

4. Tenant Work Order Print (R15448) Version

Blank = XJDE0001

5. Completed PM (P12071) Version

Blank = ZJDE0001

6. Parts Detail (P17730) Version

Blank = ZJDE0001

7. Labor Detail (P17732) Version

Blank = ZJDE0001

8. Inventory Issues (P31113) Version

Blank = ZJDE0002

9. Time Entry (P311221) Version (S/WM Only)

Blank = ZJDE0001

10. Work With Returned Material Authorization (P40051) Version (S/WM Only)

Blank = ZJDE0001

11. Open Purchase Order (P4310) Version

Blank = ZJDE0011

12. Returned Material Authorization Revisions (P400511) Version (S/WM Only)

Blank = ZJDE0001

13. On Line Work Order Quote (P17717) Version (S/WM Only)

Blank = ZJDE0001

14. Time Entry By Employee (P051121) Version

Blank = ZJDE0001

15. Work with Failure Analysis (P17766) Version

Blank = ZJDE0001

16. Failure Analysis (P17767) Version

Blank = ZJDE0001

17. Supplier Recovery Generation (R1776) Version

Blank = XJDE0001

18. Status History (P1307) Version

Blank = ZJDE0001

19. Work with Equipment Work Orders (P13220) Version

Blank = ZJDE0001

20. Work Order Cost (P48211) Version

Blank = ZJDE0001

21. Resource Assignment (P48331) Version

Blank = ZJDE0001

WO Entry

1. Work Order Entry Program

1 = Work Orders (P17714)

2 = Project Task Details (P48014)

3 = Tenant Work Orders (P15248)

2. Work Order Entry Version

Blank = ZJDE0001

Process

1. Priority

Blank = Do not highlight and color code

1 = Highlight and color code

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.

Reviewing Work Order Costs by Category Code

You can review work order costs that are summarized based on work order category codes. This feature is especially useful for reviewing the total number of work orders, based on the category of work order, as well as the costs that are associated with them and the characteristics of the work that is performed. For example, you can set up a work order category code to represent equipment failures and use each code to represent a different type of failure, such as inadequate lubrication or operator error. You can then review work order costs by category code and see the costs that are associated with operator error. The summary of work order costs includes the number of work orders for each type of failure.

► To review work order costs by category code

From the Work Order menu (G1316), choose Equipment Backlog.

1. On Work With Equipment Work Orders, choose Cat (Category) Code Analysis from the Form menu.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Category Code Analysis

Find Close Tools

Category Code WO Category Code 2

Records 1 - 5

Fail Type	Fail Type Description	Work Order	Actual Downtime	Actual Hours	Actual Labor Cost	Actual Material Cost	Total Cost
100	Machine Shop	6	1				
101	Drill Press	1					
F3	Inadequate Preventive Maint	1					
F8	Normal Wear	1					
PNT	Paint Shop	1					

2. On Category Code Analysis, complete the following field and click Find:

- Category Code

Costs for all work orders appear on Category Code Analysis, regardless of any selection criteria on Backlog Management or Equipment Backlog.

Reviewing Work Order Costs by Parent Work Order

You can quickly review all of the work order costs that are associated with a parent work order. Use Work With Cost by Parent Order to review the total amounts and hours at the parent work order level. Individual work orders can be summarized as follows:

- Estimated amount or hours
- Actual amount or hours
- Variance between estimated and actual

You review costs by amounts or hours. After you review a summary of costs for the parent work order, you can review detailed costs for each work order in the project.

► To review work order costs by parent work order

For Enterprise Asset Management, choose Parent Work Order Inquiry from the Work Order menu (G1316).

For Service Management, choose Parent Work Order Inquiry from the Daily Work Order Processing menu (G1712).

1. On Work With Cost by Parent Order, complete the following field and click Find:
 - Order Number
2. To review costs for a particular work order, choose the record and then choose WO (Work Order) Cost Detail from the Row menu.

Work With Work Order Cost appears.

Reviewing Estimated and Actual Work Order Amounts

Use Estimate to Actual Variance to review and analyze labor costs for each operation sequence that is charged to a work order. In addition, you can review the following:

- Total labor amounts or hours charged to a work order
- Individual parts amounts charged to a work order
- Total parts amounts charged to a work order
- Miscellaneous costs charged to a work order, such as an accounts payable voucher for an outside service
- Actual amounts versus estimated amounts, and unit quantities or currency amounts

Note

To review actual amounts for a specific routing, you must enter the operation sequence when you enter time against a work order.

Before You Begin

- ❑ To review actual amounts for parts and materials, you must set up inventory document types (user defined code 48/ID).

► **To review estimated and actual work order amounts**

From the Work Order menu (G1316), choose Estimate to Actual Variance.

On Work With Budget To Actual Variance, complete the following field and click Find:

- Order Number

Actual amounts for parts and materials appear, based on inventory transactions from the Item Ledger table (F4111). Actual labor amounts appear, based on payroll transactions from the Employee Transaction History table (F0618) and the Employee Transaction Detail table (F06116). The actual amounts for miscellaneous costs that appear are based on general ledger transactions.

If the work order that you want to review does not include a parts list or labor routing instructions, the system uses the estimated amounts from the work order.

Processing Options for Budget to Actual Variance (P48218)

Versions

1. Job Status Inquiry (P512000) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Job Status Inquiry program (P512000) that the system uses when you inquire on the job status of a work order. If you leave this processing option blank, the system uses version ZJDE0001.

Adding Costs to Work Orders

You add costs to a work order whenever you issue parts and materials to a work order. You can use any J.D. Edwards system that creates transactions (journal entries) with a subledger type of W in the Account Ledger table (F0911) to add costs to a work order. Each transaction contains the work order number.

Issuing Parts to a Work Order

When the maintenance tasks that are associated with a work order require parts, you add the cost of the parts to the work order by issuing parts to the work order. Depending on the parts requirements of the maintenance tasks and how you have applied parts to a work order, you can choose from the following methods to issue parts to a work order:

- Issuing parts included on parts lists** Use this method if you have set up parts lists for your work orders. When you issue parts that are included on the work order parts list, the system reflects a reduction in available inventory for the parts by reducing the commitment for the parts.
- Issuing miscellaneous parts to a work order** Use this method to issue miscellaneous parts to a work order when you need to assign a different account number to each part. You can also use this method if you want to add parts costs directly to a piece of equipment without using a work order.

Before You Begin

- ❑ Set up the 4122 and 4124 AAls in the Inventory Management system. See *Setting Up AAls in Distribution Systems* in the *Inventory Management Guide*.
- ❑ Set up branch/plant constants in the Inventory Management system to specify how you want the system to display parts transactions in the G/L. You can specify either part numbers or part descriptions, but not both. See *Defining Branch/Plant Constants* in the *Inventory Management Guide*.

Issuing Parts Included on the Work Order Parts List

You issue parts included on the work order parts list when you need to add costs for parts to a work order. This method is especially useful when you want to issue all parts from the parts list to the work order at the same time.

You can also use Work Order Inventory Issues to issue parts that are not included on the work order parts list to a work order. When you issue parts that are not included on the work order parts list, the system updates the parts list to include the additional parts. You can use processing options to restrict the parts that are issued to a work order to only those parts that are included on the parts list.

You can issue nonstock parts to a work order if you have defined them on the work order parts list. When you use Work Order Inventory Issues to issue nonstock parts, the system updates the work order parts list but does not create any accounting transactions.

Note

When you issue parts to a work order for a piece of equipment for which you have defined a warranty, the system provides a soft warning indicating the warranty status.

Before You Begin

- ❑ Review the processing options for Work Order Inventory Issues, and verify that you have chosen the option for the Equipment Management selection. EAM shares Work Order Inventory Issues with other J.D. Edwards manufacturing systems. In addition to the Equipment Management selection, other processing options apply specifically to EAM.

► **To issue parts included on the work order parts list**

From the Work Order Processing menu (G1317), choose Work Order Inventory Issues.

1. On Work With Work Order Inventory Issue, complete the following field and click Find to locate a work order:
 - Order Number
2. To access Inventory Issue Revisions, choose any item and click Select.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Inventory Issue Revisions

OK Find Cancel Form Row Tools

Basic Information Additional Details Filters

Order Number/Type 450079 WM Branch/Plant M30

Replace Cutting Oil G/L Date 08/28/03 03

Qty Ordered/UOM Account Number

Issue Material For/UOM EA

Issue To 6074 Eastern Manufacturing F

Records 1 - 2

Issue 1/0	Item Number	Description	Account Number	Issues	Secondary Issues	Request Date
0	31512	Cutting Oil				

3. On the Basic Information tab of Inventory Issue Revisions, review the following fields in the header and detail areas:
 - Issue Material For/UOM
 - Issue To
 - Component Branch
 - Location
 - Lot Serial Number
4. To reverse an inventory issue transaction, enter a negative quantity for the item that you want to reverse in the following field:
 - Issue Material For/UOM

5. To close out a part that is no longer required, remove the value in the following field for the part and then choose Close Line from the Row menu:

- Issue Material For/UOM

When you close out a part, the system indicates closed in the Description field for that part.

6. On the Filters tab, complete the following field:

- Pick Slip Number

The system displays this field only for document types that are set up as equipment (04) or service (05).

Note

The pick slip number is typically required only for large parts lists that are associated with work orders for major projects or shutdowns. Both the work order number and the pick slip number can be used to display only the new items that you add to the parts list.

7. Click OK to complete the issue process.

Processing Options for Work Order Inventory Issues (P31113)

Edits Tab

These processing options control default values for the Inventory Issues program-- for example, the default document type for inventory issues-- as well as the status beyond which the system cannot issue inventory and the lot hold codes that still allow you to issue inventory to a lot. You can also determine whether an error message is displayed when an issue causes the on-hand quantity to become negative.

1. Document Type

Use this processing option to specify the default document type that the system enters when issuing inventory. Document type is a user defined code (00/DT) that identifies the origin and purpose of the document. Enter the document type to use as the default value or choose it from the Select User Defined Codes form.

2. Work Order Status Code

Use this processing option to specify the default status code for the issued material on the work order header. Work order status code is a user defined code (00/SS) that identifies the status of the work order that the system uses when a material issue has been performed. Enter the status code to use as the default value or choose it from the Select User Defined Codes form. If you leave this field blank, the system does not update the work order header status code.

3. Material Status Code

Use this processing option to specify the default material status code that the system uses on the work order header. Material status code is a user defined code (31/MS) that identifies the status of the material to use when the system issues material. Enter the status code to use as the default value or choose it from the Select User Defined Codes form. If you leave this field blank, the system does not enter a material status code.

4. Work Order Status Code Limit

Use this processing option to specify the default status code that the system assigns to the work order header, beyond which the system cannot issue material.

5. Negative Quantity on Hand

Use this processing option to specify whether the system displays an error message when the material issued sets the on-hand quantity to a negative amount. Valid values are:

- 1 The system displays an error message for negative on-hand quantities.

Blank The system does not display an error message for negative on-hand quantities.

6. Item Sales History

Use this processing option to specify whether the system updates the Item Sales History table (F4115) when you issue material. Valid values are:

- 1 The system updates the Sales Item History table.

Blank The system does not update the Sales Item History table.

7. Lot Hold Codes

a. Lot Hold Code #1

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

b. Lot Hold Code #2

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

c. Lot Hold Code #3

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

d. Lot Hold Code #4

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

e. Lot Hold Code #5

Use this processing option to specify one of five lot hold codes to which the system issues inventory. Enter a hold code, an asterisk, or leave this field blank. If you enter an asterisk in this field, the system issues inventory to all held lots. If you leave this field blank, the system does not issue inventory to held lots.

8. Unplanned Issues

Use this processing option to specify whether the system processes unplanned issues.
Valid values are:

1 The system processes unplanned issues.

Blank The system does not process unplanned issues.

9. Purchase Order Document Type

Use this processing option to specify the default document type of the purchase order associated with the simultaneous issue and receipt of material.

Purchase order document type is a user defined code (00/DT) that identifies the document type that the system uses when searching for an open purchase order. Enter the document type to use as default value or choose it from the Select User Define Codes form. If you leave this field blank, the system uses OP as the document type.

Display Tab

These processing options control the display of values in the Inventory Issue program. For example, you can specify that the system only display components with valid issue type codes, and that the issue quantity is displayed with shrink or yield already applied.

1. Issue Type Code

Use this processing option to specify whether the system displays all components or only components with a valid issue type code. Valid values are:

1 The system displays only components with valid issue type codes.

Blank The system displays components of all issue type codes.

4. Apply Shrink to Issue Quantity

1 = Apply

Blank = Do not apply

Use this processing option to specify whether the system protects the Lot Number field from entry. Valid values are:

1 The system does not allow you to enter a value in the Lot Number field.

Blank The system allows you to enter a value in the Lot Number field.

5. Apply Yield to Issue Quantity

1 = Apply

Blank = Do not apply

Use this processing option to specify whether the system enters the recommended issued quantity for all components with a valid issue type code.

The system uses the value from the Issue Material For field on the Work With Work Order Inventory Issue form. The system issues only items with an issue quantity. Valid values are:

1 The system automatically enters the quantity.

Blank The system does not enter the quantity.

4. Apply Shrink to Issue Quantity

1 = Apply

Blank = Do not apply

A code that controls whether the system applies a parent item's shrink factor to the recommended issue quantity of a component item. Valid values are:

1 The system applies the shrink factor to the issue quantity.

Blank The system does not apply the shrink factor to the issue quantity.

5. Apply Yield to Issue Quantity

1 = Apply

Blank = Do not apply

A code that specifies whether the system applies operation scrap percentage to the recommended issue quantity of a component item. Valid values are:

1 The system applies the operation scrap percent to the issue quantity.

Blank The system does not apply the operation scrap percent to the issue quantity.

6. Select All Lines for Issue on Entry

Use this processing option to specify whether the system processes unviewed records after you click OK. The detail area displays components one page at a time. Click OK before scrolling down to view and process all records. Valid values are:

Blank

Process unviewed records after clicking OK.

1

Do not process unviewed records after clicking OK.

7. Display Only Open Lines

Use this processing option to specify whether the system displays only open lines or all lines in the detail area. A line is considered open if it has not been closed by choosing "Close Line" from the row menu. A line is also considered open if the order quantity is greater than the issued quantity. Valid values are:

Blank

Display all lines in the detail area.

1

Display only open lines in the detail area.

Versions Tab

These processing options control which version the system uses when you call the following programs from the Inventory Issues program:

1. Shortage Maintenance (P3118)

Use this processing option to specify the version that the system uses when you choose

the row exit to the Shortage Maintenance program (P3118) from the Inventory Issue Revisions form. If you leave this field blank, the system uses the ZJDE0001 version of the Shortage Maintenance program. Versions control how the Shortage Maintenance program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

2. Open Purchase Orders (P3160W)

Use this processing option to specify the version that the system uses when you choose the row exit to the Purchase Order Inquiry program (P4310) from the Inventory Issue Revisions form. If you leave this field blank, the system uses the ZJDE0001 version of the Purchase Order Inquiry program. Versions control how the Purchase Order Inquiry program displays information.

Therefore, you might need to set the processing option to a specific version to meet your needs.

3. PO Receipts (P4312)

Use this processing option to specify the version that the system uses when you choose the row exit to the Purchase Order Receipts program (P4312) from the Inventory Issue Revisions form. If you leave this field blank, the program uses the ZJDE0008 version of the Purchase Order Receipts program. Versions control how the Purchase Order Receipts program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

4. Movement and Disposition (P43250)

Use this processing option to specify the version that the system uses when you choose the row exit to the Receipt Routing Movement and Disposition program (P43250) from the Inventory Issue Revisions form. If you leave this field blank, the program uses the ZJDE0002 version of the Receipt Routing Movement and Disposition program. Versions control how the Receipt Routing Movement and Disposition program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

Equipment Management Tab

This processing option controls whether the system automatically enters the work order number into the subledger field of the journal entry when processing maintenance orders.

1. Work Order Number

Use this processing option if you choose to process maintenance work orders in the Run Equipment/Plant Management processing option. Also, use this processing option to specify whether the system enters the work order number in the subledger field of the journal entry when the system processes the maintenance work order. Valid values are:

1 The system automatically enters the work order number in the subledger field.

Blank The system does not enter the work order number in the subledger field.

Interop Tab

These processing options control the default transaction type for inventory issue and work order transactions, as well as whether the system writes a before image for the work order header.

1. Inventory Issue Transaction Type

Use this processing option to specify the transaction type that the system uses for export processing. Transaction type is a user defined code (00/TT) that identifies the type of transaction for the work order. Enter the transaction type to use as the default value or choose it from the Select User Define Code form. If you leave this field blank, the system does not use export processing.

2. Work Order Transaction Type

Use this processing option to specify the default transaction type for the work order header that the system uses when processing export transactions. If you leave this field blank, the system does not perform export processing.

3. Work Order Header Before Image

1 = Include the image

2 = Do not include the image

Use this processing option to specify whether the system writes the before image for the work order header. Valid values are:

1 The system includes the image.

Blank The system does not include the image.

What You Should Know About Processing Options for Inventory Issues (P31113)

Equipment Mgt tab, Work Order Number (Updating the subledger field)

J.D. Edwards recommends that you always choose to update the subledger field in the G/L transaction record in the Account Ledger table (F0911) with the work order number.

Edits tab, Work Order Status Code (Entering a status code)

The status code that you enter should be within the range of codes that you set up in the work order activity rules. The system displays a warning if you enter a status code that is not allowed in the work order activity rules.

Issuing Miscellaneous Parts to a Work Order

Use Inventory Issues to issue miscellaneous parts to a work order when you need to assign a different account number to each part. You can also use this method if you want to add parts costs directly to a piece of equipment without using a work order.

Note

If you use Inventory Issues to issue parts from inventory that are already included in the parts list for the work order, the system does not relieve the inventory commitment. If you need the system to relieve the inventory commitment, use Work Order Inventory Issues.

Before You Begin

- ❑ Verify that you have purchased and installed the following systems. You must have installed these systems to access Inventory Issues:
 - System 40 - Inventory Base and Order Processing
 - System 41 - Inventory Management
- ❑ You must set processing options to display equipment-based issues, or equipment- and subledger-based issues to enter an equipment number and a work order number on Inventory Issues.

See Also

- ❑ *Issuing Parts Included on the Work Order Parts List in the Equipment Asset Management Guide* for more information about using Work Order Inventory Issues

► To issue miscellaneous parts to a work order

From the Work Order Processing menu (G1317), choose *Inventory Issues*.

1. On Work With Inventory Issues, click Add to access Inventory Issues.

The screenshot shows the PeopleSoft web interface for the 'Inventory Issues' form. At the top, the PeopleSoft logo is on the left, and navigation links for Portal, Worklist, Internet, and Training are on the right. Below the logo is a 'Select Workspace' dropdown menu set to 'Active Foundation'. The main header area includes 'Active Foundation' and buttons for 'Personalize', 'Change Role', and 'Sign Out'. The form title 'Inventory Issues' is displayed above a toolbar with icons for OK, Cancel, Form, Row, and Tools. The form fields are organized into two columns: the left column contains 'Document Number', 'Document Type' (with a dropdown menu), 'G/L Date', and 'Explanation'; the right column contains 'Branch/Plant' and 'Transaction Date'. Below the form fields is a table header section labeled 'Records 1 - 1' with a 'Customize Grid' link. The table has columns for 'Item Number', 'Item Description', 'Quantity', 'UM', 'Secondary Quantity', 'Sec UoM', 'Location', and 'Lot/Serial'. The table body is currently empty, showing only the header row and a scroll bar at the bottom.

2. On Inventory Issues, complete the following fields:
 - Branch/Plant
 - Explanation
3. Complete the following optional field:
 - G/L Date
4. For each part, complete the following fields:
 - Item Number
 - Quantity
 - Location
 - Lot/Serial
 - Account Number
5. For each part, complete the following optional fields and click OK:
 - UM
 - Extended Amount
 - Branch/Plant
 - Sub Type

Processing Options for Inventory Issues (P4112)

Defaults Tab

1. Document Type

A specific document type

Blank = No default

Use this processing option to specify the document type that the system uses as the default in the Inventory Issues program (P4112) when the user enters an issue. The default document type is typically II (inventory issues). You can enter the document type or choose it from the Select User Define Code form.

If you leave this processing option blank, the system does not provide a default value in the Document Type field.

2. Location/Lot

1 = Default from primary location

Blank = No default

Use this processing option to specify whether the system supplies default values for location and lot fields when the user enters an issue. Valid values are:

1

Supply the primary location and lot as the default.

Blank

Do not supply default values for the location and lot fields.

Note that you can use the primary location as the default only if all secondary locations have a physical location (for example, aisle and bin). If any of the secondary locations has a blank location and lot, you cannot set the primary location as the default.

Versions Tab

1. Journal Entries (P0911)

Use this processing option to specify the version that the system uses when you choose the row exit from the Work With Inventory Issues form or, in some cases, the form exit from the Inventory Issues form to the Journal Entries program (P0911).

If you leave this processing option blank, the Journal Entries program uses version ZJDE0001, which determines how the Journal Entries program displays information. Therefore, for the version to meet your needs, you might need to set this processing option for a specific version.

2. Item Ledger (P4111)

Use this processing option to specify the version that the system uses when you access the Item Ledger Inquiry (CARDEX) program (P4111) from the Row menu on the Work With Inventory Issues form or from the Form menu on the Inventory Issues form. If you leave this processing option blank, the system uses version ZJDE0001.

3. Warehouse Request (P46100)

Use this processing option to specify the version that the system uses when you access the Manual Replenishments program (P46100) from the Form menu on the Inventory Issues form. If you leave this processing option blank, the system uses version ZJDE0001. You might need to set this processing option for a specific version.

Process Tab

1. Issue Type

- 1 = Equipment information only
- 2 = Subledger information only
- 3 = Equipment and Subledger information
- Blank = Neither (Standard issues)

Use this processing option to specify whether equipment and subledger information appears in the detail area of the Inventory Issues form. Valid values are:

1

Display the Equipment field and hide the Account Number, Subledger, and Subledger Type fields in the detail area. When you choose Subledger Information from the Form menu, the Account Information form displays the Equipment field but does not display fields for account number and subledger information.

2

Display the Account Number, Subledger, and Subledger Type fields and hide the Equipment field in the detail area. When you choose Subledger Information from the Form menu, the Account Information form displays the fields for account number and subledger information, but does not display the Equipment field.

3

Display the Equipment, Account Number, Subledger, and Subledger Type fields in the

detail area.

When you choose Subledger Information from the Form menu, the Account Information form displays fields for equipment, account number, and subledger information.

Blank

Display the standard issue format, without equipment and subledger information fields. The Inventory Issues program disables the Subledger Information exit from the Form menu.

Note: If you enter 2 or 3 for this processing option, you can set the Inventory Issues program's (P4112) Account Number processing option, which is located on the Process 1 tab, to require entry in the Account Number field.

2. Account Number

1 = Required

Blank = Not required

Use this processing option to specify whether the system requires entry of account numbers (for example, business unit.object.subsidiary) in the detail area of the Inventory Issues form. Valid values are:

1

Require an entry in the Account Number field in the detail area. This field is available only when you enter 2 or 3 in Inventory Issues program (P4112), Process 1 tab, Issue Type processing option.

Blank

Allow transactions that use the expense account from the inventory default AAI item 4124.

3. Cost Entry

1 = Display but disallow entry

2 = Do not display

Blank = Allow entry

Use this processing option to specify whether the Unit Cost and Extended Amount fields appear or are disabled on the Inventory Issues form. Valid values are:

1

Display the fields with default values from the Item Cost table (F4105), but do not allow them to be updated.

2

Do not display the fields.

Blank

Display the fields.

4. Journal Entries

1 = Summarized by account number

Blank = Detailed (each line)

Use this processing option to specify whether the Inventory Issues program (P4112) creates detailed or summarized journal entries in the general ledger.

If the Inventory Issues program creates detailed journal entries, the system creates one journal entry (debit and credit) for each detail line in an issue, using a batch type of N. Note that this processing option affects journal entries in the Account Ledger table (F0911) only. The AAls that are most commonly used are 4122 (Inventory) and 4124 (Expense or COGS). If you use standard costs, the system might create journal entries for the variance based on AAl item 4141 (Inventory or Expense COGS). The Item Ledger File table (F4111) contains information for each detail line in each issue regardless of the value of this processing option.

If the Inventory Issues program creates summarized journal entries by account number, the system creates a summarized debit total and a summarized credit total per account number for all lines in an issue.

Valid values are:

1

Create journal entries that are summarized by account number.

Blank

Create one journal entry for each detail line in an issue.

5. Issue Quantity

Blank = Disallow negative quantity available

1 = Allow negative quantity available

2 = Disallow negative quantity on-hand

Use this processing option to specify whether the system allows an issue quantity that is greater than the available quantity, the action of which could result in a negative on-hand quantity.

Caution: Allowing a negative on-hand quantity is not compatible with the use of the weighted average cost function.

Valid values are:

1

Allow an issue quantity that results in a negative on-hand quantity.

Blank

Do not allow an issue quantity that results in a negative on-hand quantity.

6. Lots on Hold

1 = Allow if lot on hold

Blank = Disallow if lot on hold

Use this processing option to specify whether the system allows issues to lots that are on hold. If the Lot Status Code field on the Item/Branch Plant Information form is blank, the lot is not on hold. Valid values are:

1

Allow issues to lots that are on hold.

Blank

Do not allow issues to lots that are on hold.

7. Item Sales History

1 = Update table

Blank = Do not update table

Use this processing option to update the Item History table (F4115) if you use the Inventory Management system and do not use the Sales Order Management system. For example, a company that operates a consignment warehouse might use only the Inventory Issues program to reduce inventory. However, the company might want to review historical information about issues by reviewing buyer's information, which you can access from the Inventory Inquiries menu (G41112).

If you are using the Sales Order Management system, the system can update the Item History table as a result of sales transactions that are part of the sales updating process. Valid values are:

1

Update the Item Number, Branch, Fiscal Year, and Period fields in the Item History table with information from an issue transaction.

Blank

Do not update the fields.

Interop Tab

1. Transaction Type

A specific transaction type

Blank = No outbound interoperability processing

Use this processing option to define the transaction type, user defined code (00/TT), that the system uses when creating outbound interoperability transactions. If you leave this processing option blank, the system does not perform outbound interoperability processing.

Agreement Tab

1. Agreement Assignment (FUTURE)

1 = Assign if only one agreement

2 = Display all that apply

3 = Assign earliest expiration

Blank = Do not assign

Use this processing option to specify how the system searches for agreements. This processing option applies only if you are using the Inventory Management system with the Agreement Management system. Valid values are:

1

Display one agreement. If the system finds multiple agreements, the system displays a check mark in the row header that is located in the detail area and in the Agreement Exists column, and you must select an agreement.

2

Display all agreements.

3

Search for and display the agreement that has the earliest expiration date.

Blank

Do not search for agreements.

Reviewing Inventory Issues

You can review inventory issues for errors before posting them to the general ledger. You can review a variety of detailed information about inventory issue batches, such as individual journal entries for an inventory issue.

► To review inventory issues

From the Work Order Processing menu (G1317), choose G/L Journal Review.

1. On Work With Batches, to narrow your search to specific batches, complete any combination of the following fields and click Find:
 - Batch Type
 - Batch Number
 - Batch Date
 - Batch Status
 - User ID
2. To access General Journal Review, choose a batch and click Select.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

General Journal Review

Select Find Add Delete Close Row Tools

Batch NumberType 2319 N Inventory

Document Type	Document Number	Document Company	G/L Date	Explanation	Domestic Amount	Foreign Amount	Reverse or Void	Currency Code
☐ IA	4008 00001		01/01/05	Initial inventory				USD
☐				Total				

Posting Inventory Issues to the G/L

From the Work Order Processing menu (G1317), choose Post Inventory to G/L.

When you issue parts to a work order, the system creates unposted G/L transaction records in the Account Ledger table (F0911). Each transaction contains the work order number and the equipment number. You must post these transactions to the G/L. You can use Post Inventory to G/L to post transactions to the G/L. When you post transactions to the G/L, the system updates the Account Balances table (F0902).

After you post inventory transactions to the G/L, you must post them to equipment to update the Asset Account Balances table (F1202). Processing options in the G/L post program enable you to post transactions to equipment at the same time that you post to the G/L.

Processing Options for General Ledger Post Report (R09801)

Print Tab

1. Account Format

Blank = Default Account Format

1 = Structured Account

2 = Short Account ID

3 = Unstructured Account

Use this processing option to specify the account format that you want to print on the General Ledger Post report.

2. Print Error Messages

Blank = No error message will print

1 = Error message will print

Use this processing option to specify whether to print error messages on the General Ledger Post report. If you leave this processing option blank, an error message still prints in the work center when an error message is detected. Valid values are:

Blank

Do not print error messages.

1

Print error messages.

Versions Tab

1. Detail Currency Restatement Version

Blank = No Detail Currency Restatement entries created

Enter a version of Detail Currency Restatement (R11411) to execute (i.e. ZJDE0001).

Use this processing option to specify the version of the Detailed Currency Restatement program (R11411) that you want to run to create entries. If you leave this field blank, the program does not run and does not create detailed currency restatement entries.

2. Fixed Asset Post Version

Blank = No Fixed Asset entries created

Enter a version of Fixed Asset Post (R12800) to execute (i.e. ZJDE0001).

Use this processing option to specify the version of the Fixed Asset Post program (R12800) that you want the system to run to create fixed asset entries. If you leave this field blank, the Fixed Asset Post program (R12800) does not run and does not create fixed asset entries.

3. 52 Period Post Version

Blank = No 52 Period Post entries created

Enter a version of 52 Period Post (R098011) to execute (i.e. ZJDE0001).

Use this processing option to specify the version of the 52 Period Post program (R098011) to update the Account Balances table and the Account Balances - 52 Period Accounting table. If you leave this field blank, the 52 Period Post Program does not run and does not update the tables.

Edits Tab

1. Update Transaction

Blank = No editing

1 = Update transaction

Use this processing option to update Account ID, Company, Fiscal Year, Period Number, Century, and Fiscal Quarter on unposted records in the Account Ledger table (F0911). You might need to update these fields if you have records in the Account Ledger table that were created by a custom program and may not contain the correct values in these fields.

The system uses the value in the G/L Account Number field of the unposted record in the Account Ledger table to update the Account ID and Company fields.

The system calculates the correct values for the Fiscal Year, Period Number, and Century fields using the value in the G/L date field of the unposted record in the Account Ledger table.

The system will update the Fiscal Quarter field on the unposted record in the Account Ledger table to blank.

Taxes Tab

1. Update Tax File

Blank = No update to Tax File

1 = VAT or Use Tax only

2 = For all Tax Amount

3 = For all Tax Explanation Codes

Use this processing option to specify whether and how to update the Taxes table (F0018) when you post transactions with tax information to the general ledger. Valid values are:

Blank

The system does not update the Taxes table.

1

The system updates the Taxes table for the following tax explanation codes only: V, VT, V+, U, and UT.

2

The system updates the Taxes table for all tax amounts. The system does not update the Taxes table for transactions with tax explanation code E (exempt).

3

The system updates the Taxes table for all tax explanation codes including E (exempt).

2. Update VAT Discounts

Blank = No Adjustment

1 = Update VAT only

2 = Update VAT, Ext Price and Taxable

Use this processing option to specify whether to adjust the tax amount fields, and which fields to adjust, when discounts are taken. The system adjusts the tax amount fields only for transactions with tax explanation code V.

Note: The following options in the tax rules must be turned on to use this processing option:

- o Tax on Gross Including Discount
- o Discount on Gross Including Tax

Valid values are:

Blank

The system does not adjust tax amounts for discounts taken.

1

The system updates only the tax amount field (STAM).

2

The system updates the tax (STAM), taxable (ATXA), and extended price (AEXP) amount fields.

The system uses the following algorithms to calculate the adjustment amounts to the tax, taxable, and gross (extended price) amount fields for discounts taken:

- o Adjustment to the gross amount (extended price) = discount taken
- o Adjustment to the taxable amount = (taxable amount / gross amount) x discount taken
- o Adjustment to the tax amount = (tax amount / gross amount) x discount taken

For example:

Tax Rate = 25%

Discount Taken = 12.50 USD

Gross Amount (Extended Price) = 1,250.00 USD

Taxable Amount = 1,000.00 USD

Tax Amount = 250.00 USD

Based on the example, using the adjustment algorithms, the system calculates the following adjustment amounts:

- o Adjustment to the Gross Amount = 12.50
- o Adjustment to the Taxable Amount = 10.00
- o Adjustment to the Tax Amount = 2.50

To calculate the adjustments, the system subtracts the adjusted amount from the original amount:

- o Adjusted Gross Amount: $1,250.00 - 12.50 = 1,237.50$
- o Adjusted Taxable Amount: $1,000.00 - 10.00 = 990.00$
- o Adjusted Tax Amount: $250.00 - 2.50 = 247.50$

3. Update VAT Receipts and W/O

Blank = No Adjustment

1 = Update VAT only

2 = Update VAT, Ext Price and Taxable

Use this processing option to specify whether to adjust the tax fields, and which fields to adjust, when the receipt has a write-off. The system adjusts the tax amount fields only for transactions with tax explanation code V. Valid values are:

Blank

The system does not adjust tax amounts for write-offs.

1

The system updates only the tax amount field (STAM).

The system updates the tax (STAM), taxable (ATXA), and extended price (AEXP) amount fields.

The system uses the following algorithms to calculate the adjustment amounts to the tax, taxable, and gross (extended price) amount fields for write-off amounts:

- o Adjustment to the gross amount (extended price) = write-off amount
- o Adjustment to the taxable amount = (taxable amount / gross amount) x write-off amount
- o Adjustment to the tax amount = (tax amount / gross amount) x write-off amount

For example:

Tax Rate = 25%

Write-off Amount = 12.50 USD

Gross Amount (Extended Price) = 1,250.00 USD

Taxable Amount = 1,000.00 USD

Tax Amount = 250.00 USD

Based on the example, using the adjustment algorithms, the system calculates the following adjustment amounts:

- o Adjustment to the Gross Amount = 12.50
- o Adjustment to the Taxable Amount = 10.00
- o Adjustment to the Tax Amount = 2.50

To calculate the adjustments, the system subtracts the adjusted amount from the original amount:

- o Adjusted Gross Amount: $1,250.00 - 12.50 = 1,237.50$
- o Adjusted Taxable Amount: $1,000.00 - 10.00 = 990.00$
- o Adjusted Tax Amount: $250.00 - 2.50 = 247.50$

Process Tab

1. Explode parent item time

Blank = No exploding

1 = Explode parent item time

Use this processing option to specify whether the system explodes the time entries for a parent asset down to the children of the parent asset. If you enter a 1 for this processing option, the General Ledger Post Report program (R09801) creates time entries for the parent asset's children. The system uses the unit of time from the parent asset entries and the rates from the child asset to calculate the appropriate entries. This processing option applies only to batch type T entries. Valid Values are:

Blank

Do not explode the time entries for a parent asset down to the children of the parent asset.

1

Explode the time entries for a parent asset down to the children of the parent asset.

Cash Basis Tab

1. Units Ledger Type

Blank = ZU

Enter a valid value from the UDC 09/LT or blank will default the ZU ledger type.

Use this processing option to specify the units ledger type for the system to use for cash basis entries. You must use a valid ledger type from UDC 09/LT. If you leave this processing option, the system uses a default ledger type of ZU.

Technical Considerations for the Post

If your system is set up to run the General Ledger Post Report program (R09801) through multi-threaded job queues, J.D. Edwards recommends that you not set the processing options of the General Ledger Post Report program to automatically run the Detailed Currency Restatement program (R11411) or the 52 Period Accounting Post program (R098011). If they are run automatically, these two programs could potentially cause problems because they will be submitted from the General Ledger Post Report program with no report interconnect information linking them to the batch that the General Ledger Post Report program is processing.

Note

Contact your system administrator to find out whether your system is set up to run the General Ledger Post Report program through multithreaded job queues.

Time Entry for EAM

For EAM, the time entry program uses employee-based labor rates. Employee-based time entry captures costs that are more accurate by using the employee's labor rate when costing labor. If you are an existing user of J.D. Edwards Plant and Equipment Management and are upgrading to EAM, you are probably using employee-based labor rates.

Entering Employee Time

To enter time using employee-based labor rates, you use programs from the Payroll system. For employees who work on equipment, you can track time information during this method of time entry.

EAM includes access to all setup, entry, and batch programs that are needed to run a complete time-entry cycle for entries against work orders.

Note

Since the procedures that follow are derived from the J.D. Edwards Payroll system, not all steps in this topic apply to EAM.

Before You Begin

- ❑ Set up payroll AAls to create the journal entries for labor expense and offset accounts.
- ❑ Set up Master Business Function (MBF) processing options.

► To enter employee time

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work with Work Orders, locate and choose a work order.
2. From the Row menu, choose Order Processing, and then choose Payroll Time Entry.
3. On Work with Time Entry by Individual, click Add.

4. On Speed Time Entry Revisions, complete the following fields and click OK:

- Employee Number
- Pay
- Hours
- Account Number

To allow the system to generate the account number, you can use speed coding by entering the work order number in the following format:

\work order number.

Example: \458151.

Note

You must include the backslash and the period.

- Work Date
- Batch

You do not need to enter a batch number if you have set automatic batch numbering in the processing options (P050002A).

- Subledger
Subledger is not required if you are using speed coding.
- Sub Type
Subledger Type is not required if you are using speed coding.
- Equipment Worked On
Equipment Worked On is not required if you are using speed coding.

Processing Options for Speed Time Entry (P051121)

Time Entry

1. Time Entry Changes

1 = Prevent changes
0 = Do not prevent changes

2. Time Entry Version

Enter a specific version
Blank = Default version

Defaults

1. Address Number

1 = Supply address number
0 = Enter address number manually

2. Pay Type

1 = Supply pay type
0 = Enter pay type manually
Manufacturing

1. Manufacturing Time Entry

1 = Manufacturing Time Entry
0 = Payroll Time Entry
Localization Selections

1. Enter a 1 to invoke the New Zealand
Holiday Pay (1981) Act logic for Leave
(Holidays) Taken

Profit Management

1. Activity Code

1 = Mandatory entry of Activity code
0 = Optional entry of Activity code

Setting Up AAIs for Labor, Billings, and Equipment Distribution

You set up AAIs for direct labor, billings, and equipment distribution to define accounts for transactions related to labor, labor billing (recharge), and the use of equipment. You do this by defining search criteria for employee or timecard information and the account number information for the system to use in making the labor, billings, and equipment journal entries. All of these transactions are related directly to timecard entries.

You can set up AAIs separately for each company. Always set up generic instructions in Company 00000 first. When searching for AAIs, the system searches for a specific company. If it finds no AAIs for the specific company, it uses the AAIs defined for Company 00000.

The minimum information that you need to set up an AAI is the journal type. When you set up direct labor, billings, and equipment distribution AAIs, the following are the minimum setup requirements for journal type:

Payroll labor distribution (LD)	Required if you use employee hourly and salary rates
Labor billing distribution (RD)	Required if you use billing (recharge) rates
Equipment distribution (ED)	Required if you use equipment rates

The system accesses this AAI table during time entry as well as during pre-payroll when it creates timecards for autopay employees. The system uses the values from the timecard, which obtains the values from the Employee Master table (F060116), other sources, or the overrides that you supply. You use these search criteria fields to assign account numbers based on the specific timecard information.

Note

If you enter an account number in an AAI table, you must first set up that account number in your chart of accounts. When you enter timecards for employees, the system allows you to enter any account number that is set up in your chart of accounts, regardless of whether the account is set up in your AAI tables. When you run the journal entries step of the payroll-cycle process, you will receive errors on your Journal Batch Proof Report for any timecards that contain account numbers that were not set up in the AAI tables. You must either change the account number on the timecard to reflect an account number that is set up in the AAI table, or you must add the account number to the AAI table. After you make the account number corrections, you must reprocess the timecards through pre-payroll.

Search Criteria for Labor Distribution

The system uses certain fields as search criteria to determine a valid account for distribution of labor, billings, and equipment entries. The system searches the following AAIs for a specific company:

1. On the first pass, the system compares the time entry record's business unit, union, job type, job step, and pay type to the search criteria defined in the AAI for labor distribution and attempts to match the AAI search criteria to the appropriate journal type.

2. On each successive pass the system drops a value and uses a different combination of data fields for the search criteria.
3. Finally, if no matches exist in the rules for the specific company, the system searches the rules for Company 00000.

The following example identifies the search criteria that the system uses to match information from the timecard for a specific company:

Business Unit	Union	Job Type	Job Step	Pay Type	Journal Type
100	3000	CARP	APPR	1	LD
100	3000	CARP	APPR		LD
100	3000	CARP		1	LD
100	3000	CARP			LD
100	3000			1	LD
100	3000				LD
100		CARP	APPR	1	LD
100		CARP	APPR		LD
100		CARP		1	LD
100		CARP			LD
100				1	LD
100					LD
	3000	CARP	APPR	1	LD
	3000	CARP	APPR		LD
	3000	CARP		1	LD
	3000	CARP			LD
	3000			1	LD
	3000				LD
		CARP	APPR	1	LD
		CARP	APPR		LD
		CARP		1	LD
		CARP			LD
				1	LD

Business Unit	Union	Job Type	Job Step	Pay Type	Journal Type
					LD

The following example identifies additional search criteria that the system can use to match information from the timecard for Company 00000:

- On the first pass, the system compares the time entry record's business unit, union, job type, job step, and pay type to the rule's search criteria and attempts to match these search criteria fields to the appropriate journal type.
- On each successive pass, the system drops a value and uses a different combination of data fields as search criteria.
- Finally, if no matches exist in the rules for the specific company, the system searches the rules for the default journal type, LD.

Business Unit	Union	Job Type	Job Step	Payment Type	Journal Type
	3000	CARP	APPR	1	LD
	3000	CARP	APPR		LD
	3000	CARP		1	LD
	3000	CARP			LD
	3000			1	LD
	3000				LD
		CARP	APPR	1	LD
		CARP	APPR		LD
		CARP		1	LD
		CARP			LD
				1	LD
					LD

Before You Begin

- ❑ Set up your processing options to add a single account or multiple accounts at a time. You use the same steps to set up AAls whether you are adding single or multiple accounts. This task demonstrates how to set up AAls for multiple accounts.

► **To set up AAs for labor, billings, and equipment distribution**

From the Automatic Accounting Instruction Setup menu (G05BT4), choose Debit - Labor/Billing/Equipment.

1. On Work With Accounting JE Rules - Labor/Billing/Equipment, click Add.

Co	Employee Business Unit	Union Code	Job Type	Job Step	Pay Type	Journal Type	Equip. Group	Description	Business Unit	Obj Acct	Sub
00050	5100					LD		Distrib-Labor		1341	02600
00050						RD		Distrib-Labor Billings		1341	
00050						LD		Distrib-Labor		1341	
00050						ED		Distrib-Equipment		1355	

2. On Revise Multiple Labor/Billing/Equipment, complete the following fields:
 - Company
 - Journal Type
 - Obj Acct
3. Complete the following optional fields:
 - Employee Business Unit
 - Union Code
 - Job Type
 - Job Step
 - PDDBA Code
 - Business Unit
 - Sub
4. Click OK to save the record.

Processing Options for Debit-Labor/Billing/Equipment (P069043)

Default

1. Enter a '1' for the program to use the Multiple Entry form when selecting a record or when the ADD button has been pressed. When left blank, the program will use the Single Entry form when a selection has been made or when the ADD button has been pressed.

Setting Up AAls for Labor Billings

You set up AAls for labor billings to define accounts for labor billing offsets. These offsets are natural credit or revenue entries that offset labor billing charges or debits. Entries for labor billings are generally credit entries. If your company does not use labor billings, you do not need to set up these AAls.

For your most common account distribution, you can use the journal type RO with the appropriate account information to define a default rule for labor billings. The system uses the default rule when it does not find a rule for a specific business unit in a specific company.

Search Criteria for Labor Billings

The system uses certain fields as search criteria to determine a valid account for the distribution of labor billings. The system searches the following AAls for a specific company:

- On the first pass, the system compares the time entry record's home business unit, charge to unit, PDBA code, and journal type to the search criteria defined in the AAl for Labor Billings and attempts to match the AAl search criteria to the appropriate Journal Type.
- On each successive pass, the system drops a value and uses a different combination of data fields for the search criteria.
- Finally, if no matches exist in the rules for the specific company, the system searches the rules for the default company (Company 00000).

The following table illustrates the search sequence:

Home Business Unit	Charge to Unit	PDBA Code	Journal Type
9	501	1	RO
9	501		RO
9		1	RO
9			RO
	501	1	RO
	501		RO
		1	RO

			RO

The following table identifies the fields that the system uses as search criteria to match information from the timecard to the default company (Company 00000):

Home Business Unit	Charge to Unit	PDBA Code	Journal Type
	501	1	RO
	501		RO
		1	RO
			RO

Before You Begin

- ❑ Set up your processing options to add a single account or multiple accounts at a time. You use the same steps to set up AAls whether you are adding single or multiple accounts.

► To set up AAls for labor billings

From the Automatic Accounting Instruction Setup menu (G05BT4), choose *Credit-Labor Billings*.

- On Work With Accounting JE Rules - Labor Billing Credits, click Add.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Revise Multiple Labor Billing Credits

Company: 00050 Project Management Company

	Home Bus. Unit	Charge to Unit	Pay Type	Journal Type	Description	Business Unit	Obj Acct	Sub	Customize Grid
☒	☒			RO	Labor Billing Offset	50	4339		☒

- On Revise Multiple Labor Billing Credits, complete the following fields:

- Company
 - Obj Acct
 - Journal Type
3. Complete the following optional fields:
- Home Bus. Unit
 - Charge to Unit
 - Pay Type
 - Business Unit
 - Sub

Note

The Charge to Unit and Home Business Unit fields allow you to account for billing revenue.

4. Click OK.

See Also

- *Entering Default Journal Types in the Time Accounting Guide*

Processing Options for Credit-Labor Billings (P069044)

Default

1. Enter a '1' for the program to use the Multiple Entry form when selecting a record or when the ADD button has been pressed. When left blank, the program will use the Single Entry form when a selection has been made or when the ADD button has been pressed.

Setting Up Journal Summarization Rules

You set up journal summarization rules to define how the Payroll system summarizes pro forma journal entries before it creates actual journal entries in the general ledger. Summarizing journal entries reduces the number of transactions in the general ledger.

Note

If you use the Time Accounting System to generate journal entries, you can set a processing option in the Generate Timecard Journals program (R052901) to override the journal summarization rules that you set up in this task.

Defining journal summarization rules allows you to do the following:

- Summarize journal entries for specific companies and for Company 00000.
- Create both summarized and detail journals.
- Define up to six different summarization rules for a specific range of object accounts and for a specific business unit.

If the system does not find summarization rules for a specific company, it uses those that are set up for Company 00000. If it finds no summarization rules for an account, it assumes full summarization.

Each additional variable (company, business unit, or summarization code) that you define requires additional computer resources, which increases processing time. Therefore, J.D. Edwards recommends that you do the following:

- Set up summarization rules for Company 00000.
- Avoid setting up summarization rules at the business unit level.
- Whenever possible, define the same summarization code for each object account range.

► To set up journal summarization rules

From the Automatic Accounting Instruction Setup menu (G05BT4), choose Journal Summarization Rules.

1. On Work With Payroll JE Summarization Rules, click Add.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Revise Payroll JE Summarization Rules

OK Find Delete Cancel Form Tools

Company: 00050 Project Management Company

Business Unit:

Object Account:

	Business Unit	Beginning Obj. Acct.	Ending Obj. Acct.	Sum. Code	
☒	8110	8110	8117	1	☒
☐	8482	8483	8483	1	☐

Customize Grid

2. On Revise Payroll JE Summarization Rules, complete the following fields:

- Company

- Object Account
3. Complete one or more of the following fields and click OK:
- Business Unit
 - Beginning Obj. Acct.
 - Ending Obj. Acct.
 - Sum. Code

Setting Up MBF Processing Options for Time Entry

The HR and Payroll Foundation system has one master business function, Time Entry MBF Processing Options (P050002A), which interacts with all time entry programs.

You need to set up processing options for the time-entry master business function to define default values, valid values, and functions for time entry programs.

Caution

J.D. Edwards recommends that you set up these processing options one time only. Changing these processing options might completely change necessary business functions for your time entry system. Contact J.D. Edwards for technical support if you want to change these processing options after you have begun processing timecard information for your organization.

Version ZJDE0001 of the master business function has security set to restrict access by certain users. An error message occurs if you try to access the version while security is turned on. Your system administrator must turn off version security before you can create a new version or access the processing options. After you have set up the appropriate values for the processing options, the system administrator must turn on security again for the version.

After setting up the processing options for P050002A, you need to choose either the default version (ZJDE0001) or a user defined version of the master business function in the processing options for the following time entry programs:

- Speed Time Entry (P051121)
- Time Entry Floods (P051191)
- EE Assignment (P0716701)

You might need to create multiple versions of the Time Entry MBF Processing Options program if you want different processes within your organization to process timecard information differently. For example, you might want to use one version of the master business function to process employee assignment information, and use a different version to process other time entry programs. Contact your system administrator if you need to use multiple versions.

Considerations

- EAM only uses the payroll program Speed Time Entry (P051121).
- In Interactive Versions (IV) for Time Entry MBF Processing Options (P050002A), the following processing options impact EAM:
 - On the Pay Rates tab, Pay Rate option: defines where the system finds the employee rate.
 - On the Equipment tab, Equipment Worked On option: allows the program to enter the equipment number as the default value for the Equipment Worked On field.
 - On the Batches tab, Batch Number option: allows you to assign batch numbers automatically.

Processing Options for Time Entry Master Business Function (P050002A)

Pay Rates Tab

Use these processing options to specify how the system retrieves an employee's pay rates for time entry. You can specify the tables that you want the system to search to retrieve pay rates and whether you want the system to use the highest pay rate found or the standard pay rate.

1. Pay Rate

E = Use pay rates from the Employee Occupational Pay Rates table (F060146)

U = Use pay rates from the Union Rates table (F069126)

Blank = Use pay rates from the Employee Master table (F060116)

Use this processing option to specify the tables that you want the system to search to retrieve employees' pay rates for time entry. If you are using job step progression, the system always retrieves employee rates for step progression employees from the Union Rates Table, regardless of how this option is set. Valid values are:

Blank

Use pay rates from the Employee Master table (F060116).

E

Include pay rates from the Employee Pay Rates table (F060146).

U

Include pay rates from the Union Rates table (F069126).

When you choose option (E), the system first searches the Employee Pay Rates table. If no rate exists for an employee in this table, the system uses the rate entered in the Employee Master table.

When you choose option (U), the system first searches the Union Rates table. If an employee has no rate entered in this table, the system searches for a rate in the Employee Pay Rates table. If no rate exists for the employee in the Employee Pay Rates table, the system uses the rate entered in the Employee Master table.

2. Highest Rate

1 = Use the highest pay rate found

0 = Use the standard pay rate

Use this processing option to specify whether the system uses the standard pay rate or the highest pay rate when it performs the search that you specified in the Pay Rate processing option. If you are using job step progression, you must set this option to use the standard pay rate. Valid values are:

0

Use the standard pay rate.

1

Use the highest pay rate found.

3. Piece Rate

E = Retrieve piece rate from the Employee Master table (F060116)

P = Retrieve piece rate from the Item Piece Rate table. (F06918)

Blank = Do not retrieve a piece rate. Piece rate functionality inactive

Use this processing option to specify whether you want the system to use the employee piece rate or the item piece rate when entering timecards for piece rate employees. Valid values are:

E

Retrieve piece rate from the Employee Master Information table (F060116)

P

Retrieve piece rate from the PF - Piece Rate Filetable (F06918)

4. Pay Type Multiplier Override to prevent multiplying a rate by the Pay Type multiplier when the rate is entered manually.

0 = Use Pay Rate Multiplier

1 = Do not use Pay Rate Multiplier

A code that specifies whether the system applies the Pay Type Multiplier when you manually enter pay rates on timecards. If you set this option to 1, any pay rate that you enter manually, except premium pay, will not be multiplied by the pay type multiplier. Premium pay always uses the pay type multiplier. Valid values are:

0

Use Pay Type Multiplier

1

Do not use Pay Type Multiplier

Pay Types Tab

Use these processing options to specify which pay types and pay tables the system uses to determine employee pay rates. If you are using job step progression processing, you must complete these processing options to ensure that overtime is calculated correctly.

1. Union Table - Pay Type Codes

Pay Type - Hourly

Use this processing option to specify the hourly pay type to process. If you are using pay rates from the Union Rates table (F069126), enter only pay type codes that are linked to the entries that you made in the Union Rates table. If you entered regular or premium amounts in the Union Rates table, enter their matching pay type codes here.

Pay Type - Regular Overtime

Use this processing option to specify the regular overtime pay type to process. If you are using pay rates from the Employee Pay Rates table (F060146), complete only this processing option. If you are using pay rates from the Union Rates table (F069126), enter only pay type codes that are linked to the entries that you made in the Union Rates table. If you entered regular or premium amounts in the Union Rates table, enter their matching pay type codes here.

Note: If you complete this processing option, the Time Entry program retrieves the rate from the Union Rates table before applying overrides such as shift differential. If the Time Entry program does not find premium amounts in the Union Rates table, but you completed the Regular Overtime processing option, the program applies the Pay Type Multiplier before applying Shift Differential Overrides.

Pay Type - Double Overtime

Use this processing option to specify the double overtime pay type to process.

If you are using pay rates from the Union Rates table (F069126), enter only pay type codes that are linked to the entries that you made in the Union Rate table. If you entered regular or premium amounts in the Union Rates table, enter their matching pay type codes.

Note: If you complete this processing option, the Time Entry program retrieves the rate from the Union Rates table before applying overrides such as shift differential. If the Time Entry program does not find premium amounts in the Union Rates table, but you completed the Double Overtime processing option, the program applies the Pay Type Multiplier before applying Shift Differential Overrides.

Pay Type - Triple Overtime

Use this processing option to specify the triple overtime pay type to process.

If you are using pay rates from the Union Rates Table (F069126), enter only pay types codes that are linked to the entries that you made in the Union Rates table. If you entered regular or premium amounts in the Union Rates table, enter their matching pay type codes here.

Note: If you complete this processing option, the Time Entry program retrieves the rate from the Union Rates table before applying overrides such as shift differential. If the Time Entry program does not find premium amounts in the Union Rates table, but you completed the Triple Overtime processing option, the program applies the Pay Type Multiplier before applying Shift Differential Overrides.

Pay Type - Holiday

Use this processing option to specify the holiday pay type to process. If you are loading pay rates from the Union Rates table (F069126), enter only pay type codes that are linked to the entries that you made in the Union Rates table. If you entered regular or premium amounts in the Union Rates table, enter their matching pay type codes here.

Note: If you complete this processing option, the Time Entry program retrieves the rate from the Union Rates table before applying overrides such as shift differential. If the Time Entry program does not find premium amounts in the Union Rates table, but you completed the Holiday processing option, the program applies the Pay Type Multiplier before applying Shift Differential Overrides.

2. Job Type and Step Cross-Reference

1 = Validate the Pay Type

0 = Do not validate the Pay Type

Use this processing option to specify whether the system automatically enters job information into the Pay Type field. When set to 1, the system automatically enters the job type and step from the Classification and Pay Cross-Reference table (F06932) into the Pay Type field. Valid values are:

0

Do not load the Pay Type field automatically.

1

Load the Pay Type field automatically.

3. Pay Type Description

1 = Load the Pay Type Description field automatically

0 = Do not load the Pay Type Description field automatically

Use this processing option to specify whether the system automatically enters explanation text into the Pay Type Description field. This automatic function can reduce data entry. The system enters the Pay Type Description from the Payroll Transaction Constants table (F069116) in the Explanation field (YTEXR) of the Employee Transaction Detail File table (F06116). Valid values are:

0

Do not load the Pay Type Description field automatically.

1

Load the Pay Type Description field automatically.

4. Split Time

1 = Split time automatically

0 = Do not split time automatically

Use this processing option to specify whether the system splits time automatically. The system splits time according to the percentages specified in the Labor Distribution Instructions table (F06016) or the Position Account Distribution Instructions (F081012) table. The total percentages of hours must equal 100%. Valid values are:

0

Do not split time automatically.

1

Split time automatically.

Equipment Tab

Use these processing options to determine how equipment charges are handled during time entry.

1. Equipment Worked On

1 = Load the Equipment Worked On field automatically

0 = Do not load the Equipment Worked On field automatically (default)

Use this processing option to specify whether the system automatically completes the Equipment Worked On value (EQWO) from the referenced work order. Valid values are:

0

Do not load the Equipment Worked On field automatically.

1

Load the Equipment Worked On field automatically.

2. Zero Billing Rate

1 = Use the Zero Billing Rate

0 = Do not use the Zero Billing Rate

Use this processing option to specify whether the system uses the Zero Billing Rate when you charge employee time against specific equipment. Valid values are:

0

Do not use the Zero Billing Rate.

1

Use the Zero Billing Rate.

Batches Tab

Use this processing option to determine how the system assigns time entry batches.

1. Batch Number

1 = Assign batch numbers automatically

0 = Do not assign batch numbers automatically

Use this processing option to specify whether the system assigns batch numbers automatically from next numbers. J.D.Edwards recommends that you allow the system to assign batch numbers automatically. You can override the batch number that the system assigns. Allowing the system to assign batch numbers disables the Get Batch Number form exit. When you do not assign batch numbers automatically, you must either enter a batch number or use the Get Batch Number form exit to retrieve a batch number. Valid values are:

0

Do not assign batch numbers automatically.

1

Assign batch numbers automatically.

Employee Tab

Use this processing option to determine whether information from the timecard is automatically updated to the Employee Master Information table (F060116).

1. Check Route Code

0 = Update Employee Master only if Blank

1 = Always Update Employee Master

2 = Do Not Update Employee Master

Use this processing option to specify whether the system updates the check route code on the employee master record with the value entered on the timecard. Valid values are:

0

Update the employee master record only if the check route code is blank.

1

Always update the employee master record.

2

Do not update the employee master record.

Recharge Tab

Use these processing options to specify the default values that the system uses for multicurrency and recharge rate information.

1. Enable Multi-Currency Functionality

'0' = Do not enable Currency Functionality

'1' = Enable Currency Functionality

Use this processing option to enable multi-currency time accounting. Valid Values are:

0

Do not enable multi-currency time accounting

1

Enable multi-currency time accounting

3. Use Billing Markup Table for Rate Lookup

'0' = Do not use the Billing Markup Table

'1' = Use the Billing Markup Table (F48096) to retrieve rates

Use this processing option to obtain recharge billing rates from the Billing Markup Table (F48096). Valid values are:

0

Do not use Billing Markup table for recharge rates

1

Use Billing Markup table for recharge rates

4. Generation Type Payroll

'1' = For Invoice Processing

'2' = For Revenue Processing

'3' = Component Amounts

'P' = Recharge Amount

Use this processing option to specify the type of entries for a batch and also the markup rules for the Billing Rate / Markup Table (F48096). When associated with types of entries, the system uses these codes to assign the generation type of a batch at the time the batch is created. When associated with billing rate/ markup processing, the system uses these codes to determine the markup rules for invoice, revenue, and component amounts. Depending on how you define the billing constants, different markup rules can

apply to different amounts, as follows:

Type 1: When the billing constants specify that invoice and revenue amounts are always the same, the markup rule applies to revenue, invoice, and component amounts. If the billing constants specify that the invoice and revenue amounts can be different, the markup rule still applies to revenue,

invoice, and component amounts if no Type 2 rule exists.

Type 2: When the billing constants specify that the invoice and revenue amounts can be different, the markup rule applies to revenue, and component amounts only.

Type 3: This type applies to component amounts. This rule is not dependent on the billing constants settings.

Type P: Payroll recharge processing is used for billing recharge rates using the J.D. Edwards time entry system.

Valid values are:

1

For Invoice Processing

2

For Revenue Processing

3

For Component Processing

P

For Recharge Processing

5. No Billing Markup Rate Found Action

Blank = Use Employee Distribution Rate

'1' = Use Employee Cost Rate

'2' = Return Error

Use this processing option to establish the employee's rate when not using the Billing Markup Table. Valid values are:

Blank

Use the Employee Distribution Rate

1

Use the Employee Cost Rate

2

Return Error

Leave Entry Tab

Use these processing options to specify how the system processes leave time.

1. Leave Time Available

0 = Do not perform editing

1 = Perform editing. Display hard error if insufficient available balances exist.

2 = Perform editing. Display warning message if insufficient available balances exist.

3 = Perform editing. Use available plus accrued balances. Display hard error if insufficient

balances exist.

4 = Perform editing. Use available plus accrued balances. Display warning message if insufficient balances exist.

Use this processing option to activate leave administration processing in time entry. You can specify whether to display an error or a warning, as well as specify whether the system should use available balances or available plus accrued balances for availability verification. Valid values are:

0

Do not perform editing

1

Perform editing. Display hard error if insufficient available balance exists.

2

Perform editing. Display warning if insufficient available balance exists.

3

Perform editing. Display hard error if insufficient available plus accrued balance exists.

4

Perform editing. Display warning if insufficient available plus accrued balance exists.

2. Leave History Source File

0 = Employee Transaction History Summary (F06146)

1 = Fiscal and Anniversary Year History (F06147)

Use this processing option to specify whether you want the system to calculate leave balances using the Employee Transaction History Summary table, or the Fiscal and Anniversary Year History table. Valid values are:

0

Employee Transaction History Summary (F06146)

1

Fiscal and Anniversary Year History (F06147)

Interims Tab

Use these processing options to enable the Time Entry Interim Generator and to determine which interim ID is used during timecard entry.

1. Interim Header

1 = Create Interim Header

0 = Do not Create Interim Header

Use this processing options to automatically create interim payment header records during the time entry process. If you create interim header record for timecards, you must process the interim payments using the Interim Payment Workbench in order to populate all calculated values associated with the payment. Valid values are:

1

Create interim header records.

0

Do not create interim header records.

2. Interim ID Pay Cycle Code:

Use this processing option to identify the Pay Cycle Code that the system uses to search for the default interim ID that is used to create interim payments during time entry. The system determines which interim ID to assign to interim payments that are created during time entry using the value in this processing option and the value in the Country Code

processing option on this tab. The interim ID that is set up as the default interim ID for the Pay Cycle Code and Country Code combination that is entered in these processing options is assigned to the interim payments.

3. Interim ID Country Code:

Use this processing option to identify the Country Code that the system uses to search for the default interim ID that is assigned to interim payments that are created during time entry. The system uses the value in this field along with the value in the Pay Cycle Code processing option on this tab to determine which interim ID to use. The system uses the default interim ID that is set up for this Pay Cycle Code and Country Code combination.

Processing Tab

Use this processing option to specify how the system processes locked employees.

1. Time Entry Lockout: to prevent processing records that may require additional processing before running payroll.

1 = Keep Processed Records Locked to Time Entry

BLANK = Release Processed Records to Payroll

Use this processing option to specify whether you want the system to release processed records to payroll. Valid values are:

0

Release processed records to payroll (default)

1

Keep processed records locked out to Time Entry.

When you keep time entry records locked out, then the payroll system does not process them. You can set this option to 1 when you have multiple stages through which you need to process time entry records prior to running payroll. For example, in order to process your records through Time Card Automation/ Overtime Rule Evaluation, use a time entry version that releases the time entry records to payroll on the final step.

Burden Tab

Use this processing option to specify how the system calculates burden.

1. Calculate Flat Burden when Lump Sum is entered

1 = Calculate Flat Burden on Lump Sum

0 = Do not calculate Flat Burden on Lump Sum

Use this processing option to specify whether the system calculates the flat burden for a lump sum that is entered on the timecard. Valid values are:

0

Calculate burden on lump sum

1

Do not calculate burden on lump sum

Billing Rate

Use this processing option to specify whether the system allows blank billing rates.

1. Pay Rate Editing

1 = Do not Edit Pay and Billing Rate

0 = Edit Pay and Billing Rate (Default)

Use this processing option to specify whether a user can enter a blank billing rate on a timecard or through the timecard automation process. Valid values are:

1

Allow user to enter a blank billing rate

0

Do not allow user to enter a blank billing rate

Processing Journal Entries

You process journal entries to update the general ledger with labor, payroll burden, and equipment expenses. The way in which you process journal entries depends on whether you use the J.D. Edwards Payroll system.

If you use the J.D. Edwards Payroll system, you process journal entries as part of each payroll cycle. You also process journal entries when you process an interim payment for an employee. In some cases you might choose to process journal entries at other times during a pay period. For example, labor-intensive organizations might need to monitor and analyze labor expenses daily. These organizations can process journal entries for timecards daily.

If you are not using the J.D. Edwards Payroll system but you are using the time accounting features of the Workforce Management Foundation system to enter timecards and to track labor and equipment expenses, you can process journal entries for timecards.

You process the following two types of journal entries for payroll and time accounting:

Pro forma journal entries Preliminary, review-level journal entries that the system stores in the Payroll Journal (Compressed) File table (F063951).

Actual journal entries Journal entries that the system posts to the Account Ledger table (F0911) and, optionally, the Account Balances table (F0902).

When you process journal entries for Payroll, you create pro forma journal entries during each payroll cycle. After you review the pro forma journal entries, you can create the actual journal entries that you post to the general ledger. You can set up your company options so that the system automatically posts actual journal entries during the final update step of the payroll cycle. If your company options are set up so that the system does not post the actual journal entries automatically, you must post the journal entries manually. You also must post the actual journal entries manually when an error prevents the system from posting them automatically.

When you process journal entries for timecards, you run a batch program to create the pro forma journal entries. After you review the pro forma journal entries and correct any errors, you run another batch program to create the actual journal entries and post them to the general ledger.

You can create journal entries for the following document types:

Document types for • T1 Payroll disbursement

payroll

- T2 Payroll labor distribution
- T3 Actual burden
- T4 Labor billing distribution
- T5 Equipment distribution
- T6 Payroll accruals and deferrals
- T7 Payroll vouchers

The system creates document-type T7 journal entries only when your Payroll system is integrated with the J.D. Edwards Accounts Payable system.

Document types for time accounting

- T2 Payroll labor distribution
- T4 Labor billing distribution
- T5 Equipment distribution

You process pro forma journal entries for timecards only when you are not processing the journal entries associated with a payroll cycle. You can use the Journal Batch Proof report to review the pro forma journal entries before you post them to the general ledger. You also can use this report to review the pro forma journal entries that the system created during a payroll cycle. If errors occur in the journal batch, you can correct the errors, delete the batch, and reprocess the pro forma journal entries.

When the pro forma journal entries are error-free and approved for posting, you post them to the general ledger. You can post either of the following types of pro forma journal entries:

- Timecard journal entries
- Payroll journal entries that were not posted during the payroll cycle, either because of errors or because of the way in which your company options are set up

When you post journal entries, the system creates, posts, and removes the timecard batch details from the Payroll Journal (Compressed) File table (F063951) and updates the Account Ledger table (F0911) and the Account Balances table (F0902) with the timecard transactions.

Processing Pro Forma Journal Entries for Timecards

From the Timecard Post/History Update menu (G05BT11), choose Generate Timecard Journals.

You process pro forma journal entries for timecards only if you are not creating the journal entries associated with a payroll cycle.

When you process pro forma journal entries for timecards, the system converts the Employee Transaction Detail File table (F06116) into the Payroll Journal (Compressed) File table (F063951) and the Burden Distribution File table (F06241). When you process these journal entries, you can do the following:

- Specify the general ledger date for the journal entries.
- Choose timecards based on a range of dates.

In addition to generating pro forma journal entries, this program generates the Journal Batch Proof report. You review this report to verify the accuracy of the transactions that the system generated from the journal data. This report includes individual entries and totals for

document type, period, and company, as well as a grand total for the batch report. You can rerun this report without rerunning the pro forma journal entries.

Processing Options for the Generate Timecard Entries Program (R052901)

Date Tab

Use this processing option to specify the date that the system uses to post journal entries.

General Ledger Date

1. G/L Date

Blank = System Date

Use this processing option to define whether the program uses the G/L date or the system date when it posts journal entries. To use the system date, leave this processing option blank. Timecards that have multiple work dates are posted on the date that you define in this processing option. To account for daily timecards, you must run this program every day with the processing option set to the system date.

Process Tab

Use these processing options to specify values for processes related to Benefits, Intercompany Settlements, Components, and Premiums.

1. Benefits

0 = Do not process benefits and accruals.

1 = Process non-monthly benefits and accruals.

2 = Process monthly and non-monthly benefits and accruals.

Use this processing option to define how the system processes benefits and accrual when it posts journal entries for timecards. Valid values are:

0 Do not calculate any benefits or accruals for the employees.

1 Calculate only non-monthly benefits and accruals for the employees.

2 Calculate monthly and non-monthly benefits and accruals for the employees. Enter this value only when you are processing the last timecards for calendar month. The system uses the month that corresponds to the general ledger date.

Non-monthly benefits and accruals are those for which you entered M in the fifth Pay Period of the Month field on the Basic DBA Information form (W059116E). An M in this field indicates that the system calculates the benefit or accrual during daily timecard post.

Monthly benefits and accruals are calendar-month DBAs, including those that are non-monthly, that have the following characteristics:

- o Are set up to calculate for the employee for an entire calendar month

- o Have a value of 2 or Blank in the Limit Method field on the Advanced DBA Information form (W059117A).

2. Intercompany Settlements

1 = Process intercompany settlements.

0 = Do not process intercompany settlements.

Use this processing option to define whether you want to process intercompany settlements when you post timecard journal-entries. Valid values are:

1 Process intercompany settlements. When processing intercompany settlements, the system uses the general accounting constants and the company number on the timecard.

0 Do not process intercompany settlements This processing option applies only when the journal type IC is set up in the Debit/Credit-Accruals Clearing table (P069041).

3. Components

1 = Distribute time billed from parent item

to components.

0 = Bill only for parent item.

Use this processing option to define how you want to post timecard journal-entries for equipment time when the equipment is used to build an item that is comprised of multiple components.

Valid values are:

1 Distribute equipment time billed from the parent item to its components.

0 Bill equipment time to parent item only.

In the Asset Master table (F1201), you define the parent/child relationship between parent items and their components. You enter billing rates for the components in the Equipment Rates table (F1301).

4. Premiums

1 = Updates units field with premium.

0 = Does not update units field with premium.

Use this processing option to define how you want to update the Account Ledger table (F0911) for premium labor entries. Premium labor entries are entries for pay types that have a pay type multiplier greater than 1. Valid values are:

1 Update labor hours to the Units field for premium labor entries. Choose this option when you want journal type PR to include labor hours in the Units field.

0 Do not update labor hours to the Units field for premium labor entries. Choose this option when you want only journal type LD to include labor hours in the Units field.

This processing option applies only when the Debit Burden/Premium Labor Distribution table (P069042) is set up in the following way:

- o The journal type PR has been added to the table.

- o The company burden rules are set up to separate the premium portion of a pay type from the regular portion.

5. Summarization Rules

1 = Override summarization rules:

Create Journal Entries in full detail.

0 = Do not override summarization rules.

(Default = 0)

Use this processing option to define how Journal Entries are created and printed. Each account number has a summarization rule defined for it in the Journal Summarization Rules program (P06914). This processing option enables you to override the summarization code, so it will be a Type 6, so you can see the Journal Entries in the highest level of detail possible. Valid values are:

1 This option overrides any summarization rules, making the summarization code a Type 6. Choose this option when you want the Journal Entries to be created and printed in full detail.

0 This option is the default, so the pre-defined summarization rule will be used.

6. Hours Only Timecards

1 = Effect on GL can be H or N

0 = Effect on GL must be H

Use these processing options to specify which "Effect on GL" codes (set up in a PDBA) create T2 and T4 entries for timecards that include hours worked, but do not include a recharge amount.

0

"Effect on GL" codes must be H.

1

"Effect on GL" codes can be H or N. T2 entries are created for all record type 1 or 2 timecards with hours worked. T4 entries are created for all record type 2 or 3 timecards with hours worked.

What You Should Know About Processing Options for Generate Timecard Entries (R052901)

Process tab, Intercompany Settlements

When generating timecards, the program uses the accrual account of the employee's company. If this account is different from the target account of the work order, you must set this processing option value to 1.

Reviewing the Payroll Journal Proof/Edit Report

From the Timecard Post/History Update menu (G05BT11), choose Journal Batch Proof.

After you process pro forma journal entries, you review the Payroll Journal Proof/Edit Report (R05229). Use this report to review the accuracy of the journal entries before you post the information to the general ledger. The system generates this report when you do either of the following:

- Process pro forma journal entries for timecards.
- Process the journal entry step of a payroll cycle.

The Journal Batch Proof report lists the journal entry information by document types. Grouping journal entries by document type enables you to separate various types of accounts. The system uses the following document types to group payroll journal entries:

- T1 - Payroll Disbursement Entries

- T2 - Payroll Labor Distribution
- T3 - Actual Burden Journal Entries
- T4 - Labor Billing Distribution

T4 journal entries are the only entries that have transactions involving multiple currencies and conversions. All other document types have entries made in the currency of the employee's home company, and there is no currency conversion.

- T5 - Equipment Distribution
- T6 - Payroll Accruals and Deferrals

Caution

If errors appear on the Payroll Journal Proof/Edit report, you must correct the errors and rerun the pro forma journal entries.

The following list contains examples of what might cause errors to appear on the Payroll Journal Proof/Edit report:

- Inaccurate AAls
- An account number not yet added to the chart of accounts
- Incorrect setup of nontaxable benefits or accruals that were processed in the journal entries step
- Incorrectly entered timecard information

In this case, if you are processing journal entries for a payroll cycle, you also must rerun pre-payroll.

The system does not recognize the corrections until you rerun the pro forma journal entries. If you do not rerun the pro forma journal entries after you correct the errors, the system creates the actual journal entries with errors.

When you are processing journal entries as part of a payroll cycle and you have not yet printed the payments, you can complete the following procedure to correct inaccurate timecard information:

- Rerun the journal entries step and delete the previous journal entries to remove the lockout code on the timecards.
- Correct the inaccurate timecards.
- Run a changes-only pre-payroll.
- Rerun the journal entries step.

You can reprint the Payroll Journal Proof/Edit report when you want to print the report without recreating the pro forma journal entries. The system prints the same proof report that was created during the last iteration of the process. The related payroll ID appears on the report when you reprint it. You can print this report as many times as necessary before you run the final update. After you run the final update, the system clears the Summarized Journal Entry Workfile (F063951), and the report does not produce any information.

Note

If you are processing multicurrency timecards, the system automatically creates intercompany settlement entries to account for currency differences, even if you have not enabled intercompany settlements. These journal entries are printed on the report so that you can review all of the information associated with multicurrency processing before you post the journal entries to the General Ledger.

Reviewing Batches of Journal Entries

From the Timecard Post/History Update menu (G05BT11), choose Timecard Journal Batch Review.

After you generate pro forma journal entries, you can review them to verify whether they are correct. You can review batches of journal entries based on your user ID, the batch number, a posting status, or a specific date range. You can review batches of pro forma journal entries to verify that they are error-free before you post them. You can review the pro forma journal entries that were generated from the payroll cycle, as well as those that were generated from timecards.

You also can review actual journal entries that the system creates when you post timecard journal entries to the general ledger, as well as the actual journal entries that were created during the final update step of the payroll cycle. Depending on how your company options are set up, the system might automatically post these actual payroll journal entries.

The system uses batch types to group the various kinds of journal entries. You can review the following batch types:

- 51** Timecard pro forma journal entries. You can review summary information only. Use the Journal Batch Proof report to locate any errors.
- 41** Payroll pro forma journal entries. You can review summary information only. Use the Journal Batch Proof report to locate any errors.
- P** Actual timecard journal entries that have been posted to the general ledger.
- 7** Actual payroll journal entries that have been posted to the general ledger.

If you discover errors when you review batches of pro forma journal entries, you must delete the entire batch, correct the errors, and then generate the pro forma journal entries again.

If you discover errors when you review batches of actual journal entries, you can use the General Journal Review program to do any of the following to individual journal entries:

- Revise unposted journal entries.
- Delete unposted journal entries.
- Void posted journal entries.

You can revise and delete actual journal entries only. You cannot revise or delete pro forma journal entries.

Deleting a Batch of Pro Forma Journal Entries

From the Timecard Post/History Update menu (G05BT11), choose Batch Delete.

You delete an unposted batch of pro forma journal entries when the batch contains errors, and you must correct the timecard entries before you regenerate the corrected batch.

Processing Options for the Create Payroll JE's - Batch Delete Program (R05227)

Select Tab

Use this option to specify the daily timecard journal batch that you want to delete. Be aware that you cannot recover batches after they have been deleted.

1. Batch Number

Enter the batch number that the system assigned to the Daily Timecard Journal Batch that you wish to delete. Use caution when exercising this option, because you cannot recover batches after they have been deleted.

Approving Transaction Batches

After you enter and review a batch of transactions, you might need to approve it prior to posting. This depends on whether your company requires management approval before posting a batch. Based on the settings in your system constants, the system assigns either a pending or an approved status to the batch.

If you do not turn on the Manager Approval of Input option in the constants, the system automatically assigns an approved status to the transaction batches.

► To approve transaction batches

From the transaction entry or process menu, choose the review menu selection (P0011).

1. On Work With Batches, follow the steps to review the batch:
2. Choose one or more batches.
3. From the Row menu, choose Batch Approval.
4. On Batch Approval, click the following option and click OK:
 - Approved - Batch is ready to post

To temporarily prevent a batch from posting, change the batch status from approved to pending on Batch Approval.

5. To verify the approval, review the following fields on Work With Batches:

- Batch Status
- Status Description

Processing Options for Batches (P0011)

Batch Type

Enter the Batch Type to be displayed.

Batch Type

Posting Journal Entries for Payroll or Time Accounting

Use one of the following navigations:

From the Timecard Post/History Update menu (G05BT11), choose Post Journals to General Ledger.

From the Payroll Workbench menu (G07BUSP11), choose Manual Payroll Journal Post.

For time accounting, you must run a program to post the batch of timecard journal entries to the general ledger and to update timecard history. The batch that you post for timecards contains pro forma journal entries. During the posting process, the system creates the actual journal entries in the Account Ledger table (F0911) and automatically posts them to the Account Balances table (F0902). The system also creates timecard history record in the Employee Transaction History table (F0618).

If you process timecards through the payroll cycle, you can set up your company options for either of the following to occur:

The system automatically posts actual journal entries during final update.

You use the manual post program only if an error occurred during final update that prevented the system from posting the journal entries.

The system does not automatically post actual journal entries.

After you run the final update, you run the manual post program to post the actual journal entries to the general ledger. The batch might need to be approved before you run the post program.

If the General Ledger Post Report program (R09801) encounters errors, the system creates the actual journal entries in the Account Ledger table (F0911) but does not post them. After you have corrected the actual journal entries, you must resubmit the batch for posting. Because the batch contains actual journal entries, you must post the journal entries directly from the general ledger.

When you run the manual post program, the system updates timecard history and general ledger tables and also generates the General Ledger Post report. If errors occur during the posting process, the system also generates the Post Detail Error report. Review these reports to verify whether the journal entries were posted successfully.

The General Ledger Post report lists all journal entries. The column titles and information are similar to the Journal Batch Proof report. However, the General Ledger Post report includes the journal entry number, general ledger date, and account descriptions instead of the document reference numbers.

Preventive Maintenance Cycle

Use the programs on the Plant & Equipment Maintenance menu (G1315) to plan, monitor, and complete routine maintenance operations to minimize equipment breakdowns and unscheduled repairs.

When you manage your equipment maintenance needs, you define the type and frequency of each maintenance task for each piece of equipment in your organization. The preventive maintenance (PM) cycle refers to the sequence of events that make up a maintenance task -- from its definition to its completion. Since most PM tasks are commonly performed at scheduled intervals, parts of the PM cycle repeat, based on those intervals.

Before You Begin

- ☐ Create equipment records for all of the pieces of equipment that you want to maintain.
- ☐ Set up your parts lists and work order instructions.
- ☐ Create a model work order.

Terms and Concepts

You should be familiar with the following terms and concepts that are related to the PM cycle:

- Service type
- PM
- Preventive maintenance schedule
- PM status

Service type

You define service types to describe individual preventive maintenance tasks. You can define as many service types as you need. You can set up service types to apply to a particular piece of equipment or a class of equipment. Examples of service types include the following:

- 250-hour inspection
- Clutch adjustment
- Lubricate ventilation fan
- 10,000-hour engine rebuild

PM

A PM refers to one or more service types that are scheduled to be performed for a piece of equipment. You typically specify that a PM be performed at a predefined point in time. The point in time can be based on days, date; or when a piece of equipment accumulates a predefined number of statistical units, such as hours, miles, and so on. You identify how many units have accumulated for each piece of equipment by periodically entering equipment meter readings.

Preventive maintenance schedule

You create one PM schedule for each piece of equipment for which you want to perform PMs. The PM schedule defines which service types apply to a piece of equipment. The PM schedule also defines the service interval for each service type. A service interval refers to the frequency at which the service types are performed.

For example, you could create a PM schedule for a piece of equipment that schedules a belt inspection every 5,000 hours and a mandatory belt replacement every 20,000 hours.

PM status When the system creates a record for a PM, it assigns an initial status of 01 (Maintenance Task Defined). You define other statuses to indicate the particular steps that a PM goes through before it is completed.

When you complete a PM, the system assigns it a status of 99 (Maintenance Complete).

Primary Procedures

Although the level of complexity of the PM cycle differs from company to company, a typical PM cycle includes the following procedures:

- Creating PM schedules for each piece of equipment
- Scheduling PMs
- Completing PMs

Creating PM Schedules for Each Piece of Equipment

When you create a PM schedule, you include the service types that the equipment requires and the intervals at which the service types must be performed.

Scheduling PMs

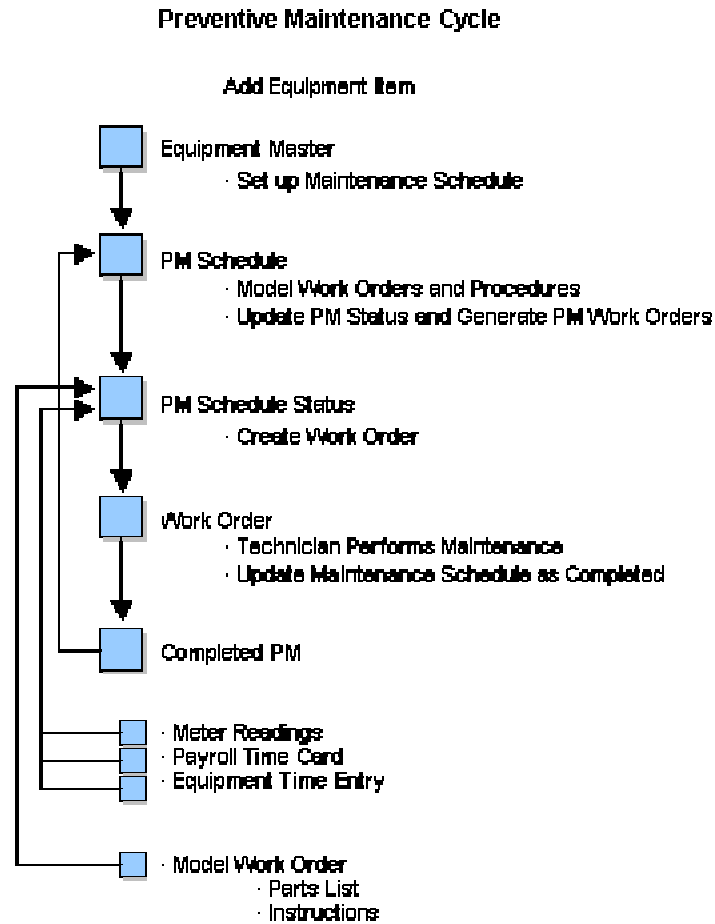
You schedule maintenance by periodically updating PM schedule information. When you update PM schedule information, the system determines which service types are due to be performed, based on meter readings, dates, and other user defined criteria. If service types are due to be performed, the system updates the PM status. In addition, depending on how you set up your system, the system generates a PM work order.

Completing PMs

You indicate when maintenance has been performed by completing PMs and PM work orders. When you complete a PM, the system creates a historical record of it. For most service types other than warranty service types, the system then generates a new PM that is based on statistical information that you gather when you perform the maintenance. The system does not generate a new PM for warranty service types.

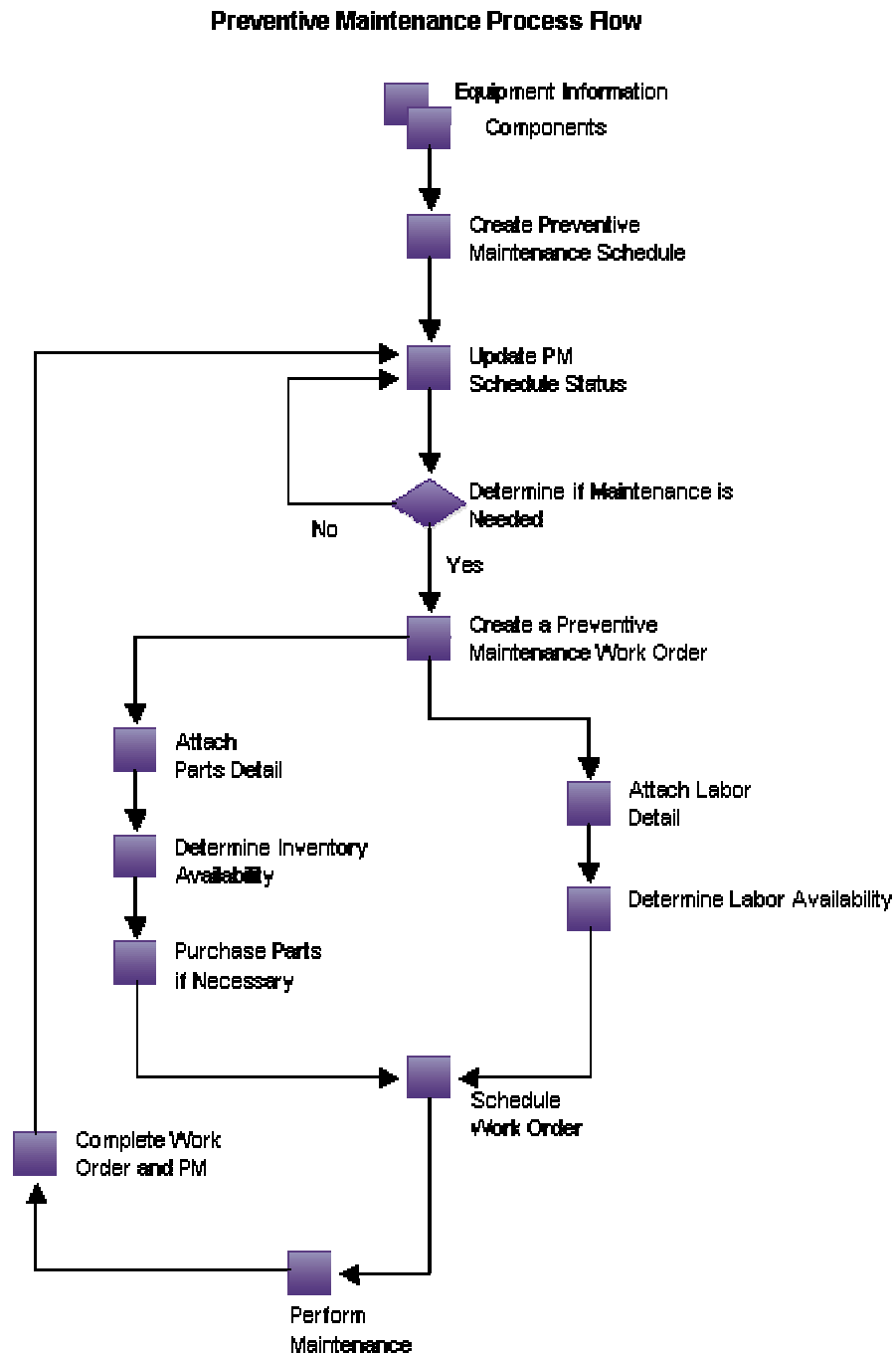
Preventive Maintenance Cycle Events

The following graphic shows the progression of events in a typical maintenance cycle:



Preventive Maintenance Process Flow

The following graphic shows the progression of a typical PM process:



Working with PM Schedules

You create a PM schedule for each piece of equipment that you want to maintain. On each PM schedule, you indicate all of the service types which you want to associate with the piece of equipment. You also specify the rules governing how and when the service types are performed. In addition, you can use PM schedules to signal warranty expirations, equipment messages such as warnings and problem reports, and other planning events that are not necessarily associated with preventive maintenance tasks.

You can link related service types to a primary service type. When you link service types, the system determines if separate maintenance tasks can be performed concurrently, based on rules that you set up.

You can set up maintenance loops by a specific PM service type. A maintenance loop links a particular routine maintenance task, such as a weekly inspection, to a group of equipment for which the maintenance task applies. For example, you can create a PM schedule to perform a weekly lubrication for one lathe on a production line and set up a maintenance loop to inspect all of the other lathes on the line.

You can create model PM schedules to streamline maintenance scheduling for similar pieces of equipment. When you add a piece of equipment to your maintenance organization, the system uses category code values from the model PM schedule to create a unique PM schedule for the equipment.

You can schedule PMs to be performed based on the following:

- A specific date
- A specified interval of days since maintenance was last performed
- Statistical units that are based on employee use, such as employee hours
- Statistical units that are based on meter readings, such as fuel, miles, or hours

Creating a PM Schedule

You create a PM schedule for each piece of equipment that you want to maintain. On each PM schedule, you indicate all of the service types that you want to associate with the piece of equipment. You also specify the rules governing how and when the service types are performed. Service types can be for regularly scheduled maintenance, as well as unscheduled maintenance tasks, such as cleanings on an as-needed basis, or repairs at the point of equipment failure. In addition, you can use PM schedules and service types to signal warranty service, equipment messages such as warnings and problem reports, and other planning events that are not necessarily associated with preventive maintenance tasks, such as license renewals and recertifications.

Before You Begin

- ❑ Verify that the following items are set up:
 - Service types codes (user defined code 12/ST)
 - Work order priority codes (user defined code 00/PR)
 - Standard procedures

► **To create a PM schedule**

From the *Equipment & Plant Maintenance* menu (G1315), choose *Equipment PM Schedule*.

1. On *Work With Equipment PM Schedule*, complete the following field and click **Add**:

- Equip Number

The screenshot shows the PeopleSoft 'Equipment PM Schedule' form. At the top, there's a 'Select Workspace' dropdown set to 'Active Foundation'. Below this are links for 'Personalize', 'Change Role', and 'Sign Out'. The form title is 'Equipment PM Schedule'. It has a toolbar with 'OK', 'Cancel', 'Form', and 'Tools' icons. The main form area is divided into several sections. The top section contains 'Equipment Number' (24820) and 'Paint Booth II'. Below this is 'Service Type' (200-006) with a description 'Clean/Inspect Spray Heads'. The 'Schedule Interval' section has fields for 'Hours' (20.00), 'Miles', 'Fuel', 'Days' (5), 'Schedule Date' (07/30/05), 'Frequency Indicator' (No Frequency Indicator), and 'Multiple' (One Cycle (Default)). The 'Last Completed' section has fields for 'Hours' (5,500.00), 'Miles', 'Fuel', and 'Date' (07/25/05). The 'PM Generation and Planning' section has fields for 'Model W/O' (450052), 'Procedure', and 'Occurrences'.

2. On *Equipment PM Schedule*, complete the following field:

- Service Type

3. For each service type that does not require a schedule date, complete any of the fields in the *Schedule Interval* portion of the form:

- Hours
- Miles
- Fuel
- Days

You cannot enter a service interval based on days if you enter a value in the *Frequency Indicator* field.

4. For each service type that you enter, complete the following optional fields:

- Schedule Date

- Frequency Indicator
- Multiple

Note

You can enter a schedule interval that is based on service days and schedule date. If you enter both days and a date, the system schedules the maintenance to come due based on the date that you indicate. Subsequent schedule dates for maintenance are calculated with the service days interval (based on the last completion date).

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 should, however, include a model work order number. To specify when a service type for unscheduled maintenance is due, you use form exits to unscheduled maintenance from the Work With Work Orders program (P48201) or the Work With Equipment Work Orders program (P13220).

5. 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
6. Complete the following optional fields in the PM Generation and Planning portion of the form:
 - Model WO
 - Procedure

If you enter a value in the Procedure field and you enter a model work order number, the system displays a warning message indicating that the work order might have its own procedure which could conflict with the procedure that you entered.
 - Occurrences

Depending on how the processing options are set, you might not be able to manually enter a value in the Occurrences field.
7. To add the record, click OK and then click Cancel.
8. On Work With Equipment PM Schedule, click Find to display the record for the PM schedule that you created.
9. Choose the record for the PM schedule that you created and click Select.
10. On Equipment PM Schedule, choose PM Classification from the Form menu.

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Active Foundation

Personalize Change Role Sign Out

PM Classification

OK Cancel Tools

Maintenance Priority

Downtime

Business Unit

PM Cat. Code 1

PM Cat. Code 2

Equipment Number Paint Booth II

Remark

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

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

Linking Service Types

For each piece of equipment that you maintain, you can link several related service types to a primary service type. For example, for a particular piece of equipment, you might set up the following:

- A primary service type for a 1000-hour inspection
- A linked service type for a 500-hour inspection

When the primary service type is scheduled to be performed, the linked service types are scheduled at the same time. This synchronization reduces equipment downtime and the possibility of performing unnecessary maintenance.

You use threshold percentages to specify when the system should include the maintenance tasks for linked service types when it schedules the primary service type. A threshold percentage is the percentage of a service interval that you define as the trigger for maintenance to be scheduled. For example, you might set up a service type to be scheduled every 100 hours with a threshold percentage of 90 percent. When the equipment accumulates 90 hours, the system schedules the maintenance.

The system schedules the related maintenance to be performed with the primary maintenance if the equipment is within the threshold percentage that you specify. If the system has already scheduled the PMs for the linked service types when the primary service type is due to be scheduled, the system might cancel the work orders or process them normally, depending on the current status of the PMs and the maintenance rules that you define for the primary service type.

You can specify whether the system creates a separate work order for each linked service type or combines maintenance tasks for all linked service types into the work order for the primary service type. You can also specify how the system processes work orders that it creates for linked service types that have been scheduled before the primary service type. For example, if the system has already created a work order for a linked service type when the primary service type becomes due, you can specify the status, such as completed or canceled, that the system assigns to the existing work orders.

► To link service types

From the Plant & Equipment Maintenance menu (G1315), choose Equipment PM Schedule.

After you create a PM schedule for a piece of equipment, you can link related service types to primary service type. Linked service types are performed at the same time as the primary service type, according to scheduling criteria that you specify.

1. On Work With Equipment PM Schedule, complete the following field and click Find:
 - Equipment Number
2. Choose a service type to which you want to link other service types and choose Associations from the Row menu.

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Active Foundation Personalize Change Role Sign Out

Associated Service Types

OK Find Delete Cancel Tools

Equipment Number 24820 Paint Booth II

Service Type 200-006 Clean/Inspect Spray Heads

Customize Grid						
	Service Type	Service Description	Threshold Percent	Threshold Days	Separate Work Order	Work Order Status
☒						☒

3. On Associated Service Types, complete the following fields:

- Service Type
- Separate Work Order
- Work Order Status

Complete the Work Order Status field only if you previously entered 2 in the Separate Work Order field.

4. Complete one of the following fields and click OK:

- Threshold Percent
- Threshold Days

You cannot enter a value in both of these fields.

Creating a Maintenance Loop

Create a maintenance loop when you need to perform identical routine maintenance tasks, such as equipment inspections, on multiple pieces of equipment.

When you use maintenance loops, you eliminate the need for separate work orders for each piece of equipment that you inspect. For example, if you have 25 pumps of a similar style and configuration for which you perform a routine inspection every week, you can do the following:

- Set up a PM service type to perform a weekly inspection for one pump.

- Apply the other pumps to the PM for the first pump.

When the service type for the weekly inspection comes due, the system generates a PM for each pump but generates only one work order for the original pump. When the system creates a work order for a maintenance loop PM, it stores the associated equipment in the work order record type that you specify in equipment constants.

The system only recycles the original PM. It does not recycle the PMs for the associated equipment.

You can create a maintenance loop by using a virtual or logical piece of equipment, such as a production line or department. The logical equipment encompasses the equipment that you want to include in the loop. If you use a logical piece of equipment as the basis for a maintenance loop, you must create an equipment master for the logical piece of equipment.

Before You Begin

- ☐ Set up PM service types for maintenance loop tasks.
- ☐ Create a PM schedule that includes the service type or types for which you want to establish maintenance loops.

► To create a maintenance loop

From the Plant & Equipment Maintenance menu (G1315), choose Equipment PM Schedule.

After you create PM schedules for equipment, you can set up maintenance loops to streamline routine maintenance tasks for similar equipment.

1. On Work With Equipment PM Schedule, complete the following field and click Find:

- Equipment Number

The PM schedule for the equipment that you enter must include the service type for the maintenance loop that you want to create.

2. Choose a service type and then choose Routes from the Row menu.

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Equipment Routes

OK Find Delete Cancel Tools

Equipment Number 24820 Paint Booth II

Service Type 200-006 Clean/Inspect Spray Heads

Customize Grid

Equipment Number	Description

3. On Equipment Routes, complete the following field for each piece of equipment that you want to include on the maintenance loop:
 - Equipment Number
4. Click OK.

Related Tasks

Completing work orders for maintenance loops	You complete the work order for a maintenance loop by accessing the work order directly from Work With Work Orders (P48201) or by using Preventive Maintenance Backlog (P12071). When you complete the work order, the system indicates a completed status for all of the pieces of equipment that are included in the maintenance loop. Use this method when you have completed the maintenance task for all of the pieces of equipment.
Completing individual PMs in a maintenance loop	You use table P12071 to specify individual pieces of equipment for which you want to indicate a status of complete. This action is useful if you have completed the maintenance task for some of the equipment in a maintenance loop but do not want to indicate a status of complete for other equipment. For example, a piece of equipment scheduled for inspection might not be available on the date of the inspection. When you use table P12071 to complete individual PMs, the status of the work order remains open. To complete the work order for a maintenance loop, you must manually change the work order status.

Working with Model PM Schedules

Use model PM schedules to store preventive maintenance schedule information that you want to apply to multiple pieces of equipment. You create model PM schedules that are based on combinations of equipment category codes. When you need to create PM schedules for equipment, you can use a model PM schedule that contains the appropriate category codes.

The system stores model PM schedules in a table that it accesses when you apply a particular model to a piece of equipment. When you apply a model PM schedule to a piece of equipment, the system creates a unique record that you can modify to satisfy the maintenance requirements of that equipment. The model PM schedule remains unaltered and can be applied to other equipment as needed.

Creating a Model PM Schedule

You create model PM schedules when you have multiple pieces of similar equipment for which a single PM schedule can apply. You create model PM schedules based on combinations of equipment category codes. After you apply a model PM schedule to a piece of equipment, you can modify the schedule to satisfy the particular requirements of the equipment without affecting the model.

► To create a model PM schedule

From the Plant & Equipment Maintenance menu (G1315), choose Equipment PM Schedule.

1. On Work With Equipment PM Schedule, choose Model PM from the Form menu.
2. On Work with Model PM Schedules, click Add.

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Personalize Change Role Sign Out

Model PM Schedule

OK Cancel Tools

Model Schedule Definition

Service Type 95 2B MCH 97

Schedule Interval

Hours

Miles

Fuel

Days

Schedule Date

Frequency Indicator

Multiple W.O. Code

Last Completed

Hours

Miles

Fuel

Date

PM Generation and Planning

Model W.O.

Procedure

Occurrences

3. On Model PM Schedule, complete the following field:
 - Service Type
4. Complete any combination of the equipment category code fields for which you want the model to apply.
5. For each service type that does not require a schedule date, complete any of the following fields in the Schedule Interval portion of the form:
 - Hours
 - Miles
 - Fuel
 - Days

You can also enter a schedule interval that is based on days and schedule date.
6. For each service type that you enter, complete the following optional fields:
 - Schedule Date
 - Frequency Indicator
 - Multiple W.O. Code

7. Complete any of the following optional fields in the Last Completed portion of the form:
 - Hours
 - Miles
 - Fuel
 - Date
8. Complete the following optional fields in the PM Generation and Planning portion of the form, and then click OK:
 - Model WO
 - Procedure
 - Occurrences
9. On Work with Model PM Schedules, perform one of the following actions:
 - Click Add to enter additional service types for the same model PM schedule.
 - Click Close, and then choose Model PM from the Form menu to view the service that you just added.

Applying a Model PM Schedule to a Piece of Equipment

After you create a model PM schedule, you can apply it to any piece of equipment, based on the category codes that you set up. After you apply a model PM schedule to a piece of equipment, you can modify the PM schedule to satisfy any unique maintenance requirements of the equipment. For example, you can delete a service type from the equipment's PM schedule.

► To apply a model PM schedule to a piece of equipment

From the Equipment & Plant Maintenance menu (G1315), choose Equipment PM Schedule.

1. On Work With Equipment PM Schedule, complete the following field and click Find:
 - Equipment Number
2. Choose Model PM from the Form menu.

On Work with Model PM Schedules, default values appear in the category code fields, based on the category codes that were assigned to the piece of equipment. All of the service types that you set up for the combination of category codes appear in the detail area of the form.

3. On Work with Model PM Schedules, click Copy, and then click Close.
4. On Work With Equipment PM Schedule, you can review service types that were copied from the model to the Equipment PM Schedule.

All service types from the model PM schedule now appear in the detail area of the form. You can modify any service type, add service types, or delete those that are not applicable to the piece of equipment.

5. To modify a service type, choose its record and then click Select.
6. On Equipment PM Schedule, revise any of the input-capable fields as appropriate and click OK.

Processing Options for Equipment PM Schedule (P1207)

Default Tab

1. Calculate Estimated Occurrences

Blank = Do not calculate (Default)

1 = Based on one year of PM History

2 = Based on two years of PM History

3 = Based on inception-to-date PM History

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

Blank

Do not calculate estimated occurrences.

1

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

2

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

3

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

Versions Tab

1. Work Order (P17714) Version

Blank = ZJDE0003

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

Working with Meter Readings

Work with meter readings when you need to enter or update meter information about your equipment. You use meter readings to monitor equipment use and trigger maintenance tasks that are based on accumulated statistical units, such as miles. For example, you can schedule maintenance for a machine or piece of equipment based on mileage, elapsed time (hours), fuel consumption, cycles, or tonnage. You can define as many accounts for statistical units as you need. However, you can use only three types of statistical units to trigger maintenance. You determine the three types of statistical units that you want to use (such as odometer, fuel, and hours).

Entering Meter Readings

You can enter and update meter readings for individual pieces of equipment or for multiple pieces of similar equipment. The table below summarizes the differences:

Individual pieces of equipment	Enter and update meter readings for individual pieces of equipment when you need to record equipment use on a piece-by-piece basis.
Multiple pieces of equipment	Enter and update meter readings for multiple pieces of equipment if you are doing the following: • Updating meter readings for all equipment with the same use, such as multiple pieces of production equipment that work the same number of hours on a given day • Entering current meter readings for multiple pieces of identical new equipment You use selection criteria to specify the pieces of equipment for which the system updates meter information.

In addition, you can update equipment records to indicate that a meter was replaced due to damage. You can also indicate when a meter rolls over. A meter rollover is the point at which a meter has reached its maximum value and reverted to a zero reading.

Before You Begin

- ❑ Verify that the following AAls are set up:
 - AT00
 - FMA
 - FMB

- FMC
- FMD
- FME

► **To enter meter readings for a piece of equipment**

From the Equipment Information menu (G1311), choose Meter Readings.

1. On the General tab of Meter Readings, complete any combination of the following fields to locate meter reading information for a piece of equipment:
 - Skip to Description
 - Resp. Business Unit
 - Skip to Equipment
 - Thru Date/Period
 - Location
2. To further limit your search to specific equipment, click the Equipment tab and complete any of the following fields:
 - Equipment Status
 - Company
 - Inventory Number
3. Turn on the following optional fields:
 - Display Children
 - Display Disposed
4. Click the Codes tab and complete any of the following fields; then click Find:
 - Major Accounting Class
 - Major Equipment Class
 - Manufacturer
 - Model Year
 - Usage Miles or Hours
 - Category Code 6
 - Category Code 7
 - Category Code 8

- Category Code 9
 - Rate Group
5. Complete only one of the following meter reading fields in the detail area for each type of meter for which you want to enter information:
 - Fuel Meter Current Reading
 - Fuel Meter Net Increase
 6. Complete the following optional field for each meter:
 - Fuel Meter Original Reading
 7. Complete the following optional fields and then click OK:
 - Subledger
 - Sub Type

Related Tasks

Updating original readings

You enter a value in the Original Reading field only once. After a piece of equipment accumulates units, you never have to change the original readings. When you enter meter information for a piece of used equipment, enter the actual meter reading that is shown on the face of the meter at the time that you place the equipment in service. The system updates the original reading when the meter rolls over or when you perform a meter replacement.

Calculating the lifetime meter reading

The system uses lifetime meter readings in general ledger transactions and to determine when maintenance is due. To calculate the lifetime meter reading for a piece of equipment, subtract the original reading from the current reading.

For example, the current reading is 5,000 hours and the original reading is 2,000 hours. The lifetime meter reading is 3,000 hours.

► To enter meter replacement information

From the Equipment Information menu (G1311), choose Meter Readings.

After you have entered meter readings for a piece of equipment, you can enter information about a meter's replacement-- for example, due to damage.

1. On Meter Readings, complete the steps to locate meter reading information for a piece of equipment.
2. Choose the record for the equipment, and then choose Meter Change from the Row menu.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Meter Change

OK Cancel Tools

Meter

☒ Odometer ☐ Fuel Meter ☐ Hour Meter

Current Reading

Reading at Change

New Reading

3. On Meter Change, click one of the following options to specify the meter that you are replacing:
 - Odometer
 - Fuel Meter
 - Hour Meter
4. Complete the following fields and click OK:
 - Current Reading
 - Reading at Change
 - New Reading

► To enter meter rollover information

From the Equipment Information menu (G1311), choose Meter Readings.

When the meter on a piece of equipment has reached its maximum value and rolled over, you must enter the information into the system. This action ensures that the system has accurate meter information for a piece of equipment.

1. On Meter Readings, complete the steps to locate a piece of equipment.
2. Choose the record for the equipment, and then choose Rollover from the Row menu.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Meter Rollover

OK Cancel Tools

Meter

☒ Odometer ☐ Fuel Meter ☐ Hour Meter

Current Balance

Rollover Amount

3. On Meter Rollover, click one of the following options to specify the meter for which you are entering a rollover value:
 - Odometer
 - Fuel Meter
 - Hour Meter
4. Complete the following fields and click OK:
 - Current Balance
 - Rollover Amount

► **To enter meter readings for multiple pieces of equipment**

From the Equipment Information menu (G1311), choose Meter Readings.

You can use selection criteria to enter and update meter readings for multiple pieces of similar equipment. Use this feature when the net meter change is the same amount for all of the selected pieces of equipment.

1. On the General tab of Meter Readings, complete any combination of the following fields to locate a group of equipment:
 - Skip to Description
 - Resp. Business Unit

- Thru Date/Period
 - Location
2. To further limit your search to specific equipment, click the Equipment tab and complete any of the following fields:
 - Equipment Status
 - Company
 - Inventory Number
 3. Click the following options:
 - Display Children
 - Display Disposed
 4. Click the Codes tab and complete any of the following fields; then click Find:
 - Major Accounting Class
 - Major Equipment Class
 - Manufacturer
 - Model Year
 - Usage Miles or Hours
 - Category Code 6
 - Category Code 7
 - Category Code 8
 - Category Code 9
 - Rate Group
 5. Choose Global Update from the Form menu.

6. On Global Meter Update, complete any of the following fields and click OK:

- Fuel Meter
- Odometer
- Hour Meter
- Subledger

The system updates meter readings for all equipment that matches the selection criteria that you specified.

Processing Options for Meter Readings (P12120)

Defaults

1. Meter Display

Blank = Do not display odometer reading

1 = Display odometer readings

Blank = Do not display fuel readings

1= Display fuel readings

Blank = Do not display hour readings

1 = Display hour readings

2. Display Children

Blank = Do not display children assets

1 = Display children assets

3. Display Disposed

Blank = Do not display disposed assets

1 = Display disposed assets

4. Responsible Business Unit

5. Location

6. Equipment Status

7. Company
Categories

1. Major Accounting Class

2. Major Equipment Class

3. Manufacturer

4. Model Year

5. Usage Miles or Hours

6. Category Code 6

7. Category Code 7

8. Category Code 8

9. Category Code 9

10. Rate Group
Process

1. Update Children Current Meters

Blank = Do not update

1 = Update

2. Update Children Original Meters

Blank = Do not update

1 = Update

Versions

1. Update PM Schedule (R12807) Version

Blank = Do not update PM schedules
A specific version

2. Cost Summary (P122101) Version

Blank = ZJDE0002
Edits

1. Tolerance Level

Blank = Do not check for tolerance levels
A specific percent

Working with Meter Estimates

You can use meter estimates to update meter readings for equipment with use that is consistent and predictable. For example, assume that you have a production line that includes multiple pieces of equipment, and the production line runs 16 hours each day. You can set up meter estimates that indicate 16 hours per day for each piece of equipment on the line. You can then update the meter readings each day or set up your system to automatically update the meter readings at the end of each day.

Setting Up Meter Estimates

You must set up meter estimates for each piece of equipment for which you want to update meters, according to estimated meter amounts.

► To set up meter estimates

From the Equipment Information menu (G1311), choose Meter Estimates.

1. On Meter Estimates, click the General tab.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Meter Estimates

OK Find Cancel Row Tools

General Codes

Skip to Description Company

Resp. Business Unit Location

Skip to Equipment

SubledgerType

No records fetched. Customize Grid

Equipment Number	Description	Estimated Hour Meter	Estimated Mile Meter	Estimated Fuel Meter	Company	Business Unit	Location

2. Limit the equipment for which the meter estimates apply by completing any combination of the following fields:
 - Skip to Description
 - Resp. Business Unit
 - Skip to Equipment

- Subledger/Type
 - Company
 - Location
3. Click the Codes tab.

The screenshot shows the PeopleSoft interface for the 'Meter Estimates' window. The 'Active Foundation' workspace is selected. The 'Codes' tab is active, displaying a grid of input fields for various codes. Below the grid, a message states 'No records fetched.' and a table header is visible.

PeopleSoft

Select Workspace: **Active Foundation**

Active Foundation Personalize Change Role Sign Out

Meter Estimates

OK Find Cancel Row Tools

General Codes

Major Accounting Class	*	Category Code 6	*
Major Equipment Class	*	Category Code 7	*
Manufacturer	*	Category Code 8	*
Model Year	*	Category Code 9	*
Usage Miles or Hours	*	Rate Group	*

No records fetched. Customize Grid

Equipment Number	Description	Estimated Hour Meter	Estimated Mile Meter	Estimated Fuel Meter	Company	Business Unit	Location

4. To further limit the equipment that the system displays, complete any of the Category Code fields and then click Find.
5. Complete any of the following fields for each piece of equipment for which you want to apply an estimated meter reading, and then click OK:
- Estimated Hour Meter
 - Estimated Mile Meter
 - Estimated Fuel Meter

Related Tasks

Updating meter estimates A Row exit from Meter Estimates allows you to update meter estimates. When you choose Update from the Row menu, the system runs version XJDE0001 of Update Meter Estimates (R13806).

Processing Options for Meter Reading Estimates (P1306)

Versions Tab

1. Update Meter Estimates (R13806) Version

Blank = XJDE0001

Use this processing option to specify the version that the system uses for the Update Meter Estimates program (R13806). If you leave this processing option blank, the system uses the XJDE0001 version.

Updating Meter Readings Based on Estimates

From the Equipment Information menu (G1311), choose Update Meter Estimates.

After you set up meter estimates for equipment, you update the meter readings at regular intervals. The system uses the estimates that you enter on Meter Estimates as the basis for updating meters.

You can use processing options to specify whether the system updates the meters of components or only of parent equipment, and whether to print a report of the updated equipment. Do not select the option to update the meter reading of component assets if you have set data selections to update meters for pieces of equipment that are components of other equipment.

Recommendations

Automatically updating meter estimates To ensure that the system regularly updates the meter readings for equipment for which you have set up meter estimates, run Update Meter Estimates (R13806) as part of your unattended operations.

See Also

- *Scheduling Jobs* in the *System Administration Guide* for more information about unattended operations

Processing Options for Update Meter Estimates (R13806)

Process Tab

1. Update Account

Blank = Hour Meter (AT00) (default)

1 = Fuel Meter (FMA)

2 = Mileage Meter (FMB)

Use this processing option to specify which statistical account the system updates. Valid values are:

Blank

Update the hour meter.

1

Update the fuel meter.

2

Update the mileage meter.

2. Component Asset

Blank = Do not update meter reading

1 = Update meter reading

Use this processing option to specify whether the system updates the meter readings of assets that are components of a parent asset. Valid values are:

Blank

Do not update the meter reading.

1

Update the meter reading.

1. Updated Assets

Print Tab

Blank = Do not print report

1 = Print report

Use this processing option to specify whether the system prints a report of updated assets. Valid values are:

Blank

Do not print a report of updated assets.

1

Print a report of updated assets.

G/L Date Tab

1. G/L Date

Blank = System Date

Use this processing option to specify the general ledger date that the system uses when updating the Account Ledger table (F0911) and the Asset Account Balances File table (F1202). If this option is left blank, the current system date will be used.

What You Should Know About Processing Options for Update Meter Estimates (R13806)

Updating child equipment

Do not select this option if you have set data selections to update meters for pieces of equipment that are components of other equipment.

Reviewing Meter Readings

You can review the meter readings for any piece of equipment. You can also specify the time period for which you want to review meter readings. After you review the meter readings for a piece of equipment, you can access Meter Readings to revise the equipment's individual meter readings.

► To review meter readings

From the Equipment Information menu (G1311), choose Meter Inquiry.

1. On Meter Reading Inquiry, complete the following fields:
 - Equipment Number
 - Date From
2. Complete the following optional fields and click Find:
 - Subledger
 - Subledger Type
 - Date Thru
3. To revise the meter readings, choose Meter Readings from the Form menu.

The system displays the Meter Readings form, from which you can revise meter readings for any piece of equipment.

Updating PM Schedule Information

From the Plant & Equipment Maintenance menu (G1315), choose Update PM Schedule Status.

Update PM schedule information to change the status of PMs. For example, you can specify that the system update all PMs from status 01 (Maintenance Task Defined) to status 50 (Maintenance Due) for all pieces of equipment that are due for scheduled maintenance, based on their service intervals. You can also change the status of a PM before the equipment reaches its scheduled maintenance interval to allow time for scheduling parts and labor resources. In addition, you can specify which PMs that you need to update, as well as the date when the update becomes effective. Maintenance rules determine the maintenance status assigned to each PM service type when you update PM schedule information.

Update PM Schedule Status (R12807) is a batch program. When you choose Update PM Schedule Status, the system displays Work With Batch Versions - Available Versions before submitting the job for processing. When you run this program, the system automatically does the following:

- Updates the current miles, hours, and fuel consumption readings
- Calculates the current maintenance interval, based on the last maintenance performed
- Changes the status for each PM service type, if necessary
- Generates PM work orders, if necessary

Note

Depending on whether you specified multiple work orders on the PM schedule for a service type that is due to be performed, the system might create a new PM cycle, regardless of the status of the maintenance task. If you do not want the system to recycle the PM for the service type until previously scheduled maintenance has been completed, you must leave the Multiple Work Order field blank when you create or revise the PM schedule. Other values for this field allow the system to reschedule the maintenance task and accrue multiple work orders.

Before You Begin

- ❑ Create model work orders. See *Creating a Model Work Order for a PM Service Type* in the *Enterprise Asset Management Guide*.

Technical Considerations

Updating PMs for maintenance loops

When you update a PM for a maintenance loop, the system creates a PM for each piece of equipment in the loop, but it creates only one work order.

Equipment under warranty

When you change or update a warranty PM service type to Complete, the system does not create a new PM cycle for that service type and piece of equipment.

Processing Options for Update PM Schedule Status (R12807)

Defaults

1. Through Date

Blank = System date

2. Days Added to Through Date

3. From Status:

Blank = Default

4. To Status:

Blank = Default

5. Status Change To

Blank = Status from maintenance rule

6. Work Order Type

Blank = WM

7. Job Status Message Recipient Print

1. Print Report

Blank = Do not print report

1 = Print report

2. Equipment Number Format

1 = Asset number (default)

2 = Unit number

3 = Serial number

Edit

Work Order Options:

1. Create Work Order

Blank = Do not create a work order

1 = Create a work order

2. Work Order Start Date

Specific Start Date

Default System Date

Blank = Do not default
1 = Default system date

Project the PM and WO Start Date

Blank = Do not project
1 = Project

3. Past Projected Dates

Blank = Do not allow dates in the past
1 = Allow dates in the past

4. Work Order Cross Reference

Blank = Equipment's immediate parent
1 = Equipment's top level parent
2 = Value from model work order

5. Create Individual Resource Assignments

Blank = Do not automatically create assignments
1 = Create assignments for Assigned To
Update Options:

6. Work Center

Blank = Do not screen service types

7. Update Last Completed

Blank = Do not update
1 = Update using last completed date

Calculation Options:

8. Estimated Occurrences

Blank = Do not calculate
1 = Based on one year
2 = Based on two years
3 = Based on inception to date
S/WM

1. Default Owner

Blank = Do not default owner
1 = Default owner from equipment master

2. Default Site

Blank = Do not default site
1 = Default site from equipment master
Versions

1. Work Order Parts Detail (P17730) Version

Blank = ZJDE0002

What You Should Know About Processing Options for Update PM Schedule Status (R12807)

SWM Tab The processing options on the SWM tab apply to both EAM and Service Management.

Changing the Status of PMs to Complete

You must notify the system when you have completed or canceled a PM for a piece of equipment by changing the status of the PM to complete or canceled. When you change the status, the system does the following:

- Maintains a record of the PM with a status of 99 (complete) or 98 (canceled)
- Generates a new PM with a status of 01 and begins a new PM cycle (depending on the value of the multiple work order flag on the PM schedule)

Note

The system does not begin a new PM cycle for warranty service types or maintenance loops.

You can change the status of PMs by individual piece of equipment or globally by using search criteria to select PMs for a group of equipment.

You can use processing options to specify whether you want the system to display actual meter readings or lifetime maintenance amounts on the preventive maintenance schedule. The actual meter reading is the number that appears on the physical meter that is located on a piece of equipment. The lifetime maintenance amount is the total lifetime use of the equipment. In cases such as meter changes or meter rollovers, the lifetime maintenance amount is not the amount that is shown on the meter. If you select an actual meter reading for this processing option, you must enter the meter reading as it appears on the actual meter. The system calculates the lifetime maintenance amount from this amount.

When you enter a value in the Status field in the processing options, the system attempts to update the work order status with the PM status-- if the value is valid. If the value is not valid, no update occurs to the work order status.

Whether you choose to display actual meter readings or lifetime maintenance amounts, the system always uses lifetime maintenance amounts to calculate service intervals.

► **To change the status of PMs to complete**

From the Plant & Equipment Maintenance menu (G1315), choose PM Backlog.

1. On PM Backlog, complete any combination of the following fields to choose the group of PMs that you want to update:
 - Assigned WO
 - Service Type
 - Equipment Number
2. To further limit the PMs that you want to update, click the PM Schedule tab and complete any of the following fields:
 - Maintenance Status
You can quickly view PM history by entering 99 in this field.
 - % of Schedule Due
 - Downtime Required
3. Click the Dates tab and complete any of the following from/through fields:
 - Schedule Date
 - Completed Date
4. To further limit the PMs that you want to update, click the Codes tab and complete any of the following fields:
 - PM Category Code 1
 - PM Category Code 2
5. Click the Equipment tab and complete any of the equipment category code fields.
Category codes 5 - 10 are on the Equipment 2 tab.
6. Complete the following optional field:
 - Location
7. Click Find.
8. To update the status of individual PMs, complete the following fields in the detail area of the form for each PM:
 - PM Status
 - Completed Date
Enter a completion date only if you are changing the status of the PM to complete (99) or canceling the PM (98).
9. Complete the following fields as appropriate:

- Completed Hours
- Completed Miles
- Consumed Fuel

The system does not update statistical units in the Asset Account Balances table (F1202). To update units in this table, you must use the Meter Readings program (P12120).

10. Complete the following optional fields and click OK:

- Employee
- Assigned WO
- Remark

Related Tasks

Globally updating the PM status

You can globally update multiple PMs when status, completion date, and employee responsible for the PM work order are the same. After you have narrowed your search to a specific group of PMs, click the Global Updates tab, enter values in the following fields, and then click OK:

- PM Status
- Completion Date
- Employee

The system updates all selected PMs. In addition, when you update the Employee field, the system updates the Assigned To field on the PM work order.

Processing Options for Preventive Maintenance Backlog (P12071)

Defaults

1. Maintenance Status - From
 2. Maintenance Status - Thru
 3. Service Type
 4. Maintenance Due Percent - From
 5. Maintenance Due Percent - Thru
 6. Downtime Required - From
 7. Downtime Required - Thru
 8. Scheduled Date - From
 9. Scheduled Date - Thru
 10. Completed Date - From
-

11. Completed Date - Thru

12. Planned Start Date - From

13. Planned Start Date - Thru

14. Location
Categories

1. PM Category Code 1

2. PM Category Code 2

3. Major Accounting Class

4. Major Equipment Class

5. Manufacturer

6. Model Year

7. Usage Miles or Hours

8. Category Code - F/A 6

9. Category Code - F/A 7

10. Category Code - F/A 8

11. Category Code - F/A 9

12. Category Code - F/A 10 (Rate Group)
Display

1. Meter Readings Display

Blank = Lifetime maintenance amounts

1 = Current meter readings

2. Global Update Display

Blank = Display the Global Update tab

1 = Do not display the Global Update tab
Process

1. Completion Date

Blank = Do not update

1 = Update

2. Status

Blank = Do not update

1 = Update

3. Create Individual Resource Assignments

Blank = Do not automatically create assignments

1 = Create assignments for Assigned To
Versions

1. PM Update (R12807) Version

Blank = XJDE0001

2. Equipment PM Schedule (P1207) Version

Blank = ZJDE0001

3. Work Order (P17714) Version

Blank = ZJDE0003

What You Should Know About Processing Options for Preventive Maintenance Backlog (P12071)

Updating assigned work order status When you enter a value in the Status option in this processing option, the system attempts to update the work order status with the PM status if the value is valid. If the value is not valid, no update occurs to the work order status.

Work Order Life Cycle

Use work orders to manage the work flow of your maintenance tasks and projects. You can manage all of the aspects of a maintenance task or project, including the following information:

- Creating work orders for preventive and corrective maintenance
- Committing inventory to a work order
- Scheduling multiple tasks and crafts-- such as mechanical, electrical, and so on-- to a work order
- Tracking the progress of a work order by status
- Tracking work order costs, such as materials, labor, and so on
- Recording unlimited detailed information about a work order
- Completing and closing a work order

In addition to these features, you can set up a work order approval process within the J.D. Edwards Workflow Tools system. A predefined work order approval process in the workflow system can be modified to suit your business needs.

The steps through which a work order must pass to accurately communicate the progress of the maintenance tasks that it represents are the life cycle of the work order. The work order life cycle applies to work orders for preventive maintenance and corrective maintenance.

Paperless Processing

You can save paper as you track your work orders and projects with the work orders programs. You enter work orders online and perform most of the subsequent processing without having to rely on printed documents.

Quick Creation of Work Orders

You can create a single work order or a group of work orders quickly and easily, with minimal pre-planning. To save time and reduce the possibility of errors, you can also use parent work orders and processing options when you set up work orders so that the system enters much of the information for you, based on the parent work order.

Quick Location of Work Orders

You can easily locate a work order using a variety of information. For example, you can review all of the work orders that are assigned to a particular person, location, or project. You can limit your search for a work order by using any combination of the following information:

- The job or business unit
- The address book numbers of the originator, customer, manager, or supervisor
- The life cycle status of a work order
- Any combination of the user defined category codes
- The type of work order
- The priority assigned to a work order
- Start and completion dates

Simple Budget and Estimate Controls

You can use the work orders programs to track the simple estimate and budget requirements of a work order. For example, you can enter budget information and track the information throughout the work order's life cycle. In addition, you can use a variety of reports to compare estimates with actual information.

Multiple Control Dates

You can track each work order according to control dates that you define. You can define any of the following control dates:

- The transaction date (the date when a work order is entered into the system)
- The start date
- The planned completion date
- The actual completion date
- The assignment date (the date when the person who is responsible for the work receives the work order)

Multiple Levels of Responsibility

You can assign several levels of responsibility to each work order on the Work Order Entry form, such as:

- The job or business unit that is charged for the work order
- The originator of the work order
- The manager
- The supervisor

You can also use category codes to assign levels of responsibility to work orders. You can review all of the work orders that are assigned to a particular person or location.

Unlimited Narrative Remarks

You can describe work orders briefly by using two or three words, or you can provide much more detail. You can also arrange work orders into groups and enter different types of information in each group, such as:

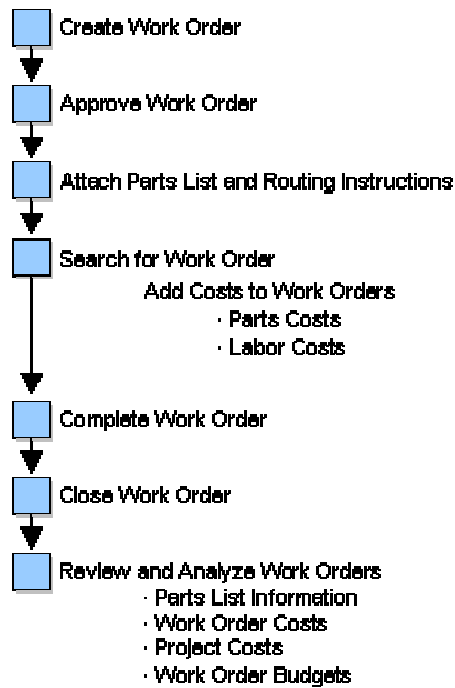
- Expected actions
- Actual operations performed
- Required tools
- Procedures for completing the work

You define the record types that are appropriate to your organization.

Work Order Process Flow

The following graphic illustrates the flow of a work order through a typical work order life cycle:

Typical Work Order Life Cycle Flow



J.D. Edwards Workflow

J.D. Edwards Workflow offers a powerful means of automating various components of the work order life cycle across your entire enterprise. Documents, information, and action messages automatically pass from one task to the next. The tasks are based on a set of procedural rules and triggering events, and require minimal user involvement. For example, you can use workflow to do the following:

- Route a work order for approval.
- Run the capacity plan for a work order.
- Send messages to appropriate personnel regarding the progress of a work order.

Some of these examples are shipped with the software.

In addition, the workflow system enables you to do the following:

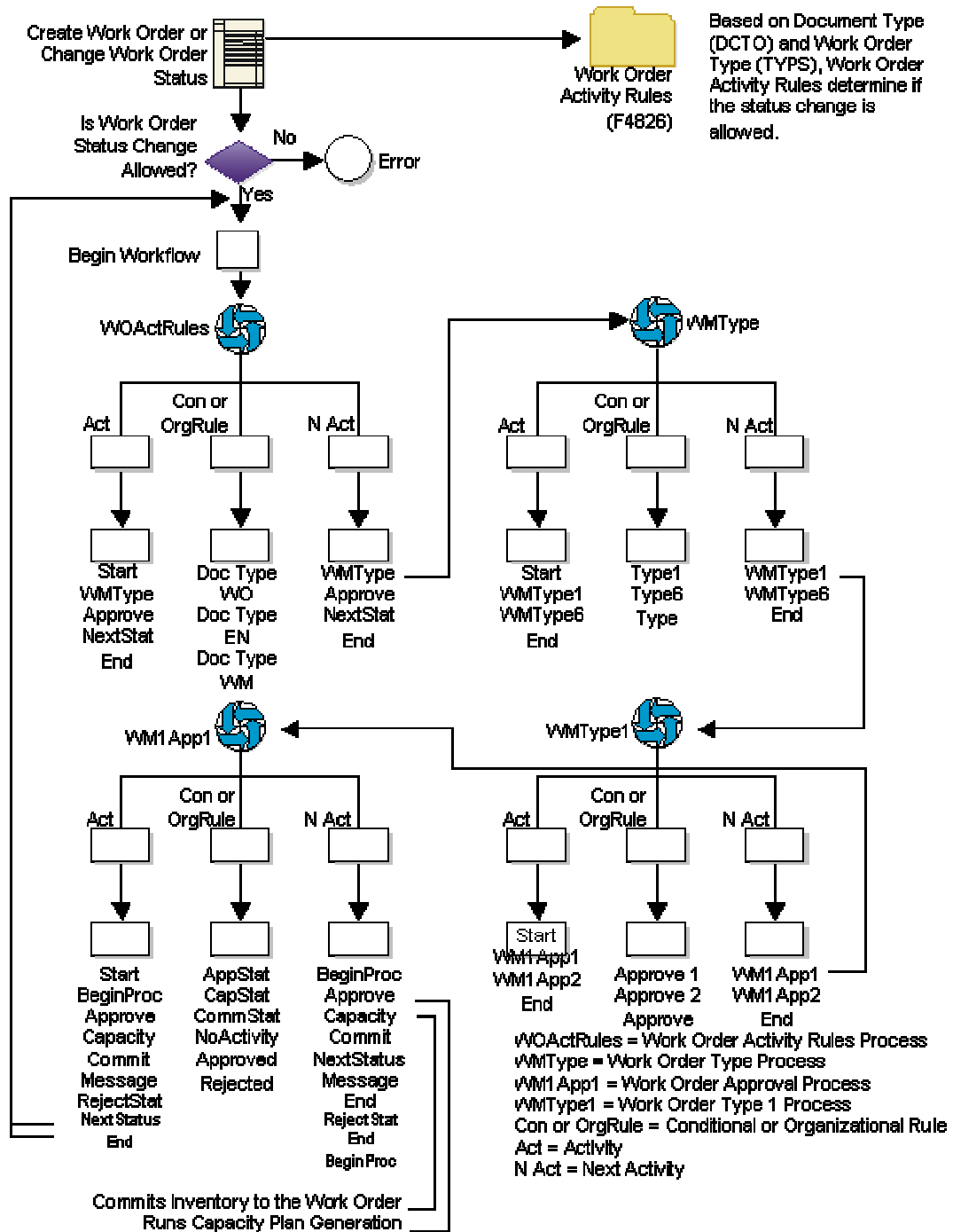
- Define as many workflow processes as your business needs require.
- Attach any workflow process to any given event within an application.
- Execute conditional processing, which is logic contingent upon supplied criteria, such as currency amount, status, and priority.

Example: Work Order Approval Process

The following example is meant to assist your understanding of how the various components of the workflow system, such as processes, sub-processes, and tasks, work together to provide a comprehensive workflow solution. The work order approval process represents a typical workflow process within Plant & Equipment Management. By reviewing the example, you will be better aware of the particular workflow components that require modification to meet your business needs.

In the example provided, the approval process for a work order differs, based on the document type of the work order and the work order type. Document type and work order type are elements of the additional data structure that the workflow system uses to approve work orders. For ease of understanding, the example charts the workflow for a work order with the document type of WM and the work order type of Type 1. Bear in mind that document types and work order types are user defined codes. The codes that your organization uses will likely differ from the codes that J.D. Edwards provides as demonstration data.

In the example, the workflow process is initially triggered by the creation of a work order or any change made to the status of a work order. The system uses Work Order Activity Rules to determine if the status change is allowed. If the status change is not allowed, workflow does not begin, and an error message appears. Otherwise, workflow begins normally. In Plant & Equipment Management, regardless of any subsequent processes, the first workflow process for work orders is the WOactRules (Work Order Activity Rules) process. This process is hard-coded and cannot be modified.



Creating Corrective Work Orders

You create corrective work orders to formally request and schedule corrective maintenance, such as emergency repairs. You also use corrective work orders to record and communicate (to others who are involved) information about all of the details pertaining to the maintenance task.

You must create a work order master for every work order that you track. The master consists of basic information that defines the work order, such as the work order number, description, and the business unit to which the work order is charged. You can also enter additional information, such as category codes, to further identify the work order.

The system stores work order master information in the Work Order Master File table (F4801).

You can assign record types to work orders and then enter descriptive information into each record type to communicate important information about a task to others who are involved. For example, you might want to include special instructions, and information about the parts and tools that are needed to complete the task.

In addition, you can copy parts from a standard parts list or assign nonstandard parts to a work order. You can also assign detailed labor routing instructions to a work order. For example, you can do the following:

- Identify each work center that is needed to perform the maintenance tasks.
- Specify the sequence in which the tasks are performed.
- Indicate the estimated duration of each maintenance task.

You can delete any work order from the system unless it has any of the following characteristics:

- It is used as a parent work order.
- It has any account ledger transactions associated with it.
- It has a parts list or a routing attached.

You can create work orders for equipment covered by warranties. When you create a work order for a piece of equipment that is under warranty, a warning message appears to alert you that a warranty is in effect. You indicate that a piece of equipment is under warranty by creating preventive maintenance (PM) service types for the warranty.

Before You Begin

- ☐ Define your chart of accounts for the charge-to business unit information.
- ☐ Create PM service types for equipment that is under warranty.

Entering Basic Work Order Information

Depending on the complexity of your organization, you can create work orders that include only the most basic information required by the system, such as the description and business unit. Alternatively, you can include a variety of explanations, scheduling dates, and control codes. You can also enter budgeting information to help you track costs and resources.

You can assign up to 10 category codes to a work order. Use category codes to further identify and organize work orders that have similar characteristics. This is especially useful

for analyzing and reporting on work order information from a variety of perspectives, such as shop, division, and type of work. You can also analyze work order costs according to category codes. J.D. Edwards provides several predefined category codes. You can use these or customize your own category codes. You define all values for each category code.

In addition, you can assign responsible people, such as an originator and a supervisor, to a work order. You can also specify a search cross-reference that the system uses to search for work orders. For example, if you enter an equipment number on the work order, the system enters the parent equipment number in the Search Cross-Reference field.

Note

Many of the fields on Enter Work Orders are optional, but information in these fields is particularly useful when you search for a work order or group of work orders. You can use processing options to direct the system to enter default values in several fields, such as address book fields, category code fields, approval type fields, and manager and supervisor fields, if you defined them during system setup.

You can also retrieve numerous default values from a parent work order, if you specify one. For example, you can use values from a parent work order to provide default values for the following fields:

- Work Order Type
- Start Date
- Planned Completion Date

► To enter a work order

Use one of the following navigations:

For Enterprise Asset Management, choose Work Order Entry from the Work Order menu (G1316).

For Service Management, choose Work Order Entry from the Daily Work Order Processing menu (G1712).

1. On Work with Work Orders, click Add.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work Order Revisions

OK Cancel Form Tools

Order Number 451282 SE Type Y On-site Repair

Order Detail

Equipment Master Information

Request Number

Equipment Number 31430 Phone Switch

Branch M30 Eastern Manufacturing Center

Inventory Item Number 7101 Phone Switch

Lot/SN Quantity 1 EA

Product Model C200 CBX Model 200

Product Family

Description Red lights blinking

Failure Description RED LIGHTS BLINKING

Customer Information

Requestor Reference

Customer Number 4242 Capital System

Site Number 4242 Capital System

Contact Number 4242 Capital System

Contact Name JOE SMITH Number 404 555-6389

2. On the Order Detail tab of Work Order Revisions, complete the following fields:
 - Asset Number

Depending on the equipment constants that you set up on the SWM System Constants Revisions form, the system displays an equipment number, unit number, or serial number description. Based on this number, the system supplies customer and equipment information from the equipment record.
 - Branch

The branch defaults from the equipment record and defines the branch/plant from which inventory is issued.
 - Problem

Note

If you are accessing this form from the Maintenance Request or Failure Analysis modules, the system enters information from the equipment record as default information when you enter a work order. The system also checks entitlement for the customer.

3. Click the Scheduling tab.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work Order Revisions

OK Cancel Form Tools

Order Number 451282 SE Type Y On-site Repair

Order Detail **Scheduling** Classification Accounting Attachment

Status

Status ME W/O Waiting for Parts

Est. Hours Actual Hours

Estimated Downtime Hours Actual Downtime Hours

Requested Finish Date 07/04/05 06:38:00 Guaranteed Response Time 16.00

Scheduled Start Date 06/30/05 08:38:00

Scheduled Finish Date 06/30/05 00:00:00

Actual Finish Date 00:00:00

Status Comment Percent Complete

Assignments

Manager

Supervisor

Assigned To

Inspector

Originator 1001 J.D. Edwards & Company

4. Complete the following fields:

- Status
- Est. Hours
- Estimated Downtime Hours
- Planned Comp
- Start Date
- Requested

If the customer is entitled, the system calculates the commit date and time, based on the entitlement check process.

5. Complete the following optional fields:

- Status Comment
- Percent Complete
- Manager
- Supervisor

For Service Management, the Manager represents the Primary Service Provider.

For Service Management, the Supervisor represents the Secondary Service Provider.

Note

Depending on the Default Manager processing option on the Process tab, you can enter either a valid address book number for the Manager and the Supervisor fields, or you can choose to use the default hierarchy for managers and supervisors. Refer to the F1 help on the processing option for an explanation of the hierarchy.

- Assigned To

For Service Management, the Assigned To person represents the Primary Technician.

- Inspector

For Service Management, the Inspector represents the Secondary Technician.

- Originator

- Complete the following field after the work order is complete:

- Completed

If the status of the work order is at a complete status, the system uses the current date as the default value for the Actual Finish Date.

- Click the Classification tab.

The screenshot displays the PeopleSoft Work Order Revisions screen. At the top, the 'Active Foundation' workspace is selected. The 'Work Order Revisions' window has tabs for Order Detail, Scheduling, Classification, Accounting, and Attachment. The 'Classification' tab is active, showing a form with various fields. The 'Order Number' is 451282, and the 'Type' is 'On-site Repair'. The 'Category Codes' section includes fields for Phase, Category 02, Category 03, Category 04, Category 05, Status, Service Type, Skill Type, Experience Level, and Category 10. The 'Priority' is set to 'E' (English). The 'Approval Type' is '42' (Mountain Time (US & Can.)). The 'W.O. Flash Message' is 'Parent W.O. No'. The 'Parent W.O. No' is 451282. The 'Message No' is 31430. The 'Country' is 'US' (United States). The 'Type Bill of Material' is 'REP' (Repair). The 'Type of Routing' is 'REP' (Repair Routing).

8. Complete the following optional fields:

- Phase
- Category 02
- Category 03
- Category 04
- Category 05
- Status
- Service Type
- Skill Type
- Experience Level
- Category 10
- Priority
- W.O. Flash Message
- Language
- Geographic Region
- Country
- Type Bill of Material
- Type of Routing

The system attaches a bill of material and routing to a work order based on the Type Bill of Material and Type of Routing fields.

The system retrieves the information for the Language, Geographic Region, and Country fields, based on the customer record.

9. To associate a parent work order to a child work order, complete the following field:

- Parent W.O. No

The system does not automatically update information between parent and child work orders.

10. To associate standard instructional information to the work order, complete the following field:

- Message No

11. To set up a cross-reference between this work order and another work order, complete the following field:

- Reference

This field is a text-only field, but you can use the information as search criteria on Work with Work Orders.

12. Click the Accounting tab.

The screenshot shows the PeopleSoft Work Order Revisions form with the Accounting tab selected. The form is titled "Active Foundation" and includes a "Select Workspace" dropdown set to "Active Foundation". The "Work Order Revisions" header shows "Order Number" 451282, "SE" Type, and "On-site Repair" status. The "Accounting" tab is active, displaying fields for "Estimated Cost of Work Order" and "Actual Cost of Work Order". The "Estimated Cost" section includes "Est. Labor", "Est. Material", "Est. Other", and "Est. Amount". The "Actual Cost" section includes "Actual Labor", "Actual Material", "Actual Other", and "Actual Dollars". The "Accounting" section includes "Business Unit" (S30), "Subsidiary", "Subledger Inactive Code", "Covered G/L Category" (CS60), "Non-Covered G/L Category" (CS65), "Tax Expl Code" (S), "Tax Rate/Area" (DEN), "Payment Instrument", and "Pre-Payment Amount". The "Service Contract" section includes "Document Number" (30). The "Method of Pricing" section has radio buttons for "Flat Rate" and "Time and Materials" (selected). The "Currency" section includes "Currency Code" (USD), "Exchange Rate", "To Currency Code" (USD), and a "Foreign" checkbox.

13. To track estimated costs and actual costs against this work order, complete the following fields:

- Est. Labor
- Est. Material
- Est. Other

If you associate routings to a work order, the system retrieves default values for the Labor Hours and Labor Amount fields. If you associate a parts list to a work order, the system retrieves default values for the Material Amount field. The system updates the cost to the work order header.

When you add a routing list, a parts list, or both, the program updates the cost to the work order header.

Note

Alternatively, to update the actual costs of a work order, you can run a batch process, Update W.O. Actual Amounts (R13800). This batch process summarizes transactions for labor and material, and updates the actual cost fields of the work order.

14. To override the business unit responsible for costs and revenue, complete the following field:

- Business Unit

The system enters the default value for this field from records such as the equipment number, inventory item number, or customer number, based on SWM constants.

15. Enter other accounting information as applicable by completing the following fields:

- Subsidiary
- Covered G/L Category
- Non-Covered G/L Category

The values for the Covered G/L Category and Non-Covered G/L Category fields default from the service contract's service package, based on the type of service on the work order.

16. Click one of the following options under the Method of Pricing heading to define the method of pricing:

- Flat Rate

If you use flat rate as the pricing method, you must associate one labor step with the work order.

- Time and Materials

If you use time and materials to price, both parts and labor are priced.

The values for the Flat Rate and Time and Materials fields default from the service contract's service package, based on the type of service on the work order.

The system retrieves Tax Rate/Area information based on the Service Address Number. Tax Rate/Area information is based on where the work is completed, not on the location of the customer.

17. To associate the work order with a contract, complete the following field under the Service Contract heading:

- Document Number

The system supplies service contract values if the system is set up to check entitlements and the contract is valid.

18. Click the Attachment tab.

19. If applicable, add attachments to the work order.

20. Click OK.

The system uses next numbers to assign a work order number unless you override the information.

Processing Options for Work With Work Orders (P48201)

Defaults 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
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 (R17714) Version

Blank = XJDE0001

2. Equipment Work Order Print (R48425) Version

Blank = XJDE0001

3. Project Work Order Print (R48415) Version

Blank = XJDE0001

4. Tenant Work Order Print (R15448) Version

Blank = XJDE0001

5. Completed PM (P12071) Version

Blank = ZJDE0001

6. Parts Detail (P17730) Version

Blank = ZJDE0001

7. Labor Detail (P17732) Version

Blank = ZJDE0001

8. Inventory Issues (P31113) Version

Blank = ZJDE0002

9. Time Entry (P311221) Version (S/WM Only)

Blank = ZJDE0001

10. Work With Returned Material Authorization (P40051) Version (S/WM Only)

Blank = ZJDE0001

11. Open Purchase Order (P4310) Version

Blank = ZJDE0011

12. Returned Material Authorization Revisions (P400511) Version (S/WM Only)

Blank = ZJDE0001

13. On Line Work Order Quote (P17717) Version (S/WM Only)

Blank = ZJDE0001

14. Time Entry By Employee (P051121) Version

Blank = ZJDE0001

15. Work with Failure Analysis (P17766) Version

Blank = ZJDE0001

16. Failure Analysis (P17767) Version

Blank = ZJDE0001

17. Supplier Recovery Generation (R1776) Version

Blank = XJDE0001

18. Status History (P1307) Version

Blank = ZJDE0001

19. Work with Equipment Work Orders (P13220) Version

Blank = ZJDE0001

20. Work Order Cost (P48211) Version

Blank = ZJDE0001

21. Resource Assignment (P48331) Version

Blank = ZJDE0001

WO Entry

1. Work Order Entry Program

1 = Work Orders (P17714)

2 = Project Task Details (P48014)

3 = Tenant Work Orders (P15248)

2. Work Order Entry Version

Blank = ZJDE0001

Process

1. Priority

Blank = Do not highlight and color code

1 = Highlight and color code

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.

What You Should Know About Processing Options for Work With Work Orders (P48201)

Setting up a default document type

On the Defaults 2 tab, you can enter the document type that you want the system to use for work orders. This document type is overridden if the work order is entitled by a contract.

Searching for work orders by originator

On the Defaults 3 tab, enter an address book number in the Originator field. The system uses this address book number to search for work orders entered by a user. To display all of the work orders when you click Find on Work with Work Orders, type 0 in this field.

Processing Options for Work Order Revisions (P17714)

Defaults tab

The processing options on this tab define the defaults that the system uses when you are revising or entering work orders in the Work Order Revisions form.

1. Work Order Document Type

Use this processing option to specify the default document type that the system uses when you enter a work order. This code also indicates the origin of the transaction. Enter a value from UDC 00/DT.

2. Work Order Type

Use this processing option to specify the order type that the system uses when you enter a work order. The order type indicates the type classification of a work order or engineering change order. You can use work order type as a selection criterion for work order approvals. Enter a value from UDC 00/TY.

3. Work Order Priority

Use this processing option to specify the default work order priority that the system uses when you enter a work order. This code indicates the priority of a work order or engineering change order in relation to other orders. Enter a value from UDC 00/PR.

4. Customer

Use this processing option to identify an address book number of employees, applicants, participants, customers, suppliers, tenants, and any other address book members that the system uses as a default. An address book number is a number that identifies an entry in the Address Book system.

5. Manager

Use this processing option to specify the address book number of a manager or a planner that the system uses as a default when you enter a work order.

6. Supervisor

Use this processing option to specify the address book number of the supervisor that the system uses as a default when you enter a work order.

7. Assigned To

Use this processing option to specify the address book number of a person that the system assigns to do the work when you enter a work order.

8. Inspector

Use this processing option to specify the address book number of an inspector that the system uses as a default when you enter a work order.

9. Type Bill of Material

Use this processing option to specify the default parts list that the system uses when you enter a work order. The parts list is a user defined code that designates the type of bill of material. Enter a value from UDC 40/TB.

10. Type of Routing

Use this processing option to specify the labor detail that the system uses as a default when you enter a work order. The system retrieves the labor detail for the work order header and uses it to identify the requested service. Enter a value from UDC 40/TR.

11. Failure Description

Blank = Do not default a Failure Description

1 = Default Service Type description

2 = Default Entitlement description

3 = Default Method of Pricing

4 = Default Work Order description

Use this processing option to specify the information type that the system retrieves for the failure description when you enter a work order. Valid values are:

Blank

Do not enter a failure description.

1

Use the service type description.

2

Use the entitlement description.

3

Use the method of pricing.

12. Supplier Recovery

Blank = Do not display Supplier Recovery Fields

1 = Display Supplier Recovery Fields

Use this processing option to specify whether the system displays the supplier recovery fields. Valid values are:

Blank

Do not display the supplier recovery fields.

1

Display the supplier recovery fields.

13. Supplier Recovery Vendor

Use this processing option to specify which supplier or vendor the system uses when it creates a supplier recovery claim from a work order or a warranty claim.

Edits tab

The processing options on this tab define which information is required when you enter a work order. When you activate these processing options, the system verifies that you have entered the appropriate information in the corresponding fields before creating a work order. If you have activated any of these processing options and you do not have a value in a corresponding field, the system displays a hard error and does not allow you to enter a work order.

1. Required Equipment Number

Blank = Do not require Equipment Number entry

1 = Require Equipment Number entry

Use this processing option to specify whether you are required to enter an equipment number when you create a work order. Valid values are:

Blank

Do not require an equipment number.

1

Require the equipment number. If you do not enter an equipment number, the system generates an error and stops processing until the error is corrected.

2. Require Customer Address Number

Blank = Do not require Customer Number entry

1 = Require Customer Number Entry

Use this processing option to specify whether the system verifies dates when you enter or change a work order. Valid values are:

Blank

Do not verify dates.

1

Verify dates. If the system detects date errors, it generates a warning but does not stop processing.

2

Verify dates. If the system detects date errors, it generates an error and stops processing until the error is corrected.

3. Warn if Business Unit does not match BU associated with the Equipment Number

Blank = Do not warn if different

1 = Warn if different

Use this processing option to 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. Tax Rate/Area Edit

Blank = Do not allow Blank Entry for Tax Rate/Area

1 = Allow Blank Entry for Tax Rate/Area

Use this processing option to specify whether 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. Start Date Default

Blank = Do not default Start Date

1 = Default Start Date

Use this processing option to specify whether to require an area code and phone number when you create a work order. Valid values are:

Blank

Do not require an area code and phone number.

1

Require an area code and phone number.

6. Date Edits

Blank = Accept all dates entered

1 = Display a warning for date errors

2 = Display an error for date errors

Use this processing option to specify the version of the Work With Work Order History program (P17715) that the system uses to verify existing work orders and prevent duplicate work orders for an equipment number. If you leave this processing option blank, the system uses the ZJDE0001 version.

7. Required Caller Number

Blank = Do not require Caller Number

1 = Require Caller Number entry

Use this processing option to indicate whether the system requires you to enter the address book number for a caller when you are entering an order.

Valid values are:

Blank Caller number is not required.

1 Caller number is required.

8. Update Pricing Method

0 = Update Pricing Method

1 = Do not update Pricing Method

Use this processing option to specify whether you want to prevent the system from updating the pricing method.

Valid values are:

Blank You can update the pricing method.

1 Do not update the pricing method.

9. Required Phone Number

0 = Do not require Area Code and Phone Number

1 = Require Area Code and Phone Number entry

Use this processing option to specify whether to require an area code and phone number when you create a work order. Valid values are:

Blank

Do not require an area code and phone number.

1

Require an area code and phone number.

10. Edit Maintenance Request

Blank = No edit on request number

1 = Edit request number

Use this processing option to specify whether the system verifies that the request number on the work order exists in the Maintenance Request table (F1755). Valid values are:

Blank

Do not verify the request number on the work order.

1

Verify the request number on the work order.

Process tab

The processing options on this tab define the processing that the system performs for this version of Work Order Revisions (P17714). You can choose whether the system retrieves default information that is based on the information that you enter for a work order. You can perform additional processing, such as creating parts list and routings, entitlement checking, and approval processing.

1. Default Manager

Blank = Do not default the Manager and Supervisor

1 = Default the Manager and Supervisor.

Use this processing option to specify the default values for manager and supervisor addresses on the work order. Valid values are:

Blank

The system does not supply defaults for the manager and supervisor addresses.

1

The system uses defaults for the manager and supervisor addresses based on the following hierarchy:

First: The system uses the values for the manager and supervisor from processing options.

Second: The system uses the manager value from the SWM Address Book extension record for the customer.

Third: The system uses the manager value from the equipment record.

Fourth: The system uses the values for the manager and supervisor from the Work Order Default Coding File table (F48001), based on category codes 1, 2, and 3 from the work order.

Note: The system uses the Assigned To address value from processing options first and information from the equipment record second.

2. Recalculate Dates

Blank = Do not recalculate dates automatically

1 = Automatically recalculate the start and requested dates for the parts and labor detail

Use this processing option to specify whether the system retrieves the standard parts based on the equipment when you enter a work order. Valid values are:

Blank

Do not use the equipment standard parts as the default.

1

Use the equipment standard parts as the default.

3. Work Order Approval Type

Use this processing option to specify whether the system automatically recalculates the requested date and the start date for the parts detail and the labor detail. Valid values are:

Blank

Do not recalculate dates.

1

Automatically recalculate dates.

4. Work Order Cross Reference

Blank = Equipment's immediate parent

1 = Equipment's top level parent

2 = Value from parent service order

Use this processing option to specify the approval type that the system uses for the work order approval process. The approval type indicates the type of approval path that a work order follows. Enter a value from UDC 48/AP.

5. Entitlement Checking

Blank = Bypass Entitlement Checking

1 = Check entitlement using the date table (F1791)

2 = Check entitlement without the date table

Use this processing option to specify the work order cross-reference, which the system uses to determine the default parent equipment number. Valid values are:

Blank

The immediate parent

1

The top-level parent

2

The value from the parent work order

6. Failure Analysis

Blank = Bypass prompt to enter a Failure Analysis

1 = Enter a Failure Analysis

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. Display Entitlement Inquiry

Blank = Do not display Entitlement Inquiry

1 = Display the Entitlement Inquiry following the entitlement check.

Use this processing option to specify whether the system requires you to perform failure analysis when you enter a work order. Valid values are:

Blank

Do not perform failure analysis.

1

Perform failure analysis.

8. Create Labor Detail

Blank = Do not create labor detail

1 = Create labor detail when adding a work order.

Use this processing option to specify whether the system 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. 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 specify whether the system creates labor detail when you create a work order. Valid values are:

Blank

Do not create labor detail.

1

Create labor detail.

10. Create Parts Detail

Blank = Do not automatically create parts detail

1 = Automatically create parts detail when adding a work order.

Use this processing option to 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. Work Order Status Window

Blank = Do not automatically call work order status window when adding a work order

1 = Automatically call the work order status window when adding a work order.

Use this processing option to specify whether the system automatically creates a parts list when you add a work order. Valid values are:

Blank

Do not create a parts list.

1

Create a parts list.

12. Create Work Order Tag files (future)

Blank = Do not create F4801Z records

1 = Create F4801Z records

Use this processing option to specify whether the system automatically displays the work order status window when you add a work order. Valid values are:

Blank

Do not display the work order status window.

1

Display the work order status window.

13. E-mail Service Provider

Blank = Do not send a message

1 = Send a message

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. Hide Scheduling Tab

Blank = Do not hide Scheduling Tab

1 = Hide Scheduling Tab

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. Hide Classification Tab

Blank = Do not Hide Classification Tab

1 = Hide Classification Tab

Use this processing option to specify the version of the Online Work Order Quote Inquiry program (P17717) that the system uses after you enter the work order.

16. Hide Accounting Tab

Blank = Do not Hide Accounting Tab

1 = Hide Accounting Tab

Use this processing option to specify whether to hide the Accounting tab on the Work Order Revisions form. Valid values are:

Blank

Do not hide the Accounting tab.

1

Hide the Accounting tab.

17. Hide Attachment Tab

Blank = Do not Hide Attachment Tab

1 = Hide Attachment Tab

Use this processing option to specify whether to hide the Attachment tab on the Work Order Revisions form. Valid values are:

Blank

Do not hide the Attachment tab.

1

Hide the Attachment tab.

18. Create Individual Resource Assignments

Blank = Do not automatically create Assignments

1 = Create Assignments for Assigned To

Use this processing option to automatically create individual resource assignments based on the Assigned To (ANP) address book number on the form. The system validates the address book number against the Resource Master table (F48310). Valid values are:

Blank

Do not create assignments.

1

Create assignments.

Equipment Master tab

The processing options on this tab define whether information in a corresponding equipment record is updated to match the information in a work order.

1. Customer Number Update

Blank = Bypass update

1 = Prompt to update Equipment Master customer number to match Work Order customer number

2 = Automatically update Equipment Master

Use this processing option to specify how the system updates the Equipment Master when you change the customer number for an equipment record on a call, a contract, or a work order. Valid values are:

Blank

Do not update the Equipment Master.

1

Display a prompt to update the Equipment Master.

2

Automatically update the Equipment Master.

2. Site Number Update

Blank = Bypass update

1 = Prompt to update Equipment Master site number to match Work Order site number

2 = Automatically update Equipment Master

Use this processing option to specify how the system updates the Equipment Master when you change the site number for an equipment record on a call, a contract, or a work order. Valid values are:

Blank

Do not update the Equipment Master.

1

Display a prompt to update the Equipment Master.

2

Automatically update the Equipment Master.

Versions tab

The processing options on this tab define the versions of other programs that the system uses when you require additional information about the work orders. You can access these programs from Form and Row exits on the Work Order Revisions form.

1. Work Order Parts Detail (P17730) version

Blank = ZJDE0001

Use this processing option to specify the version of the Work Order Parts Detail program (P17730). If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Work Order Labor Detail (P17732) version

Blank = ZJDE0001

Use this processing option to specify the version of the Work Order Labor Detail program (P17732). If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Work Order Print (R17714) version

Blank = XJDE0001

Use this processing option to specify the version of the Status History program (P1307) that the system uses when you inquire on the status history of a work order. If you leave this processing option blank, the system uses the ZJDE0002 version.

4. Equipment Work Order Report (R48425) version

Blank = XJDE0001

Use this processing option to specify the version of the Work With Work Order History program (P17715) that the system uses for product repair history. If you leave this processing option blank, the system uses the ZJDE0001 version.

5. Work Order Status History (P1307) version

Blank = ZJDE0002

Use this processing option to specify the version of the Work With Work Order History program (P17715) that the system uses for customer repair history. If you leave this processing option blank, the system uses the ZJDE0002 version.

6. Product Repair History (P17715) version

Blank = ZJDE0001

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. Customer Repair History (P17715) version

Blank = ZJDE0002

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. Equipment Repair History (P17715) version

Blank = ZJDE0003

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.

9. Work with RMA (P40051) version

Blank = ZJDE0001

Use this processing option to specify the version to be used for Return Material Authorization Revisions (P400511). If you leave this option blank, the system uses ZJDE0001.

10. RMA Revision (P400511) version

Blank = ZJDE0001

Use this processing option to specify the version to be used for Work With Contracts (P1720). If you leave this option blank, the system uses ZJDE0001.

11. Work With Contracts (P1720) version

Blank = ZJDE0001

Use this processing option to specify the version of the Work With Routing Master program (P3003). If you leave this processing option blank, the system uses the ZJDE0001 version.

12. Work With Labor Master (P3003) version

Blank = ZJDE0001

Use this processing option to specify the version to be used for Bill of Material Revisions (P3002). If you leave this option blank, the system uses ZJDE0001.

13. Bill of Material Revisions (P3002) version

Blank = ZJDE0001

Use this processing option to specify which version the system uses for the Address Book program (P01012) for managers. If you leave this processing option blank, the system uses the ZJDE0001 version.

14. CRP/RCCP Regeneration (R3382) version

Blank = XJDE0001

Use this processing option to specify which version the system uses for the Failure Analysis program (P17767). If you leave this processing option blank, the system uses the ZJDE0001 version.

15. Manager Address Book (P01012) version

Blank = ZJDE0001

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

16. Failure Analysis (P17767) version

Blank = ZJDE0001

Use this processing option to specify the version to be used for Equipment PM Schedule (P1207). If you leave this option blank, the system uses ZJDE0001.

17. Work with Failure Analysis (P17766) version

Blank = ZJDE0001

Use this processing option to specify the version to be used for Equipment Status History (P1307). If you leave this option blank, the system uses version ZJDE0001.

18. Failure Analysis Tree Search and Select (P17763S)

Blank = ZJDE0001

Use this processing option to specify the version to be used for Credit Check (P42050). If you leave this option blank, the system uses ZJDE0001.

19. Failure Analysis Search and Select (P17768) version

Blank = ZJDE0001

Use this processing option to specify the version to be used for Quick Customer/Contact Add (P01015). If you leave this option blank, the system uses ZJDE0001.

20. Equipment Master Revisions (P1702) version

Blank = ZJDE0001

Use this processing option to specify the version to be used for Customer Address Book (P01012). If you leave this option blank, the system uses ZJDE0001.

21. Equipment PM Schedule (P1207) version

Blank = ZJDE0001

Use this processing option to specify the version of the Maintenance Request Entry program (P17501). If you leave this processing option blank, the system uses the ZJDE0001 version.

22. Equipment Status History (P1307) version

Blank = ZJDE0001

Use this processing option to specify the version of the Maintenance Request Entry program (P17501). If you leave this processing option blank, the system uses the ZJDE0001 version.

23. Credit Check (P42050) version

Blank = ZJDE0001

Use this processing option to specify the version of the Equipment Search/Select program (P17012S). If you leave this processing option blank, the system uses the ZJDE0001 version.

Note: To enter work orders on the web using this version of Work Order Revisions (P17714), you must activate the Customer Self-Service processing option in the version of Equipment Search/Select that you enter in this field.

24. Quick Customer/Contact Add (P01015) version

Blank = ZJDE0001

Use this processing option to specify the version to be used for Quick Customer/Contact Add (P01015). If you leave this option blank, the system uses ZJDE0001.

25. Customer Address Book (P01012) version

Blank = ZJDE0001

Use this processing option to specify the version to be used for Customer Address Book (P01012). If you leave this option blank, the system uses ZJDE0001.

26. Equipment Search/Select (P17012S) version

Blank = ZJDE0001

Use this processing option to specify the version of the Equipment Search/Select program (P17012S). If you leave this processing option blank, the system uses the ZJDE0001 version.

Note: To enter work orders on the web using this version of Work Order Revisions (P17714), you must activate the Customer Self-Service processing option in the version of Equipment Search/Select that you enter in this field.

27. Work With Work Order History (P17715) version

Blank = ZJDE0001

Use this processing option to specify the version of the Work With Work Order History program (P17715) that the system uses to verify existing work orders and prevent duplicate work orders for an equipment number. If you leave this processing option blank, the system uses the ZJDE0001 version.

28. Work Order Quote (P17717) version

Blank = ZJDE0001

Use this processing option to specify the version of the Online Work Order Quote Inquiry program (P17717) that the system uses after you enter the work order.

29. Resource Assignment Workbench (P48331) version

Blank = ZJDE0001

Use this processing option to specify the version for the Resource Assignment program (P48331) to run. If you leave this processing option blank, the system uses version ZJDE0001.

30. Component Changeout (P17STAT) version

Blank = ZJDE0001

Use this processing option to specify the version of the Component Changeout program (P17STAT) to run. If you leave this processing option blank, the system uses version ZJDE0001.

Category Codes tab

The processing options on this tab define the values for category codes in the Work Order Revisions form.

Enter default Category Code values for the following:

1. Category Code 1

Use this processing option to enter the value for Category Code 1 that the system uses as a default. This category code indicates the current stage or phase of development for a work order. You can assign a work order to only one phase code at a time. You must enter a value that has been defined in the user defined code table (00/W1).

2. Category Code 2

Use this processing option to enter the value for Category Code 2 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W2).

3. Category Code 3

Use this processing option to enter the value for Category Code 3 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W3).

4. Category Code 4

Use this processing option to enter the value for Category Code 4 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W4).

5. Category Code 5

Use this processing option to enter the value for Category Code 5 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W5).

6. Category Code 6

Use this processing option to enter the value for Category Code 6 that the system uses as a default. This category code indicates the status of a work order. You must enter a value that has been defined in the user defined code table (00/W6).

7. Category Code 7

Use this processing option to enter the value for Category Code 7 that the system uses as a default. This category code indicates the service type of a work order. You must enter a value that has been defined in the user defined code table (00/W7).

8. Category Code 8

Use this processing option to enter the value for Category Code 8 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W8).

9. Category Code 9

Use this processing option to enter the value for Category Code 9 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W9).

10. Category Code 10

Use this processing option to enter the value for Category Code 10 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user defined code table (00/W0).

Prepayment tab

These processing options control whether you can record payment information for work orders.

Prepayment of a work order takes place when a seller receives a form of payment from the customer at the time of order entry. Many types of prepayments exist that a customer can

use, such as cash, check, and credit card. When 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 that 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 Processing Options (R40400), set up the hold code information in Hold Order Constants (P42090), and then activate preference profile processing in the Sales Order Entry (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 updates prepayment processing files.

2. Authorization Processing

Blank = Bypass Authorization processing

1 = Process Authorization interactively

2 = Process Authorization in batch or subsystem mode, based on the version

Use this processing option to identify the method of processing.

Valid values are:

Blank The system does not process the authorization.

1 The system processes the authorization interactively.

2 The system processes the authorization in batch or subsystem mode, based on the version.

3. Settlement Processing

Blank = Bypass Settlement processing

1 = Process Settlement interactively

2 = Process Settlement in batch or subsystem mode, based on the version

Use this processing option to identify the settlement processing method.

Valid values are:

Blank The system does not process the settlement.

1 The system processes the settlement interactively.

2 The system processes the settlement in batch or subsystem mode, based on the version.

4. Authorize Prepayment Transaction (R004201) version

Blank = XJDE0001

Use this processing option to enter the version to be used for the Authorize Prepayment Transaction UBE (R004201). If you leave this option blank, the system uses version XJDE0001.

5. Settle Prepayment Transaction (R004202) version

Blank = XJDE0001

Use this processing option to enter the version to be used for the Settle Prepayment Transaction (R004202). If you leave this option blank, the system uses version XJDE0001.

6. Override Next Status for Authorized Transactions (future)

Use this processing option to identify the override next status code for authorized transactions. The override status is another allowed step in the process.

7. Override Next Status for Settled Transactions (future)

Use this processing option to identify the next status code for Settled transactions. The override status is another allowed step in the process.

What You Should Know About Processing Options for Work Order Revisions (P17714)

You can access the processing options for Work Order Revisions by retrieving P17714 in the Interactive Versions application.

Entering Record Type Descriptions

Record types contain specific details about work order tasks. After you enter the basic work order information, you can enter these details in the record types that are assigned to the work order. For example, you might want to include an extended description of the task in record type A, special instructions in record type B, the parts and tools that are needed in record type C, and so on.

Depending on the type of information that you need to include, you can enter text in two formats. You define the format for each record type when you set up work orders. The formats are:

- Description only
- Description with three columns

You can also copy descriptive information from another work order.

► **To enter record type descriptions**

Use one of the following navigations:

For the Work Orders system, choose Work Order Entry from the Work Order Processing menu (G4811).

For the Enterprise Asset Management system, choose Work Order Entry from the Work Order menu (G1316).

1. On Work With Work Orders, locate a work order by completing any of the following fields on the General tab and then clicking Find:
 - Equipment Number
 - Business Unit
 - Subsidiary
 - Parent W.O. No

Alternatively, you can complete any of the fields on any of the tabs to locate work orders.

Note

If you access this program from the Enterprise Asset Management system, the Equipment Number field might appear as Serial Number or Unit Number, depending on which setting you choose in the Equipment Constants program (P001012).

2. Choose a work order, choose Supplemental from the Row menu, and then choose Record Types.

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Select Workspace: Active Foundation

Active Foundation

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Work With Work Order Record Types

Select Find Close Tools

Order Number 451004 Touring Bike, Red

Customize Grid

Record Type	Description
☐ A	Full Description of Request
☐ B	Final Disposition Remarks
☐ C	Tool and Equipment Instruct.
☐ D	Safety Provisions
☐ E	Plan and Drawing Reference
☐ F	Equipment Down Time
☐ G	Maintenance Loops
☐ S	Status History
☐ Z	Associated PMs

- On Work With Work Order Record Types, choose a record type and click Select.

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Work Order Detail Revisions

OK Delete Cancel Form Row Tools

Order Number 451004 Touring Bike, Red

Record Type A Full Description of Request

Customize Grid

Description

- On Work Order Detail Revisions, complete the following field with a unique description for the selected record type for this work order, and then click OK:
 - Description

5. To enter descriptions for other record types for this work order, repeat steps 3 through 4.

Assigning Parts to a Work Order

You can assign parts to a work order to satisfy parts requirements for maintenance tasks. Depending on how you set up your system, you can indicate how and when the system commits inventory to satisfy a work order's parts requirements. For example, you can use Workflow Management to direct the system to commit inventory to a work order only at a particular work order status.

You can assign parts from a standard parts list that you enter when you create the work order. In addition, you can assign inventory parts that do not appear on a standard parts list, such as when you are creating a work order for an unanticipated emergency repair. You can also assign parts for which you do not maintain an inventory master, such as special order parts that you rarely need. All parts inventory information applicable to a work order appears on Work 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 Work Order Parts List:
 - 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 standard parts lists are set up.

Assigning Parts from a Standard Parts List

You can assign parts to a work order from a standard parts list. This action is especially useful when you create work orders for routine maintenance tasks that require identical parts.

Before You Begin

- ☐ Verify that the following fields on Work Order Details are complete:
 - Standard Parts or Instructions
 - Start Date

► To assign parts from a standard parts list

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the following field in the query-by-example row and click Find:
 - Order Number
2. Choose the record and then choose Parts Detail from the Row menu.

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Work Order Parts List Revisions

OK Delete Cancel Form Row Tools

Order Number 400004 VVM Emergency Motor Replacement

General Delivery

Equipment Number 24766 Vertical Mill

Inventory Item Number

Branch/Plant M30 Eastern Manufacturing Center

Request Date 05/21/05

Component Item Number	Description	Description Line 2	Estimated Quantity	Actual Quantity	Request Date	Ln Ty	UM	Material Status	Br	Pla

- On Work Order Parts List Revisions, choose Copy BOM from the Form menu.

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Copy Screen

OK Cancel Tools

Inventory Item Number

Branch M30

- On Copy Screen, you can accept the values or enter different values, and then click OK.

The system completes the Work Order Parts List form with values from the standard parts list.

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Active Foundation Personalize Change Role Sign Out

Work Order Parts List Revisions

OK Delete Cancel Form Row Tools

Order Number 400004 VVM Emergency Motor Replacement

General Delivery

Equipment Number 24766 Vertical Mill

Inventory Item Number

Branch/Plant M30 Eastern Manufacturing Center

Request Date 05/21/05

Component Item Number	Description	Description Line 2	Estimated Quantity	Actual Quantity	Request Date	Ln Ty	UM	Material Status	Br	Pla
☐ 31525	Motor Oil		1		05/21/05	S	QT			
☐ 9033	Grease		1		05/21/05	S	OZ			
☐ 9204	Traction Tire		1		05/21/05	S	EA			
☐ 9208	Hose Set		1		05/21/05	S	EA			
☒ 9208	Cable & Wire Set				05/21/05	S	EA			

- On Work Order Parts List Revisions, make any necessary changes to the parts list and click OK.

Working with Selected Parts from Inventory

You can assign parts that do not appear on a standard parts list, such as when you are creating a work order for an unanticipated emergency repair. If you need a part that is not currently available at your location, you can search for other locations that stock the part and use them to supply parts to the work order parts list.

When a part is unavailable, you can specify a substitute part. In addition, you can add explanatory text to any part that you include on a work order parts list.

Before You Begin

- Set up substitute parts through the Inventory Cross Reference program. See *Setting Up Item Cross-References* in the *Inventory Management Guide* for more information about assigning inventory cross-references.

► To add parts to a parts list

From the Work Order menu (G1316), choose Work Order Entry.

- On Work With Work Orders, complete the following field in the query-by-example row and click Find:
 - Order Number
- Choose the record and then choose Parts Detail from the Row menu.
- On Work Order Parts List Revisions, complete the following fields for each component and click OK:

- Component Item No
- Estimated Quantity
- Ln Ty

Use line types to distinguish the various methods of recording stock and nonstock inventory.

► To revise the location for a part

Note

After you have attached a parts list to a work order, you can change the location from which you want a part supplied.

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the following field in the query-by-example row and click Find:
 - Order Number
2. Choose the record and then choose Parts Detail from the Row menu.

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Work Order Parts List Revisions

OK Delete Cancel Form Row Tools

Order Number 400004 VM Emergency Motor Replacement

General Delivery

Equipment Number 24766 Vertical Mill

Inventory Item Number

Branch/Plant M30 Eastern Manufacturing Center

Request Date 05/21/05

	Component Item Number	Description	Description Line 2	Estimated Quantity	Actual Quantity	Request Date	Ln Ty	UM	Material Status	Bra Pla
☐	31525	Motor Oil		1		05/21/05	S	QT		
☐	9033	Grease		1		05/21/05	S	OZ		
☐	9204	Traction Tire		1		05/21/05	S	EA		
☐	9208	Hose Set		1		05/21/05	S	EA		
☒	9208	Cable & Wire Set				05/21/05	S	EA		

3. On Work Order Parts List Revisions, choose the record for a part for which you want to revise the location, and then choose Location Search from the Row menu.

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Work With Work Order Location Search

Select Close Form Tools

Item Number 9209 Cable & Wire Set

Quantity Available	Branch/Plant	Location	Lot/Serial	Lot Status Code	Lot Status Description	Short Item No	Unit Cost
2	M30					701317	0

Customize Grid

4. On Work With Work Order Location Search, choose an alternate location for the part and click Select.
5. On Work Order Parts List Revisions, click OK to accept the change.

The system replaces the original location information with the new information.

Related Tasks

Specifying multiple locations for a part

You can specify multiple locations for a part. On Work Order Parts List, choose Multi-Location. A window opens, showing all of the locations that stock the part. Select the locations that you want to add. The system adds the new locations to the parts list and updates the on-hand quantity.

► To choose a substitute part

From the Work Order menu (G1316), choose Work Order Entry.

After you have attached a parts list to a work order, you can specify substitutions for parts on the work order parts list. To do so, enter the substitute quantities on the Component Item Substitutions form. If there is no quantity available, no information appears on this form.

1. On Work With Work Orders, complete the following field in the query-by-example row and click Find:
 - Order Number
2. Choose the record and then choose Parts Detail from the Row menu.

- On Work Order Parts List Revisions, choose the record for a part for which you want to substitute and then choose Item Substitutes from the Row menu.

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Component Item Substitutions

OK Cancel Tools

Original Item

Qty Remaining

Qty Substituted

No records fetched.

Customize Grid

Quantity	UM	Item Number	Primary UM	Description	Qty Avail

- On Component Item Substitutions, complete the following field and click OK:
 - Quantity
- On Work Order Parts List Revisions, click OK to accept the change.

Assigning Parts Without an Inventory Master

You can assign parts to a work order for which you do not maintain an inventory master. This procedure is especially useful to add parts for which you rarely have a need for a work order, such as special order parts.

► To assign parts without an inventory master

From the Work Order menu (G1316), choose Work Order Entry.

- On Work With Work Orders, complete the following field in the query-by- example row and click Find:
 - Order Number
- Choose the record and then choose Parts Detail from the Row menu.
- On Work Order Parts List Revisions, complete the following fields for each part that you want to add:
 - Component Item No

- Description
 - Estimated Quantity
 - Ln Ty
4. Complete the following optional fields and click OK:
- UM
 - Estimated Cost
 - Supplier

Assigning Labor Routing to a Work Order

You can specify which work center is responsible for each maintenance task on a work order. You can specify the sequence of operations for each task, as well as the labor rates and the number of hours that are necessary to complete each task.

When you know in advance the labor requirements for a particular task, you can set up standard routing instructions for the task. You can copy from these instructions when you need to assign labor routings for similar tasks.

You can manually assign labor routing instructions for any maintenance 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 use Equipment Work Order Routings.
 - 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 Work Order Entry are complete:
 - Standard Parts or Instructions
 - Start Date

► To copy labor detail information from standard instructions

Note

After you have created a work order, you can copy labor detail information from standard instructions. Labor detail information establishes the responsible work center for each task on a work order, as well as the sequence of operations for the tasks

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the following field in the query-by-example row and click Find:
 - Order Number
2. Choose the record and then choose Labor Detail from the Row menu.

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Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Work Order Labor Details

OK Cancel Form Row Tools

Order Number 400004 VM Emergency Motor Replacement

General

Inventory Item Number

Branch M30 Eastern Manufacturing Center

Scheduled Finish Date 05/21/05

Work Center	Oper Seq#	Op St	Description	Run Machine	Estimated Hours	Setup Crew	Est Dur	Actual Hours	Piecework Rate	Extended Cost
	10.00									

3. On Work Order Labor Details, choose Copy by Item from the Form menu.

4. On Copy by Item, you can accept the values or enter different values, and then click OK.

The system completes the Work Order Labor Details form with values from the standard instructions.

5. On Work Order Labor Details, make necessary changes and click OK.

► To manually assign labor routing instructions

Note

After you have created a work order, you can manually assign labor detail instructions for any maintenance task for which you have not set up standard instructions.

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the following field in the query-by-example row and click Find:
 - Order Number
2. Choose the record and then choose Labor Detail from the Row menu.
3. On Work Order Labor Details, complete the following fields and click OK:
 - Work Center
 - Operation Sequence

- Operation Description
 - Machine Run Hours
 - Labor Run Hours
4. Complete the following optional fields and click OK:
- Operation Status
 - Crew Size
 - Start Date
 - Request Date
 - Overlap Percent
 - Instruction Number

Copying Parent Work Orders

You can use a parent work order to quickly create a new work order. On the new work order, you need to complete the Parent Number field and those fields that require unique information. If you leave the remaining fields blank, the system completes them with values from the parent work order.

For example, you might need to perform maintenance on a machine that is similar to the maintenance that you performed on another machine. You can assign the previous machine's work order as the parent of the new work order. The system automatically enters the appropriate information from the parent work order into the new work order.

You can also use the Copy button on Work With Work Orders form to copy parent work orders.

When you copy an existing work order, the system assigns a unique number to the new work order. Otherwise, the following information remains unchanged:

- All information from the Work Order Details form
- Parts list
- Labor routing instructions
- Record types

You can also use a parent work order as the basis for creating a work order. The system uses the information stored in the master record for the parent work order to automatically enter the basic work order information, category codes, and record type information into the new work order. Use this method when you need to group work orders that share information that is used for reporting and cost accounts.

► **To copy a work order using an existing work order**

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the following field in the query-by-example row to locate the work order:
 - Order Number
2. Choose the work order.
3. From the Row menu, choose Supplemental and then choose Copy WO Details.

A new work order appears that is identical to the one that you copied but with a unique work order number. The system copies the parts detail, labor detail, and record types from the original work order to the new work order.
4. On Work Order Revisions, click OK.

► **To copy parent work orders**

Use one of the following navigations:

For the Work Orders system, choose Scheduling Workbench from the Work Order Processing menu (G4811).

For the Enterprise Asset Management system, choose Work Order Entry from the Work Order menu (G1316).

1. On Work With Work Orders, click Add.
2. On Enter Work Orders, complete the following field in the header area:
 - Description
3. On the General tab, complete the following field:
 - Parent Number
4. Complete any fields that must contain unique information, including the following fields:
 - Tax Expl Code
 - Tax Rate/Area
5. Leave the remaining fields blank so that the system can complete them with values from the parent work order.
6. Click OK.

The system provides default information from the parent work order for those fields that you left blank. It also copies the parts list, routing instructions, and record types from the original work order to the new work order.
7. Click Cancel.
8. On Work With Work Orders, locate the new work order.

The work order is identical to the one that you copied, except that it has a unique parent order number. You can revise any of the fields that contain information from

the parent work order and enter any additional information, such as category codes and record types.

Creating a Work Order for Unscheduled Maintenance

When you set up maintenance tasks on an as-needed basis rather than a scheduled interval, you can create a work order to perform the tasks. For example, you might want to wash a piece of equipment only when it is in the shop for other maintenance.

The maintenance task that you use requires a model work order, which the system uses to create the work order for the unscheduled maintenance.

Before You Begin

- ❑ Set up a PM service type for each unscheduled maintenance task and verify that the service type has no schedule date or service interval. See *Creating a PM Schedule* in the *Enterprise Asset Management Guide* for more information about setting up service types.

► To create a work order for unscheduled maintenance

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the following field and click Find:
 - Asset Number
2. From the Form menu, choose Unscheduled PMs.

The screenshot shows the PeopleSoft 'Work With Unscheduled Maintenance' window. At the top, there's a 'Select Workspace' dropdown set to 'Active Foundation'. Below this is a toolbar with 'Find', 'Close', 'Row', and 'Tools' buttons. The main area contains input fields for 'Equipment Number' (with a search icon), 'Maintenance Status' (set to '01' with a tooltip 'Maintenance Schedule Defined'), and 'Work Order Type' (set to 'SV' with a tooltip 'Base Warranty Service'). Below the inputs, a message states 'No records fetched.' and there is a 'Customize Grid' link. At the bottom, a table header is visible with columns: 'Equipment Number', 'Service Type', 'Service Description', 'Model Work Order', and 'Model Work Order Description'. To the right of the table header are two columns labeled 'M' and 'Pty'.

The Work With Unscheduled Maintenance form appears, showing all of the unscheduled maintenance service types that are set up for the equipment.

Note

The Work Order Type field controls the type of work order that is created, as defined by document type maintenance.

3. Choose a service type for which you want to perform maintenance and then choose Create Work Order from the Row menu.

The system updates the PM schedule to indicate the maintenance as 100 percent due and generates the corresponding work order.

Creating a Model Work Order for a PM Service Type

You can create model work orders for any service type on a PM schedule. When you create a model work order, the system assigns it a unique number. When you enter a model work order number for a service type on a PM schedule, depending on how you set processing options on Update PM Schedule Status, the system automatically generates a new work order that is based on information from the model each time when the service type comes due. For example, the new work order might include the parts detail, labor detail, and any media objects that you attached to the model work order.

Note

You can use any existing work order as a model work order. You assign model work orders to service types when you create PM schedules. You must enter a work order type that includes an X in the first position of the second description line for the user defined code for Work Order/ECO Type (00/TY). When you search for work orders, you can specify that the system exclude model work orders from the search.

Technical Considerations

Parts detail and labor detail for model work orders

When you choose Parts Detail from a model work order, the system accesses the Work With Bill of Material form. When you choose Labor Detail, the system accesses the Work With Routing Operations form.

Before You Begin

- ❑ Verify that you have set up the user defined code table for Work Order/ECO Type (00/TY) with at least one work order type that includes an X in the first position of the second description line.

► **To create a model work order for a PM service type**

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, click Add.
2. On Work Order Revisions, to specify the work order as a model, complete the following field:
 - Type
The value that you enter must include an X in the first position of the second description line for the user defined code indicated.
3. On the Order Detail tab, complete the following field:
 - Branch
4. Complete the following optional field:
 - Item Number
If you enter a value in the Inventory Item Number field, the system copies the parts detail and labor detail to the assigned work order.
5. Complete any of the remaining fields on the tab that apply to the service type for the work order.
You do not need to enter an equipment number. The system automatically assigns the equipment number from the PM schedule for which the work order applies.
6. Click the Scheduling tab and complete any of the fields that apply to the service type.
7. Click the Classification tab and complete the following fields:
 - Type Bill of Material
 - Type of Routing
These values are important when the system copies the parts and labor detail from the inventory item number at the time when a work order is created for the PM. You can set default values from the processing options.
8. Complete any of the remaining fields on the tab that apply to the service type.
9. Click the Accounting tab and complete the following field:
 - Business Unit
10. Complete any of the remaining fields on the tab that apply to the service type.
11. Click OK.

Work Order Processing

You can review existing work orders and update work order information as necessary. For example, as the work progresses, you can do the following:

- Approve a work order and allow work to begin.
- Update the life cycle information for the work order to indicate the progress of the work. For example, you can indicate that parts have been ordered.
- Track the costs that are associated with the work order, such as parts and labor costs.

The life cycle of a work order consists of the steps or statuses through which a work order must pass, indicating the progress of the work. For example, the life cycle of a work order can include the following statuses:

- Request for work to be performed
- Approval for work to proceed
- Waiting for materials
- Work in progress
- Work complete
- Closed

After you create work orders, you can perform a variety of tasks to manage the work orders as they move through the work order life cycle. For example, you can do the following:

- Search for specific work orders or groups of work orders.
- Revise information, such as start date, priority, status, and so on, as work orders move through the life cycle; and demands on your maintenance organization change.
- Review information about the parts lists for work orders.
- Print copies of work orders for use by maintenance people.
- Change the status of a work order to complete, indicating that the maintenance tasks have been performed.

Before You Begin

- ❑ Set up all users of work order programs to be service providers. This action is necessary for the Work Order Revisions program (P17714) to function.

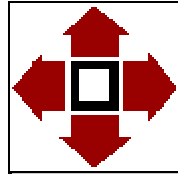
Locating Work Orders

You can use a variety of search criteria to locate work orders in your maintenance organization. You can locate work orders by using Work Order Entry or Equipment Backlog. The method that you choose depends on the information that you know about the work orders that you want to locate, as well as the tasks that you want to perform after you locate the work orders.

You can complete multiple tasks with a single work order. For example, after you locate a work order, you can access Work Order Inventory Issues, a program that allows you to issue parts to the work order.

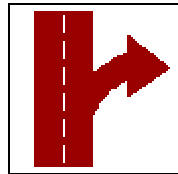
The following graphic shows many of the forms and functions that you can access:

Forms and Functions You Can Access When Using Backlog Management or Equipment Backlog



Search for Equipment by:

- Company
- Equipment Status
- Description
- Responsible Business Unit
- Location
- Category Codes



Exit to:

- Equipment Master
- Location Transfer
- Parent History Inquiry
- Search Like Equipment
- Message Log
- Cost Summary
- Location History
- License Information
- Work Order Backlog
- Equipment Backlog
- Supplemental Data
- PM Schedule
- PM Backlog
- Supplemental Data

Locating Work Orders Using Work Order Entry

You can use Work Order Entry to locate work orders in your maintenance organization by entering a variety of search criteria. You can also complete multiple tasks with a single work order. For example, after you locate a work order, you can access a program that allows you to make revisions to the parts list.

You can review work order information that is not specific to a piece of equipment or a category of equipment. You can use any combination of the information shared among work orders to locate them. For example, you can locate all the work orders for a business unit that is assigned to a particular supervisor. Depending on how you set up your system and on the processing options that are in effect, the system enters * in many of the search fields, such as the following:

- Status
- Supervisor
- Manager (Planner)
- Customer
- Originator

You can perform a broad, relatively unfiltered search for work orders by accepting the wildcard values, rather than completing specific search fields. To search for work orders with specific characteristics, use tabs on the search form to access the appropriate data field.

Information that you can use to locate work orders includes:

- A job or business unit
- A subsidiary or cost code (repair code)
- Equipment for which the work orders apply
- The work center or craft to which work orders are assigned
- The estimated hours and duration of the work orders
- The person who originated the work orders
- The manager or supervisor of the work to be performed
- Any combination of the user defined information that is associated with the work orders, such as category codes and work order type
- Any of the dates that are associated with the work orders, such as start date and planned completion date

You can perform a variety of tasks, including the following:

- Create a work order for unscheduled maintenance.
- Review a summary of equipment failures and downtime.
- Review or revise work order text.
- Review a summary of estimated and actual work order costs.
- Review a summary of selected work orders that displays the following:
 - The number of work orders that meet your criteria
 - The estimated hours to complete all of the work orders
 - The estimated average number of hours needed to complete each work order
- Review parts and labor detail.
- Review open purchase orders for work orders.
- Issue parts to a work order.

► **To locate work orders using Work Order Entry**

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the following fields on the General tab:
 - Asset Number
 - Business Unit
 - Subsidiary
 - Parent W.O. No

2. To limit your search for work orders based on responsible personnel, click the People tab and complete any of the following fields:
 - Customer Number
 - Manager
 - Supervisor
 - Originator
3. To limit your search based on specific dates, click the Dates tab and complete any of the following From/Through fields:
 - Order Date
 - Start Date
 - Planned Complete
 - Complete Date
4. To limit your search based on work order category codes, click the Category Codes tab and complete any of the category code fields:
 - Phase
 - Category 02
 - Category 03
 - Category 04
 - Category 05
 - Status
 - Service Type
 - Skill Type
 - Experience Level
 - Category 10
5. To limit your search based on information that is associated with work order status, click the Status tab and complete any of the following From/Through fields that are associated with the status of work orders:
 - Status
 - Estimated Downtime Hours
 - Percent Complete

- Estimated Hours
6. To limit your search based on specific types of work orders, click the Order Definition tab and complete any of the following optional classification fields:
 - Order Type
 - Type
 - Priority
 - Reference
 - Craft
 7. To further limit your search, choose the following options:
 - Display Children
 - Model (Y/N)
 8. Click the Classification tab and complete the following optional field:
 - Inventory Number
 9. Click Find.

Processing Options for Work With Work Orders (P48201)

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
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 (R17714) Version

Blank = XJDE0001

2. Equipment Work Order Print (R48425) Version

Blank = XJDE0001

3. Project Work Order Print (R48415) Version

Blank = XJDE0001

4. Tenant Work Order Print (R15448) Version

Blank = XJDE0001

5. Completed PM (P12071) Version

Blank = ZJDE0001

6. Parts Detail (P17730) Version

Blank = ZJDE0001

7. Labor Detail (P17732) Version

Blank = ZJDE0001

8. Inventory Issues (P31113) Version

Blank = ZJDE0002

9. Time Entry (P311221) Version (S/WM Only)

Blank = ZJDE0001

10. Work With Returned Material Authorization (P40051) Version (S/WM Only)

Blank = ZJDE0001

11. Open Purchase Order (P4310) Version

Blank = ZJDE0011

12. Returned Material Authorization Revisions (P400511) Version (S/WM Only)

Blank = ZJDE0001

13. On Line Work Order Quote (P17717) Version (S/WM Only)

Blank = ZJDE0001

14. Time Entry By Employee (P051121) Version

Blank = ZJDE0001

15. Work with Failure Analysis (P17766) Version

Blank = ZJDE0001

16. Failure Analysis (P17767) Version

Blank = ZJDE0001

17. Supplier Recovery Generation (R1776) Version

Blank = XJDE0001

18. Status History (P1307) Version

Blank = ZJDE0001

19. Work with Equipment Work Orders (P13220) Version

Blank = ZJDE0001

20. Work Order Cost (P48211) Version

Blank = ZJDE0001

21. Resource Assignment (P48331) Version

Blank = ZJDE0001

WO Entry

1. Work Order Entry Program

1 = Work Orders (P17714)

2 = Project Task Details (P48014)

3 = Tenant Work Orders (P15248)

2. Work Order Entry Version

Blank = ZJDE0001

Process

1. Priority

Blank = Do not highlight and color code

1 = Highlight and color code

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.

Locating Work Orders Using Equipment Backlog

Use Equipment Backlog to review and analyze work order information for a particular piece of equipment or a group of equipment. When you use Equipment Backlog, you can use any combination of information shared by equipment, such as equipment category codes, responsible business unit, and location. For example, you might want to analyze all of the failures that are associated with your heavy equipment. You can locate all of the work orders that are associated with equipment class 30 (Heavy Equipment), or you can further narrow your search to only type 5 (Emergency) work orders for heavy equipment. The more information that you enter, the more you narrow your search to specific work orders.

After you locate a work order or group of work orders, you can perform a variety of tasks. For example, you can do the following:

- Access a work order master.
- Create a work order for unscheduled maintenance.

► To locate work orders using Equipment Backlog

From the Work Order menu (G1316), choose Equipment Backlog.

1. On Work With Equipment Work Orders, complete any of the following fields on the General tab:
 - Skip To Description
 - Resp. Business Unit
 - Location
 - Skip To Equipment
2. Click the Equipment tab and complete any of the following fields:
 - Equipment Status
 - Company
 - Inventory Number
3. Choose the following options:
 - Display Children
 - Display Disposed
4. Click the Codes tab and complete any of the category code fields.
Additional equipment category code fields are on the Codes 2 tab.
5. Click the Work Order tab and complete any of the following optional fields:
 - Customer
 - Manager

- Type
 - Priority
6. Click the WO Ranges tab and complete any of the following from and through fields to further limit your search to specific work orders.
- Status
 - Completed Date
 - Estimated Hours
7. Click Find.

Processing Options for Work With Equipment Work Orders (P13220)

Defaults 1

Enter a Work Order Status Range to default values into the Status fields on the form. Leave blank for no default.

1. From Status

2. Thru Status

Defaults 2

Enter the default values for Equipment Category Code selection. Leave blank to select all.

1. Major Accounting Class

2. Major Equipment Class

3. Manufacturer

4. Model Year

5. Usage Miles or Hours

Defaults 3

Enter the default values for Equipment Category Code selection. Leave blank to select all.

1. Category Code 6

2. Category Code 7

3. Category Code 8

4. Category Code 9

5. Category Code 10

Versions

1. Equipment Master (P1702) Version

Blank = ZJDE0001

2. Work Order Entry (P17714) Version

Blank = ZJDE0003

3. Work Order Backlog (P48201) Version

Blank = ZJDE0001

Revising Work Orders

You can revise work orders as they move through the work order life cycle. The life cycle of a work order consists of the steps or statuses through which a work order must pass, indicating the progress of the work.

You can revise a work order as information changes or new information becomes available. You can revise any information except the work order number. If you use work order approvals, you might not be able to change some life cycle statuses, depending on how your system is set up. Some of the information you might revise includes:

- Life cycle statuses
- Planned start and completion dates
- Percentage of work completed
- Estimated hours to complete the work

For example, you can change the start date of work orders if you do not have the labor resources or parts that you need to complete the work.

You can use search criteria to narrow your search to the specific work orders that you want to revise. This narrowed search is especially useful when you need to revise the information in a single field for a group of related work orders.

Updating the Life Cycle Information of a Work Order

The life cycle of a work order includes the steps or statuses through which a work order must pass to accurately communicate the progress of the maintenance tasks that it represents. For example, the life cycle of a work order can include statuses that indicate the following:

- Work order entered
- Work order pending review
- Waiting for parts
- Work in progress

When you have completed all of the tasks that are requested on a work order, you can change the work order's status to complete. When you change the status of a work order to complete, the system provides a warning message that alerts you to any open purchase orders that are associated with the work order.

You can also close a work order to prevent transactions from being entered against it.

► To change the status of a work order

For Enterprise Asset Management, choose Work Order Entry from the Work Order menu (G1316).

For Service Management, choose Work Order Entry from the Daily Work Order Processing menu (G1712).

After you create a work order, you can revise its status to indicate the progress of the tasks that are indicated on the order.

1. On Work With Work Orders, complete the steps for locating a work order.
2. Choose a work order and click Select.
3. On the Scheduling tab of Work Order Revisions, complete the following field and click OK:
 - Status
4. On Status Change, complete the following optional fields to override any default values that the system provides:
 - Beginning Date
 - Beginning Time
5. Complete the following optional field:
 - Remark
6. To change the status of the equipment that is associated with the work order, complete the following field:
 - New Status
7. Click the following option:
 - Update Children Status
8. To swap the component, click the following option and click OK:
 - Change Component

► **To close a work order**

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the steps for locating a work order.
2. Choose a work order and click Select.
3. On Work Order Revisions, click the Accounting tab and type a value other than blank in the following field:
 - Subledger Inactive Code
4. Click OK.

Reviewing the Status History of a Work Order

You can review a history of the statuses that you have assigned to a work order, such as new order, parts list attached, in progress, and so on. This action is especially useful when you need to quickly review the status of a work order and determine how long a work order has been at various statuses in the work order life cycle. When you review the status history of a work order, you can also review the following:

- Remarks entered when you changed the work order status
- The beginning and ending dates, and times of each status change
- The hours that are associated with each occurrence of a particular status

Processing options for Status History (P1307) allow you to revise existing remarks for any status change, enter a new remark if you did not do so when you changed the status, or protect the Remarks field from future revisions.

► To review the status history of a work order

For Enterprise Asset Management, choose Status History from the Work Order menu (G1316).

For Service Management, choose Work Order Status History from the Daily Work Order Processing menu (G1712).

On Work With Status History, complete the following field and click Find:

- W.O. Number

A history of each status that is assigned to the work order appears, from its creation to the present.

Processing Options for Status History (P1307)

Process Tab

1. Remarks

Blank = Allow modifications

1 = Protect

2 = Protect if it is not blank

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

Blank

Allow modifications to the remarks field.

1

Protect the remarks field regardless of whether it contains text.

2

Protect the remarks field only if it contains text.

2. Work Day Calendar

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

Defaults Tab

1. Starting Effective Date

Blank = Default from acquired date

1 = Default from installation date

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

Blank

Use the acquired date from the equipment master.

1

Use the installation date from the equipment master.

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

2. Equipment Downtime Status

Blank = Default from current status

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

option blank, the system uses the current status from the equipment master.

Versions Tab

1. Work Order Revisions (P17714) Version

Blank = ZJDE0003

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

2. Equipment Master (P1702) Version

Blank = ZJDE0001

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

Swapping a Component

You can use the Component Changeout program (P17STAT) for different purposes:

- For Enterprise Asset Management, you can swap components.
- For Service Management, you can exchange a piece of equipment.

For EAM, to simplify moving equipment components from parent to parent, you can swap an equipment component for another component on a work order. When you swap a component, you can specify changes that you want to make to the parent and component relationships for each component. For example, you might need to install a new exhaust fan in Production Line 1 while you service the old exhaust fan. You can update the parent and component relationships to indicate that the new exhaust fan is now a component of Production Line 1.

When you swap components, you can update the status of each component that is affected by the swap. For example, you can indicate a status of Down for the exhaust fan that you removed from Production Line 1 and a status of Working for the new exhaust fan that you installed.

You can also revise the responsible business unit of the old component. In addition, you can revise the location information for either component. When you revise the location information

for the new component, you can specify a location or use the location of the component's parent.

For Service Management, when a customer returns a piece of equipment for repair and the service technician decides that the repair is more costly than a replacement, you can record that the equipment was replaced on the work order. You need to add a return material authorization to record the shipment of the new equipment. The component changeout optionally changes the owner, site, responsible business unit, and contract coverage of the replaced component and the new component.

See Also

- *Returned Material Authorization in the Sales Order Management Guide*

► To swap a component

Note

For EAM and Service Management, you can access the Component Changeout form from either the work order or from the Status Change form. See *To change the status of a work order* in the *Enterprise Asset Management Guide*. The following task uses the work order to access the form.

Use one of the following navigations:

For Enterprise Asset Management, choose Work Order Entry from the Work Order menu (G1316).

For Service Management, choose Work Order Entry from the Daily Work Order Processing menu (G1712).

1. On Work With Work Orders, complete the steps to locate a work order.
2. Choose the record for the work order and click Select.
3. From the Form menu of Work Order Revisions, choose Equipment Info and then Swapping Component.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Component Changeout

OK Cancel Tools

Start Effective Date 08/29/08 12:37:29

Replaced Component	31430	Phone Switch
Parent Number	31430	Phone Switch

New Component	
Parent Number	

☒ Move Children ☐ Detail From Parent

Replaced Component **New Component**

Equipment Status ☐

Location

Business Unit

Customer Number

Site Number

☐ Enable Component for Reshipping

☐ Create Work Order

4. On Component Changeout, complete the following fields:
 - Start Effective Date
 - Replaced Component
 - New Component
5. Click the following options:
 - Move Children
 - Detail From Parent
6. To update information for the old component, complete the following optional fields on the Replaced Component tab:
 - Equipment Status
 - Location
 - Business Unit
 - Customer Number
 - Site Number
7. To update information for the children of swapped components (both replaced and new), click the following option:
 - Update Children

8. To create a work order on the replaced component, click the following option:
 - Create Work Order
9. For the new component, complete the following optional fields on the New Component tab and click OK:
 - Equipment Status
 - Location
 - Business Unit
 - Customer Number
 - Site Number

For Service Management, the new component inherits whatever contracts were associated with the replaced component and updates the equipment record.

Revising the Detail Information of a Work Order

After you create a work order, you can revise any field on the order except for the work order number.

► To revise the detail information of a work order

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the steps to locate a work order.
2. Choose a work order and click Select.
3. On Work Order Revisions, revise any of the input-capable fields as necessary, and then click OK.

You can click any of the tabs to access fields that you need to revise.

Reviewing Work Order Parts Lists

Review work order parts lists to view the most current information about the parts requirements of your work orders. Use Parts List Inquiry to review information for individual work orders or a selection of related work orders. You can review the following:

- Parts requirements that are based on work order status
- Parts requirements that are based on the start date
- Parts with a negative availability

► To review work order parts lists

Note

You can search for parts information based on a work order number or on a combination of fields on the Additional Selection Criteria form, but not on both.

For Enterprise Asset Management, choose Parts List Inquiry from the Work Order menu (G1316).

For Service Management, choose Parts List Inquiry from the Daily Work Order Processing menu (G1712).

1. On Work With Work Order Parts List, do one of the following:
 - Complete the following field and go to step 4:
 - WO Number
 - From the Form menu, choose Added Selection.

The screenshot shows the PeopleSoft web interface. At the top, there's a navigation bar with 'Portal', 'WWW', 'Intranet', and 'Training' links. Below this is a 'Select Workspace' dropdown menu set to 'Active Foundation'. The main header area includes 'Active Foundation', 'Personalize', 'Change Role', and 'Sign Out' buttons. The 'Additional Selection Criteria' form is displayed, featuring a 'Close' button, a 'Form' menu, and a 'Tools' icon. The form contains several input fields: 'Address Number' with a search icon, 'Business Unit' with a dropdown arrow, 'Asset Number' with a text input field, and 'WO Start Date' with a dropdown arrow. At the bottom, there are 'From Status' and 'Thru Status' dropdown menus, followed by a grid of 10 category selection fields labeled 'Category 01' through 'Category 10', each with a dropdown arrow.

2. On Additional Selection Criteria, complete any combination of the following fields to search for parts that are associated with multiple work orders:
 - Address Number
 - Business Unit
 - Asset Number

- WO Start Date
 - From Status
 - Thru Status
3. Complete any of the optional category code fields to further limit your search to specific work orders, and then click OK.
 4. On Work With Work Order Parts List, complete the following fields and click Find:
 - Requirements
 - Availability
 5. To determine which work orders are creating a demand for a part, choose a record, and then choose Supp/Dem (Supply and Demand) Inquiry from the Row menu.

The system displays Work With Supply and Demand, from which you can review the associated work orders.

Processing Options for Work Order Parts List Inquiry (P3121)

Versions Tab

1. Purchase Order Inquiry Version (P4310)

Blank = ZJDE0001

Use this processing option to specify the version of the Purchase Orders program (P4310). If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Supply/Demand Version (P4021)

Blank = ZJDE0001

Use this processing option to specify the version for the Supply and Demand Inquiry program (P4021). If you leave this processing option blank, the system uses the ZJDE0003 version.

3. Manufacturing WO Parts List (P3111)

Blank = ZJDE0001

Use this processing option to specify the version that the system uses when you choose the row exit to the Parts List program (P3111) from the Work With Manufacturing Work Orders form or the Work Order Details form. If you leave this processing option blank, the system uses the ZJDE0001 version of the Parts List program.

Versions control how the Parts List program displays information. Therefore, you might need to specify the processing options to specific versions to meet your needs.

4. Equipment/Service Order Parts List (P17730)

Blank = ZJDE0001

Use this processing option to specify the version of the Work Order Material Detail program (P17730) that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

Purchasing Parts for a Work Order

You can purchase parts for a work order by creating purchase orders directly from the work order parts list. This action is particularly useful if a maintenance task requires parts that you do not usually keep in stock, such as unusually costly parts or parts that have long order lead times.

When you create purchase orders directly from the work order parts list, you can use processing options to specify the initial status of the purchase order, as well as the approval route for the purchase order. After the system creates the purchase order, the purchase order number and document type appear in the work order parts list.

When you create a purchase order for a piece of equipment for which you have defined a warranty service type, the system displays a warning message to alert you that a warranty is in effect.

Before You Begin

- ❑ Verify that the processing options for Work Order Parts List (P3111) are set to allow you to create purchase orders directly from the work order parts list.

► To purchase parts for a work order

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, complete the following field in the query-by-example row to locate the work order:
 - Order Number
2. Choose the work order, and then choose Parts Detail from the Row menu.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Work Order Parts List Revisions

OK Delete Cancel Form Row Tools

Order Number 400004 VVM Emergency Motor Replacement

General Delivery

Equipment Number 24766 Vertical Mill

Inventory Item Number

Branch/Plant M30 Eastern Manufacturing Center

Request Date 05/21/05

Component Item Number	Description	Description Line 2	Estimated Quantity	Actual Quantity	Request Date	Ln Ty	UM	Material Status	Bra Pla
✓									

3. On Work Order Parts List Revisions, complete the following field in the detail area for each part that you want to purchase:

- Supplier

This field might already contain a value. You can accept this value or enter a different supplier.

4. For each part that you want to purchase, choose the record and then choose Create PO from the Row menu.

You can select multiple parts records. The system processes each row that is selected.

5. Click OK.

6. On Work With Work Orders, to review the purchase order, choose the record, and then choose Parts Detail from the Row menu.
7. On Work Order Parts List Revisions, choose the record, and then choose Open Order Inquiry from the Row menu.

The Work With Order Details form appears.

Related Tasks

Purchasing parts on a recurring basis When you need to purchase parts for which you have a recurring need, such as parts for PM work orders, you can create purchase orders by using the Procurement system, or you can generate purchase orders by using the parts planning features in Plant & Equipment Management.

Printing Work Orders

You can print work orders when you need a hard copy of a work order or group of work orders. For example, shop personnel might need to print a hard copy of a work order for equipment that is serviced. If you already know the work order number, you can quickly print the work order from Scheduling Workbench. If you need to print multiple work orders, you can use report selection criteria to specify which work orders to print.

Before You Begin

- ❑ Set up Default Locations and Printer. See *Defining Default Location and Printers* in the *Enterprise Asset Management Guide*.

Printing a Single Work Order

You can print a single work order when you need a copy of a work order. For example, shop personnel might need to print a copy of a work order for each piece of equipment that they service. If you already know the work order number, you can quickly print the work order from the Scheduling Workbench program (P48201). You use processing options to specify which version of the Work Order Print program (R17714) that the system uses to print the order.

► To print a single work order

Use one of the following navigations:

For the Work Orders system, choose Scheduling Workbench from the Work Order Processing menu (G4811).

For the Enterprise Asset Management system, choose Work Order Entry from the Work Order menu (G1316).

For the Service Management system, choose Work Order Entry from the Daily Work Order Processing menu (G1712).

1. On Work With Work Orders, to limit your search to a specific work order, complete any combination of fields on any of the tabs and click Find.
2. Choose the work order that you want to print, and then choose Print WO from the Row menu.

Printing Batches of Work Orders

Choose one of the following navigations:

For Enterprise Asset Management, choose Print Work Orders from the Work Order menu (G1316).

For Service Management, choose Work Order Print from the Daily Work Order Processing menu (G1712).

You can print multiple work orders by using report selection criteria to specify the work orders that you want to print.

You print work orders when you need a hard copy of a group of work orders. When you print work orders, you use data selections to specify which work orders to print or suppress. You then use processing options to specify the information that you want to print, such as whether to suppress dates that are associated with work order record type information, suppress estimated hours that are associated with work orders, or print equipment messages that are associated with a piece of equipment on the work order. In addition, you can enter record types to be printed with a work order. You also can specify whether the system changes the status of the work orders at the same time that it prints them.

Processing Options for Maintenance Work Order Report (R48425)

Process Tab

1. Work Order Status

Use this processing option to specify a new work order status. Enter a value from UDC 00/SS. If you leave this processing option blank, the system does not update the work order status.

Print Options Tab

1. Dates

Blank = Do not Suppress

1 = Suppress

Use this processing option to specify whether the system suppresses the dates associated with the record types. Valid values are:

Blank

Do not suppress the dates.

1

Suppress the dates.

2. Estimated Hours

Blank = Do not suppress

1 = Suppress

Use this processing option to specify whether the system suppresses the estimated hours associated with the work order. Valid values are:

Blank

Do not suppress the estimated hours.

1

Suppress the estimated hours.

3. Equipment Messages

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints equipment messages on work orders. Valid values are:

Blank

Do not print equipment messages on work orders.

1

Print equipment messages on work orders.

4. Work Order Media Objects

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints media objects that are associated with work orders. Valid values are:

Blank

Do not print media objects.

1

Print media objects.

5. Parts/Labor Detail Media Objects

Blank = Do not print media objects

1 = Print parts detail media objects

2 = Print labor detail media objects

3 = Print both parts and labor detail media objects

Use this processing option to specify which media objects the system includes. Valid values are:

Blank

Do not print media objects.

1

Include media objects associated with parts details.

2

Include media objects associated with labor details.

3

include media objects associated with parts details and labor details.

6. Failure

Blank = Do not print failure

1 = Print failure

2 = Print failure media object

3 = Print failure and media object

Use this processing option to specify whether the system prints failure records or media objects. Valid values are:

Blank

Do not print failure records or media objects.

1

Print the failure records.

2

Print the media objects.

3

Print the failure records and the media objects.

7. Analysis

Blank = Do not print analysis

1 = Print analysis

2 = Print analysis media object

3 = Print analysis and media object

Use this processing option to specify whether the system prints analysis records or media objects. Valid values are:

Blank

Do not print analysis records or media objects.

1

Print the analysis records.

2

Print the media objects.

3

Print the analysis records and the media objects.

8. Resolution

Blank = Do not print resolution

1 = Print resolution

2 = Print resolution media object

3 = Print resolution and media object

Use this processing option to specify whether the system prints resolution records or media objects. Valid values are:

Blank

Do not print resolution records or media objects.

1

Print the resolution records.

2

Print the media objects.

3

Print the resolution records and the media objects.

Record Types Tab

1. Record Types

Use this processing option to specify which record types the system prints with the work order. List each record type on the same line, one after the other, without delimiters (such as spaces or commas).

Note: The system always prints the A record type. Valid record types are in UDC 00/RT.

Working with Work Orders on the Web

As part of your company's customer service solution, you can provide customer service over the Web. Customer Self-Service for Service Management 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 work orders at their convenience.

You can use the versions of Work Order Revisions (P17714) and Work with Work Orders (P48201) that are set up for customer self-service, and allow your customers to enter or review the status of work orders on the Web.

J.D. Edwards Web-based solutions are designed so that customers can intuitively access, enter, and review their specific information.

Note

The following tasks are based on J.D. Edwards 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.

Before You Begin

- ❑ Verify that you have set up address book records, complete with SWM extension records, as well as A/R information, for customers to enter Service Management information.
- ❑ Verify that you have set up a user profile that limits your customer's access in J.D. Edwards software to only the Customer Self-Service menu (G42314). Your customer cannot log in without a profile.
- ❑ Before you can enter information for standard or Web-based work order entry, verify that you have set up the work order features for processing customer maintenance requests, such as SWM constants.
- ❑ Set the processing options in the following programs to use customer self-service:
 - To inquire on work orders, the Work with Work Orders program (P48201).
 - To enter work orders, the Work Order Revisions program (P17714).
 - To review associated parts and equipment, you must set the processing options for the Equipment Search/Select program (P17012S) to activate Customer Self-Service.

Reference the version of the Equipment Search/Select program that is set up for Customer Self-Service in the Work Order Revisions program.

Entering Work Orders on the Web

If an issue cannot be resolved by a consultant using maintenance requests in combination with the Failure Analysis programs, your trained personnel can enter a work order to send a technician to repair the problem.

In a Web environment, your customers can enter a work order and provide minimum information about the problem, including the equipment number and a failure description.

When you enter a work order, the system creates a record in the Work Order Master File table (F4801). The system also creates the Work Order Master Tag File table (F4801T) to store information that is pertinent only to Service Management work orders.

► To enter work orders on the Web

From the Daily Self-Service Processing menu (G1715), choose Work Order Entry.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Self Service

OK Cancel Tools

Customer/Equipment Information

Customer

Contact Name Phone

Equipment Number

Inventory Item Number

Failure Description

Requested Finish Date

Text1

Courier New 10 B I U

1. On Self Service, complete the following fields:
 - Customer

Based on the user ID, the system retrieves default information about the customer, such as the telephone number.
 - Contact Name 2
 - Phone
 - Equipment Number
 - Item Number
 - 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 Failure Description field.
 - Planned Comp
2. Click OK.

The system creates a work order. The work order document type and service type are based on the processing options or customer information.

Reviewing Work Orders on the Web

To allow your customers to review the status of a work order on the Web, you can use a version of Work with Work Orders (P48201) that is set up for Customer Self-Service.

► **To review work orders on the Web**

From the Daily Self-Service Processing menu (G1715), choose View Work Orders.

Note

Based on the user ID, the system displays all of the work orders that are associated with that customer number.

1. On Work With Work Orders, enter query information in the QBE fields, such as priority and requested finish date, and click Find.
2. Review the information and click Select.

Maintenance Planning

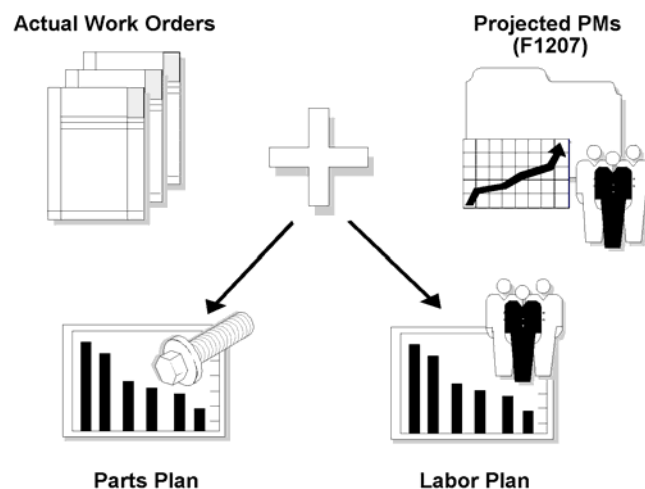
Use maintenance planning to accurately forecast the parts and labor resources that are needed to complete your maintenance tasks. Use maintenance planning to minimize equipment downtime by ensuring that the necessary parts, materials, and maintenance personnel are available when a piece of equipment requires maintenance.

When you use maintenance planning, you define a range of maintenance work orders for which the system projects parts requirements and labor requirements. You can integrate this information with forecasted (planned) work orders that the system generates when you run a preventive maintenance projection.

After the system generates a preventive maintenance projection, you can do the following:

- Review information from the preventive maintenance projection.
- Generate a parts plan.
- Respond to system recommendations for purchasing parts and materials.
- Generate a labor plan.
- Revise a labor plan to accommodate available resources.

The following graphic shows the elements that the system uses to generate parts and labor plans:



To use Maintenance Planning, you must have purchased and installed the following systems:

- Product Data Management
- Shop Floor Management
- Resource & Capacity Planning
- Material Planning
- Inventory Base and Order Processing
- Inventory Management

- Procurement

Check with your system administrator to verify which systems you have purchased and installed.

You should be familiar with the following terms and concepts:

- PM projections
- Parts plans
- Labor plans

PM Projections

When you run the PM projection, you can use the information that the system generates to help plan your maintenance activities. You specify the time period for which you want the system to forecast when equipment will require maintenance. The PM projection includes the following information:

- All equipment that requires maintenance
- Dates when the equipment will require maintenance
- Parts and materials that are required for the maintenance
- Estimated amount of time that is required to perform the maintenance

The Update PM Projections program uses information from the equipment masters and the preventive maintenance schedules for the equipment to update the following tables:

PM Projections (F13411)

This table stores the following information:

- Equipment numbers
- Service types that are associated with the equipment
- Projected start dates for each service type
- Estimated hours for each service type
- Estimated parts and labor costs
- Forecast type

Forecast File (F3460)

This table stores the following information:

- Standard parts list and routing instructions from the model work order that is associated with a PM
- Branch where parts are stocked
- Requested date for maintenance
- Forecast type
- Document type

Parts Plans

Use the parts plan to review the availability of required parts. When you generate a parts plan, the system generates messages that you should review to identify various parts planning needs. For example, you review parts messages to determine the quantity needed of a particular part at a future date. You can also direct the system to create purchase orders for parts that are currently not on hand but needed for the future.

Labor Plans

Use the labor plan to review the demands that maintenance tasks place on your labor resources. When you generate a labor plan, the system generates messages that alert you to over-capacity or under-capacity conditions. You can adjust your labor resources accordingly, or reschedule selected maintenance tasks to alleviate the over-capacity or under-capacity conditions.

Working with PM Projections

You can use PM projections to collect and review detailed information about future maintenance tasks. For example, depending on the time period that you specify, you can review the following:

- All future maintenance for a piece of equipment or a class of equipment
- All future maintenance tasks by service type
- All future maintenance tasks at a specific location

Running the PM Projection Update

From the Maintenance Planning menu (G1322), choose Update PM Projections.

Run the Update PM Projections program to forecast parts and labor requirements for future PMs. When you run this program, you specify the dates for which you want the projection to apply.

The system uses information from the Asset Master File (F1201) and the Maintenance Schedule File (F1207), specifically the estimated occurrences value and the last completed date for each service type, to determine when a piece of equipment will be due for maintenance. The system also uses parts and labor resource information from the model work order to determine future parts and labor requirements.

When you run Update PM Projections, the system updates the following tables:

PM Projections (F13411)	This table provides information for Work With PM Projections and Print PM Projection.
Forecast File (F3460)	The system uses values from this table to calculate parts and labor requirements for projected preventive maintenance.

Note

You must have purchased and installed the Material Planning system and the Resource & Capacity Planning system to use parts and labor planning functions. In addition, you must associate model work orders with PM schedules to supply the system with the necessary data to determine parts and labor requirements.

Before You Begin

- ❑ Create model work orders for PM schedules.

Processing Options for Update PM Projections (R13411)

Defaults

1. From Date
 2. Through Date
 3. Forecast Type
-

What You Should Know About Processing Options for Update PM Projections (R13411)

Forecast Type Use forecast types (UDC 34/DF) to distinguish projections. For example, you can specify forecast types to distinguish manufacturing and maintenance projections. Within maintenance, you could specify forecast types to set up multiple projections based on the following:

- Short-term planning
- Long-term planning
- Area, such as production line 1, line 2, and so on
- Planner

Reviewing PM Projections

You can review detailed information about future preventive maintenance. For example, you can review the following:

- Projected dates for preventive maintenance
- Projected service types for specific pieces of equipment
- Estimated hours and amounts for labor and materials for each service type
- A summarized total of estimated hours and amounts for all service types that match the search criteria which you enter

You can use any of the following types of information to limit the PM information that appears:

- Forecast type

- Schedule dates
- Service types
- Equipment location
- Equipment number
- Equipment category codes

► **To review PM projections**

From the Maintenance Planning menu (G1322), choose PM Projections.

1. On Work With PM Projections, complete the following field on the General tab:
 - Forecast Type
2. To limit your search to specific PM projection information, complete any of the following optional fields:
 - Service Type
 - Scheduled Date From
 - Scheduled Date Thru.
 - Equipment Number
3. Click the Equipment tab and complete the any of the optional fields in the header area to further limit your search to specific PM projection information.
4. Click the Equipment 2 tab and complete any additional equipment category code fields.
5. Click Find.

Related Tasks

Reviewing and revising projected PM

You can review and revise information about projected PM. From the MPS Daily Operations menu (G3412), choose Enter/Change Detail Forecast. From The Work With Forecasts form, you can access Detail Forecast Revisions, from which you can:

- Manually revise forecast information for an existing projection.
- Add or delete a parts forecast.
- Enter descriptive text for the forecast.

You can access forecasts that you want to revise by branch plant, forecast type, or a combination of these elements. If your forecast is extensive, you can specify a beginning request date to limit the amount of information that the system shows.

Note

When you revise forecast information, your changes affect only the Forecast File table (F3460); they do not affect the PM Projections table (F13411).

Generating a Parts Plan

From the Material Planning menu (G1323), choose Plan Generation.

You can generate a parts plan to assist you in planning parts and materials requirements for work orders. When you generate a parts plan, the system compares the parts inventory that you have on hand with the parts that are needed for work orders. The system determines parts requirements for actual work orders, such as work orders that are generated for corrective maintenance and forecasted (planned) work orders.

Based on this comparison, the system determines the availability of the parts that are needed for work orders. The system also generates messages that you can review to ensure that the right parts are available when they are needed. The messages include the following recommendations:

- Which parts and materials you should order
- When you should place orders for parts
- What quantity you should order
- Whether you should cancel, defer, expedite, or increase existing orders

You use processing options to define a planning horizon for the parts plan. A planning horizon refers to the period for which a plan applies and how the period is ordered for display purposes. You can include up to 52 periods in a planning horizon. For example, you can generate a parts plan with a six-month planning horizon ordered as follows:

- Days - 14
- Weeks - 7
- Months - 4

When you review parts availability by time, the system uses the planning horizon as the basis for the parts projection information that it displays.

When you use processing options for generating a parts plan, J.D. Edwards recommends the following:

- Plant and Equipment Management users set the Generation Mode field to 2 (gross regeneration).
- Plant and Equipment Maintenance users set the Generation Type field to 4 (MRP with or without MPS).
- Plant and Equipment Maintenance users choose the default value, QT, in the UCD Type field. This user defined code table contains all quantity types.

Every time that you generate a parts plan, the system deletes all of the previous messages regarding parts availability. The system also deletes all of the detail messages for the parts that you specify, except messages that you enter manually and messages that you direct the system to hold.

Note

For the system to include an inventory part when the system calculates part availability, the inventory part must have an item balance record.

To ensure accurate information when you generate a parts plan, other system users should not access programs that use inventory or planning tables. When you run Plan Generation, the processing options appear before submitting the job for processing.

See Also

- ❑ *Generating a Master Schedule* in the *Requirements Planning Guide* for more information about defining a plan generation, and for the processing options for this program

See the following topics in the *Enterprise Asset Management Guide*:

- ❑ *Working with Parts Detail Messages* for more information about holding messages or entering messages manually
- ❑ *Inventory Concepts and Setup* for more information about inventory records
- ❑ *Setting Up Parts Planning Codes* for more information on quantity types and the MRP Calculation Display table

Before You Begin

- ❑ Verify that the workday calendar has been set up for the time period for which you want to generate the parts plan. If your parts planning requires order lead time, you must account for backward and forward scheduling to accommodate the lead time. See *Setting Up the Workday Calendar* in the *Enterprise Asset Management Guide*.

Reviewing the Parts Plan

When the system generates a parts plan, it updates several forms and generates a variety of messages. You can review these forms and messages to plan the parts requirements for your maintenance tasks. The forms and messages include the following types of information:

Planning family	You can view messages by planning family or individuals within a planning family. You use planning families to group individuals who are responsible for parts. For example, you can review messages pertaining to the following: • Parts for which the maintenance planning family is responsible • Parts for which only the buyer is responsible
Inventory parts details	You can review parts detail messages when you want to review detailed ordering information about a particular part. The messages include recommendations about when you should order the part. In addition, you can review the following: • Inventory locations where the part is needed • Required dates • Part suppliers After you review the messages, you can take appropriate action on the messages.
Inventory parts availability by time	You can review the activity affecting the availability of an inventory part over a time period that you specify. You can review the activity in daily, weekly, or monthly increments. Activity that affects availability includes the following: • Beginning available amounts • Supplies that are created by purchase orders • Demands that are created by maintenance work orders

Supply and demand	You can review detailed supply and demand information for a particular part. For example, you can review detailed information about a work order that creates a demand for a part or a purchase order that creates a supply for a part.
Component parts	You can review component part information when you want to review all of the standard parts lists (or bills of material) for which a component part is used.
Parts cross-reference	You can review parts cross-reference information when you want to determine which parts can be used as substitutions or replacements for parts that are not available. You can also review substitute suppliers.

Reviewing Parts by Planning Family

You can review information about parts according to the person or planning family responsible for the parts. For example, you can review parts information by the following:

- Planner
- Buyer
- Supplier
- Master planning family

When you choose the person or planning family for which you want to review parts information, all parts associated with the person or planning family that have outstanding messages appear. You can specify the type of messages that you want to appear.

► To review parts by planning family

From the Material Planning menu (G1323), choose Review Planning Family.

1. On Work with Message Summary, complete the following field:
 - Business Unit
2. To limit your search to a particular planning family, complete any of the following optional fields:
 - Planner Number
 - Buyer Number
 - Supplier Number
 - Planning Family
3. To limit the amount of information that appears, complete any combination of the following optional fields:
 - Thru Date
 - Message Type

- Planning Code
 - Stocking Type
4. Click Find.

Processing Options for Message Summary (P3401)

Versions 1

Enter the Versions for the following programs. Default = ZJDE0001.

1. Manufacturing Work Bench Version
2. Message Detail Version
3. Item Availability Version
4. Time Series Version
5. Forecast Maintenance Version
6. Supplier Schedule Version

Versions 2

Enter the Versions for the following programs. Default = ZJDE0001.

1. Supplier Master Version
2. Item Branch (P41026)

Defaults

Enter MPS Type or ' ' for all.

1. Planning Code

Taxes

Enter '1' to default Tax area from Ship to Address. If Blanks, Tax area will be from Supplier address number.

1. Tax Area flag
-

Working with Parts Detail Messages

When you generate a parts plan, the system produces messages that identify when planning conflicts exist. For example, depending on how you set up your system, if a part's usage exceeds availability, the system produces an order message. You can process the messages according to the system's recommendations, delete them, or clear them. You can also create your own messages to serve as reminders about particular parts.

The types of messages that the system produces are determined by user defined codes (34/MT). You can add or change any message that appears on Item Detail Messages. You can also direct the system to perform actions on messages that you add or change. Standard message types include warning messages and planned purchase order messages. Other messages include the following:

- Expedite an order.
- Defer an order.
- Increase an order.

- Decrease an order.

After you review a message, you can do one of the following:

Process the message	Use this command to resolve the planning conflict. When you direct the system to process an order message, it carries out actions to resolve the planning conflict. For example, when you direct the system to process a planned purchase order message, it automatically creates a purchase requisition.
Delete the message	Use this command to delete obsolete messages.
Clear the message	Use this command to prevent the message from appearing. You can retrieve a cleared message by choosing Processed Messages from the View menu.

► To review parts detail messages

From the Material Planning menu (G1323), choose Item Detail Messages.

1. On Work With Detail Messages, complete the following fields:
 - Demand Branch
 - Item Number

Depending on how you set processing options, the Branch field appears as either Supply Branch or Demand Branch. You can override the processing options by choosing either Demand or Supply from the View menu.
2. To limit the information that appears, choose one of the following options from the View menu:
 - All Messages
 - Processed Messages
 - Current Messages
 - Exported Messages
 - Immediate Process
 - Failed to Process
3. To further limit the information that appears, complete any of the following optional fields and click Find.
 - Planner
 - Planning Family
 - Buyer
 - Planning Code

► To create a purchase request or purchase order for a part

Note

After you review parts planning messages, you can create purchase requests or purchase orders for parts for which you have an immediate need. You can do so without accessing additional menus or programs

From the Material Planning menu (G1323), choose Item Detail Messages.

1. On Work With Detail Messages, follow the steps to review parts detail messages.
2. To create a purchase request or order for a part, choose its record, and then choose Process Message(s) from the Row menu.

The system changes the message type. The message type that is associated with the part must be a message type for which the system can create a purchase request or order. For example, if the message that appears for a part is a manual reminder message, the system does not create a purchase request or order.

3. Click Close.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

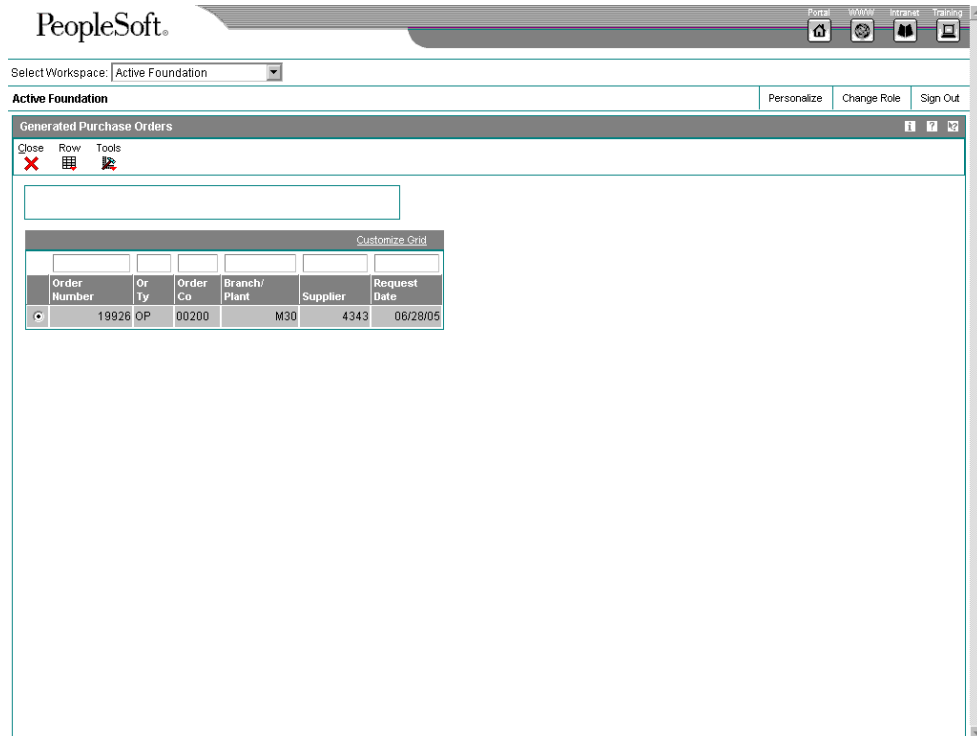
Personalize Change Role Sign Out

Suppliers Selected for Order

Form Row Tools

	Order Number	Or Ty	Order Co	Supplier	Supplier Name	Branch/Plant	Request Date	
☒	1	OP	00200	4343	Parts Emporium	M30		☒

4. On Suppliers Selected for Order, choose Generate Order(s) from the Form menu.
5. On Generated Purchase Orders, you can review the purchase request or purchase order number.



6. Click Close.

Processing Options for MRP/MPS Detail Message Revisions (P3411)

PO Info Tab

1. Line Type

Use this processing option to specify how the system processes lines on a transaction. The line type affects the systems with which the transaction interfaces (General Ledger, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management). The line type also specifies the conditions for including a line on reports and in calculations. Some examples of valid values, which have been defined on the Line Type Constants Revisions form (P40205), are:

S Stock item

J Job cost, subcontracts, or purchasing to the General Ledger

B G/L account and item number

N Non-stock item

F Freight

T Text information

M Miscellaneous charges and credits

W Work Order

2. Beginning Status

Use this processing option to indicate the beginning status, which is the first step in the order process. You must specify a user defined code (40/AT) that has been set up on the Order Activity Rules form for the order type and the line type that you are using.

3. Consolidate

Blank = Do not Consolidate

'1' = Consolidate

Use this processing option to indicate whether you want to consolidate all processed messages that apply to one supplier on one purchase order.

Valid values are:

1 Consolidate messages.

Blank Do not consolidate messages.

WO Info Tab

1. Beginning Status

Use this processing option to specify the user defined code (00/SS) that identifies the default status of the work order to use when a work order is created.

2. Cancelled Orders Status

Use this processing option to identify the default user defined status code (00/SS) for a canceled work order.

OT Info Tab

1. Consolidate

Blank = Do not Consolidate

'1' = Consolidate

Use this processing option to indicate whether you want to consolidate all processed messages that apply to one branch/plant on one transfer order.

Valid values are:

1 Consolidate messages.

Blank Do not consolidate messages.

Blanket Info Tab

1. Blanket Order Document Type to Release

Blank = Do not release interactively

Use this processing option to indicate whether you want the program to perform an interactive release against a matching blanket order when processing messages to create purchase orders.

o Enter a document type to release against.

o If you leave this field blank, the program does not release against a blanket order.

Versions Tab

1. Blanket Order Release (P43216)

Use this processing option to specify a version of the Blanket Order Release program. The system calls this version when you access Blanket Order Release from this program.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

2. Time Series (P3413)

Use this processing option to specify a version of the Time Series program.

The system calls this version when you access Work with Time Series from the Form menu of Work with Detail Messages or Detail Message Revisions.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

3. Pegging Inquiry (P3412)

Use this processing option to specify a version of the Pegging Inquiry program. The system calls this version when you access Work with Pegging Inquiry from the Form menu of Work with Detail Messages or Detail Message Revisions.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

4. Supply/Demand Inquiry (P4021)

Use this processing option to specify a version of the Supply and Demand Inquiry program. The system calls this version when you access Work with Supply and Demand from the Form menu of Work with Detail Messages or Detail Message Revisions.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

5. Purchase Order Entry (P4310)

Use this processing option to specify a version of the Purchase Orders program. The system calls this version when you access Work with Order Details from the Row menu of Work with Detail Messages or Detail Message Revisions.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

6. Work Order Entry (P48013)

Use this processing option to specify a version of the Work Order Processing program. The system calls this version when you access Work Order Processing from this program.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

7. Rate Schedule Revisions (P3109)

Use this processing option to specify a version of the Enter/Change Rate Schedule program. The system calls this version when you access Work with Rate Schedules from the Form menu of Work with Detail Messages or Detail Message Revisions.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

8. Transfer Order Entry (P4210)

Use this processing option to specify a version of the Sales Order Entry program. The system calls this version when you access Sales Order Entry from this program.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

9. Scheduling Workbench (P31225)

Use this processing option to specify a version of the Manufacturing Scheduling Workbench program. The system calls this version when you access Work with Work Order Scheduling from the Form menu of Work with Detail Messages or Detail Message Revisions.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

10. Bill of Material Inquiry (P30200)

Use this processing option to specify a version of the Bill of Material Inquiry program. The system calls this version when you access Bill of Material Inquiry from the Row menu of Work with Detail Messages or Detail Message Revisions.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

11. Item Branch (P41026)

Use this processing option to specify a version of the Item Branch program.

The system calls this version when you access Plant Manufacturing Data from the Row menu of Work with Detail Messages or Detail Message Revisions.

When you choose a version, review the version's processing options to ensure that the version meets your requirements.

Display Tab

1. Viewing Messages For

Blank / 'D' = Demand Branch

'S' = Supply Branch

Use this processing option to specify whether to view messages for demand branch/plant or supply branch/plant.

Valid values are:

- 1 View messages for supply branch/plant.

Blank View messages for demand branch/plant.

Reviewing Parts Availability by Time

Use Item Availability by Time when you need to see a projection of inventory activity for a particular maintenance part. The following information appears:

- Projected activity for the part in daily, weekly, or monthly increments, depending on how you set up your planning horizon
- Abbreviations for the activities that affect a part's availability, such as scheduled receipts, demand requirements, and so on

The system provides information about parts availability that suggests two scenarios:

- Row descriptions ending in U (unadjusted), such as BAU, show parts availability with the assumption that any outstanding action messages will not be implemented by the responsible planner.
- Row descriptions that do not end in U, such as BA, show parts availability with the assumption that action messages will be implemented.

The system derives information for Item Availability by Time from your most recent parts plan generation. You can run a parts plan regeneration directly from the Work With Time Series form to ensure that you have the most recent inventory information for the part.

► To review parts availability by time

From the Material Planning menu (G1323), choose Item Availability by Time.

1. On Work With Time Series, complete the following fields:
 - Item Number
 - Branch/Plant
2. To review only rows that contain data, choose the following option:
 - Suppress Blank Lines
3. Complete the following optional field and click Find:
 - Start From Date

When you review parts information on Item Availability by Time, abbreviated row descriptions appear.

4. To view complete descriptions of the rows, choose Message Detail from the Form menu.

Processing Options for MPS Time Series (P3413)

Defaults Tab

These processing options allow you to specify the required and alternate UDC types for the time series row descriptions in the MPS Time Series program (P3413).

1. UDC Type (Required)

Default = QT.

Use this processing option to specify the UDC code in system 34 for the list of row descriptions that appear on the time series. If you leave this option blank, the system uses the quantity type code (QT).

2. Alternate UDC Type (Optional)

Use this processing option to specify the UDC code in system 34 for the list of alternate row descriptions that appear on forms associated with the Time Series program (P3413). Choose the Alternate Quantity Type option to display the alternate row descriptions. If you do not check an option, the system does not display the alternate row descriptions.

Process Tab

These processing options identify what and how the information appears on the Time Series from. You can choose specific past due and forecast consumption periods. Additionally, you can choose to summarize supply and demand data into a single row.

1. Past Due Periods

0 (Default)

1

2

Use this processing option to specify the number of periods that the system displays prior

to the MRP generation start date on the time series. Valid values are:

0 0 periods (default) prior to the MRP generation start date

1 one period prior to the MRP generation start date

2 two periods prior to the MRP generation start date

This value should correspond with the MRP Generation (R3482/R3483) past due periods. If the MRP Generation program has one past due period, this option should be set to one.

2. Summarize Supply and Demand

Blank = Do Not Summarize (Default).

1 = Summarize.

Use this processing option to summarize supply lines into a single row and demand lines into another single row on forms associated with the Time Series program (P3413). Valid values are:

Blank The system does not summarize supply and demand lines into single rows.

1 The system summarizes supply and demand lines into single rows.

3. Forecast Consumption Periods (FCP)

Blank = Do Not Indicate FCP (Default).

1 = Indicate FCP.

Use this processing option to specify whether the system indicates the forecast consumption periods in the Time Series program (P3413) when MRP uses forecast consumption. Valid values are:

Blank The system does not indicate the forecast consumptions periods.

1 The system indicates the forecasts consumptions periods by placing an asterisk next to the date.

Versions Tab

These processing options allow you to specify versions of reports and programs such as MRP/MPS Requirements Planning (R3482) and MRP/MPS Detail Message Revisions (P3411) that you access through row and form exits from the MPS Time Series program (P3413).

1. Single Item MRP (R3482)

Use this processing option to specify the version of the Single Item MRP program (R3482) that the system uses when you access it from the form exit on the Work With Time Series form. If you leave this option blank, the system uses the ZJDE0001 version.

2. MRP Detail Message Review (P3411)

Use this processing option to specify the version of the MRP Detail Message Review program (P3411) that the system uses when you access it from the row exit on the Work With Time Series form. If you leave this option blank, the system uses the ZJDE0001 version.

3. Supply and Demand Inquiry (P4021)

Use this processing option to specify the version of the Supply and Demand Inquiry program (P4021) that the system uses when you access it from the form exit on the Work With Time Series form. If you leave this option blank, the system uses the ZJDE0001 version.

4. Forecast Revisions (P3460)

Use this processing option to specify the version of the Forecast Revisions program (P3460) that the system uses when you access it from the form exit on the Work With Time Series form. If you leave this option blank, the system uses the ZJDE0001 version.

5. Pegging Inquiry (P3412)

Use this processing option to specify the version of the Pegging Inquiry program (P3412) that the system uses when you access it from the form exit on the Work With Time Series form. If you leave this option blank, the system uses the ZJDE0001 version.

6. Rate Schedule Revisions (P3109)

Use this processing option to specify the version of the Rate Schedule Revisions program (P3109) that the system uses when you access it from the form exit on the Work With Time Series form. If you leave this option blank, the system uses the ZJDE0001 version.

7. Work Day Calendar (P00071)

Use this processing option to specify the version of the Work Day Calendar program (P00071) that the system uses when you access it from the form exit on the Work With Time Series form. If you leave this option blank, the system uses the ZJDE0001 version.

8. Item Branch (P41026)

Use this processing option to specify the version of the Item Branch program (P41026) that the system uses when you access it from the form exit on the Work With Time Series form. If you leave this option blank, the system uses the ZJDE0001 version.

Reviewing Parts Supply and Demand

You can review the individual supply and demand for a particular maintenance part by date. You can also review the documents that affect the supply and demand for a part, and then take appropriate action.

For example, on a particular date, the system might indicate a demand for a part but no supply available for it. You can review the work order that creates the demand for the part and create a purchase order to satisfy the demand.

You determine which type of documents the system includes when it calculates supply and demand for a part by setting up supply and demand inclusion rules.

► **To review parts supply and demand**

From the Material Planning menu (G1323), choose Supply and Demand Inquiry.

1. On Work With Supply and Demand, complete the following fields and click Find:

- Item Number
- Branch/Plant

2. To review the bill of material for the part, select the record and choose BOM Availability from the Form menu.

The system displays Parts Availability - Multi Level Indented, from which you can review the availability of component parts of an item, such as BOM Inquiry, Parts Availability, or Leadtime Inquiry.

The screenshot shows the PeopleSoft interface for the 'Parts Availability - Multi Level Indented' form. The form is titled 'Parts Availability - Multi Level Indented' and has a menu bar with options: Select, Find, Close, Form, Report, View, Row, Tools. Below the menu bar, there are tabs for 'BOM Inquiry', 'Parts Availability' (which is selected), and 'Leadtime Inquiry'. The form contains several input fields: 'Parent Item' with the value '1001', 'Branch' with the value 'M30', 'Requested Quantity', 'Quantity w/Shrink', 'EA', 'Type of Bill' with the value 'M', 'Revision Level', 'As of Date' with the value '09/02/03', and 'Skip to Line'. Below these fields, there is a table with the following columns: Level, 2nd Item Number, Description, Quantity, Quantity On Hand, Quantity Available, UM, F, V, Issue Code, and Active Ingr. Flag. The table is currently empty, with the message 'No records fetched.' displayed above it. The form also includes a 'Customize Grid' button in the top right corner.

3. To return to Work With Supply and Demand, click Close.

4. To review information about the work order that is creating a demand for a part, choose the record for the part, and then choose Work Order Inquiry from the Row menu.

The system displays the Work With Manufacturing Work Orders form. This version might limit the work order information that you can review or revise.

Processing Options for Supply and Demand Inquiry (P4021)

Process Tab

Use these processing options to specify whether the system displays the following values in the Supply and Demand Inquiry program (P4021):

- Availability without safety stock
- Routing instruction quantities

Use these processing options to specify whether the system displays the following:

- Planned orders
- Bulk stocking type records

Use these processing options to specify how the system processes the following quantities:

- Work order quantity
- Available quantity

Use these processing options to specify whether the system displays the available to promise line or the cumulative available to promise line, and the default inclusion version and default rate-based schedule type.

Use these processing options to specify which forecast types to include in the inquiry and the number of days from the system date to include in the forecast records.

1. Deduct Safety Stock From Available Quantity

Blank = Do Not Deduct

1 = Deduct Safety Stock

Use this processing option to specify whether the system displays the safety stock line and decreases the safety stock from the available quantity. Valid values are:

Blank The system does not deduct safety stock.

1 The system deducts safety stock.

2. Receipt Routing Quantities Considered As On Hand

Blank = Do Not Consider

1 = Consider As On Hand

Quantity In Transit

Use this processing option to specify whether the system considers the Quantity in Transit part of the on-hand quantity. In a manufacturing environment, sometimes it is necessary to establish where stock is, in order to determine whether it is available for immediate use. Valid values are:

Blank The system displays the Quantity in Transit for the appropriate date.

1 The system includes the Quantity in Transit in the on-hand inventory.

Quantity In Inspection

Use this processing option to specify whether the system considers the Quantity in Inspection part of the on-hand quantity. In a manufacturing environment, sometimes it is necessary to establish where stock is, in order to determine whether it is available for immediate use. Valid values are:

Blank The system displays the Quantity in Inspection for the appropriate date.

- 1 The system includes the Quantity in Inspection in the on-hand inventory.

User Defined Quantity 1

Use this processing option to specify whether the system considers the User Defined Quantity 1 part of the on-hand quantity. This quantity is defined in the Update Operation 1 field on the Receipt Routing Definition form. In a manufacturing environment, sometimes it is necessary to establish where stock is, in order to determine whether it is available for immediate use. Valid values are:

Blank The system displays the User Defined Quantity 1 for the appropriate date.

- 1 The system includes the User Defined Quantity 1 in the on-hand inventory.
-

User Defined Quantity 2

Use this processing option to specify whether the system considers the User Defined Quantity 2 part of the on-hand quantity. This quantity is defined in the Update Operation 2 field on the Receipt Routing Definition form. In a manufacturing environment, sometimes it is necessary to establish where stock is, in order to determine whether it is available for immediate use. Valid values are:

Blank The system displays the User Defined Quantity 2 for the appropriate date.

- 1 The system includes the User Defined Quantity 2 in the on-hand inventory.

3. Supply/Demand Inclusion Rules

Use this processing option to specify the supply and demand inclusion rules version for the system to use. These rules define the order type, line type and line status. Inclusion rule version is a user defined code (40/RV) that identifies the version to use for processing. Enter an inclusion rule to use as the default value or choose it from the Select User Define Code form.

4. Subtract Expired Lot Quantities

Blank = Do Not Subtract

1 = Subtract Expired Lots

Use this processing option to specify whether the system deducts the expired lot quantities from the available quantity. Valid values are:

Blank The system does not reduce the available quantity.

1 The system reduces the available quantity.

This processing option does not work with available to promise lines. If you choose value 1 in this processing option, you must set the Available to Promise Line Flag processing option, under the Process 1 Tab, to either blank or 2.

5. Enable Engineering Project Management (EPM)

Blank = Do Not Enable EPM

1 = Enable EPM Functionality

Use this processing option to specify whether the system enables Engineering Project Management (EPM) functionality. Valid values are:

Blank

Do not enable EPM functionality.

1

Enable EPM functionality.

6. Include Past Due Supply In Quantity Available

Blank = Do Not Include

1 = Include Past Due Supply

Use this processing option to specify if past due quantities are considered while calculating available quantity. Valid values are:

Blank

Do not include past due quantities.

1

Include past due quantities.

7. Rate Based Schedule Type

Blank = Do Not Include Rate Based Items

Use this processing option to specify the rate-based schedule type for the system to display. Rate-based schedule type is a user defined code (31/ST)

that identifies the schedule type. Enter the type to use as the default value or choose it from the Select User Define Code form. If you leave this field blank, the system does not display any rate-based schedules.

8. Include MPS/MRP/DRP Planned Orders

Blank = Do Not Include

1 = Include Planned Orders

Use this processing option to specify whether the system displays planned orders from MPS/MRP/DRP generations. Valid values are:

Blank The system does not display planned orders.

1 The system displays planned orders.

9. Forecast Types (5 Types Maximum)

Use this processing option to specify which forecast types, up to five, that the system includes in the inquiry. If you leave this field blank, the system does not include any forecast records. Enter multiple forecasts as follows: To enter 01, 02, and BF, type 0102BF.

10. Days From Today To Include Forecast

Blank = Include From Today

Use this processing option to specify the number of days (+ or -) from the system date that you want the system to include forecast records. If you leave this field blank, the system uses the system date.

11. Exclude Bulk Items

Blank = Do Not Exclude

1 = Exclude Bulk Items

Use this processing option to specify whether the system displays bulk stocking type records. Valid values are:

Blank The system displays bulk stocking type records.

1 The system does not display bulk stocking type records.

12. Include Past Due Rates as a supply

Blank = do not include

1 = include

Use this processing option to specify whether the system considers open quantity from past due rate orders as supply.

Note: When you enter 1, the system includes past due orders in the rate schedule unadjusted (+RSU) and the rate schedule adjusted (+RS) line of the Master Planning Schedule - Multiple Plant program (R3483). Valid values are:

Blank

Do not use open quantity from past due rate orders as supply.

1

Use open quantity from past due rate orders as a supply.

13. Forecast Start Date

Blank = System Date

1 = Start Date Of Current Forecast Period

Use this processing option to determine the Start Date. Valid values are:

Blank

Use the System Date.

1

Use the Start Date of the current forecast period.

Note: If you enter a 1, the Enable Manufacturing Project Management processing option must be blank.

14. Lot Hold Codes (up to 5)

Blank = include no held lots in calculation of on-hand inventory

* = include all held lots in calculation of on-hand inventory

Use this processing option to specify the lots to be included in the calculation of on-hand inventory. You can enter a maximum of 5 lot hold codes (41/L).

blank include no held lots in calculation of on-hand inventory

* include all held lots in calculation of on-hand inventory

Display

Use these processing options to specify whether the system displays the following values in the Supply and Demand Inquiry program (P4021):

- Routing instruction step quantities summarized

Use these processing options to specify whether the system displays the following:

- Supply/Demand Inquiry program (P4021) in the window format
- Planned orders

Use these processing options to specify how the system processes the following quantities:

- Work order quantity
- Available quantity

Use these processing options to specify whether the system displays the available to promise line or the cumulative available to promise line, and the default inclusion version and default rate-based schedule type.

Use these processing options to specify which forecast types to include in the inquiry and the number of days from the system date to include in the forecast records.

1. Convert Quantities To Standard Potency

Blank = Do Not Convert

1 = Convert To Standard Potency

Use this processing option to specify whether the system converts quantities to the standard potency. Valid values are:

Blank The system does not convert the quantities.

1 The system converts the quantities.

2. Display ATP Line

Blank = Do Not Display

1 = Display ATP Line

2 = Display CATP Line

Use this processing option to specify whether the system displays an available to promise line, a cumulative available to promise line, or neither. Valid values are:

Blank The system does not display either line.

1 The system displays the available to promise line.

2 The system displays the cumulative available to promise line.

If you choose to display the available to promise line (value 1) in this processing option, you cannot use the Display 3 Tab, Reduce Expired Lot Quantities processing option (above).

3. Summarize All In Receipt Routing Steps

Blank = Do Not Summarize

1 = Summarize

Use this processing option to specify whether the system summarizes all quantities for the In Receipt routing steps into one line. Valid values are:

Blank The system does not summarize.

1 The system summarizes the In Receipt routing steps.

4. Summarize Item Balance Quantity Records

Blank = Do Not Summarize

1 = Summarize

Use this processing option to specify whether the system summarizes all the quantities in the item location records into one line. Valid values are:

Blank The system does not summarize.

1 The system summarizes all the quantities in the item location records.

5. Display Data In Window Mode

Blank = Do Not Display

1 = Display In Window Mode

Use this processing option to specify whether the system displays the Supply & Demand Inquiry program (P4021) in the window format if called from another program. Valid values are:

Blank The system displays the program in the full form format.

1 The system displays the program in the window format.

Versions Tab

Use these processing options to specify the versions of the following programs that the system uses with the Supply and Demand Inquiry program (P4021):

- Purchase Order Entry (P4310)
- Purchase Order Inquiry (P4310)
- Sales Order Entry (P4210)
- Sales Order Inquiry (P4210)
- Scheduling Workbench (P31225)
- MRP/MPS/DRP Pegging Inquiry (P3412)
- MRP/MPS/DRP Time Series (P3413)
- MRP/MPS/DRP Message Detail (P3411)
- Bill of Material Inquiry (P30200)
- Item Branch (P41026)
- Manufacturing Work Order Processing (P48013)
- Enter/Change Rate Schedule (P3109)
- Item Availability (P41202)

Versions control how the programs display information. Therefore, you might need to set the processing options to specific versions to meet your needs.

1. Purchase Order Entry (P4310)

Use this processing option to specify the version of the Purchase Order Entry program (P4311) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Purchase Order Entry program.

Versions control how the Purchase Order Entry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

2. Purchase Order Inquiry (P4310)

Use this processing option to specify the version of the Purchase Order Inquiry program (P430301) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Purchase Order Inquiry program.

Versions control how the Purchase Order Inquiry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

3. Sales Order Entry (P4210)

Use this processing option to specify the version of the Sales Order Entry program (P4211) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Sales Order Entry program.

Versions control how the Sales Order Entry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

4. Sales Order Inquiry (P4210)

Use this processing option to specify the version of the Sales Order Inquiry program (P42045) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Sales Order Inquiry program.

Versions control how the Sales Order Inquiry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

5. Scheduling Work Bench (P31225)

Use this processing option to specify the version of the Scheduling Workbench program (P31225) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Scheduling Workbench program.

Versions control how the Scheduling Workbench program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

6. MPS/MRP/DRP Pegging Inquiry (P3412)

Use this processing option to specify the version of the MPS/MRP/DRP Pegging Inquiry program (P3412) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Pegging Inquiry program.

Versions control how the Pegging Inquiry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

7. MPS/MRP/DRP Time Series (P3413)

Use this processing option to specify the version of the MPS Time Series program (P3413) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the MPS Time Series program.

Versions control how the MPS Time Series program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

8. MPS/MRP/DRP Msg Detail (P3411)

Use this processing option to specify the version of the MPS/MRP Detail Message Revisions program (P3411) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the MPS/MRP Detail Message Revisions program.

Versions control how the MPS/MRP Detail Message Revisions program displays information. Therefore, you might need to set the processing options to specific versions to meet your needs.

9. Bill of Material Inquiry (P30200)

Use this processing option to specify the version of the Bill of Material Inquiry program (P30200) program that the system uses when called from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Bill of Material Inquiry program.

Versions control how the Bill of Material Inquiry program displays information. Therefore, you might need to set the processing options to specific versions to meet your needs.

10. Item Branch (P41026B)

Use this processing option to specify the version of the Item Branch program (P41026) that the system uses when you access the program from row and form exits on the Work With Supply and Demand form. If you leave this option blank, the system uses the ZJDE0001 version of the Item Branch program. Versions control how the Item Branch program displays information.

11. Mfg WO Processing (P48013)

Use this processing option to specify the version of the Manufacturing Work Order Processing program (P48013) program that the system uses when called from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Manufacturing Work Order Processing program.

Versions control how the Manufacturing Work Order Processing program displays information. Therefore, you might need to set the processing options to specific versions to meet your needs.

12. Enter/Change Rate Schedule (P3109)

Use this processing option to specify the version of the Enter/Change Rate Schedule program (P3109) program that the system uses when called from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Enter/Change Rate Schedule program.

Versions control how the Enter/Change Rate Schedule program displays information. Therefore, you might need to set the processing options to specific versions to meet your needs.

13. Item Availability (P41202)

Use this processing option to specify the version of the Item Availability program (P41202) that the system uses when called from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Item Availability program.

Versions control how the Item Availability program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

Reviewing Component Parts Information

You can review a wide variety of information for all parent assemblies or kits for which a maintenance part is a component. This feature is particularly useful if you need to locate an alternate source for a component part.

You can also review a list of the work orders that include a particular component on the work order parts list or the pieces of equipment that use a particular part. This feature is useful if, for example, you have critical information—such as recall information about a part—and you need to quickly determine where you have installed the part.

Reviewing Parent Information for Component Parts

You can review information for all parent assemblies or kits for which a maintenance part is a component. This feature is particularly useful if you need to locate an alternative source for a component part.

When you review parent information for component parts, the system shows each bill of material that includes the component part. The current parent information for a component part appears, but you can request that the system show historical or future parent information. You can also review the following:

- Effective dates of each bill of material
- Inventory master information for each parent part

► **To review parent information for component parts**

From the Material Planning menu (G1323), choose Where Used Inquiry.

1. On Work With Bill of Material Where Used, complete the following fields:
 - Component Branch / Plant
 - Component Number
2. To limit the information that appears, complete the following optional field and click Find:
 - As of Date
3. To review additional information from the standard parts list, choose the record for the parent part and then choose Item Master from the Row menu.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work With Item Master Browse

Select Find Add Copy Delete Close Form Row Tools

Item Number	Description	Description 2	Search Text	Line Type	Stock Type
220	Touring Bike, Red	Bike, Tour		S	M

4. On Work With Item Master Browse, you can access a variety of information about the parent part.

Reviewing Where Used Information for Components

You can review a list of the work orders that include a particular component on the work order parts list or a list of the equipment that uses a particular component. This feature is useful if, for example, you have critical information about a part—such as recall information—and you need to quickly determine where you have installed the part. In addition, you can review the bills of material that include a particular component, either by the pieces of equipment or the work orders for which the bills of material apply.

► To review where used information for components

From the Material Planning menu (G1323), choose Where Used Inquiry.

1. On Work With Bill of Material Where Used, complete the following fields:
 - Component Branch / Plant
 - Component Number
2. To limit the information that appears, complete the following optional field and click Find:
 - As of Date
3. Do one of the following:
 - To review the pieces of equipment that use the component part, choose Equipment from the Form menu.
 - To review the work orders that use the component part, choose Work Order from the Form menu.
 - To review the pieces of equipment that use a particular parent bill of material for a component, choose the appropriate row, and then choose Equipment from the Row menu.
 - To review the work orders that use a particular parent bill of material for a component, choose the appropriate row, and then choose Work Order from the Row menu.

The information that appears corresponds to the action that you choose above.

Processing Options for Bill of Material Where Used (P30201)

Defaults

1. Enter the Screen Default type: '1' Single Level, '2' Multi-Level, '3' Multi-Level Indented

Mode - Processing

2. Enter the default Bill Type to be used. If left blank, 'M' will be used for all Bill Types

Default Type Bill of Material

Versions

1. Enter the version to execute of the following programs. If left blank, the "ZJDE0001" will execute.

Item Search (P41200)

Material Where Used Print (R30420)

Item Master (P4101B)

Where Used Inquiry (P13226)

Reviewing and Revising Parts Cross-References

You can use parts cross-references to track your maintenance parts in a variety of ways. When you set up parts cross-references, you assign cross-reference types to each part. For example, you can assign cross-reference types for the following:

- Replacements for discontinued parts
- Substitute parts
- Alternate suppliers
- Alternate parts numbers

You can make changes to cross-reference information as new information becomes available. This feature is particularly useful when you need to access the most current information about a part. You can add or revise the following cross-reference information for a part:

- Cross-reference type code
- Address number
- Cross-reference part number
- Cross-reference description

► To review and revise parts cross-references

From the Material Planning menu (G1323), choose Item Cross Reference.

1. On Work With Item Cross Reference, complete the following field and click Find to locate cross-reference information for a part:
 - Item Number
2. Choose the record for the item that you want to revise and then choose Cross Rf (Reference) by Item from the Row menu.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Item Cross Reference Revisions By Item

OK Delete Cancel Tools

Cross Reference Type M Manufacturer Part Number

Item Number 9032 Screw

Address Number	Cross Reference Item Number	Eff Date	Expired Date	Cross Reference Description	Cross Reference Description line 2
4344	2764-3	04/01/97	12/31/10	Fastener, Screw	Universal Incorporated

Customize Grid

- On Item Cross Reference Revisions By Item, revise any of the appropriate fields and click OK.

Processing Options for Item Cross Reference (P4104)

Processing

Enter '1' if you wish to use the revisions form by Item. Leave blank to use the revisions form by Address. Note that this option does NOT affect the display of the Browse Form.

- Revise by Item or Address

Generating a Labor Plan

From the Labor Planning menu (G1324), choose Labor Plan Generation.

You can generate a labor plan to assist you in planning labor resources for your maintenance tasks. When you generate a labor plan, the system compares available labor resources with the labor resources that are required by forecasted (planned) work orders and actual (firm) work orders. Based on this comparison, the system generates messages that alert you to over-capacity and under-capacity conditions.

Over-capacity When the system identifies an over-capacity condition, fewer labor resources are available than needed. You must adjust your resources or reschedule the sequence of maintenance tasks to correct an over-capacity condition.

Under-capacity When the system identifies an under-capacity condition, it indicates that your labor resources are not being used to their full potential. You should adjust your resources or reschedule the sequence of maintenance tasks to better use your labor resources.

Ideally, you adjust your resources and schedule your maintenance tasks to achieve 100 percent capacity throughout your maintenance organization.

Every time that you generate a labor plan, the system deletes all of the previous capacity messages, except messages that you direct the system to hold and messages that you enter manually.

When you select data for Labor Plan Generation, J.D. Edwards recommends that you set critical work centers not equal to 4. A critical work center is a work center that you want the system to include as a demand for labor resources when the system processes a labor plan.

When you set processing options on the Process tab, J.D. Edwards recommends that Plant and Equipment Management users:

- Choose the same version of inclusion rules for material planning and capacity planning.
- Choose Capacity Requirements Planning. When you choose this option, the system includes all work centers in the labor plan.

Before You Begin

- ❑ You must generate a parts plan before you generate a labor plan. See *Generating a Parts Plan* in the *Enterprise Asset Management Guide*.

Processing Options for CRP/RCCP Regeneration (R3382)

Process Tab

These processing options allow you to specify the variable information that the system uses to regenerate the CRP/RCCP.

1. Under Rated Capacity Percent

Use this processing option to specify the percent under the rated capacity that the system still considers as an underloaded work center. The system displays messages with a status of U (under) for a capacity load that is less than the identified percentage under the rated value.

2. Over Rated Capacity Percent

Use this processing option to specify the percent over the rated capacity that the system displays as overrated and as an overloaded work center. The system displays messages with an O status (over) for capacity loads that are greater than the identified percentage over the rated value.

3. Branch

Use this processing option to specify the branch that the system uses for the CRP/RCCP Planning Regeneration program (R3382).

4. Supply/Demand Inclusion Rule

Use this processing option to specify which supply and demand inclusion rule that the system uses for the generation of an item. Supply and demand inclusion rules define the criteria that the system uses to select active orders for processing.

5. Capacity Mode

2 = Rough Cut Capacity

3 = Capacity Requirements

Use this processing option to specify which capacity mode the system uses.

Valid values are:

2 The system uses rough cut capacity planning.

3 The system uses capacity requirements planning.

6. Unit of Measure

Use this processing option to specify the unit of measure that the system uses for backscheduling the capacity load. The default unit of measure is HR (hour).

7. Roll Up to Dispatch Group

Blank (Default)

1

Use this processing option to specify whether the system rolls up multiple work centers to a dispatch group for review. Valid values are:

Blank Work centers do not roll up to a dispatch group.

1 Work centers roll up to a dispatch group.

8. Closed Routing Operation Status

Enter the status for closed routing operation. CRP will not calculate loads for operations whose status(OPST) is greater than or equal to this value. If left blank, loads will be calculated for all routing operation steps.

Working with the Labor Plan

When the system generates a labor plan, it updates several forms and generates a variety of messages. You can review these forms and messages to plan the resource units that are needed to complete your maintenance tasks. The forms and messages include the following information:

Labor messages	You can quickly identify over-capacity and under-capacity conditions by reviewing labor messages. You can review messages for an individual work center or for a dispatch group. A dispatch group consists of related work centers that report to one business unit. Dispatch groups enable you to organize work centers according to common functions, similar operations, or steps in routing.
Capacity load	You can use capacity load to analyze the difference between the required labor resources (load) and the available labor resources (capacity) for any time period that you specify. You can review load versus capacity for a dispatch group or for individual work centers within the dispatch group.
Period summary	You can review detailed information about the work orders that are scheduled to be completed within a time period that you specify. You can also review a summary of the total capacity load for all work orders within a time period.

Reviewing Labor Messages

Labor messages identify any labor resource conflicts. For example, you might have scheduled too many maintenance tasks for a work center without enough technicians to perform the work.

You can review the following types of labor messages:

Messages by dispatch group	Use Review Dispatch Group to identify work centers that are over-capacity or under-capacity. You can review messages for all work centers in a dispatch group or for a specific work center.
Capacity messages by work center	Use Capacity Messages to review detailed capacity information for each work center. You specify the time period for which you want to review capacity requirements. The system provides information that you can use to balance loads across machines or work centers. You also can use the information to plan for additional labor resources to relieve work centers that are over-capacity. In addition, you can apply logic to individual capacity messages to: • Prevent them from being deleted when you generate subsequent labor plans. • Clear them from the form without deleting them. • Delete them from the form.

► **To review messages by dispatch group**

From the Labor Planning menu (G1324), choose Review Dispatch Group.

1. On Work With Capacity Message Summary, complete the following fields:
 - Dispatch Group
 - Work Center
2. To limit your search to a specific type of work center or message, complete any of the following optional fields:
 - Critical W/C
 - Message Type
3. Choose the following option and click Find:
 - All W/C

Processing Options for Capacity Message Summary (P3301)

Defaults

1. Enter the Critical Work Center Code to be displayed or blank for all Work Centers.
2. Enter the Capacity Mode:
 - '1' = Resource Requirements
 - '2' = Rough Cut Capacity
 - '3' = Capacity Requirements

3. Enter the default Unit of Measure.

Versions

Enter the version for each program. If left blank, version ZJDE0001 will be used.

Work Center Revision (P3006)

► **To review messages by work center**

Note

After you review capacity messages at a high level by dispatch group, you can review detailed capacity requirements for each work center.

From the Labor Planning menu (G1324), choose Review Dispatch Group.

1. On Work With Capacity Message Summary, complete the steps to review messages by dispatch group.
2. Choose the record for the work center with the message that you want to review and then click Select.

3. On Work With Capacity Messages, choose the following option to limit the type of messages that appear and click Find:
 - Include Cleared
4. To prevent the system from deleting a message when you run Labor Plan Generation, choose the record for the message and then choose Hold/Release from the Row menu.
5. To clear a message from the form without deleting it, choose the record for the message and then choose Clear from the Row menu.
6. To delete a message, choose the record for the message and click Select.
7. On Capacity Message Revisions, choose the record for the message and click Delete.

Processing Options for Capacity Planning Message Revisions (P3311)

Defaults

1. Enter the Capacity Mode:
 - '1' = Resource Requirements
 - '2' = Rough Cut Capacity
 - '3' = Capacity Requirements
 2. Enter the default Unit of Measure.
 3. Enter the default version of Work Center Revision (P3006)
-

What You Should Know About Processing Options for Capacity Planning Message Revisions (P3311)

Capacity Mode (1) The Maintenance Planning system does not use Resource Requirements Planning.

Reviewing Capacity Load

You can use capacity load information to help you optimize your labor resource allocations. You can compare the load that is created by your maintenance tasks with the labor resources that are available to perform the maintenance tasks.

When you review detailed capacity load information by work center, you specify a work center and the unit of measure, such as hours, by which you track your maintenance tasks.

You can review all of the maintenance tasks that make up the capacity load on a work center. You can also specify the planning period that you want to review. In addition, you can do the following:

- Identify the percentage of the total load for the work center for which each maintenance task accounts.
- Identify the resource units, such as hours, that are required for each maintenance task.

Reviewing Capacity Load by Work Center

When you review detailed capacity load information by work center, you specify a work center and the unit of measure, such as hours, by which you track your maintenance tasks. Depending on how you set up your system, the system provides some or all of the following information by period:

Released load	The load that is created from actual (firm) work orders.
Planned load	The load that is created from forecasted (planned) work orders.
Total load	The released load, plus the planned load.
Gross capacity	The units that are available from the work center.
Rated capacity	The available units, factored by efficiency and utilization. Efficiency is a user defined value that indicates how efficiently a work center operates. Utilization is a ratio of the actual time that a work center charges for maintenance activities to the planned time.
Percent of capacity used	The total load, divided by the rated capacity.
Available capacity	The rated capacity, minus the total load.
Accumulated available capacity	A running total of available capacity.

► To review capacity load by work center

From the Labor Planning menu (G1324), choose Capacity Load.

1. On Review Work Center Load, complete the following field:
 - Work Center
2. Complete the following optional field:
 - Start Date
3. 3. Click Find.

Processing Options for Capacity Load (P3313)

Defaults

1. Enter the Capacity Mode:
'1' = Resource Requirements
'2' = Rough Cut Capacity
'3' = Capacity Requirements
 2. Enter the User Defined Code for the list of row descriptions to appear.
 3. Enter the default Unit of Measure.
 4. Enter the version of the Dispatch List program to call. The default is ZJDE0001.
Versions
Enter the version for each program. If left blank, version ZJDE0001 will be used.
-

Reviewing Capacity Load by Period Summary

Use Period Summary to review all of the maintenance tasks that make up the capacity load on a work center. You can also specify the planning period that you want to review. In addition, you can do the following:

- Identify the percentage of the total load for the work center for which each maintenance task accounts.
- Identify the resource units, such as hours, that are required for each maintenance task.

► To review capacity load by period summary

From the Labor Planning menu (G1324), choose Period Summary.

1. On Work With Period Summary Review, complete the following field:
 - Work Center
 - Workcenter Branch
2. To limit the number of records that appear, complete the following fields and click Find:
 - Period From
 - To

Processing Options for Period Summary (P3312)

Defaults

1. Enter the Capacity Mode:
'1' = Resource Requirements
'2' = Rough Cut Capacity
'3' = Capacity Requirements

2. Enter the default Unit of Measure.

3. Enter the version of the Dispatch List to call. The default is ZJDE0001.

Versions

Enter the version for each program. If left blank, version ZJDE0001 will be used.

1. Work Center Revision (P3006)
 2. Forecast Revision (P3460)
 3. MRP/MPS Message Revision (P3411)
 4. Mfg Scheduling Workbench (P31225)
-

Revising Labor Resources

After you have identified which work centers have over-capacity and under-capacity conditions, you should revise labor resources to correct the conditions and balance the workload. When you correct over-capacity and under-capacity conditions, you help maximize the efficiency of your maintenance organization and save costs.

You can use the following methods to revise labor resources:

- Change the date to perform the maintenance task.
- Revise the labor resources that are allocated to a work center.

For example, suppose that you have several work orders scheduled on a day that is 40 percent over capacity. You note that the following workday is 35 percent under capacity. You can balance your capacity load by rescheduling a portion of the work orders for the following day. You also can reschedule individual operation sequences (routing steps) on a work order.

You can make short-term revisions to the work center that is responsible for the maintenance tasks. For example, you can do the following:

- Indicate additional resources for a particular workday.
- Add workdays to a workweek.
- Revise the efficiency of the work center.

Revising Work Order Dates

You can revise work order dates to correct over-capacity and under-capacity conditions. For example, supposed that you have several work orders scheduled on a day that is 40 percent over capacity. You note that the following workday is 35 percent under capacity. You can balance your capacity load by rescheduling a portion of the work orders for the following day. You can also reschedule individual operation sequences (routing steps) on a work order.

► To revise work order dates

From the Labor Planning menu (G1324), choose Capacity Load.

1. On Review Work Center Load, complete the following field and click Find:
 - Work Center
 - WorkCenter Branch
2. Choose Dispatch List from the Form menu.
3. On Work With Operation Dispatch, click Find.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Work With Operation Dispatch

Work Center: 200-101 Weld

From Date/Period: Thru Date/Period: From Op Status: Thru Op Status: 90

Display Sequence

Requested Date

Start Date

Order Number	Type	Oper Seq	Oper Status	Start Date	Reqd Date	Remaining Machine Hours	Remaining Labor Hours	Remaining Setup Hours
451039	WO	40.00		06/07/05	06/07/05		10.00	0.2
451021	WO	40.00		06/08/05	06/12/05		5.10	0.5
452437	WO	40.00		06/15/05	06/24/05		255.10	0.5
							255.10	0.5

- Choose the record for the work order and then choose Op Disp Rev (Operation Dispatch Revisions) from the Row menu.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Operation Dispatch Detail Revisions

Order Number/Type: 451039 WO Chain Stay

Op Status: Op Seq: 40.00 Start Date: 06/07/05

WO Status: 40 WO Type: S Rqstd Date: 06/07/05

Rmng Run Mch: Rmng Qty: 20 Std Mch Hrs:

Rmng Run Lab: 10.00 Std Labor Hrs: 10.00

Rmng Setup Hrs: Std Setup Hrs: 0.25

Item Number: 2005 Chain Stay

Supplier:

PO Number: SO Num.: Tool ID:

PO Type: SO Type: Crew Size: 1.0

- On Operation Dispatch Detail Revisions, complete the following field:
 - Start Date

6. Complete the following optional field and click OK:
 - Rqsted Date
7. On Work With Operation Dispatch, choose Routing Rev (Revisions) from the Row menu to reschedule individual operation sequences on the work order.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work Order Routing

OK Delete Cancel Form Row Tools

Order Number: 451039 WWO Branch/Plant: M30

Chain Stay: Requested: 06/07/05

Item Number: 2005 Chain Stay:

Work Center	Operation Sequence	R	A	Operation Status	Operation Description	Machine Run Hours	Labor Run Hours	Run Labor	Con
200-112	10.00	0			Cut to length		3.00		Con
200-132	20.00	0			Stamp drop-outs		2.00		Con
200-121	30.00	0			Mill slots		5.00		
200-101	40.00	0			Weld		10.00		

8. On Work Order Routing, complete the following field for each operation sequence that you want to reschedule and click OK.
 - Operation Sequence
9. On Work With Operation Dispatch, click Close.

Processing Options for Operation Dispatch Inquiry (P31220)

Defaults

1. Enter the Default OPERATION Status Information to preload to the screen at initial inquiry. If left blank, no value will be preloaded:

From Status

Thru Status

2. Enter the Default Number of Days:

Prior to today's date for the From Date

After today's date for the Thru Date

Versions

Enter the version to be used for each program.

1. Work Order Processing (P48013)

Blank = ZJDE0001

2. Work Order Routing (P3112)

Blank = ZJDE0001

3. Work Order Parts List (P3111)

Blank = ZJDE0001

4. Work Order Parts Inquiry (P3121)

Blank = ZJDE0001

5. Operation Dispatch Inquiry (P31220)

Blank = ZJDE0001

6. Work Order Quantity (P31121)

Blank = ZJDE0001

7. Work Order Hours (P31122)

Blank = ZJDE0001

Process

1. Quantity Calculation

Blank = Remaining Quantity includes quantity scrapped/cancelled

1= Remaining Quantity does not include quantity scrapped/cancelled

Revising Resource Units for a Work Center

You can revise resource units for a work center to correct over-capacity and under-capacity conditions. Use Craft Resource Units to make short-term revisions to the work center that is responsible for the maintenance tasks. For example, you can do the following:

- Indicate additional resources for a particular workday.
- Revise the efficiency of the work center.

In addition, you can add or subtract workdays to the workday calendar. For example, you might want to add a Saturday to the workweek to compensate for an over-capacity condition.

Note

When you need to make permanent or long-term resource revisions to a work center, use Work Center Master Revision.

► **To set up resource units**

Use one of the following navigations:

For Shop Floor Management, choose *Enter/Change Resource Units* from the *Shop Floor Management Setup* menu (G3141).

For Enterprise Asset Management, choose *Craft Resource Units* from the *Labor Planning* menu (G1324).

1. On *Work with Resource Units*, complete the following fields:
 - Branch/Plant
 - Work Center
 - Month
 - Year
2. To specify a specific shift, complete the following field:
 - Shift
3. Click *Find*.
4. Choose a record and click *Select*.

The screenshot shows the PeopleSoft interface for the 'Work Center Resource Unit Revision' form. The form is titled 'Work Center Resource Unit Revision' and includes a 'Select Workspace' dropdown set to 'Active Foundation'. The form contains several input fields and a calendar grid.

Form Fields:

- Work Center: R-A1
- Frame Line: 1
- Branch/Plant: M30
- Month/Year: 1/0
- Century: 20
- Unit of Measure: WU
- Shift:

Calendar Grid (Days of the Week: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday):

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Summary Fields:

- Efficiency: 100.00
- Utilization: 100.00
- Total Resource Units: 3,024.00

5. On *Work Center Resource Unit Revision*, complete the following field for each day:
 - Total Resource Units

6. Complete the following optional fields:

- Efficiency
- Utilization

7. Click OK.

8. Review the following field:

- Shift

Note

You cannot manually change the values if the value in the Shift field is blank. A blank value in the Shift field represents the sum of all shifts for a work center for a specific period of time.

9. Click OK.

Processing Options for Work Center Resource Units (P3007)

Defaults

1. Enter the Default Unit of Measure for Work Center Resource Units. If left blank, HR will be used as the default Unit of Measure.

Unit of Measure as Input

Work Day Calender (P00071)



EnterpriseOne

Enterprise Asset Management 8.9

PeopleBook

2 of 2

September 2003

EnterpriseOne
Enterprise Asset Management 8.9 PeopleBook
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Maintenance Requests

The Maintenance Request programs provide features and functions to record contact between customers and consultants. Maintenance requests are the central points 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 maintenance requests 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 system stores all current and historical information about the maintenance request in one database. Each time that you make changes to a maintenance request, the system saves the entire record as well as the new information.

You can use maintenance requests to manage issues and perform the following tasks:

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

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

Maintenance requests allow an organization to create a central point of contact for all customer service processes by including the following:

- Capture of maintenance requests
- Management of request queues
- Management of work orders
- Fulfillment of maintenance requests

See Also

- ❑ *Customer and Supplier Self-Service* in the *Service Management Guide* if you are interested in using Web-enabled programs for maintenance requests.

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

You enter information once and the system provides that information to all of the parties that need it. If you use Computer Telephony Integration (CTI), all the information that the system captures appears on the maintenance request entry screen. Once you identify a serial

number, equipment number, or item number, the system uses the information from the equipment record and contract to complete the maintenance request entry screen.

On the maintenance request entry or work order entry screens, 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.

Queue Management

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

Terms and Concepts

The following terms are used in this guide:

Analysis	The research and tests that you perform to resolve a customer issue.
Maintenance request	The format for receiving customer issues. They include: • Telephone • Facsimile (fax) • E-mail
Maintenance request work center	A central location that allows you to view all of the open and personal queues, and allows you to move maintenance requests between queues.
Issue	A question or problem that is 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 maintenance requests.
Failure analysis	The database that you use to store failure descriptions, analysis, and resolutions that are associated to issues.
Open queue	A folder that contains open, unassigned maintenance requests and tasks. It can also display teams that are associated with the queue.

Personal queue	A folder that contains assigned maintenance requests and tasks that are associated with one responsible consultant.
Resolution	The solution that is attached to an issue. Resolutions are stored separately from failures and can be searched for and reused for other issues.
Failure	The problems that are attached to an issue. Failures are stored separately from resolutions and can be searched for and reused for other issues.
Task	An action that is related to an issue. A consultant can assign a task to another consultant or to an open queue.
Computer Telephony Integration (CTI)	The interface that enables a computer to act as a call center. It accepts incoming maintenance requests and routes them to the appropriate device or person.

Understanding the Interface

The Maintenance Request interface uses the following icons and colors to help you capture information.

Icons

Telephone	This icon represents a maintenance request in the work center.
Ringing telephone	This icon represents a callback in the work center.
Tools	This icon represents product history in the maintenance request.
Person	This icon represents customer history in the maintenance request.
Open folder	This icon represents open tasks in the maintenance request.
Triangle	This icon represents tasks in the work center.
Three dots	This icon represents additional contacts for the maintenance request.
Green check mark	This icon indicates that a customer is entitled.
Circle with a line through the middle	This icon indicates that a customer is not entitled.

Tree structure

This icon indicates that the maintenance request has been assigned to a queue. You can click on the icon to review the routing.

Burning envelope

This icon represents a flash message attachment.

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
- Olive

Maintenance Request Process



System Integration

To allow you to manage and store maintenance request information, the Maintenance Request programs integrate with the J.D. Edwards Inventory Management and Advanced Pricing systems, and with the following Service Management applications:

- Work Order Management

- Equipment Master Management
- Contract Management
- Failure Analysis

Work Order Management

Use maintenance requests with work orders to perform the following tasks:

- Create a work order to fix the product.
- Enter a work order for the maintenance request.
- Search online for parts and enter a parts recommendation.
- Check parts availability and place reservations on people or required items, such as hardware, software fixes, documentation, or drivers.
- Select a service type for the maintenance request from either a list of entitled services or from per-call services for which the caller is billed.

Equipment Master Management

Use maintenance requests with the Equipment Master 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 record for use when capturing a maintenance request that can be updated.

Contract Management

Use maintenance requests 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.

Failure Analysis

Use Failure Analysis to review and associate failures, analysis, and resolutions with maintenance requests. Key features of this module include the following:

- A database of problems, research and testing, and solutions
- Reusable units of knowledge
- Failure analysis transactions, where you can associate a failure from a maintenance request with an analysis and resolution

Setting Up Maintenance Requests

Before you can use any of the features of the Maintenance Request programs, you need to define information that the system uses for processing. You also need to specify information that is used when you enter data into the system, such as the issue for the maintenance request.

Setting Up Maintenance Request 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 maintenance request constants

Use one of the following navigations:

For Enterprise Asset Management, choose Service & Warranty Constants from the Plant & Equipment Management Setup menu (G1341).

For Service Management, choose Service & Warranty Constants from the Service & Warranty Setup menu (G1740).

The screenshot shows the PeopleSoft interface for 'SWM System Constants Revisions'. The 'General' tab is selected. The window is divided into three main sections: Defaults, Constants, and Entitle By.

Defaults:

- Customer Number for Base Warranties: [Text Field]
- Parent/Child Structure Type: [Text Field] (Accounts Receivable)
- Day Type Code for Holidays: [Text Field] (H) (Holiday)

Constants:

- ☒ SWM Installed
- ☒ Validate Product Family/Model Combination
- ☒ Check for Previous Maintenance Requests and Work Orders on Customers
- ☒ Check for Previous Maintenance Requests and Work Orders on Piece of Equipment
- ☒ Use Failure Analysis Tree for Selecting Failure Analysis Codes
- ☒ Use Workflow for Approving Failure Analysis for Re-Use
- ☐ Use Graphical Parts Book

Entitle By:

- ☒ Customer
- ☐ Site

1. On SWM 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 Maintenance Requests and Work Orders on Piece of Equipment
3. To set up the system to automatically check for customer history, click the following option:
 - Check for Previous Maintenance Requests and Work Orders on Customers
4. Click the Maintenance Requests tab.

The screenshot shows the PeopleSoft S/M System Constants Revisions window with the 'Maintenance Requests' tab selected. The window has a title bar with 'PeopleSoft' and navigation icons. Below the title bar is a 'Select Workspace' dropdown set to 'Active Foundation'. The main content area is divided into 'Defaults' and 'Constants' sections.

Defaults Section:

Queue Search Type	CMQ	Maintenance Request Queue
Responsible BU Location	1	Inventory (F4117/F41171)
Type of Service	W	Maintenance Request
Mail Box for Escalation	67	Maint Req Escalation Mailbox
Maintenance Request Entitlement Trigger	3	Customer Number

Constants Section:

- ☒ Message Center Interface
- ☐ Dynamic Word Rebuild
- ☐ Who's Who Required
- ☒ Log Status Change
- ☐ Use Base Price

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 maintenance request queue, complete the following field:
 - Queue Search Type
Enter a user defined code (01/ST).
6. To identify the classification of a maintenance request that is assigned for entitlement checking, complete the following field:
 - Type of Service
This type of service is assigned to a maintenance request 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 Maintenance Request 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.
 - Maintenance Request 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 maintenance requests, choose the following option:
 - Who's 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 that is attached to the maintenance request.
12. Click OK.

Setting Up Maintenance Request Queues

Set up maintenance request queues to direct issues to the specialists who are trained to receive maintenance requests about specific product groups or issues.

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

Adding a Maintenance Request Queue

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

► To add a maintenance request queue

From the Maintenance Request Setup menu (G1743), choose Queue Revisions.

1. On Work With Queues, click Add.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Queue Revisions

OK Cancel Tools

Queue Number/Name 60001 Computerized Branch Exch. Queue

Queue Information Associated Addresses

Long Queue Number ☐ Inactive

Mail Box Designator Computerized Branch Exch.

ACD Extension 6001

Work Center S30 LM Service Center

Request Category Code 05

Request Category Code 06

Pager/E-mail Address

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 maintenance request 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 that is associated with the queue. Maintenance requests are directed to this mail box when they 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 request.

6. For additional reporting, complete the following fields:

- Request Category Code 05

- Request Category Code 06

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

- 5th Address Number

- 6th Address Number

The system completes the Address Number information for a request 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 maintenance requests for this queue in this field. Instead, associate consultants with the queues that are appropriate for reporting purposes or for workflow.

8. Click OK.

Processing Options for Work with Queues (P17506)

Versions

1. Address Book MBF (P0100041) Version

Blank = ZJDE0001

Default

1. Document Type

Display

1. Display Maintenance Request Queues or Work Order Queues.

Blank = Work Order Queues.

1= Maintenance Request Queues.

Setting Up Maintenance Request Types

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

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

► To set up maintenance request types

From the Maintenance Request Setup menu (G1743), choose Queue Revisions.

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

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

PeopleSoft

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Maintenance Request Types Revisions

Queue Number: 60001 Computerized Branch Exch. Queue

Request Type	Description	Default Request Source	Resp Time
Live	Live	1	0.02
2	Call back	1	1.00
3	E-Mail	2	2.00
4	FAX	3	2.00
6	Web	4	1.00

3. On Maintenance Request Types Revisions, complete the following fields:
 - Request Type
 - Default Request 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 request is not covered under a contract.

Note

If a contract covers a request, then the contract response time overrides the response time on the Maintenance Request Types Revisions form.

4. Click OK.

Setting Up Queue Priorities for Maintenance Requests

You can set the maintenance request priorities that are associated with a queue. When you set priorities, the system updates the Maintenance Request 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 queue priorities for maintenance requests**

From the Maintenance Request 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

Personalize Change Role Sign Out

Work With Maintenance Request Priorities

Select Find Add Copy Delete Close Tools

Request Queue 60001 Computerized Branch Exch. Queue

Customize Grid

Priority	Description	Commitment Percentage
☒ 1	Critical	50
☐ 2	Priority	75
☐ 3	Standard	100

- On Work With Maintenance Request Priorities, click Add.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Maintenance Request Priority Revisions

OK Delete Cancel Tools

Queue Number 60001 Computerized Branch Exch. Queue

Priority e

Commit Percentage

Records 1 - 1

Customize Grid

	Escalation Level	Message Level	Unassigned Percentage	Assigned Percentage	Escalation Priority	Priority Description
☒						

- On Maintenance Request Priority Revisions, enter the level of severity of the customer issue in the following field:
 - Priority

5. To define the percentage used to calculate escalation date and time, and commitment date and time when the maintenance request is not covered under a contract, complete the following field:

- Commit Percentage

When a request 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 request 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 request is escalated.

- Unassigned Percentage

The system uses the unassigned percentage to calculate escalation date and time for unassigned requests. 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 requests. 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:

- Priority Description

To escalate a request 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 request priority and sending messages.

Setting Up Queue Status for Maintenance Requests

You can set up queue status for maintenance requests to define the status flow for document types, queues, and maintenance request types; and to define the next step, based on the current status. 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 maintenance request is considered complete. If you enter an open status code in one of the other columns, you can reopen the request.

The following table is an example of how you might set up queue statuses. The Last Status column shows the status of the maintenance request and the Status Description column provides a description of the status. The remaining columns in the table show the next statuses that are allowable for the request at this (Last Status) status. For example, you can

change an open request (100) to an active request (150). Then you might leave a message (250), or you might cancel the request (997). This table also shows that a request 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 that are based on specific or all document types, queues, and maintenance request types.

► To set up queue status for maintenance requests

From the Maintenance Request Setup menu (G1743), choose Queue Revisions.

1. On Work With Queues, choose Queue Status Rev. (Revisions) from the Form menu.

The screenshot shows the 'Maintenance Request Queue Status Revisions' window in PeopleSoft. At the top, there's a 'Select Workspace' dropdown set to 'Active Foundation'. Below that, there are fields for 'Document Type', 'Queue Number', and 'Request Type'. The main part of the window is a table with the following columns: Last Status, Description, Next Status, Other 1, Other 2, Other 3, Other 4, Other 5, Protect History, Auto Update, Time Entry, Failure Analysis, and Subledger Inactive. The table contains the following data rows:

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
100	Open	110	260	997				N	N	N	N	N
110	Active	260	997	999				N	N	N	N	N
260	Transferred	999						N	N	N	N	N
997	Cancel							N	N	N	N	N
999	Complete		100					Y	N	N	N	N

2. On Maintenance Request Queue Status Revisions, enter the status code that you are revising in the following field:
 - Last Status

3. In the following field, enter the status to which the maintenance request will advance if auto update is enabled.
 - Next Status
If you consider the last status you are entering to be a "closed" request, leave this field blank. The only way the system knows the request is closed is if the Next Status field is blank. If you want to be able to re-open a closed request, enter that status in one of the Other status fields.
4. To designate that maintenance request text can or cannot be changed at a particular status, complete the following field:
 - Protect History
5. Complete the following fields and click OK:
 - Auto Update
This field directs the system to change the status of a request automatically when you click OK.
 - Time Entry
This field specifies whether the system displays the Time Entry form.
 - Failure Analysis

The Subledger Inactive field is reserved for future use.

Setting Up Required Fields for Maintenance Requests

You can define the fields in which you are required to enter information before the system advances a maintenance request to the next status in the queue. Required fields can be based on specific request document types, request queues, and request types; or they can be set up to cover all document types, queues, and request types. For example, when you advance a live request (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 information is in the required fields:
 - If you are setting up required fields for maintenance requests, see the processing options for Maintenance Request MBF (P1700140).
 - If you are setting up required fields for tasks, see the processing options for Tasks (P17504).

► To set up required fields for maintenance requests

From the Maintenance Request Setup menu (G1743), choose Queue Revisions.

1. On Work With Queues, locate the queue for which you want to define required fields.
2. Choose one of the following options:

- To set up status revisions for a specific queue, select the queue and choose Queue Types Setup from the Row menu. Then go to step 3.
 - To set up status revisions that include all queues, choose Queue Status Rev. (Revisions) from the Form menu. Then go to Step 5.
3. On Maintenance Request Types Revisions, complete the following field:
 - Request Type
 4. Choose Queue Status from the Row menu.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

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
☐ ☒	100	Open	110	260	997	999			N	N	N	N	N
☐ ☒	110	Active	260	997	999				N	N	N	N	N
☐ ☒	260	Transferred	999						N	N	N	N	N
☐ ☒	997	Cancel							N	N	N	N	N
☐ ☒	999	Complete		100					Y	N	N	N	N

5. On Maintenance Request 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

Personalize Change Role Sign Out

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
☐ F1755	Maintenance Request Master	CALLRN	RequestReason

6. On Maintenance Request Required Field Revisions, complete the following fields and click OK:

- File Name
- Data Item

If you set up required fields for maintenance requests, you choose data item fields from the Maintenance Request Master table (F1755).

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

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 Maintenance Request Setup menu (G1743), choose Group Revisions.

1. On Work With Distribution Lists, click Add.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Address Parent/Child Revisions

OK Delete Cancel Form Tools

Parent Number 60002 Voice Msg. Phone Mail Syst. ☐ First Response
 Structure Type WFS Workflow Security ☐ Higher Level Override
 Associated Data Item ☐ Authorization Required

	Group	Address Number	Alpha Name	Threshold Value	Escalation Hours	Escalation Minutes	Remark	Begin Eff Date
☒	3.00	5651	Rothchild, Abigail E.					
☐	4.00		5056 Carmichael, Bradley P.					
☐	5.00							

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, and escalation minutes are not used for maintenance requests.

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 of the messages within certain queues.

► To set up queue security

From the Maintenance Request Setup menu (G1743), choose Queue Security.

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

PeopleSoft

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Workflow Message Security Revisions

OK Cancel Tools

User: 2428 Escalante, George Public Security ☒

Group/Role:

Records 1 - 10	Queues	Description	Authority Y/N
☒	03	Electronic Workbench	N
☐	11	Requisition Approval	N
☐	12	Salary Approved	N
☐	20	Collection Management	N
☐	21	Credit Management	N
☐	22	Delinquency Notice Approval	N
☐	23	Delinquency Fee Approval	N
☐	24	Employee Terminations	N
☐	25	Employee Setup	N
☐	26	Employee Performance Appraisal	N

2. On Workflow Message Security Revisions, complete the following fields:
 - User
 - Group/Role
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 system application if, for example, you want recipients to review information within an application whenever they open messages in that particular queue.

► To set up queue properties

From the Maintenance Request Setup menu (G1743), choose Queue Properties.

1. On Work With Queues, click Add.

The screenshot shows the PeopleSoft interface for the 'Queues Property Revisions' form. The top navigation bar includes the PeopleSoft logo and links for Portal, Work, Intranet, and Training. Below this is a 'Select Workspace' dropdown menu set to 'Active Foundation'. The main header area contains 'Active Foundation' and buttons for 'Personalize', 'Change Role', and 'Sign Out'. The form title is 'Queues Property Revisions'. Below the title is a toolbar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. The main content area has a search bar labeled 'Queues' with a magnifying glass icon. Below the search bar are four input fields: 'Application', 'Form Name', and 'Version'. The 'Form Name' field is currently empty, while the others contain placeholder text.

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 maintenance requests to the queues that you set up and in the order that you determine is the most logical.

Setting Up a Routing Sequence

You can manage the order in which a maintenance request 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 request is directed.

► To set up a routing sequence

From the Maintenance Request Setup menu (G1743), choose Queue Revisions.

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

The screenshot shows the PeopleSoft interface for the 'Maintenance Request Queue Routing Rules Sequence' form. The form is titled 'Active Foundation' and includes a 'Select Workspace' dropdown set to 'Active Foundation'. The form has a toolbar with 'OK', 'Find', 'Delete', 'Cancel', and 'Tools' buttons. Below the toolbar is a table with columns: Sequence Number, Product Model, Product Family, Environment, Customer Number, Language, Geographic Region, and Maintenance Request Center. The table contains three rows of data. The first row is highlighted with a blue background and has a green checkmark in the first column. The second and third rows have radio buttons in the first column. The table also has a 'Customize Grid' link in the top right corner.

	Sequence Number	Product Model	Product Family	Environment	Customer Number	Language	Geographic Region	Maintenance Request Center
☒	1.00	N	N	N	Y	N	N	N
☐	2.00	N	Y	N	N	N	N	N
☐	3.00	N	N	N	N	N	N	N

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

- Sequence Number
- Product Model
- Product Family
- Environment
- Customer Number

- Language
- Geographic Region
- Maintenance Request Center

You must define the order that the system will use to search for a match between the maintenance request 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 maintenance requests to the proper queue. You might assign requests to certain queues or individuals based on their knowledge of a product family or a language.

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

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

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

► To set up routing rules

From the Maintenance Request Setup menu (G1743), choose Queue Revisions.

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

PeopleSoft®

Portal

WWW

Intranet

Training

Select Workspace:

Active Foundation

Active Foundation

Personalize

Change Role

Sign Out

Maintenance Request Queue Routing Rules Revisions

OK

Find

Delete

Cancel

Tools

Records 1 - 10

Customize Grid

	Customer Number	Customer Name	Maintenance Request Center Location	Maintenance Request Center Description	Product Model	Product Model Description	Product Family	Product Family Description
☒	4270	Forest Gas Stat						
☐							ACCES	Accessories
☐							ACD	Automatic Call Dist.
☐							CABLE	Cable
☐							CBX	Computerized Branch Ex
☐							HEAD	Headset
☐							MODEM	Modem
☐							MON	Monitor
☐							PHONE	Phone Sets

2. On Maintenance Request Queue Routing Rules Revisions, to narrow your search, complete any of the following fields and click Find:
 - Customer Number
 - Maintenance Request Center Location
 - Product Model
 - Product Family
 - Environment
 - Language
 - Geographic Region
3. To assign a person and a queue to a maintenance request, complete the following fields and click OK:
 - Request Queue
 - Assignee Number

Entering Maintenance Requests

When you enter a maintenance request, you include specific information about the issue or failure. 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 initiating the maintenance request.
- A brief description of the issue or failure.
- A queue number, if routing has not been set up. The system can also provide a default queue number that is based on the processing options.

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

- Free-form text that allows you to provide more detail than the Failure Description field allows.
- A task or action that is related to an issue which 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 Failure Analysis. Resolutions are stored separately from issues (failures) and can be searched for and reused for other similar issues. You can search for a resolution to your issue and attach it, or you can create a new one.

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

► To enter maintenance requests

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work With Maintenance Requests, click Add.
2. On the Caller tab of Maintenance Request 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. This information appears as default values that you can override, if necessary. Go to step 8.

Note

As an option, to enter a maintenance request, 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. Click OK to return to Maintenance Request Entry.
7. On Maintenance Request Entry, complete the following field:
 - Customer Number

Note

As an option, to enter a maintenance request, 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 maintenance request, 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 Maintenance Request, complete the following field:

- Caller Name

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

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

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

- Problem

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 Failure Description field.

Also, you can use the search button to select a failure description.

12. To indicate the reason for the issue, complete the following field:

- Reason

13. To attach additional text to a maintenance request, 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 that is attached to a maintenance request. When you protect text, you are preventing changes to the text that is attached to a request. 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 maintenance request without affecting the address book record, from the Form menu of Maintenance Request 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 Maintenance Request 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 Equipment Constants.
 - Inventory Item Number
 - Product Model/Family
Based on the equipment number that you set up in the equipment 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 queue assignment for the maintenance request, 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 maintenance request that is received.
21. To enter the person assigned to the maintenance request, enter the employee number in the following field:
- Assignee
22. Click the Dates/Times tab.
23. To enter date and time information for the maintenance request, review or complete the following fields:
- Date/Time Returned
When a maintenance request is first assigned to a consultant, the system supplies the current date and time.
 - Date/Time On Site
This field is the date and time that the service provider arrived at the customer site.

- Date/Time Completed

The default is the date and time that you close the maintenance request.

- Time Zone

The system retrieves the time zone of the service provider as the default value. This time zone is for all of the the date/time fields.

- Date/Time Committed

If the maintenance request is covered under a contract, this field contains the Current Date and Time + the Guaranteed Response Time on the contract.

If the maintenance request is not covered under a contract, this field contains the Current Date and Time + Guaranteed Response Time, which is based on the queue and maintenance request type. This value is multiplied by the commitment percentage, which is based on the queue and priority.

- Response Time

If the maintenance request is covered under a contract, this field contains the guaranteed response time from the contract.

If the maintenance request is not covered under a contract, this field contains the guaranteed response time based on the queue and maintenance request type.

- Commit Duration

This value is the amount of time between the date and time that you enter the maintenance request and the date and time that you assign the maintenance request.

24. Click the Maintenance Request 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 Req Number
- Request Source
- Claim Number
- Work Order

27. To set a reminder that appears in the maintenance request 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 maintenance request to ensure that the issue does not require further attention.

28. Click the Equipment Master tab.
29. To enter or review equipment reporting codes, complete the category code fields as necessary.
30. Click the Category Codes tab.
31. To enter or review category codes for maintenance requests, complete the category code fields as necessary.
32. Click the Accounting tab.
33. To enter accounting information for the maintenance request, 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 maintenance request:
 - Coverage Group
 - Service Package
35. When you have finished entering the issue for the maintenance request, click OK.

Entering Billing Information for a Maintenance Request

To enter billing information for a maintenance request, you can choose one of the following pricing methods:

- Flat rate
- Time and materials

For the flat rate method, define billing through the processing options for the Maintenance Request MBF program (P1700140). You can specify the cost type, pricing unit, and pricing unit of measure.

For the time and materials method, define billing through the processing options for Time Entry (P17505). You can define whether the system generates time entry records in the Time Entry table (F1760) and one of the following tables:

- Employee Transactions - Batch File (F06116Z1)
- Journal Entry Transactions - Batch File (F0911Z1)

You can also specify the cost type, labor unit of measure (such as hours), and minimum hours.

Before You Begin

- ❑ Set up distribution AAls for maintenance request billing.
- ❑ Activate maintenance request billing in the processing options for the Maintenance Request MBF program (P1700140). Access Interactive Versions (IV) in System Administration Tools of Foundation Systems.
- ❑ If you are billing for maintenance requests that are based on time and materials, set up the parameters for maintenance request 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:
 - Maintenance Request MBF (P1700140)
 - Time Entry (P17505)
 - Maintenance Request Workfile Generation (R17675)

Understanding Multicurrency in Maintenance Request Billing

If you work in a multicurrency environment, you can review and edit currency information as necessary. When you review currency information, the following guidelines apply:

- If you do not activate multicurrency, 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 by Line of Business 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 company number from the Business Unit Master table (F0006). If the value in the Company field is blank, the system uses company 0000. Then the system retrieves the base currency code from the Company Constants table (F0010).
- The system uses the exchange rate, which you can override, to calculate the domestic amount.
- The currency fields are disabled if the maintenance request 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 maintenance request

Note

If you are inquiring on a maintenance request that you have already billed, some of the fields in this task might be disabled.

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work With Maintenance Requests, choose the customer for whom you want to enter billing information and click Select.

2. On Maintenance Request Entry, choose Billing and then Billing Information from the Form menu.

Note

The system displays the Billing Information form only if you activated the Bill for Maintenance Requests processing option of Maintenance Request MBF (P1700140) in Interactive Versions (IV) of System Administration Tools.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Billing Information

OK Cancel Form Tools

Request Number 4 CL Date Billed

Customer Info Pricing Info Billing Amounts

Customer Information

Customer Number	4242	Capital System
Site Number	4242	Capital System
Bill To Number	4242	Capital System
Send Invoice To Number	4242	Capital System
P.O. Number		
Payment Terms		Net 30 Days
Payment Instrument		
Responsible Business Unit	S30	LM Service Center
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

Personalize Change Role Sign Out

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 maintenance request 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.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Billing Information

OK Cancel Form Tools

Request Number 4 CL Date Billed

Customer Info Pricing Info Billing Amounts

Currency Information

Currency USD Exchange Rate 1.0000000 Base USD Foreign

Billing Amounts

Minimum Amount 0.00 Percentage Covered 25.00

Fiat Rate Amount

Billable Amount 0.00

Discount Amount Discount By % Discount Percent 0.000

Total Taxable Amount 0.00

Tax

Total Billable Amount 0.00 Billable

10. If you activated multicurrency, 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 maintenance request is subject to a discount, click the Discount by % option and complete the following field:

- Discount Percent

If you use the discount percent, the system calculates the discount based on a percentage of the billable amount.

14. To enter the discount amount directly, complete the following field:

- Discount Amount

15. Review the amounts in the Total Taxable Amount, Tax, and Total Billable Amount fields.

The system calculates the tax amount by 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.

16. Verify that the Billable option is turned on.

Note

The Billable option must be on to successfully generate an entry when you run the Maintenance Request Workfile Generation program (R17675).

Reviewing Maintenance Request Information

When you are reviewing maintenance requests, you can use the visual prompts, or icons, that appear on the maintenance request entry forms. With these icons, you can review the information so that you do not 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.

Understanding Icons

The following table lists the icons that might appear when you are working on a maintenance request, along with their meanings:

Phone	This icon represents a maintenance request in the work center.
Ringing phone	This icon represents a callback in the work center.
Tools	This icon represents product history in the maintenance request.
Person	This icon represents customer history in the maintenance request.
Open folder	This icon represents open tasks in the maintenance request.
Triangle	This icon represents tasks in the work center.
Three dots	This icon represents additional contacts for the maintenance request.
Green check mark	This icon indicates that a customer is entitled.
Circle with a line through the middle	This icon indicates that a customer is not entitled.
Tree structure	This icon indicates that the maintenance request has been assigned to a queue based on the routing rules. It appears on every maintenance request and is also known as the rerouting icon.

Burning envelope This icon represents a flash message attachment.

► To review history information

Note

After you complete the steps to enter an issue, you can review history information-- such as information on past repairs or past maintenance-- to help resolve the current issue.

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.

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work With Maintenance requests, find the customer for which you want to review history information and click Select.
2. On Maintenance Request Entry, click the Customer icon.

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	555-4	
9	CL	42	4242 Capital System	JOE SMITH	404	555-4	
23	CL	42		ROBERT MAJOR	404	555-4	

3. On Work With Previous Customer Calls, review the information.
4. Click Close.
5. On the Product tab of Maintenance Request 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 Equipment Master Constants.

- Inventory Item Number
 - Product Model/Family
6. Click the Product icon.

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-
23	CL	42			ROBERT MAJOR	404	555-

7. On Work With Previous Product Calls, review the information.
8. Click Close to return to Maintenance Request Entry.

► To review product model and family information

Note

After you review history information, you can also review product and model information.

You can review all of the models that are 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 Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work with Maintenance Requests, choose the desired maintenance request and click Select.
2. On Maintenance Request Entry, choose Model/Family Search from the Form menu.

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Select Workspace: Active Foundation

Active Foundation

Product Family/Model Search

Select Find Close Tools

Product Family

Records 1 - 10

Product Family	Description	Product Model	Description	Responsible Business Unit	Business Unit Description
☒ ACCES	Accessories	ADAPT	Adapt		
☐ ACCES	Accessories	CUSH	Ear Cushions		
☐ ACCES	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

Note

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 to which the customer is entitled. 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 Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work with Maintenance Requests, choose the desired maintenance request and click Select.
2. On Maintenance Request Entry, click the Entitlement icon.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work With Entitlement Inquiry

Select Find Close Row Tools

Customer 4242

Site Number 4242

Equipment Number 31430

Product Model

Product Family

Inventory Item Number 7101

☐ Include Canceled

☐ Include Suspended

☐ Include Expired

Records 1 - 10

	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	Capital System	4242	Capital System	CBX	C200	31430
☐	1	CM	0.001	4242	Capital System	4242	Capital System	CBX	C200	31430
☐	1	CM	0.001	4242	Capital System	4242	Capital System	CBX	C200	31430
☐	5	CM	0.001	4242	Capital System	4242	Capital System	CBX	C200	31430
☐	5	CM	0.001	4242	Capital System	4242	Capital System	CBX	C200	31430
☐	5	CM	0.001	4242	Capital System	4242	Capital System	CBX	C200	31430
☐	5	CM	0.001	4242	Capital System	4242	Capital System	CBX	C200	31430
☐	5	CM	0.001	4242	Capital System	4242	Capital System	CBX	C200	31430
☐	5	CM	0.001	4242	Capital System	4242	Capital System	CBX	C200	31430
☐	5	CM	0.001	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 maintenance request:
 1. Click Close to return to Maintenance Request Entry.
 2. From the Form menu, choose Entitlements and then choose Inquiry.
 3. On Work With Entitlement Inquiry, make the changes and click Select.
5. If you need to review contract information, click the Accounting tab on Maintenance Request Entry.

Working with Maintenance Request Tasks

You cannot assign the same maintenance request issue to multiple users. However, you can assign tasks for the issue, referred to as maintenance request 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 that is 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.

► To work with maintenance request tasks

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work With Maintenance Requests, locate the maintenance request issue and click Select.

2. On Maintenance Request Entry, choose Tasks from the Form menu, and then choose Add Task.

The screenshot shows the PeopleSoft Active Foundation interface. At the top, there's a 'Select Workspace' dropdown set to 'Active Foundation'. Below this is a navigation bar with 'Personalize', 'Change Role', and 'Sign Out' links. The main content area is titled 'Task Revisions' and contains a form with the following fields:

- Request Number:** 6, **CL** (dropdown), **Task Number:** (empty)
- Symptoms:** HOW MANY EXTENSIONS CAN I ADD TO MY CBX?
- Customer:** 3334, *Lewis Enterprises*
- Call From:** MARY JOHNSON
- Phone Number:** 303, 555-4100
- E-mail Address:** (empty)
- Description:** (empty)
- Priority:** 2, *Priority*
- Queue Number:** (empty)
- Request Status:** 100
- Assignee:** (empty)
- Beginning Date:** (empty)
- Tickler Date:** (empty)
- Ending Date:** (empty)

Below the form is a text area with a toolbar showing 'Text1', 'Courier New', '10', and various text formatting icons (bold, italic, underline, etc.).

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:
 - Request Status

Processing Options for Maintenance Request Entry (P17501)

Display Tab

These processing options specify what information the system displays when you enter maintenance requests in this version of Maintenance Request Entry. For example, after you enter a maintenance request, the system can display equipment information that is 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 maintenance request and click OK, you can choose to display routing information for your review.

1. Routing Information

Blank = Do 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. Equipment Information

Blank = Do 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. Who's Who Search/Select

Blank = Do 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. Billing Information

Blank = Do not display

1 = Display

Use this processing option to specify whether the system displays the Billing Information form when you add a new maintenance request. Valid values are:

Blank

Do not display the Billing Information form.

1

Display the Billing Information form.

Versions Tab

These processing options specify the versions that the system uses when you are inquiring on additional information about the maintenance requests using the Form exits from Maintenance Request Entry. Use this processing option to specify the version of the Work With Maintenance Requests program (P17500) that the system uses for customer maintenance requests. If you leave this processing option blank, the system uses the ZJDE0002 version.

1. Work With Previous Customer Maintenance Requests (P17500) Version

Blank = ZJDE0002

Use this processing option to specify the version of the Work With Maintenance Requests program (P17500) that the system uses for customer maintenance requests. If you leave this processing option blank, the system uses the ZJDE0002 version.

2. Work With Previous Product Maintenance Requests (P17500) Version

Blank = ZJDE0003

Use this processing option to specify the version for the Work With Maintenance Requests program (P17500) that the system uses for product maintenance requests. If you leave this processing option blank, the system uses the ZJDE0003 version.

3. Maintenance Request History (P17500) Version

Blank = ZJDE0004

Use this processing option to specify the version of the Work With Maintenance Requests program (P17500) that the system uses for the maintenance request history. If you leave this processing option blank, the system uses the ZJDE0004 version.

4. Work With Tasks (P17504) Version

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.

5. Time Entry (P17505) Version

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. Maintenance Request Master Business Function (P1700140) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Maintenance Request MBF (P1700140) that the system uses to process the data. If you leave this processing option blank, the system uses the ZJDE0001 version.

7. Return Material Authorizations Revisions (P400511) Version

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) Version

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.

9. Address Book Revisions (P01012) Version

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) Version

Blank = ZJDE0001

Use this processing option to specify the version that the system uses for Customer Master Information (P03013) when you chooses Receivables from the Form menu. If you leave this option blank, the system uses ZJDE0001.

11. Customer Ledger Inquiry (P03B2022) Version

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) Version

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. If you leave this option blank, ZJDE0001 is used.

13. A/P Standard Voucher Entry (P0411) Version

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) Version

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) Version

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.

16. Employee DBA Instructions (P050181) Version

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) Version

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) Version

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) Version

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 in inquire on customer service. If you leave this option blank, ZJDE0006 is used.

20. Supply and Demand Inquiry (P4021) Version

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) Version

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. Work Order Revisions (P17714) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Work Order Revisions program (P17714). If you leave this processing option blank, the system uses the ZJDE0001 version.

23. Work With RMA (P40051) Version

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) Version

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) Version

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) Version

Blank = ZJDE0007

Use this processing option to specify the version for the Supplemental Data - Work Order program (P00092). If you leave this processing option blank, the system uses the ZJDE0007 version.

27. Supplemental Data - Sales Order (P00092) Version

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. Equipment Master Inquiry (P1701) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Work With Equipment Master program (P1701) that the system uses when you inquire by customer. If you leave this processing option blank, the system uses the ZJDE0001 version.

29. Equipment Master Revisions (P1702) Version

Blank = ZJDE0001

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

30. Contracts (P1720) Version

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.

31. Print Maintenance Request (R17674) Version

Blank = XJDE0003

Use this processing option to specify the version of the Print Maintenance Request program (R17674). If you leave this processing option blank, the system uses the XJDE0003 version.

32. Maintenance Request Workfile Generation (R17675) Version

Blank = XJDE0001

Use this processing option to specify the version of the Maintenance Request Workfile Generation program (R17675). If you leave this processing option blank, the system uses the XJDE0001 version.

33. Service Billing Inquiry (P4812) Version

Blank = 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.

34. Failure Analysis Tree Search and Select (P17763S) Version

Blank = ZJDE0001

Use this processing option to specify which version of the Failure Analysis Tree Search & Select program (P17763S) the system uses when searching for failure analysis trees. If you leave this processing option blank, the system uses the default version ZJDE0001.

35. Work with Failure Analysis (P17766) Version

Blank = ZJDE0001

Use this processing option to specify which version of the Work with Failure Analysis program (P17766) the system uses. If you leave this processing option blank, the system uses the default version ZJDE0001.

36. Failure Analysis (P17767) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Failure Analysis program (P17767) the system uses. If you leave this processing option blank, the system uses the default version ZJDE0001.

37. Failure Analysis Search and Select (P17768) Version

Blank = ZJDE0001

Use this processing option to specify which version of the Failure Analysis Search & Select program (P17768) the system uses. If you leave this processing option blank, the system uses the default version ZJDE0001.

Process Tab

These processing options specify the processing that the system performs for this version of Maintenance Request Entry. For example, you can specify whether maintenance requests are entered in a self-service environment and where the system places the date/time stamp on the maintenance request.

1. Copy the text

Blank = No text is copied when copying the existing maintenance request

1 = The text is copied when copying the existing maintenance request

Use this processing option to specify whether the system copies media object text when you copy a maintenance request. Valid values are:

Blank

Do not copy media object text.

1

Copy media object text.

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:

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 specify how the system uses this version of the Work With Maintenance Requests program (P17500) with Customer Self-Service features. Valid values are:

Blank

Do not activate Customer Self-Service features.

1

Activate Customer Self-Service features for use in Java/HTML.

2

Activate Customer Self-Service features for use in Windows.

Self Service Tab

1. Enable Customer Number

Blank = Not enable customer number field

1 = Enable customer number field

Use this processing option to specify whether to enable the customer number field on the Customer Self Service (CSS) form. Valid values are:

Blank

Do not enable the customer number field.

1

Enable the customer number field.

2. Default Customer Number

Blank = Not default the customer number

1 = Default the customer number

Use this processing option to specify whether, when you create a customer self-service maintenance request, the system enters the user address book number as the default for the customer number field on the Customer Self Service form. Valid values are:

Blank

Do not enter a default customer number.

1

Enter the user address book number as the customer number.

What You Should Know About Processing Options for Maintenance Request Entry (P17501)

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 Maintenance Request MBF (P1700140)

Defaults Tab

These processing options specify the defaults that the system uses when you enter a maintenance request using this version of Maintenance Request MBF (Master Business Function) Processing Options (P1700140). You can set the defaults in the processing options for information that remains the same for most maintenance requests, such as document type, caller and customer name, and assignee. In this way, you can enter maintenance requests more efficiently. If you set defaults in the processing options, you can override the default information on the Maintenance Request Entry form.

1. Document Type

Blank = CL

Use this processing option to specify the document type for the maintenance request. Enter a valid value from UDC 00/DT (Document Type).

2. Failure Description

Blank = Failure Description is not defaulted from the first line of the media object text.

1 = Failure Description 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 Assignee 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.

5. Reporting Codes

Blank = Do not default the reporting codes of the Assignee from the S/WM Service Provider information

1 = Default the reporting codes of the Assignee from the S/WM Service Provider information

Use this processing option to specify whether the system uses the reporting codes of the assignee from the S/WM Address Book Information table (F1797). Valid values are:

Blank

Do not use reporting codes from the S/WM Address Book Information table.

1

Use reporting codes from the S/WM Address Book Information table.

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 maintenance request is assigned

Use this processing option to specify the default status when the system assigns the maintenance request. Enter a value from UDC 17/ST.

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. Request Type

Blank = Default from Data Dictionary

Use this processing option to specify the maintenance request type that the system uses as a default for the Work With Maintenance Requests program (P17500).

Enter a value from UDC 17/CT. If you leave this processing option blank, the system uses the 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

Use this processing option to specify the default unit of measure that the system uses to retrieve advanced pricing information. This option is used for billing for maintenance requests in which the pricing method is flat rate.

Enter a valid value from UDC 00/UM (unit of measure). If you leave this processing option blank, the system uses EA (each).

Edits Tab

These processing options specify what information the system verifies when you enter a maintenance request. When you enter a maintenance request, you can automatically perform entitlement checking; or verify dates that a maintenance request can be closed, reopened, or returned, based on these processing options.

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 maintenance request

Blank = Cannot reopen maintenance request

Use this processing option to specify the maximum number of days that you can reopen a closed maintenance request. If you leave this processing option blank, you cannot reopen a closed maintenance request.

3. Date/Time Opened

Blank = Original Date/Time Opened is left in the maintenance request

1 = Default Date/Time Opened to current date/time

Use this processing option to specify whether the system uses the current date and time as the beginning date and time when you reopen a maintenance request. Valid values are:

Blank

The original date and time that the request was opened remain on the maintenance request.

1

The system uses the current date and time as the beginning date and time for the maintenance request.

4. Date/Time Returned

Blank = Original Date/Time Returned is left in the maintenance request

1 = Clear Date/Time Returned when the maintenance request is reopened

Use this processing option to specify whether to clear the date and time when a maintenance request is reopened. Valid values are:

Blank

Leave the original date and time in the maintenance request.

1

Clear the date and time in the maintenance request.

5. Area Code and Phone Number

Blank = Not required

1 = Required

Use this processing option to specify whether the system requires you to enter the area

code and phone number when you enter a maintenance request. Valid values are:

Blank

Require the area code and phone number.

1

Do not require the area code and phone number.

6. Reason Code

Blank = Reason Code is not required when closing the maintenance request.

1 = Reason Code is required when closing the maintenance request.

Use this processing option to specify whether to require a reason code when you close a maintenance request. Valid values are:

Blank

Do not require a reason code.

1

Require a reason code.

Process Tab

These processing options specify the processes that the system performs when you use this version of Maintenance Request MBF (P1700140).

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 specify whether the system prevents changes to the pricing method when you create a maintenance request. Valid values are:

Blank

Allow changes to the pricing method.

1

Prevent changes to the pricing method.

Note: 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 Equipment Master

Blank = No editing

1 = Change the customer number

2 = Automatically update Equipment Master

Use this processing option to specify whether the system verifies that the customer number on the maintenance request matches the customer number on the equipment master. If the customer numbers are different, you can specify whether the system updates the equipment master. Valid values are:

Blank

Do not compare the customer numbers.

1

Display a prompt to update the customer number on the equipment master to match the customer number on the maintenance request.

2

Automatically update the customer number on the equipment master to match the maintenance request customer number.

4. Site inconsistent with Equipment Master

Blank = No editing

1 = Change the site number

2 = Automatically update Equipment Master

Use this processing option to specify whether the system verifies that the site number for the maintenance request matches the equipment master site number. If the site numbers are different, you can specify whether the system updates the equipment master. Valid values are:

Blank

Do not compare the site numbers.

1

Display a prompt to update the site number to the equipment master to match the maintenance request site number.

2

Automatically update the site number to the equipment master to match the maintenance request site number.

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 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 Maintenance Requests

Blank = Do not bill for maintenance requests

1 = Bill for maintenance requests

Use this processing option to specify whether to bill for maintenance requests. You must activate this processing option if you need to enter billing information for maintenance requests. Valid values are:

Blank

Do not bill for maintenance requests.

1

Bill for maintenance requests.

Vertex Tab

This processing option specifies the Vertex transaction type for flat rate billing.

1. 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. Use this transaction type only if you are billing for maintenance requests 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.

What You Should Know About Processing Options for Maintenance Request MBF (P1700140)

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.

Working with Maintenance Requests

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

You can customize the work space by setting processing options to include only the information with which you are directly working. Some of the available options include maintenance request sequencing, sorting requests by priority or status, and pre-loading information to the work space to limit the information that appears. You can also lock requests so that only one consultant at a time can review and change information in a request.

Understanding Locked Maintenance Requests

Through record locking, you can lock maintenance requests to ensure that changed information in a request is not inadvertently overridden by another consultant. Use the UDC 00/RR (Object In Use Application ID) to activate record locking for the Maintenance Request 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 maintenance requests that are currently in use. The user ID of the person who is accessing the file appears in the Reserved By column.

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.

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 maintenance request.
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 maintenance request was entered. The elapsed time is rounded to the nearest quarter hour. The workday calendar defined for the queue calculates the number of workdays. 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 workday calendar that is defined for the queue calculates the number of workdays. 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 no commitment date and time exist, the time remaining is zero.
Reserved By	If you set up record locking, you can review the maintenance requests that are currently in use and the user ID of the person who is accessing the file. If you try to access a maintenance request that is in use, the system notifies you that the maintenance request 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 Maintenance Requests (P17500)**Display Tab**

The processing options on this tab indicate the information that the system displays when you inquire on maintenance requests using this version of Work With Maintenance Requests. For example, you can set up these processing options so that the system only displays those maintenance requests within a status range based on a time zone, call back time, country code, and language .

1. Time Zone Filter

Blank = Do not verify

1 = Verify

Use this processing option to specify whether the system verifies the time zone of the customer. The system displays maintenance requests based on time zones. Valid values are:

Blank

Bypass the time zone filter.

1

Check the time zone filter.

If you choose to check the time zone and then set the processing option to verify a call back time, the system verifies whether the customer time is outside of your business hours. If the customer time is outside of your business hours, the system does not display the maintenance requests.

2. Starting Call Back Time

Use this processing option to specify the call-back time by which to filter maintenance requests. Enter the call-back time in military time, using hours, minutes, and seconds, such as 090000 for 9:00 A.M. or 150000 for 3:00 P.M.

If the customer time is earlier than the time that you indicate here, and if the By Time Zone option on the Work With Maintenance Requests form is turned on, then the system does not display the maintenance requests.

If you choose to check the time zone and also set the processing option to verify a call-back time, the system verifies whether the customer time is earlier than the current time. If the customer time is earlier than the current time, the system does not display the maintenance requests.

3. Country Code

Blank = Do not display as Selection Criteria

1 = Display as Selection Criteria

Use this processing option to specify whether the system displays the country code field for 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 specify selection criteria that the system uses to display maintenance requests. To specify which country code the system uses as a default, set the Default Country Code processing option.

4. Language

Blank = Do not display as Selection Criteria

1 = Display 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 specify selection criteria that the system uses to display maintenance requests. To specify which language the system uses as a default, set the Default Language processing option.

5. From status

Use this processing option to specify the From Status. The system displays only those maintenance requests that match the status specified in the processing options for From Status and Thru Status.

Enter a value from UDC 17/ST.

6. To status

Use this processing option to specify the Thru Status. The system displays only those maintenance requests that match the status specified in the processing options for From Status and Thru Status.

Enter a value from UDC 17/ST.

7. Number of days to use for date filter

Blank = Date From/Thru are not pre-loaded

Use this processing option to specify the number of days that the system uses to calculate the From date and Thru date. The system displays maintenance requests only within this date range. If you leave this processing option blank, the system does not calculate filter dates.

8. Priority column

Blank = Display without color coding

1 = Display 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:

Blank Display priority without color.

1 Display priority with color.

9. CTI Interface

Blank = Do not display CTI Interface

1 = Display CTI Interface

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. In Use maintenance requests

Blank = Display maintenance requests

1 = Do not display maintenance requests

Use this processing option to specify whether the system displays the locked maintenance requests. The system locks maintenance requests that are in use so that only one person at a time can access the information. Valid values are:

Blank

Display the locked maintenance requests.

1

Do not display the locked maintenance requests.

Defaults Tab

The processing options on this tab define the defaults that the system uses when you inquire on maintenance requests. While you can override these values to search for maintenance requests, you can specify defaults that are standard to most requests that you inquire on in this version of Work with Maintenance Requests, such as country code, language code, assignee, and maintenance request queue.

1. Country Code

Use this processing option to specify the country code for maintenance requests. Enter a value from UDC 00/CN.

Note: To display country codes, you must also set the Display Country Code processing option on the Display tab.

2. Language

Use this processing option to specify the language for maintenance requests. The system displays only maintenance requests that specify this language preference. Enter a value from UDC 01/LP.

Note: To display languages, you must also set the Display Language processing option on the Display tab.

3. Assignee

Blank = Do not default user as assignee

1 = Default user as assignee

Use this processing option to specify the user as the default assignee. The system displays maintenance requests that are assigned to the user. Valid values are:

Blank

Do not use the user as the default assignee.

1

Use the user as the default assignee.

4. Queue

0 = Do not default a queue

Specific queue = Default queue

Use this processing option to specify the default maintenance request queue on the selection criteria. The system displays only requests that are assigned to this queue.

Versions Tab

The processing options on this tab define the versions that the system accesses when you take Row and Form exits from the Work With Maintenance Requests form, using this version of Work With Maintenance Requests.

1. Maintenance Request Entry (P17501) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Maintenance Request Entry program (P17501) that the system uses when you add a new maintenance request or select a specific request to review. If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Supplemental Data (P00092) Version

Blank = 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) Version

Blank = 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) Version

Blank = ZJDE0005

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 Maintenance Request (R17674) Version

Blank = XJDE0003

Use this processing option to specify the version of the Print Maintenance Request program (R17674) that the system uses to generate maintenance requests. If you leave this processing option blank, the system uses the XJDE0003 version.

6. Work with Failure Analysis (P17766) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Work with Failure Analysis program (P17766). If you leave this processing option blank, the system uses the ZJDE0001 version.

7. Failure Analysis (P17767) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Failure Analysis program (P17767). If you leave this processing option blank, the system uses the ZJDE0001

version.

Process Tab

The processing options on this tab define the processing that the system performs for this version of Work with Maintenance Requests. 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 specify how the system uses this version of the Work With Maintenance Requests program (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.

What You Should Know About Processing Options for Work With Maintenance Requests (P17500)

Accessing processing options for P17500

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 Maintenance Request programs. Using CTI, a computer can accept incoming maintenance requests and route them to the appropriate device or person.

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 Maintenance Request Setup menu (G1743), choose CTI Properties.

1. On Work With CTI Properties, click Add.

The screenshot shows the PeopleSoft interface for the 'CTI Properties Revisions' window. The window title is 'CTI Properties Revisions'. At the top, there is a 'Select Workspace' dropdown menu set to 'Active Foundation'. Below this, there are buttons for 'Personalize', 'Change Role', and 'Sign Out'. The main area of the window contains a table with three rows: 'Address Number', 'Agent ID', and 'ACD Number'. Each row has a corresponding input field. The 'Address Number' field has a search icon (magnifying glass) to its right. The 'Agent ID' and 'ACD Number' fields are empty. The window also has a standard PeopleSoft header with the 'PeopleSoft' logo and navigation icons for 'Portal', 'Worklist', 'Inquiries', and 'Training'.

2. On CTI Properties Revisions, complete the following fields and click OK:

- Address Number
- Agent ID
- ACD Number

Using Computer Telephony Integration

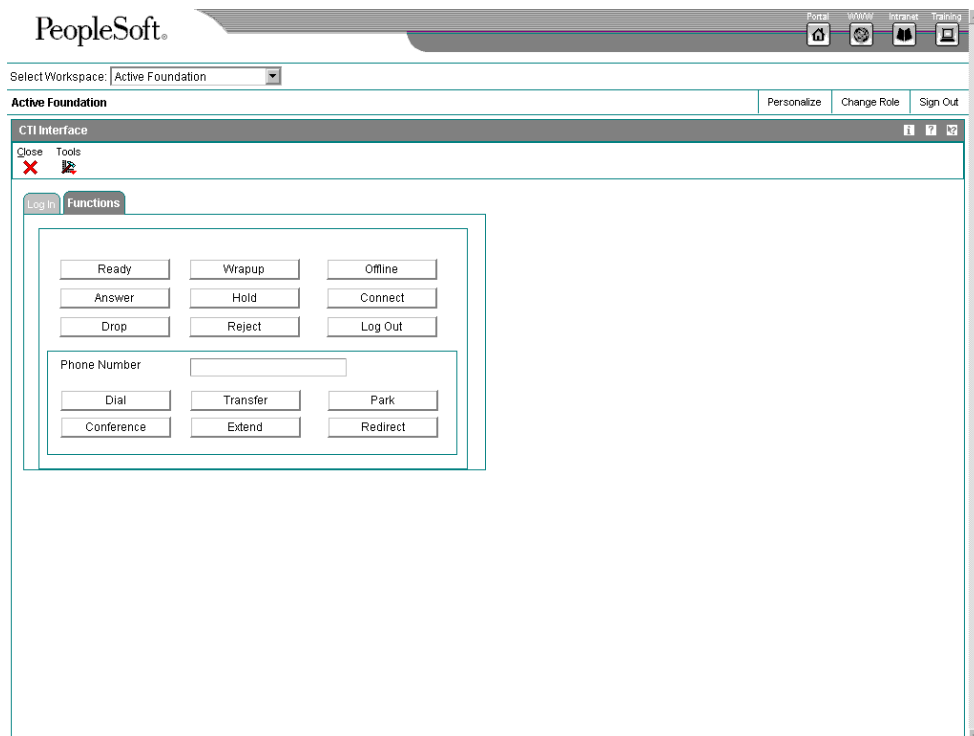
When you use Computer Telephony Integration (CTI), you sign on to the telephone system and access your maintenance requests through the Maintenance Request Entry program. You are able to access the CTI interface as well as the maintenance request interface to perform your duties.

Depending on how you have set your processing options in Work With Maintenance Requests (P17500), the system automatically displays the CTI interface as you access the Maintenance Request Entry program.

► To use computer telephony integration

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

On the Work With Maintenance Requests form, choose CTI from the Form menu.



Resolving Maintenance Requests

Resolving maintenance requests includes everything from finding an answer to the customer's inquiry or problem to entering a work 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.

Searching for Customer Issues and Solutions

The Failure Analysis programs provide 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 failures and reporting codes. You can add new failures and resolutions, or attach information to existing failures and resolutions.

See Also

- ❑ If you do not find a failure record that you need, see *Working With Failure Analysis Transactions* in the *Enterprise Asset Management Guide* or the *Service Management Guide* for information about adding failure records.

► To search for customer issues and solutions

Note

The steps for this process are shown as you enter the Failure Analysis program from a maintenance request, but the same steps apply if you enter from a work order.

From the Maintenance Request menu (G1713), choose Maintenance Request Entry..

1. On Work With Maintenance Requests, choose Failure Analysis from the Form menu.
2. On Work with Failure Analysis, complete any of the optional fields in the header area to narrow your search and click Find.
3. Choose one of the following actions:
 - To review detail for a single failure, analysis, or resolution, go to step 4.
 - To review a failure, analysis, and resolution for a work order or maintenance request, go to step 6.
 - To review attached pareto information for a record, go to step 8.
4. To review detail for a single failure, analysis, or resolution, locate and choose a record; then choose Single Revisions from the Row menu.
5. On Failure Analysis Revisions, review the information about the issue, click OK, and go to step 11.
6. To review detail for a work order or maintenance request, locate and choose a record, and then choose F/A/R Revisions from the Row menu.
7. On Failure Analysis Revisions, review the information for the work order or maintenance request, click OK, and go to step 11.

8. To review pareto analysis information, locate and choose a record, and then choose Pareto Analysis from the Row menu.

Notes

- The Pareto Analysis row exit is only available when pareto analysis information exists for the particular failure or analysis record that is selected.
- A failure record can have both analysis and resolution pareto information. An analysis record can have resolution pareto information. A resolution record does not have any pareto information.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Failure Analysis Pareto

Find Close Tools

Failure: Routing to incorrect extension

☐ Display Analysis ☒ Display Resolutions

% Hits	Description	Code 1	Code 2	Code 3	Code 4	Code 5
33.33	Routing to incorrect extension	SOFT	ACD	ROUTE	EXT	
33.33	Reprogram routing	SOFT	ACD	ROUTE	ROUTING	
33.33	Program new extensions	SOFT	ACD	ROUTE	EXTENSION	

Total Hits: 3

9. On Failure Analysis Pareto, choose one of the following options and click Find:

- Display Analysis

These options determine whether the system displays an analysis that is attached to a failure or a resolution that is attached to a failure or analysis.

10. Review the information, and then click Close.

11. On Work with Failure Analysis, click Close.

Entering Work Orders Using Maintenance Requests

Enter work 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 maintenance request and then create the work order, or you can create a work order that is not attached to an

open maintenance request. If a request cannot be resolved by a consultant or if a replacement part is required, you can create a work order.

► To enter work orders using maintenance requests

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work With Maintenance Requests, locate and choose the maintenance request and click Select.
2. On Maintenance Request Entry, choose Work Orders, and then choose Revise from the Form menu.

3. On Work Order Revisions, review the information and make any changes as necessary.

The system enters information from the equipment record as default information. The system also checks entitlement for the customer.

4. Click OK.

The system uses Next Numbers to assign a work order number unless you override the information.

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 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 Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work With Maintenance Requests, locate and choose the maintenance request and click Select.
2. On the Caller tab of Maintenance Request Entry, enter the code that indicates that the issue is resolved in the following field and click OK:

- Request Status

The system updates the time and date when the issue is completed. If you set your status rules to display time entry or failure analysis, the system automatically displays these forms.

Charging Time to Issues

When you resolve an issue, you need to enter your time to accurately capture the amount of time spent on the issue for billing purposes. If you have contract and warranty agreements with customers who 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 maintenance request is closed.

When you enter an issue, the system calculates time entry information based on the time when you access the Maintenance Request Entry form and the time when you exit the form. You can override the information, if necessary.

The three methods for using the Maintenance Request Time Entry program are:

- With maintenance request billing turned off (enter time for reporting purposes only)
- With maintenance request billing turned on, flat rate pricing method
- With maintenance request billing turned on, time and materials pricing method

The fields vary on the Maintenance Request Time Entry form, depending on which method you use. When maintenance request 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 the maintenance request has already been billed, you cannot change the billing information.

Before You Begin

- ❑ To access billing information and enter billable time, you must activate the Bill for Maintenance Requests processing option for Maintenance Requests MBF (P1700140).

► To charge time to issues

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work With Maintenance Requests, locate the maintenance request and click Select.
2. On Maintenance Request Entry, choose Time Entry from the Form menu.

The screenshot shows the PeopleSoft Maintenance Request Time Entry form. The top navigation bar includes the PeopleSoft logo and links for Portal, WWW, Internet, and Training. Below this is a 'Select Workspace' dropdown set to 'Active Foundation'. The main header area shows 'Active Foundation' and buttons for 'Personalize', 'Change Role', and 'Sign Out'. The form title is 'Maintenance Request Time Entry'. Below the title is a toolbar with icons for OK, Find, Cancel, Form, Row, and Tools. The form is divided into two tabs: 'Maintenance Request Info' (selected) and 'GL Codes'. The 'Maintenance Request Info' tab contains several input fields: 'Request Number' (6), 'Responsible Business Unit' (S30), 'Customer Number' (3334), 'Site Number' (3334), and 'Coverage Group'. To the right of these fields are labels for 'Company' (00200) and 'Lewis Enterprises'. Below the input fields is a table with columns: Service Provider Number, Service Provider Name, Description, Cost Type, Actual Hours, Labor Unit of Measure, Costing Rate, Scheduled Start Date, and Status. The table contains one row with the following data: Service Provider Number 4242, Service Provider Name Capital System, Description Research, Cost Type B1, Actual Hours 0.25 HR, Labor Unit of Measure, Costing Rate, Scheduled Start Date 08/28/03 13, and Status. There are checkboxes for 'OK' and 'Find' in the first column of the table.

Service Provider Number	Service Provider Name	Description	Cost Type	Actual Hours	Labor Unit of Measure	Costing Rate	Scheduled Start Date	Status
4242	Capital System	Research	B1	0.25 HR			08/28/03 13	

3. On Maintenance Request 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 SWM 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

To bill for the maintenance request, 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 maintenance request to the tables you set up in the processing options.

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 S/WM Time Entry Table (F1760)

1 = General Ledger Batch Table (F0911Z1) and S/WM Time Entry Table (F1760)

2 = Payroll Batch Table (F06116Z1) and S/WM Time Entry Table (F1760)

Use this processing option to specify to which tables the system writes the time entry records. Valid values are:

Blank

Write records to the Time Entry table (F1760) in S/WM.

1

Write records to the Journal Entry Transactions-Batch File table (F0911Z1) and to the F1760 table.

2

Write records to the Employee Transactions-Batch File table (F06116Z1) and to the F1760 table.

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 specify 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 Time Entry program (P17505). Enter a valid value from UDC 00/UM (Unit of Measure). If you leave this processing option blank, the system uses 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 the type of information that 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

Maintenance request 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.

What You Should Know About Processing Options for Time Entry (P17505)

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.

Billing for Maintenance Requests

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

Service Management is integrated with the Accounts Receivable and General Accounting systems. The billing process in Service Management is the same whether you are billing for contracts, work orders, or maintenance requests. After you set up the billing details in Service

Management, the system runs the billing process, updates Accounts Receivable tables with invoice information, and updates General Accounting tables with revenue information.

Invoices are based on billable maintenance requests. The first step in the billing process is to accumulate billable requests. When you run Maintenance Request Workfile Generation (R17675), the system finds the requests that are eligible for billing from the Maintenance Request Master table (F1755) and the Time Entry table (F1760), and creates Billing Detail Workfile records (F4812).

See Also

- ❑ *Billing for Service Management* in the *Service Management Guide* for related billing information
- ❑ *Vertex Quantum for Sales and Use Tax* in the *Service Management Guide* if you are using Vertex.

Before You Begin

- ❑ Set up the distribution AAls.

Setting Up AAls for Maintenance Requests

To bill maintenance requests 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 (AAls). The system stores the AAl values in the Distribution/Manufacturing – AAl Values table (F4095). Whenever a program performs an accounting function, it accesses table F4095.

Distribution AAls define the rules by which Service Management interacts with the general ledger. Accounting AAls define the rules by which Service Management and the Accounts Receivable systems interact. When you define AAls, you establish how the system processes transactions for various programs.

Maintenance request-related distribution AAls consist of the following:

- 1747, Maintenance Request Revenue
Determines the credit account for billable maintenance requests. Accounting AAls determine the debit side of revenue, also known as the trade accounts receivable account.
- 1792, Maintenance Request Center Expense
Determines the debit account for maintenance request time entry records that the system uploads to the Journal Entry Transactions - Batch File table (F0911Z1) or the Employee Transactions - Batch File table (F06116Z1).
- 1793, Accrued Maintenance Request Center Cost
Determines the credit account of costs for maintenance request time entry records that the system uploads to table F0911Z1.

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
- Cost Type

Based on these key fields, the system creates journal entries by using:

- Branch/Plant
- Object Account
- Subsidiary

Hierarchy for G/L Class Codes for Maintenance Requests

Based on the service type of the maintenance request, 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 AAls 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 AAls. 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 Maintenance Requests

If the business unit of an AAl 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 Maintenance Requests tab of the SWM Constants form.

On SWM Constants, you can choose one of the following tables for the system to use to locate the responsible business unit:

Item Branch Master – Service/Warranty Extension (F41171) or Item Master – Service/Warranty Extension (F4117) tables

The system uses the branch/plant and item number on the maintenance request to find the responsible business unit in table F41171.

If the branch/plant is blank, the system uses the item number on the maintenance request to find the responsible business unit in table F4117.

If the business unit exists in table F41171 or F4117, the system uses the same business unit in the resulting accounting journal entry.

Product Family/Model Master table (F1790)

The system uses the product model on the maintenance request detail line to find the responsible business unit in table F1790.

If the business unit exists in table F1790, the system uses the same business unit in the resulting accounting journal entry.

Asset Master File table (F1201)

The system uses the equipment number on the maintenance request detail line to find the responsible business unit in table F1201.

If the business unit exists in table F1201, the system uses the same business unit in the resulting accounting journal entry.

Address Book Master table (F0101)

The system uses the customer number on the maintenance request detail line to find the responsible business unit in table F0101.

If the business unit for the customer exists in table F0101, the system uses the same business unit in the resulting accounting journal entry.

SWM Address Book Information table (F1797)

The system uses the customer number on the maintenance request detail line to find the responsible business unit in table F1797.

If the business unit for the customer exists in table F1797, 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.

Generating the Maintenance Request Workfile

From the Maintenance Request menu (G1723), choose Maintenance Request Workfile Generation.

When you run the Maintenance Request Workfile Generation program (R17675), the system processes records in the Maintenance Request Master table (F1755) and the Time Entry table (F1760).

When you run the generation program in final mode, the system creates billing records in the Billing Detail Workfile (F4812) and updates the maintenance request 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 maintenance request in final mode, you cannot change it.

Processing Options for Maintenance Request 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 = Maintenance Request 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

Maintenance request 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 Maintenance Request 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 updates this field only when you run the report in final mode. Valid values are:

Blank

System date

1

Maintenance request 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. Use this transaction type only if you are billing for maintenance requests 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 Maintenance Request Reports

When you want to review maintenance request statistics for your company, you can print reports to verify the duration of requests, review the product models that are causing the most requests, and so on.

Note

All reports are based on closed maintenance requests. When you verify the duration of requests, the beginning and ending date of the request must be within the date range set in the processing options.

Reviewing the Maintenance Request Detail/Summary Report

From the Maintenance Request menu (G1723), choose Maintenance Request Detail/Summary Report.

The Maintenance Request Detail/Summary report provides the ability to create reports that display detail or summary information for the following types of closed maintenance requests:

- Maintenance requests by queue
- Maintenance requests by product model
- Maintenance requests by environment
- Maintenance requests by equipment number
- Maintenance requests by item number

This report is based on closed maintenance requests. You can review detail or summary information for these requests, based on processing options for the version. When you run the detail report, the system lists all requests, as well as the total number of closed requests. When you run the summary report, the system only list the total number of closed requests.

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 maintenance requests from 6/1/05 through 6/30/05, the system selects only those requests 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 report, you can select one of the following versions, according to your organization requirements:

Closed Maintenance Requests by Request Queue	When you run version XJDE0001, the system lists the total number of closed maintenance requests by the queue number. You can define the queues in the data selection.
Closed Maintenance Requests by Product Model	When you run version XJDE0002, the system lists the total number of closed maintenance requests by the product model.
Closed Maintenance Requests by Environment	When you run version XJDE0003, the system lists the total number of closed maintenance requests by the environment.
Closed Maintenance Requests by Equipment Number	When you run version XJDE0004, the system lists the total number of closed maintenance requests by the equipment number.

Processing Options for Maintenance Request Detail/Summary Report (R17670)

Defaults Tab

1. Print Product Model or Item Number

Blank = Product Model

1 = Item Number

Use this processing option to specify whether the system includes the product model or the item number on the Maintenance Request Detail report or the Maintenance Request Summary report. Valid values are:

Blank

Product model

1

Item number

2. From Date

Use this processing option to define the From Date for the data selection.

3. Thru Date

Blank = Today's date

Use the processing option to define the Thru Date for the data selection. If you leave this option blank, the system uses today's date as the default.

Print Tab

1. Print Report

Blank = Print Maintenance Request Summary Report

1 = Print Maintenance Request Detail Report

Use this processing option to specify whether the system generates the Maintenance Request Summary report or the Maintenance Request Detail report. Valid values are:

Blank

Maintenance Request Summary report

1

Maintenance Request Detail report

Reviewing the Maintenance Request Statistics by Assignee Report

From the Maintenance Request menu (G1723), choose Maintenance Request Statistics by Assignee.

The Maintenance Request Statistics by Assignee report provides you with the ability to create reports that display information for the following types of closed maintenance requests:

- Maintenance requests by assignee
- Maintenance requests by queue

This report is based on closed maintenance requests. When you set the processing options for the report, you can specify the closed request status in the processing options as well as the Handled Live request type, which identifies the requests that an assignee answered without having to call the customer back.

When you set the processing options for the report, you specify a date range. For example, if you set up the date range to retrieve maintenance requests from 6/1/05 through 6/30/05, the system selects only those requests 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 report, you can select one of the following versions, according to your organization requirements:

Closed Maintenance Requests by Assignee	Use version XJDE0001 to list statistics for each request type by Assignee.
Closed Maintenance Requests by Queue	Use version XJDE0002 to list statistics for each request type for a queue number. When you review the report, the total is based on the assignee. The Grand Total is based on the queue number.

Rows in Maintenance Request Statistics by Assignee Report

In the Maintenance Request Statistics by Assignee report, the system displays the following calculations in each row:

Days on Line	Ending Date - Beginning Date This calculation is based on the workday calendar and is listed by total maintenance requests for each request type.
Total Time	Ending Date/Time - Beginning Date/Time This calculation is based on the workday calendar and is listed by total maintenance requests for each request type.
Average Maintenance Requests per Day	Total Number / Days on Line
Average Time per Day	Total Time / Days on Line
Average Time per Maintenance Request	Total Time / Total Number of Maintenance Requests This calculation includes all of the request types for each assignee.
Handled Live Number	Total number of closed maintenance requests that were handled live / Total number of maintenance requests This calculation includes all of the request types for each assignee.
Handled Live Percentage of Total	Total number of closed maintenance requests that were handled live / Total number of closed maintenance requests This calculation includes all of the request types for each assignee.
Handled Normal Number	The total number of closed maintenance requests for each request type.

Handled Normal Percentage of Total The Number / Total Number of closed maintenance requests.

Totals in the Maintenance Request Statistics by Assignee Report

In the Maintenance Request Statistics by Assignee report, the system displays the total results based on the following calculations:

Days on Line	The sum of days on line.
Total Time	The sum of total time from each row.
Average Maintenance Requests per Day	Sum of Total Numbers (including handled live and normal) / Sum Days on Line
Average Time per Day	Sum of Total Time / Sum Days on Line
Average Time per Maintenance Request	Sum of Total Time / Sum of Total Numbers (including handled live and normal)
Handled Live Number	Sum of the row amounts / Handled Live Numbers
Handled Live Percentage of Total	Handled Live Number / Total Number (including handled live and normal) *100
Handled Normal Number	Sum of the row amounts / Handled Normal Numbers.
Handled Normal Number Percentage of Total	The sum of the handled normal number / Total Numbers (including handled live and normal) *100

The grand total row is the same as the total row.

Processing Options for Maintenance Request Statistics by Assignee (R17671)

Defaults Tab

1. From Date

Use this processing option to define the From Date for the data selection.

2. Thru Date

Blank = Today's date

Use the processing option to define the Thru Date for the data selection. If you leave this option blank, the system uses today's date as the default.

3. Call Type for Handled Live

Use this processing option to specify the maintenance request type for live requests. Live requests are from customers who speak to a representative on the first call. The request types appear in the request statistics on the report. Enter a value from UDC 17/CT.

4. Closed Call Status

Use this processing option to specify the status for closed maintenance requests. Maintenance requests with this status appear in the statistics on the report. Enter a value from UDC 17/ST.

Reviewing the Maintenance Request Statistics by Product Report

From the Maintenance Request menu (G1723), choose Maintenance Request Statistics by Product.

The Maintenance Request Statistics by Product report provides you with the ability to create reports that display information for the following types of closed maintenance requests:

- Maintenance requests by product model
- Maintenance requests by environment
- Maintenance requests by equipment number
- Maintenance requests by item number
- Maintenance requests by queue

This report is based on closed maintenance requests. When you set the processing options for the report, you can specify the closed request status in the processing options, as well as the Handled Live request type, which identifies the requests 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 maintenance requests. In the report, the system selects closed requests if the beginning and ending dates of the requests fall within the date range that you specify in the processing options From Date and Thru Date.

When you generate the report, you can select one of the following versions, according to your organization requirements:

Closed Maintenance Requests by Product Model	Use version XJDE0001 to list maintenance request statistics that are based on each request type for the product model. The total is based on the product model.
Closed Maintenance Requests by Environment	Use version XJDE0002 to list maintenance request statistics that are based on each request 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.
Closed Maintenance Requests by Equipment Number	Use version XJDE0003 to list maintenance request statistics that are based on each request type for the equipment number. The total is based on the item number.
Closed Maintenance Requests by Item Number	Use version XJDE0004 to list maintenance request statistics that are based on each request type for item number. The total is based on item number.
Closed Maintenance Requests by Queue	Use version XJDE0005 to list maintenance requests statistics that are based on each request 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 Maintenance Request Statistics by Product Report

In the Maintenance Request Statistics by Product report, the system displays the following calculations in each row:

Handled Live Number	Total number of handled live maintenance requests. This sum is based on the processing option that indicates the request type for requests that are handled live.
Number of Handled Live Maintenance Requests within the Commitment	Total number of handled live maintenance requests when the execution date is before the commitment date.
Percentage of Maintenance Requests within the Commitment	Number within commitment / Total number of maintenance requests (including handled live and normal for each level break) *100.

Percentage within Commitment	Number within commitment / Total number of maintenance requests (including handled live and normal for each level break) *100.
Handled Normal Number	Total number of handled normal maintenance requests. The sum is based on the request type for requests that are handled normally.
Number of Handled Normal Maintenance Requests within Commitment	Total number of handled normal maintenance requests when the execution date is before the commitment date.

Totals in Maintenance Request Statistics by Product Report

In the Maintenance Request Statistics by Product report, the system displays the total results, based on the following calculations:

Handled Live Number	The sum of the total number of handled live maintenance requests from each row.
Number within the Commitment	The sum of the total number within the commitment.
Percentage of Maintenance Requests within the Commitment	The sum of the number within commitment / Total number of maintenance requests (including handled live and normal for each level break) *100.
Percentage within Commitment	The sum of the number within commitment / Total number of maintenance requests (including handled live and normal for each level break) *100.
Handled Normal Number	Total number of handled normal maintenance requests. The sum is based on the request type for requests that are handled normally.
Total Percentage within Commitment	(Number within commitment for handled live + Total number with commitment for handled normal) / Total number of maintenance requests (including handled live and normal for each level break) *100.

The grand total row is the same as the total row.

Processing Options for Maintenance Request Statistics by Product (R17672)

Defaults Tab

1. From Date

Use this processing option to define the From Date for the data selection.

2. Thru Date

Blank = Today's date

Use the processing option to define the Thru Date for the data selection. If you leave this option blank, the system uses today's date as the default.

3. Call Type for Handled Live

Use this processing option to specify the maintenance request type for live requests. Live requests are from customers who speak to a representative on the first call. The request types appear in the request statistics on the report. Enter a value from UDC 17/CT.

4. Closed Call Status

Use this processing option to specify the status for closed maintenance requests. Maintenance requests with this status appear in the statistics on the report. Enter a value from UDC 17/ST.

Reviewing the Maintenance Request Duration Statistics by Products Report

From the Maintenance Request menu (G1723), choose Maintenance Request Duration Statistics by Product.

The Maintenance Request Duration Statistics by Product report provides you with the ability to create reports that display information for the following types of closed maintenance requests:

- Maintenance requests by product model
- Maintenance requests by environment
- Maintenance requests by equipment number
- Maintenance requests by item number
- Maintenance requests by queue

This report is based on closed maintenance requests. When you set the processing options for the report, you can specify the closed request status in the processing options, as well as the Handled Live request type, which identifies the requests 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 maintenance requests. In the report, the system selects closed requests if the beginning and ending dates of the requests fall within the date range that you specify in the processing options From Date and Thru Date.

When you generate the report, you can select one of the following versions, according to your organization requirements:

Closed Maintenance Requests by Product Model	Use version XJDE0001 to list maintenance request statistics that are based on each request type for the product model. The total is based on the product model.
Closed Maintenance Requests by Environment	Use version XJDE0002 to list maintenance request statistics that are based on each request 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.
Closed Maintenance Requests by Equipment Number	Use version XJDE0003 to list maintenance request statistics that are based on each request type for the equipment number. The total is based on the item number.
Closed Maintenance Requests by Item Number	Use version XJDE0004 to list maintenance request statistics that are based on each request type for the item number. The total is based on item number.
Closed Maintenance Requests by Queue	Use version XJDE0005 to list maintenance requests statistics that are based on each request 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 Maintenance Request Duration Statistics by Product Report

In the Maintenance Request Duration Statistics by Product report, you can review the results of the following calculations in each row, based on the level break:

Average Maintenance Request Duration	Total elapsed hours / Total number of maintenance requests for each row
Percentage of Maintenance Requests under 3 Hours	Total number of maintenance requests (total elapsed hours < 3) / Total number of maintenance requests for each row
Percentage of Maintenance Requests over 1 Day	Total number of maintenance requests (total elapsed hours > 24) / Total number of maintenance requests for each row
Percentage of Maintenance Requests within Commitment	Number within commitment (execution date < commitment date) / Total number of maintenance requests for each row
Percentage of Maintenance Requests under 3 Minutes	Total number of maintenance requests (total elapsed hours < 0.05) / Total number of maintenance requests for each row
Percentage of Maintenance Requests over 10 Minutes	Total number of maintenance requests (total elapsed hours > .17) / Total number of maintenance requests for each row

Totals in the Maintenance Request Duration Statistics by Product Report

In the Maintenance Request Duration Statistics by Product report, the system displays the totals, based on the following calculations. Each total includes all maintenance request types for each level break.

Average Maintenance Request Duration	Total elapsed hours / Total number of maintenance requests
Percentage of Maintenance Requests under 3 Hours	Total number of maintenance requests (total elapsed hours < 3) / Total number of maintenance requests
Percentage of Maintenance Requests over 1 Day	Total number of maintenance requests (total elapsed hours > 24) / Total number of maintenance requests This calculation includes all request types for the level break.
Percentage of Maintenance Requests within Commitment	Number within commitment (execution date < commitment date) / Total number of maintenance requests
Percentage of Maintenance Requests under 3 Minutes	Total number of maintenance requests (total elapsed hours < 0.05) / Total number of maintenance requests
Percentage of Maintenance Requests over 10 Minutes	Total number of maintenance requests (total elapsed hours > .17) / Total number of maintenance requests

The grand total row is the same as the total row.

Processing Options for Maintenance Request Duration Statistics by Products (R17673)

Defaults Tab

1. From Date

Use this processing option to define the From Date for the data selection.

2. Thru Date

Blank = Today's date

Use the processing option to define the Thru Date for the data selection. If you leave this option blank, the system uses today's date as the default.

3. Call Type for Handled Live

Use this processing option to specify the maintenance request type for live requests. Live requests are from customers who speak to a representative on the first call. The request types appear in the request statistics on the report. Enter a value from UDC 17/CT.

4. Closed Maintenance Request Status

Use this processing option to specify the status for closed maintenance requests. Maintenance requests with this status appear in the statistics on the report. Enter a value from UDC 17/ST.

Reviewing the Maintenance Request Print Report

From the Maintenance Request menu (G1723), choose Maintenance Request Print.

You can review specific information by printing maintenance requests. Based on your processing options, you can choose to print any associated media objects with the maintenance request. You can indicate specific maintenance requests in your data selection.

Processing Options for Print Maintenance Request (R17674)

Print Tab

1. Print Media Object

Blank = Do not Print Media Object on Report

1 = Print Media Object on Report

Use this processing option to specify whether to print media objects on the report. Valid values are:

Blank

Do not print media objects on the report.

1

Print media objects on the report.

Working with Maintenance Requests on the Web

As part of your company's maintenance service solution, you can enter maintenance requests on the Web for technical assistance or product information, or to report a problem. You can enter a maintenance request or review the status of a request at any time that is convenient.

Note

The following tasks are based on J.D. Edwards forms and data that are provided for self-service in a Web environment. The navigations, forms, steps, and data shown in these tasks might not correspond to your customized self-service Internet site.

Before You Begin

- ❑ Verify that you have set up address book records, complete with SWM extension records, as well as A/R information.
- ❑ For requesters (callers), verify that you have set up their user profiles to limit access in J.D. Edwards software to only the Customer Self-Service menu (G42314), if necessary.
- ❑ Verify that you have set up maintenance request features for processing maintenance requests. For standard entry and Web-based entry of maintenance requests, you must set up SWM constants, queues, distribution lists, and routings before you can enter the request information.
- ❑ You must set the processing options for the following programs for self-service for your requesters to enter or review maintenance requests:
 - Maintenance Request Entry (P17501)
 - Work with Maintenance Requests (P17500)

Entering Maintenance Requests on the Web

During standard entry of maintenance requests, you can enter issues, edit the information, and access master tables by way of Form exits such as Address Book, Customer Master, and Equipment Master.

In Web-based entry of maintenance requests, you can add issues by entering minimum information about the request, such as the caller name, the item's serial number, and a brief description of the issue.

► To enter maintenance requests on the Web

From the Maintenance Request menu (G1713), choose Maintenance Request Entry – Self Service.

Note

Based on the sign-on, the system retrieves default information about the requester (caller), such as the telephone number.

The screenshot shows the PeopleSoft 'Maintenance Request Entry - Self Service' form. At the top, there's a 'Select Workspace' dropdown set to 'Active Foundation'. Below this, the form title 'Maintenance Request Entry - Self Service' is displayed. The form contains several input fields: 'Request Number' (1203), 'Beginning Date/Time' (08/28/03), 'Customer', 'Contact Name/ Phone', and 'Equipment Number'. There is a large 'Text1' area for 'Failure Description' and a 'Reason' dropdown. Navigation buttons (OK, Cancel, Tools) are at the top left of the form area.

1. On Maintenance Request Entry – Self Service, enter the following information:

- Contact Name/ Phone
- Equipment Number
- 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 Failure Description field.

- Reason

The caller can choose a request reason from the visual assist.

2. Click OK.

The system assigns a maintenance request number, based on Next Numbers. The item and caller information is based on the user signon and the SWM information that exists in the master tables.

Reviewing Maintenance Requests on the Web

In the Work with Maintenance Requests program (P17500), requesters can search for all of the maintenance requests that are associated with their address book numbers. When you activate self-service for Maintenance Request Entry (P17501), the system hides all of the Form exits and Row exits that exist in the maintenance requests forms.

► **To review maintenance requests on the Web**

From the Maintenance Request menu (G1713), choose View Maintenance Request – Self Service.

Note

Based on the signon, the system retrieves all of the maintenance requests that are associated with that address book number.

1. On Work With Maintenance Requests, enter query information in the QBE fields, such as Request Number and Priority, and click Find.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work With Maintenance Requests

Find Close Row Form Tools

Customer Number 5951729 Verble

Equipment Number

Parent Request Number *

Date Entered From/Thru * *

Status From/Thru * *

No records fetched. Customize Grid

Request Number	Caller Address	Caller Name	Caller Contact Name	Caller Area Code	Caller Phone Number	Caller Address

2. Review the information.

Resource Assignments

The Resource Assignment Workbench provides the capability to assign resources to a work order or to specific work order instructions while checking the current availability and assignments of the resources.

Once work orders and instructions have been entered into the system, you can assign resources to either the work order or instruction that is based on the work order document type. Resources can be either individuals who are validated against the address book or equipment that is validated against the equipment master.

Assigning resources to work orders involves matching the work order requirements against the resources; checking the availability, competencies, or skills of the resources; and creating resource assignments that can be monitored and against which reports can be run.

When you use work order resource assignments, you define the available capacity of resources by setting up a base calendar with available working hours. You also can set up a resource calendar for a specific resource to override the base calendar -- for instance, if an employee takes a vacation. Once the base calendar is defined, you can associate resources with the base calendar in the Resource Master application (P48310) to define their availability. At any time, you can review the resource assignment information to determine whether resources are loaded according to their capacity.

If you want to be able to check the HR competencies or skills of your resources, you need to have the following system installed:

- 05B – HR/Payroll

Setting Up Resource Assignment Constants

Before you use the applications that are required for assigning resources to work orders, you must use the Resource Assignment Constants application (P48301) to provide default values for the work day calendar and hours that can be set up for your resources.

The work day calendar default values are used when the resource master record is created. The business unit from the address book or the equipment master is used to determine which default values are used.

The working hours default values are used when the working hours are created in the Resource Working Hours application (P48307). The business unit ALL is used for the base calendars, and the business unit from the address book or the equipment master record of the resource is used for the resource calendars.

You must define a business unit ALL to provide global default values. You can then additionally define default values for a specific business unit. For any resources that are associated with this business unit, the values for calendar type, calendar value, branch and shift defined for this business unit serve as default values in the Resource Master application (P48310).

► **To set up resource assignment constants**

From the Resource Assignment Setup menu (G1347), choose Resource Assignment Constants.

1. On Work with Resource Assignment Constants, click Add.

The screenshot shows a software window titled "10/G1347 - [Resource Assignment Constants - Revision]". It contains several input fields and sections:

- Business Unit:** A dropdown menu currently showing "ALL".
- Default Values:** A section for default settings.
- Workday Calendar:** A section containing:
 - Calendar Type:** A dropdown menu showing "RESOURCE".
 - Calendar Value:** A dropdown menu showing "NORMAL".
 - Branch:** A dropdown menu showing "M30".
 - Shift Code:** An empty text field.
- Working Hours:** A section with a grid of time slots:
 - Start Time:** A dropdown menu showing "08:00:00".
 - End Time:** A dropdown menu showing "12:00:00".
 - Available:** A text field showing "8.00".
 - Below these, there are additional time slots: "13:00:00", "17:00:00", and "00:00:00".

2. On Resource Assignment Constants – Revision, complete the following fields:
 - Business Unit
 - Calendar Type
 - Calendar Value
 - Branch
 - Start Time
 - End Time
3. The following field displays a calculated value as a result of the values that are entered into the Start Time and End Time fields:
 - Available
4. Click OK to save the resource assignment constants.

Defining Resource Working Hours

After you have defined default working hours in the Resource Assignment Constants application (P48301), you need to use the Resource Working Hours application (P48307) to set up working hour calendars. You can set up two types of working hour calendars:

- **Base calendar**

The base calendar allows you to set up the working hours for a typical work week for a group of resources that is associated with the same work day calendar in the Resource Master application (P48310). The working hours from the business unit ALL that are set up in the Resource Assignment Constants application (P48301) are used as default values. You can edit these default values as necessary. For days on which no work is done—for example, Saturday and Sunday—you can override the normal working hours by entering 0 in the Start Time and End Time fields. In addition, you can specify that certain days, such as holidays, be considered nonworking days.

- **Resource calendar**

The resource calendar allows you to override the capacity for a particular resource for a particular date or date range. The resource calendar is used for exceptions to the base calendar—for example, vacation time for a specific resource.

The calendar values that are defined in this application are stored in the Resource Working Hours table (F48307).

Before You Begin

- ☐ Verify that the resource assignment constants have been set up for business unit ALL and other business units, if required.
- ☐ Verify that the resource exists in the Resource Master application (P48310) before entering a resource calendar override.

► To define a base calendar

Use one of the following navigations:

For Service Management, choose Resource Working Hours from the Periodic Resource Assignment Processing menu (G1327).

For Enterprise Asset Management, choose Resource Working Hours from the Resource Assignments menu (G1327RA).

1. On Work With Resource Working Hours, complete any of the following filter fields on the Base Calendar tab:
 - Calendar Type
 - Calendar Value
 - Branch
 - Shift Code
2. Click Find.

If any values have been defined for the base calendar, they are displayed.

3. If you want to add a new calendar value, click Add. If you want to revise an existing calendar value, highlight a row in the grid and click Select.

The screenshot shows a software window titled "10/G1327 - [Working Hours Details]". It features a menu bar with "File", "Edit", "Preferences", "Window", and "Help". Below the menu bar is a toolbar with buttons for "OK", "Can...", "Dis...", and "Add". The main content area is divided into several sections. The "Type" section has a dropdown menu set to "Base Calendar". The "Base Calendar" section contains fields for "Calendar Type" (set to "RESOURCE"), "Calendar Value" (set to "NORMAL"), "Branch" (set to "M30"), "Shift Code", and "Day of Week" (set to "0"). The "Resource Calendar" section has fields for "Resource Type", "Resource Number", "Date From", and "Date Thru". The "Working Hours" section has fields for "Start Time" (set to "08:00:00"), "End Time" (set to "12:00:00"), and "Hours Available" (set to "8.00"). There are also additional time fields below the main Start Time field.

4. On Working Hours Details, if you are adding a new calendar value, complete the following fields:
- Calendar Type
 - Calendar Value
 - Branch
 - Shift Code
 - Day of Week
- If you want to define an override value for a specific date, type 9 in the Day of Week field. Entering 9 in this field enables the Date field.
5. Enter the override date in the following field (if applicable):
- Date
6. The values in the following fields are provided from the business unit ALL by default and can be overridden:
- Start Time
 - End Time

7. If you are revising existing calendar values, only the following fields are available for data entry:

- Start Time
- End Time

The calculated result for the start and end times you entered is shown in the Hours Available field.

8. Click OK.

► **To define a resource calendar**

Use one of the following navigations:

For Service Management, choose Resource Working Hours from the Periodic Resource Assignment Processing menu (G1327).

For Enterprise Asset Management, choose Resource Working Hours from the Resource Assignments menu (G1327RA).

1. On Work With Resource Working Hours, click on the Resource Calendar tab and complete any of the following filter fields:
 - Resource Type
 - Resource Number
2. Click Find.

If any values have been defined for the resource calendar, they are displayed.
3. If you want to add a new calendar value, click Add. If you want to revise an existing calendar value, highlight a row in the grid and click Select.
4. On Working Hours Details, if you are adding a new calendar value, complete the following fields:
 - Resource Type
 - Resource Number
 - Date From
 - Date Thru
 - Start Time
 - End Time

Note

If you enter a date range, a new record is added for each day in the date range.

5. If you are revising calendar values, only the following fields are available for data entry:

- Start Time
- End Time

The calculated result for the start and end times you entered is shown in the Hours Available field.

6. Click OK.

Working with the Resource Master

You use the Resource Master application (P48310) to maintain resource master information and attributes for individual and equipment resources. You can review resource information by resource type and resource number. You also can retrieve all resources, active or inactive. Depending on whether the resource type is an individual or equipment, the information is retrieved from the Address Book Master table (F0101) or the Asset Master File table (F1201).

You use this program to add resources to the Resource Master table (F48310). By adding resources to the Resource Master, they become available for work order assignments on the Resource Assignment Workbench. On the Basic Data tab, you can select the resource type that you want to add, and the address book number or asset number of a specific resource. You can define an effective date range for the resource and associate the resource with a Manager, Supervisor, Site, and Workcenter Branch. The values for Calendar Type, Calendar Value, Branch, and Shift Code (if applicable) are default values from the Resource Assignment Constants. They are based on the resource setup in the address book or asset master. If no Resource Assignment Constants are set up for the business unit, then the system uses the default values for business unit ALL. You can select the time zone manually, or the value can be provided from the processing options.

You can declare a resource inactive. If a resource is inactive and you use Advanced Search on the Resource Assignments Workbench to search for active resources in the Resource Master Search & Select application (P48310S), this resource is not displayed as available for assignments.

In addition, the Resource Master application makes 20 Resource Attribute category codes available for the further classification of resources in the context of assignment requirements.

Before You Begin

- ☐ Verify that resource assignment constants have been set up.
- ☐ Set up desired default values in the processing options.

► To review existing resources

Use one of the following navigations:

For Service Management, choose Resource Master from the Periodic Resource Assignment Processing menu (G1327).

For Enterprise Asset Management, choose Resource Master from the Resource Assignments menu (G1327RA).

The resource type controls the name of the browse form. For type 1 (individual), the name is Work with Address Book Resources. For type 2 (asset), the name is Work with Equipment Resources.

1. On Work with Address Book Resources or Work with Equipment Resources, complete the following field:

- Resource Type

You can specify a value or accept the value set in the processing option.

2. Click Find.

All of the resources of this resource type that were set up in the Resource Master table appear in the grid.

► **To add resources**

Use one of the following navigations:

For Service Management, choose Resource Master from the Periodic Resource Assignment Processing menu (G1327).

For Enterprise Asset Management, choose Resource Master from the Resource Assignments menu (G1327RA).

1. On the Work with Address Book Resources or the Work with Equipment Resources, click Add.
2. On Resource Master Revisions, complete the following fields on the Basic Data tab:
 - Resource Type
 - Resource Number
 - Effective Date
 - Expired Date
 - Manager
 - Supervisor
 - Site
 - Workcenter Branch
 - Assignment Percentage

Note

If the individual resource type is selected, you enter an address book number for the resource number. If the asset resource type is selected, you enter an equipment number for the resource number.

3. If you need to deactivate a resource, click the following option:
 - Inactive
4. When you click the Calendar tab, the following fields are populated, based on the resource assignment constants:
 - Calendar Type
 - Calendar Value
 - Branch
 - Shift Code
5. Complete the following field:
 - Time Zone

Note

The Time Zone field is populated automatically if a default value for this field was set in the processing options.

6. Complete the following optional field:
 - Rule Name
7. If you need to classify the resource further, complete the fields on the Attributes tabs.
8. Click OK to save the Resource Master record.

Processing Options for Resource Master (P48310)

Defaults Tab

These processing options control the default values the system uses when you add resources to the Resource Master table (F48310).

1. Resource Type

Blank = 01

2. Resource Activity

Blank = All

0 = Active

1 = Inactive

Use this processing option to specify if you wish to see resources that are active, inactive, or both. Valid values are:

Blank

Use all resources.

0

Use active resources.

1

Use inactive resources.

3. Effective Date

4. Expiration Date

5. Time Zone

6. Daylight Saving

Versions Tab

This processing option controls the version that the system uses when this program is called.

1. Resource Competencies (P05100) Version

Blank = ZJDE0001

Use this processing option to specify the version that the system uses when accessing the Resource Competency Information program (P05100). If you leave this processing option blank, the system uses version ZJDE0001.

Updating the Resource Master Table

Use one of the following navigations:

For Service Management, choose Resource Master Global Update – Address Book from the Advanced & Technical Operations menu (G1337).

For Service Management, choose Resource Master Global Update – Equipment Master from the Advanced & Technical Operations menu (G1337).

For Enterprise Asset Management, choose Resource Master Global Update – Address Book from the Resource Assignments Advanced Operations menu (G1337RA).

For Enterprise Asset Management, choose Resource Master Global Update – Equipment Master from the Resource Assignments Advanced Operations menu (G1337RA).

You can use these programs to add or update records in batch to the Resource Master table (F48310), which is based on either the Address Book Master table (F0101) or the Asset Master File table (F1201). Date selection controls the records that are processed, and processing options define the values that are used when creating or updating the Resource Master Table.

The data selection for the Resource Master Global Update – Address Book program (R48350) is based on the Address Book Master table. The data selection for the Resource Master Global Update – Equipment Master program (R48351) is based on the Asset Master File table. You can use the processing options to set default values for the Resource Master records -- for example, the source of the calendar values, applicable address book numbers, the default branch/plant, and a default assignment percentage value.

Processing Options for Resource Master Global Update – Address Book/Equipment Master (R48350/R48351)

Process Tab

This processing option controls whether the batch program runs in proof or final mode.

1. Proof or Final Mode

Blank = Proof Mode

1 = Final Mode

Use this processing option to specify whether the system prints in proof mode or final mode. If you choose final mode, the system updates tables as details are processed. If you choose proof mode, tables are not updated. Valid values are:

Blank

Use proof mode.

1

Use final mode.

Defaults Tab

These processing options control the default values the system uses to update the Resource Master table.

1. Date - Effective

Use this processing option to specify the date that the system uses to update the effective from date (DEF) in the Resource Master table (F48310). If you leave this processing option blank, the system uses the system date when you add a new record. The system does not update the effective from date for existing records.

2. Date - Expired

Use this processing option to specify the date that the system uses to update the effective thru date (EXPR) in the Resource Master table (F48310). If you leave this processing option blank, the system uses the date from the century change year (CENTCHG) when you add a new record. The system does not update the effective thru date for existing records.

3. Default Calendar Values

Blank = Processing Options

1 = Resource Constants (F48301)

Use this processing option to specify whether the system uses the default calendar values specified in the processing options or set up in the Resource Assignments Constants table (F48301). Valid values are:

Blank

Use the calendar values specified in the processing options.

1

Use the calendar values set up in the F48301 table.

4. Business Unit to Retrieve Resource Constants

Blank = Address Book Cost Center

Use this processing option to specify the business unit that the system uses to locate the default calendar values in the Resource Assignments Constants table (F48301). If you leave this processing option blank, the system uses the business unit from the Address Book Master table (F0101).

5. Branch

6. Work Day Calendar Type

7. Work Day Calendar Key

8. Shift Code

9. Manager

10. Supervisor

11. Site

12. Workcenter Branch

13. Active/Inactive

14. Percentage - Assignment

15. Time Zone List

16. Daylight Savings Rule Name

Defaults - Attributes tab

These processing options control the default resource attributes that the system uses to update the Resource Master table.

1. Resource Attribute 01

2. Resource Attribute 02

3. Resource Attribute 03

4. Resource Attribute 04

5. Resource Attribute 05

6. Resource Attribute 06

7. Resource Attribute 07

8. Resource Attribute 08

9. Resource Attribute 09

10. Resource Attribute 10

11. Resource Attribute 11

12. Resource Attribute 12

13. Resource Attribute 13

14. Resource Attribute 14

15. Resource Attribute 15

16. Resource Attribute 16

17. Resource Attribute 17

18. Resource Attribute 18

19. Resource Attribute 19

Working with Resource Assignments

Once you have defined your resources in the Resource Master (P48310) and set up their capacity by associating them with a work hour calendar—Resource Working Hours (P48307)— you can start assigning resources to work orders or work order labor detail.

You assign resources to work orders or work order labor detail by using the Resource Assignment program (P48331). This program allows you to search for work orders and resources, and to carry out the assignment. You define work order types in the Resource Assignment Level UDC table (48/RL) to enable resource assignment on the labor detail level.

Note

Since resources cannot be assigned to a work order header and a work order labor detail line on the same work order, the word *task* is used when referring to an assignment process that can be carried out at either the work order or work order labor detail level, based on the Resource Assignment Level UDC table.

You can retrieve work orders by applying filters. For example, you can retrieve work orders by manager, work site, status, and order type. Additionally, you can display work orders that are based on whether an assignment already exists. If you are working with EPM projects, you can search for work orders by project number. You can set default values on the Defaults tab of the processing options for some of the search fields. The detail area displays the information for the work orders that match the filter criteria.

If work order labor detail exists for a work order, it is displayed in the detail area below the work order. You can set a processing option on the Process tab to automatically display the labor detail below a work order. If a resource assignment already exists for a task, it will always be displayed under the associated task, and its associated assignment details will be displayed in the detail area.

When you select a task that requires a resource, you can review the available resources in the Resource Search area. You search for resources by resource type. If a supervisor or workcenter branch is associated with the task, that information is supplied to the resource search fields by default to limit the search for available resources.

If the basic resource search does not provide enough search criteria, you can use the Advanced Search option to access the Resource Master Search & Select application (P48310S). This application allows you to apply additional search criteria—for example, job

type and competency—to match the requirements of a particular task to a resource. If you have already defined competency information on the labor detail line, the system uses this information as search criteria on the Resource Master Search & Select form. However, you can change these search criteria, if necessary. You can review the availability or current assignments for all of the resources that are retrieved by this search in the Resource Detail area.

Resource assignments can be carried out on the Work with Resource Assignments form by selecting a task and an available resource, and by using the Arrow button in the center of the form to make the actual assignment.

Before You Begin

- ☐ Add equipment or individual resources to the resource master.
- ☐ Add base calendars for resources.
- ☐ Define the Resource Assignment Level by work order document type in the UDC table 48/RL.
- ☐ Set up a Supply & Demand inclusion rule to determine what work order status values will display assignments and resource capacity.
- ☐ Review processing options on the Default and Process tabs and set the desired values.

Locating Work Orders

To narrow the search for work orders on the Work With Resource Assignments form, use the filter criteria on the following tabs:

- People
- Schedule
- General
- Status
- Order Definition
- Project
- Cat Codes 1 – 5
- Cat Codes 6 – 10

On the People tab, you can specify that the organizational filters, such as Manager or Supervisor, to display the work orders that are related to a particular team.

On the Schedule tab, you can specify a date range with the following characteristics for the schedule period:

- The number of periods and the period type defined in the processing options determines the date range.
- The starting work day in the processing options controls the default Schedule Start Date for the date range.
- The work order or labor detail start or requested dates must be within this range to display in the detail area.

On the Order Definition tab, your choice of order type can be used to align your filter with the level at which you can assign resources. You can assign resources to the work order or work

order labor details, based on whether the work order document type appears in the Resource Assignment Level UDC table 48/RL.

From this form, you also can run the Work Order Backlog Download (R13460) to extract the work order, labor details, and assignment details, based on the filter selection over the work order backlog, and download this information to .csv text files.

Related Tasks

Once you have located work orders, you can choose to review or change work order information. You can select a work order or instruction on the Work With Resource Assignments form and access the programs that allow you to make changes.

To make changes to the work order, choose Work Order on the Row menu or click Work Order. Depending on the setup on the WO Entry tab of the processing options, this option calls either the Work Order Revisions program (P17714) or the Manufacturing Work Order Processing program (P48013).

To make changes on work order instructions, you can choose Instructions on the Row menu or click Instructions to call the Work Order Routing program (P3112).

► To locate work orders

From the Resource Assignment menu (G1319), choose Resource Assignment.

1. On Work With Resource Assignments, complete any of the filter fields to limit the search for work orders:
 - Manager
 - Supervisor
 - Customer
 - Site
 - Business Unit
 - Equipment Number

Note

Depending on the setting in Equipment Constants, this field might be displayed as Unit Number or Serial Number.

- Status From / To
- Est. Hours From / To
- Est Downtime Hours From / To
- Order Type
- Type

- Priority
- Order Number
- Parent W.O. No
- Project Number

Note

Use the Project Number filter field to display work orders that are associated with an EPM project.

- Phase
- Category 02
- Category 03
- Category 04
- Category 05
- Status
- Service Type
- Skill Type
- Experience Level
- Category 10

The following fields on the Schedule tab are populated by the values set in the processing options.

- Scheduled Start Date
- Scheduled End Date

2. To display work orders according to whether resources have been assigned to them, choose one of the following options:

- All
- Assigned
- Not Assigned

3. Click Find.

The work orders matching the filter criteria appear in the grid. They are also listed in a tree structure that shows the work orders and their associated instructions, as well

as any resource assignments already made. Each row provides detailed information about the task.

Locating Resources

The Resource Assignment program (P48331) provides two methods for locating resources that can be assigned to tasks:

- A basic search

The basic search is activated by clicking the Find Resources icon in the Resource Search area of the Work with Resource Assignments form. The default value for the Resource Type field can be set on the Defaults tab of the processing options. The filter fields in this area, such as Supervisor or work center from the work order labor detail, are populated from the selected task if the corresponding record fields contain a value. The detail area displays the current available hours for each matching resource. The current available hours are calculated by using the resource's capacity and current assignments.

- An advanced search

The advanced search uses the Resource Master Search & Select program (P48310S), where you can conduct a more detailed search for resources. If you have the HR/Payroll system installed, you can search by job type/step code from Payroll or the competency type, code, and level from HR. If you do not have the HR/Payroll system installed, you can use the resource attributes to set up this type of information for resources. The detail area displays the current available hours for each matching

resource. The current available hours are calculated by using the resource's capacity and current assignments.

You can define the competencies that are required to complete a particular task in the Work Order Labor Detail program (P17732). The competencies can also default in from the Work With Routing Master program (P3003). Additionally, you can add blind assignments on the Resource Assignment Detail form (blank resource assignment) and then define competencies for each assignment. The competencies that you define act as search criteria in the Resource Master Search & Select program when you search for resources to assign to a task.

Once resources are retrieved, you can check their capacity and existing assignments for a particular time period. The availability of a resource is calculated based on the resource calendar and the Resource Working Hours table (F48307). The assigned load is calculated based on existing assignments for the time period.

Resource assignments can be displayed either in days or in weeks, depending on the setting of the processing options. The Schedule Start Date on the work order filter tab supplies the default value for the Project From date; this value can be overridden.

Before You Begin

- ❑ Set the period type and the number of periods on the Process tab of the processing options to determine the time frame for which resource capacity will be displayed in the resource detail tree.

► To locate resources using a basic search

From the Resource Assignment menu (G1319), choose Resource Assignment.

1. On Work With Resource Assignments, complete the following field in the Resource Search area:

- Resource Type

The following filter fields are populated from the selected work order or task record, if these fields contain data:

- Resource Type
- Supervisor
- Workcenter Branch
- Resource Attribute 01

2. Click the Find Resources icon in the Resource Search area.

The list box below the search area displays the available resources in a folder, labeled by resource type. If a resource is set to inactive on the resource master, it does not show.

3. To view the availability of the resource for the scheduled period, click the name of the resource.
4. Choose Assignments or Availability from the drop-down list, and click the header of the tree structure.

The resource assignment tree in the bottom-right area of the form displays assignments or availability for the resource for every day or week of the scheduled period. The availability information is based on the calendar information that is associated with the resource.

► **To locate resources using Advanced Search**

From the Resource Assignment menu (G1319), choose Resource Assignment.

1. On Work With Resource Assignments, click Advanced Search.

Resource Type	Resource Number	Description	Site	Workcenter Branch	Manager	Supervisor	Competency Type	Competency Code
01	6077	Marcheso, Dominic	6074	MECHANICA	9400	7550		
01	6078	Alken, Owen	6074	MECHANICB	9400	7550		

2. On Resource Master Search & Select, click the People tab and complete any of the following fields:
 - Manager
 - Supervisor
 - Resource Type
 - Resource Number
3. Click the General tab and complete any of the following fields
 - Site
 - Workcenter Branch
 - Project From Date

- Active
 - Inactive
 - All
4. Click the Competency tab and enter competency filter criteria in the following fields:
 - Job Type / Step
 - Competency Type
 - Competency Code
 - Competency Level From
 - Competency Level To
 5. Click the Calendar tab and enter calendar filter criteria in the following fields:
 - Calendar Type
 - Calendar Value
 - Branch
 - Shift Code

Note

You can also use the fields on the Attributes tabs as additional filter criteria.

6. Click Find.

The resources set up in the Resource Master table (F48310) that match the selection criteria appear in the grid.

The grid displays the current availability of the resource for the period starting from the Project From date. The current availability is the capacity less the current assignments for the resource.

If a search by competency is carried out, the matching competency code information for the resource is displayed in the grid.
7. Choose a resource and click Select.

The resource is displayed in the resource list on the right side of the Work With Resource Assignments form.

Assigning Resources to Tasks

After you have retrieved the tasks that require resources, as well as the available resources, you can perform the actual assignment on the Work With Resource Assignments form.

To assign a resource to a task, select the task and the resource, and then click Assign Resource. Once the resource is assigned, the resource and the task to which that resource is assigned are shown in the work order tree structure.

You can also delete a resource assignment on the Work With Resource Assignments form by selecting the resource assignment and clicking the Unassign Resource button. On this form, however, you cannot change any assignment details. To change assignments details, you need to access either the Resource Assignment Detail or the Assignment Detail Review form. If you delete a work order or a labor detail step with existing resource assignments, these assignments are also deleted.

When you assign resources at the work order level, you can set processing options to insert resource assignments automatically in the Assigned To field on the work order header. You can only assign individual resources, not equipment. If you assign more than one resource to a work order, the Assigned To field contains the address book number of the primary resource. You have to set a processing option for the Resource Assignment program (P48331) to update the work order Assigned To field. In addition, you can set a processing option for the following programs to create individual resource assignments:

- Work Order Revisions (P17714)
- Preventive Maintenance Backlog (P12071)
- Update PM Schedule Status (R12807)

When this processing option is enabled, the system validates the address book number that was entered in the Assigned To field against the Resource Master table (F48310). In addition to assigning resources using the Resource Assignment program, you can also insert, update, or delete resource assignments in the Work Order Revisions program. You can choose a resource by using the Search button on the Assigned To field to call the Resource Master Search & Select program (P48310S). Since the work order header only includes one Assigned To field, this field typically holds the address book number of the primary resource for the work order, if more than resource was assigned.

Note

If you delete the assignment of the resource in the Assigned To field and other resources are assigned to the work order, the system updates the Assigned To field with the address book number of the resource who is assigned with the largest number of hours. If the other resources are assigned with an equal number of hours, the system uses the resource that was first assigned to the work order.

When you create a work order by running the Update PM Schedule Status program (R12807), the system can create a resource assignment if the Assigned To field on the model work order contains a value and if the processing option is set to create resource assignments. On the PM Schedule that you created, the Employee field is updated with the Assigned To address book number. In the Preventive Maintenance Backlog program (P12071), you can change the Employee, thus updating the Assigned To field in the associated work order.

When resources are assigned to tasks, the system automatically checks the resource's capacity when calculating the assignment start and end dates. The assigned hours and the assignment end date are calculated as follows:

- Assigned Hours

If you assign more than one resource to a task, the assigned hours for each resource are automatically distributed equally among them. This distribution is by resource type, so individuals and equipment resources are distributed separately, based on the estimated hours.

When resources are assigned at the work order level, the individual and equipment resources are matched against the work order estimated hours.

When resources are assigned at the labor detail level, the individual resources are matched against the labor run hours, while the equipment resources are matched against the machine run hours.

- **Assignment Start Date**

The assignment start date is calculated by using the task start date and the resources capacity. If no resource capacity exists, the start date automatically moves to the next date that has some capacity.

- **Assignment End Date**

The assignment end date is calculated by using the assignment start date, assigned hours, assignment percentage, and the resources capacity.

Once the assignment is made, you can review the resource's capacity, load, and current assignments in the resource detail area. You can use the Supply/Demand Inclusion Rules (P34004) to define which tasks are included in the availability calculation and displayed in the assignment detail section.

All assignments for a selected task are shown on the Resource Assignment Detail form. You can call this form directly from the Work with Resource Assignments form by choosing the Assignment Details option on the Row menu. Alternatively, you can call this form by choosing the Row exit on the Assignment Detail Review form. On Resource Assignment Detail, you can add, update, and delete assignments.

You can review the resource assignments that you made in summary format or detail format. To review in summary format, choose Summary Review on the Form menu. The Assignment Summary Review form is primarily a review form; for example, a supervisor could review all assignments for his or her team.

To review in detail format, choose Detail Review on the Form menu. The Assignment Detail Review form allows you to use filter criteria to select resource assignments for review. It also allows you to make changes to assignments within the grid—for example, task description, assignment start and end dates, and assignment percent. Choose the Row exit to call the Resource Assignment Detail form, where assignments also can be revised.

► **To assign resources to tasks**

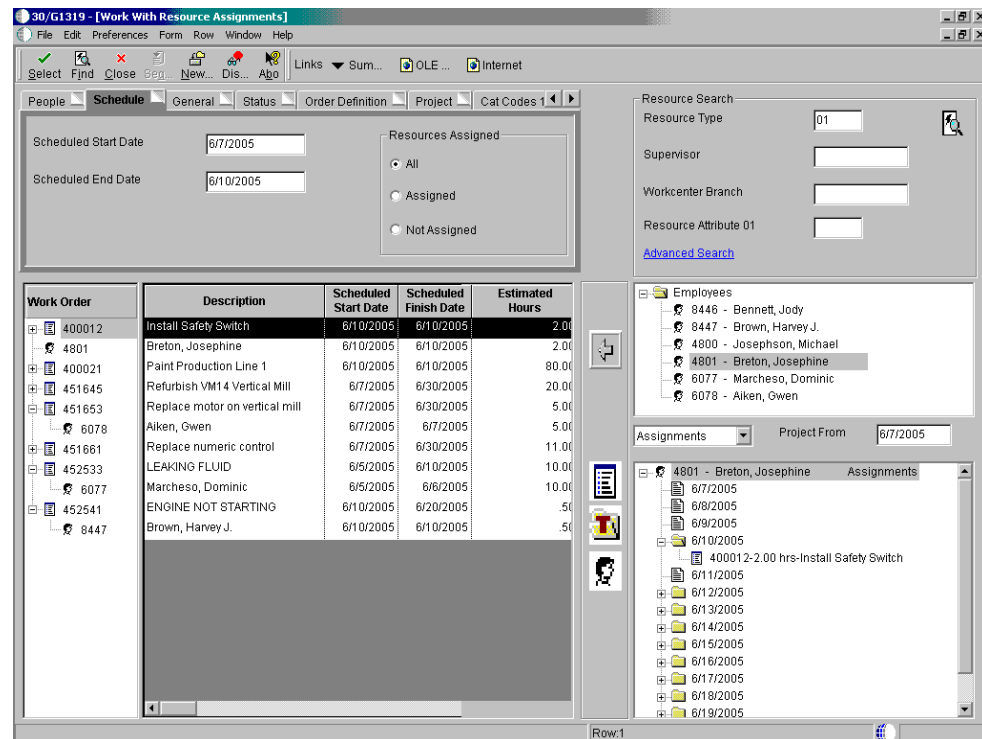
From the Resource Assignment menu (G1319), choose Resource Assignment.

1. On Work With Resource Assignments, retrieve the work orders and resources you want to work with.
2. Choose the task to which you want to assign resources.
3. From the available resources, select the resource that you want to assign to the selected task.
4. Click the Assign Resource arrow.

The selected resource is now displayed in the work order tree structure. The detail information—for example, the work hours loaded to the resource—is shown in the grid.

5. If you assign more than one resource to a task, click Find after assigning the last resource.

The hours that are required to complete the task are distributed equally to all assigned resources.



6. To show the change in availability for the selected resource, select Availability or Assignments from the drop-down box, and click on the header of the resource details tree.

► To delete resource assignments

From the Resource Assignment menu (G1319), choose Resource Assignment.

1. On Work With Resource Assignments, retrieve the work orders and resources with which you want to work.
2. Choose the resource that you want to remove.
3. Click the Unassign Resource arrow.

The resource is removed from the task.

4. To show the change in availability for the selected resource, click the name of the resource.

The resource assignment tree shows the resource to be free, whereas it previously contained an assignment.

► **To review summarized resource assignments**

From the Resource Assignment menu (G1319), choose Resource Assignment.

1. On Work With Resource Assignments, assign resources to tasks.
2. On the Form menu, choose Summary Review.
3. On Assignment Summary Review, click Find to display the summarized assignment information.

Resource Type	Resource Number	Alpha Name	6/1/05	6/2/05	6/3/05	6/4/05	6/5/05	6/6/05
01	4800	Josephson, Michael	8.00	8.00	8.00			
		Total Capacity						
01	4901	Breton, Josephine	8.00	8.00	8.00			
		Total Capacity						
01	6077	Marcheso, Dominic	8.00	8.00	8.00			
		Total Capacity						
01	6078	Alken, Gwen	8.00	8.00	8.00			
		Total Capacity						

In the grid, you can review capacity and assignment workload information for the resources, which are displayed for every day or week of the scheduled period.

4. To limit the information displayed in the grid, complete the filter fields on this form. For example:

- Supervisor

5. Click Find.

The resource assignments for the selected manager's team are shown in the grid.

6. You can change the date in the following field:

- Scheduled Start Date

7. Click Find.

The grid headings and information are refreshed, based on the new Scheduled Start Date.

If an assignment extends over a number of periods and the scheduled start date is within that range, the estimated remaining hours have to be calculated for loading the grid beyond the scheduled start date.

You cannot change assignments on this form. If you need to change assignments, you can do so on the Resource Assignment Detail and Assignment Detail Review forms.

► To review resource assignments in detail

From the Resource Assignment menu (G1319), choose Resource Assignment.

1. On Work With Resource Assignments, assign resources to work orders or instructions.
2. Choose Detail Review on the Form menu.

You can also access this form by clicking the Detail Review option on the Row menu on Assignment Summary Review.

3. On Assignment Detail Review, click Find.

Note

To limit the search for resource assignment information, you can complete the filter fields in the header area of this form.

Resource Type	Resource Number	Resource Description	Order Number	Or Ty	Oper Seq#	Description	Start Date	End Date	As H
01	6077	Marcheso, Dominic	451717	WM		Replace Tires	6/1/2005	6/6/2005	
01	6077	Marcheso, Dominic	452533	WM		LEAKING FLUID	6/6/2005	6/6/2005	
						Total Load			
						Total Capacity			
01	6078	Aiken, Gwen	451653	WM		Replace motor on vertical mill	6/7/2005	6/7/2005	
						Total Load			
						Total Capacity			
01	8447	Brown, Harvey J.	451856	SV	10.00	Service Center	6/3/2005	6/3/2005	
01	8447	Brown, Harvey J.	452541	WM		ENGINE NOT STARTING	6/10/2005	6/10/2005	
						Total Load			
						Total Capacity			

4. Review the resource assignment information in the grid.

You can review resource assignment information-- for example, what tasks the resource is assigned to, how many hours are required for completion, and what percentage of the resource's capacity is assigned to a task.

Revising Resource Assignments

Once resources are assigned to tasks, the application provides methods for revising assignment details for a particular task.

The Resource Assignment Detail form displays all of the current assignments for a particular task and allows you to add, update, or delete assignments on the task. You use this form when multiple assignments exist on the task, and you want to adjust the dates and assigned hours for all of the assignments to keep them aligned. On this form, you can update the resource assigned, assignment hours, start and end dates, assignment percentage and competency information. If multiple assignments exist, the sum of the assigned hours has to be less than or equal to the estimated hours on the task. A form exit can be used to distribute the hours evenly.

The Assignment Detail Review form displays all of the current assignments for a particular resource and allows you to update assignment details. This form is used to balance the load for a resource across all of the tasks assigned to this resource for the current schedule period. On this form, you can update the resource assigned, assignment start and end dates, assignment percentage and competency information.

The Work Order Revisions program (P17714) allows you to change the scheduled start and finished dates, which, in turn, can update the dates in the Work Order Labor Detail program (P17732), based on a processing option. The system updates the resource assignments at the work order or labor detail level with these date changes. The system does not check resource capacity at this point. Use the Resource Assignment Detail form to make adjustments manually, if necessary.

You update the work order estimated hours by using either the Work Order Revisions program (P17714) or Work Order Labor Detail program (P17732). The system uses this value to update the assignment hours for existing assignments on the work order.

Use the Work Order Labor Detail program (P17732) to change the scheduled start and finish dates for a labor detail step. The system uses these dates to update an existing assignment's start and finish dates for this step. The system does not check resource capacity to calculate the assignment start and finish dates.

Change the estimated hours for a labor step in the Work Order Labor Detail program (P17732). If you change the estimated hours on a labor detail line, the system uses this value to update the associated individual assignments. If you change the run machine hours, the system updates the associated asset assignments.

Changes to the labor detail key values (work center, operation sequence, operation type) also automatically update the associated assignment.

► To revise resource assignments

From the Resource Assignment menu (G1319), choose Resource Assignment.

1. On Work With Resource Assignments, assign resources to a task.
2. Choose a resource assignment in the detail area.
3. On the Row menu, choose Assignment Detail.

You can also access this form by choosing the Row exit on the Assignment Detail Review form.

Resource Type	Resource Number	Description	Start Date	End Date	Assigned Hours	Assignment Percent	6/1/05	6/2/05
01	8447	Brown, Harvey J.	6/10/2005	6/10/2005	.50	100.000	8.00	8.00
		Total Capacity						
		Total Load						
		Total W.O. Load						

On Resource Assignment Detail, the work order and resource assignment details are displayed.

The fields on the Work Order Details and Labor Detail tabs are disabled; they display work order dates, estimated hours, and other information for the selected work order.

4. In the detail area of Resource Assignment Detail, update the following task assignment information:

- Resource Type

- Resource Number

Apply this change to transfer an assignment to another resource because the original resource does not have enough capacity.

If you change the resource type, ensure that the spread of the assigned hours matches the estimated labor and machine hours.

- Start Date

If you update the start date, the assignment end date is recalculated, based on the assigned hours, assignment percent, and current capacity of the resource.

- End Date

If you clear the end date, it will be recalculated, based on the start date, assigned hours, assignment percentage, and current capacity of the resource. This

process typically occurs when the end date is highlighted, which indicates that the task will not be completed on the current end date at the current capacity.

If you update the end date, the assignment percent is recalculated, based on the start date, assigned hours, and current capacity of the resource.

- **Assigned Hours**

If you update the assigned hours, the assignment end date are recalculated, based on the start date, assignment percent, and current capacity of the resource.

For more than one assignment, manually distribute the assigned hours among the resources, or use the Distribute Hours option on the Form menu to automatically distribute the assigned hours.

The total assigned hours by resource type cannot exceed the estimated hours of the task.

- **Assignment Percent**

If you update the assignment percent, the assignment end date is recalculated based on the assigned hours, assignment percent, and current capacity of the resource.

- **Assignment Description**

5. To delete an assignment, highlight the row with the information, click Delete, and click OK on Confirm Delete.
6. To add an assignment, click the first field of the first blank row and enter your information.
7. Once you have changed the information, click OK to accept the changes.
If you do not click OK, the changes are not committed to the database.

Note

You can also update task assignment information on the Assignment Detail Review form. Because the detail area displays all of the assignments by resource, you can review the current assignments of the resources and adjust the assignment details to resolve capacity constraints.

You can only update existing information on the Assignment Detail Review form. You cannot add or delete assignment information.

Except for Resource Type and Assigned Hours, the same detail area fields are available for updating as on the Resource Assignment Detail form. As on the Resource Assignment Detail form, you must click OK to save the changes.

Processing Options for Resource Assignments (P48331)

Defaults Tab

These processing options control default values for the filter fields on the Work With Resource Assignments form.

1. Address Number - Manager

2. Supervisor

3. Customer

4. Scheduled Start Date

5. Scheduled End Date

6. Order Type

7. Type - W.O.

8. Priority

9. Work Order Status From

10. Work Order Status To

11. Service Address Number

12. Business Unit

13. Parent W.O. Number

14. Project Number

15. Resource Type

16. Resource Details

17. Resources Assigned

Blank = All

0 = Not Assigned

1 = Assigned

Use this processing option to specify whether the Resource Assignment program (P48331) displays only those work orders that have resources assigned to them, those without resource assignments, or both. Valid values are:

Blank

Display all work orders.

0

Display only work orders without resource assignments.

1

Display only work orders with resource assignments.

18. Load Profile Method

Process Tab

These processing options control processing in the Resource Assignment program.

1. Number of Periods

Range (1-52)

2. Period Type

Blank = Days

3. Starting Workday

Blank = Monday

4. Supply/Demand Inclusion Rule

Use this processing option to specify the supply/demand inclusion rule that the system uses to calculate availability.

For assignments at the work order level, the system determines if the assignment is included in availability calculations by using the rule in this processing option, the work order document type (DCTO), and the work order status (SRST).

For assignments at the labor detail level, the system determines if the assignment is included in availability calculations by using the rule in this processing option, the work order document type, and the operation status (OPST). If the Operation Status field is blank, the system uses the work order status.

If you leave this processing option blank, the system calculates availability by using all assignments that have been identified for inclusion.

5. Automatically Expand Instructions

Blank = Do not automatically expand

1 = Automatically expand

Use this processing option to specify whether the system automatically expands the tree structure when displaying work orders on the Work With Resource Assignments form. The expanded tree structure shows the labor detail steps for work orders. Valid values are:

Blank

Do not automatically expand the tree structure.

1

Automatically expand the tree structure.

6. Update Work Order Assigned To field

Blank = Do not update

1 = Update Assigned To field

Use this processing option to specify whether the system automatically updates the Assigned To field on the work order header when you update assignments with the Resource Assignment program (P48331). This only applies when you assign resources at the work order level. In addition, the system updates the Assigned To field only when it is blank or you change an assignment resource number that is the same as the number on the work order. Valid values are:

Blank

Do not update the Assigned To field.

1

Update the Assigned To field.

Versions Tab

These processing options control which versions the system uses when the following programs are called:

1. Routing Instructions (P3112) Version

Blank = ZJDE0001

Use this processing option to specify which version of Routings (P3112) will be used. If this field is left blank, the default version (ZJDE0001) will be used.

2. Labor Details (P17732) Version

Blank = ZJDE0001

Use this processing option to determine which version of Work Order Labor program (P17732) the system uses. If you leave this processing option blank, version ZJDE0001 is used.

2. Labor Details (P17732) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Work Order Backlog Download program (R13460) that the system uses. If you leave this processing option blank, the system uses version XJDE0001.

WO Entry Tab

These processing options control which work order entry program and version the system uses.

1. Work Order Program

1 = Work Order (P17714)

2 = Manufacturing Order (P48013)

Use this processing option to specify the work order program that the system uses when you select a work order to review. Valid values are:

1

Use Work Order Revisions (P17714).

2

Use Manufacturing Work Order Processing (P48013).

Note: This processing option also specifies the routing/labor detail program the system uses. For value 1, the system uses the Work Order Labor Detail program (P17732). Otherwise, the system uses the Work Order Routing program (P3112).

2. Work Order Program Version

Blank = ZJDE0001

Use this processing option to specify the version of the selected work order program. If this option is left blank, the default version (ZJDE0001), will be used.

Resource Assignment Reports

The following reports are provided to facilitate the resource assignment process:

- Work Order Backlog Download (R13460)
- Resource Assignment Summary Report (R48341)
- Resource Assignment Detail Report (R48340)

Work Order Backlog Download (R13460)

Use one of the following navigations:

From the Daily Resource Assignment Processing menu (G1319), choose Work Order Backlog Download.

From the Daily Resource Assignment Processing menu (G1319), choose Resource Assignment; then on Work With Resource Assignments, choose Export from the Form menu.

Resource Assignments provides the ability to download the work order backlog and assignments to a text file format (CSV). This information can then be uploaded into a project management package for further processing, if required.

The J.D. Edwards Universal Table Conversion Tool was used to configure this download process in such a way that customers can use it as a template for developing their own specific requirements, depending on their data setup and Project Management Software.

By using the Work Order Backlog Download (R13460), you can download work orders, work order instructions, and assignment details into the following two text files (CSV):

- JDEToMSProjTasks.csv – Task Information
- JDEToMSProjAssign.csv – Resource Assignment Information

You need to create an Export folder in the J.D. Edwards software directory for the text files that are generated by the Work Order Backlog Download batch job (R13460). Create this folder before the report is run on the machine for the first time. If the job is run locally, label this folder C:\B7\Prod Env\Export.

The processing options can be set to control whether labor details or assignment details are included in the download.

If you run the application from the Resource Assignments application, the work order filters on the workbench are appended to any data selection that is defined for the version which you are running.

Processing Options for Work Order Backlog Download (R13460)

Process Tab

These processing options control whether the associated labor detail and assignment detail is downloaded along with the work order information.

1. Download associated labor detail

Blank = Do not download

1 = Download labor detail (F3112)

Use this processing option to specify whether the system downloads associated labor detail information from the Work Order Routing table (F3112) with the selected work order. Valid values are:

Blank

Do not download the labor detail information.

1

Download the labor detail information.

2. Download associated assignment detail

Blank = Do not download

1 = Download assignment detail (F48311)

Use this processing option to specify whether the system downloads associated assignment detail information from the Resource Assignments table (F48311) with the selected work order. Valid values are:

Blank

Do not download the assignment detail information.

1

Download the assignment detail information.

Resource Assignment Detail Report (R48340)

From the Resource Assignment menu (G1319), choose Resource Assignment Detail Report.

This report allows you to print a detailed listing of the jobs and the hours that are assigned to an individual resource. It prints the information that is available on the Assignment Detail Review form.

Set the processing options to specify the period type, the starting work day, and the Supply/Demand Inclusion Rule that is used to calculate resource availability.

Resource Assignment Summary Report (R48341)

From the Resource Assignment menu (G1319), choose Resource Assignment Summary Report.

This report allows you to print a summary listing of capacity and assigned workload for resources. It also calculates totals for the capacity and assignment hours for each resource and for a team, as well as the current assigned hours. It prints the information available on the Assignment Summary Review form.

Set the processing options to specify the period type, the starting workday and the Supply/Demand Inclusion Rule that is used to calculate resource availability.

Processing Options for Resource Assignment Reports (R48340, R48341)

Defaults Tab

1. Schedule Start Date

Process Tab

1. Period Type

Blank = Days

2. Starting WorkDay

Blank = Monday

3. Supply / Demand Inclusion Rule

Use this processing option to specify the supply/demand inclusion rule that the system uses to calculate availability.

For assignments at the work order level, the system determines if the assignment is included in availability calculations by using the rule in this processing option, the work order document type (DCTO), and the work order status (SRST).

For assignments at the labor detail level, the system determines if the assignment is included in availability calculations by using the rule in this processing option, the work order document type, and the operation status (OPST). If the Operation Status field is blank, the system uses the work order status.

If you leave this processing option blank, the system calculates availability by using all assignments that have been identified for inclusion.

Failure Analysis

The Failure Analysis module is the database that allows you to associate failures, analyses, and resolutions with maintenance requests and work orders.

Terms and Concepts

The following Failure Analysis terms and concepts are used in this guide:

Failure analysis type	A category that distinguishes among failures, analyses, and resolutions.
Failure analysis code	A user defined code describing failures, analyses, and resolutions.
Failure analysis tree	A hierarchy of failure analysis codes that are used as a means of selecting codes for a failure, analysis, or resolution.
Failure	The problem according to the customer. Failures are stored separately from analyses and resolutions, and can be searched for and reused for other issues.
Analysis	The cause of the failure. Analyses are stored separately from failures and resolutions.
Resolution	The correction for the failure of an issue. Resolutions are stored separately from analyses and failures, and can be searched for and reused for other issues.
Unit of Failure Analysis	A piece of information that consists of one or all of the following: • Failure analysis codes • Descriptions • Media objects To distinguish units of failure analysis, the following failure analysis types are used: • Failures • Analyses • Resolutions
Pareto analysis	The method of ranking the analyses and resolutions of a problem to identify the most commonly occurring ones.

Setting Up Failure Analysis

Before you can use Failure Analysis to assist you in resolving maintenance requests or work orders, you must set up the system constants, codes, trees, failures, analyses, and resolutions to use later when you enter data into the system.

You also need to set up user defined codes for Failure Analysis.

Setting Up Failure Analysis Constants

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

► To set up failure analysis constants

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

The screenshot shows the PeopleSoft S/W System Constants Revisions window. The window has a title bar with 'PeopleSoft' and navigation icons. Below the title bar is a 'Select Workspace' dropdown set to 'Active Foundation'. The main content area is titled 'S/W System Constants Revisions' and includes a 'Select Tab' dropdown set to 'General'. The 'General' tab is divided into three sections: 'Defaults', 'Constants', and 'Entitle By'. The 'Defaults' section contains three fields: 'Customer Number for Base Warranties' (with a search icon), 'Parent/Child Structure Type' (set to 'Accounts Receivable'), and 'Day Type Code for Holidays' (set to 'H' with a tooltip 'Holiday'). The 'Constants' section contains a list of checkboxes: 'S/WM Installed' (checked), 'Validate Product Family/Model Combination' (checked), 'Check for Previous Maintenance Requests and Work Orders on Customers' (checked), 'Check for Previous Maintenance Requests and Work Orders on Piece of Equipment' (checked), 'Use Failure Analysis Tree for Selecting Failure Analysis Codes' (checked), 'Use Workflow for Approving Failure Analysis for Re-Use' (unchecked), and 'Use Graphical Parts Book' (unchecked). The 'Entitle By' section contains two radio buttons: 'Customer' (selected) and 'Site'.

1. On S/W System Constants Revisions, click the following option to enable the interface with other systems:
 - S/WM Installed
2. To require users to choose codes from the failure analysis tree, click the following option:
 - Use Failure Analysis Tree for Selecting Failure Analysis Codes

By choosing this option, you protect the failure analysis codes from being overwritten on Failure Analysis Revisions.

3. To provide a method of approving records for re-use, click the following option:

- Use Workflow for Approving Failure Analysis for Re-Use

Note

The actual workflow process is currently reserved for future use. However, you can use a method to approve records by using the Approvals row option in the Work with Failure Analysis program (P17766).

4. Click OK.

Setting Up Failure Analysis Codes

Set up failure analysis codes if you use codes to define a unit of failure. The codes are the building blocks of the tree, but you are not required to set up trees to use failure analysis codes. You can use these codes with failures, analyses, and resolutions that are associated with maintenance requests or work orders.

The system does not recognize these codes until you attach them to a transaction. You can associate codes with a failure, analysis, or resolution by using a tree, which standardizes how the codes are defined. Alternatively, you can choose a code from a table.

When you create failures, analyses, and resolutions, you can associate as many as seven failure analysis codes to define the failure, analysis, or resolution. You can also create as many as five user defined codes to associate with each failure analysis code; you might create these codes for reporting purposes. You must set up failure analysis codes if you are using the failure analysis tree.

You can assign the following failure analysis types to failure analysis codes:

- Failure
- Analysis
- Resolution
- All of the above

► To set up failure analysis codes

From the Failure Analysis Setup menu (G1749), choose Failure Analysis Codes.

1. On Work with Failure Analysis Codes, click one of the following options to define the failure type and then click Add:
 - Failure
 - Analysis
 - Resolution
 - All

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Failure Analysis Code Revisions

OK Cancel Row Tools

Failure Analysis Type

Failure Analysis

Records 1 - 10

Failure Analysis Code	Code Description	Start Date	End Date	FA Code CC 1	FA Code CC 2	FA Code CC 3	FA Code CC 4	FA Code CC 5
☒ CURL	Paper is curling							
☐ DISCONNECT	Calls disconnected							
☐ ENGINE	Engine problem light is on							
☐ EXT	Routing to incorrect extension							
☐ JAM	Paper is jamming							
☐ MUSIC	Program hold music							
☐ OUTPUT	Output is incorrect							
☐ PROCESS	Report never runs							
☐ RING	Customize phone ring							
☐ START	Forklift will not start							

2. On Failure Analysis Code Revisions, complete the following fields:
 - Failure Analysis Code
You can enter up to 15 alphanumeric characters.
 - Code Description
3. Complete the following optional fields:
 - Start Date
 - End Date
 - FA Code CC 1
 - FA Code CC 2
 - FA Code CC 3
 - FA Code CC 4
 - FA Code CC 5
4. To attach descriptions in foreign languages to failure analysis codes, highlight the code and choose Language from the Row menu.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Language Overrides

OK Find Cancel Tools

Code: CURL Paper is curling

Failure Analysis Type

☒ Failure ☐ Analysis ☐ Resolution ☐ All

Language	Description
☒	☒

Customize Grid

5. On Language Overrides, complete the following fields for each language and click OK:
 - Language
 - Description
6. Click Cancel.
7. On Failure Analysis Code Revisions, click OK.

Processing Options for Failure Analysis Codes (P17761)

Defaults

1. Failure Analysis Type

Blank = All
 1 = Failure
 2 = Analysis
 3 = Resolution

2. Failure Analysis Code CC 1

3. Failure Analysis Code CC 2

4. Failure Analysis Code CC 3

5. Failure Analysis Code CC 4

6. Failure Analysis Code CC 5

Defining Failure Analysis Tree Names

You define failure analysis tree names to give logical meaning to a hierarchical structure of failure analysis codes and types.

► To define failure analysis tree names

From the *Failure Analysis Setup* menu (G1749), choose *Failure Analysis Tree Entry*.

1. On *Work with Failure Analysis Tree Names*, click **Add**.

The screenshot shows the PeopleSoft web interface for the 'Failure Analysis Tree Name Revisions' form. The form is titled 'Failure Analysis Tree Name Revisions' and includes a toolbar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. The 'Tree Name' field is set to 'SOFTWARE' and the 'Description' field is set to 'Software Tree'. Below these fields are two main sections: 'Product Information' and 'Failure Analysis Type'. The 'Product Information' section contains fields for 'Equipment Number', 'Inventory Item No.', 'Product Model', 'Product Family', 'Product Component', and 'Environment'. The 'Failure Analysis Type' section contains radio buttons for 'Failure' (selected), 'Analysis', 'Resolution', and 'All'. Below these sections is a 'Category Codes' section with two columns of fields for 'Equipment Cat Code' from 01 to 10.

2. On *Failure Analysis Tree Name Revisions*, complete the following fields:

- Tree Name
- Description

3. Click one of the following options:

- Failure
- Analysis
- Resolution
- All

4. Complete the following optional fields:

- Equipment Number

- Inventory Item No.
 - Product Model
 - Product Family
 - Product Component
 - Environment
5. Complete any of the optional equipment category codes.
 6. Click OK.

Setting Up the Failure Analysis Tree Structure

After you define a failure analysis tree name, you set up the structure for the tree. When you set up a tree, you create a hierarchical structure of failure analysis codes by using a parent/child relationship.

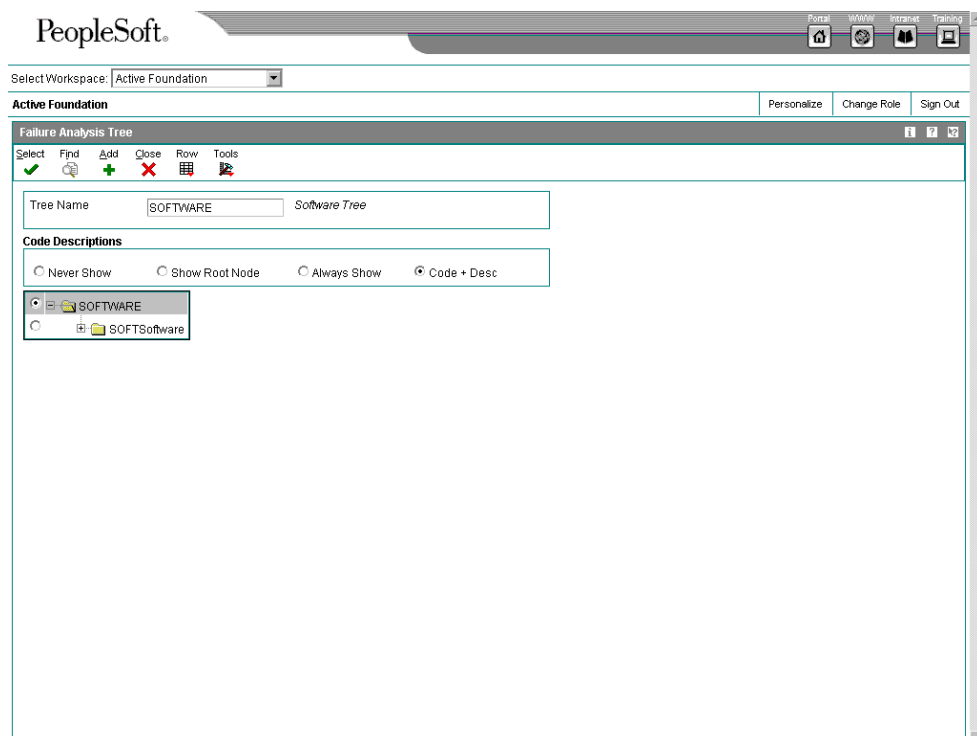
Before You Begin

- ❑ Define the failure analysis codes that you plan to use when you create the tree structure.

► To set up the failure analysis tree structure

From the Failure Analysis Setup menu (G1749), choose Failure Analysis Tree Entry.

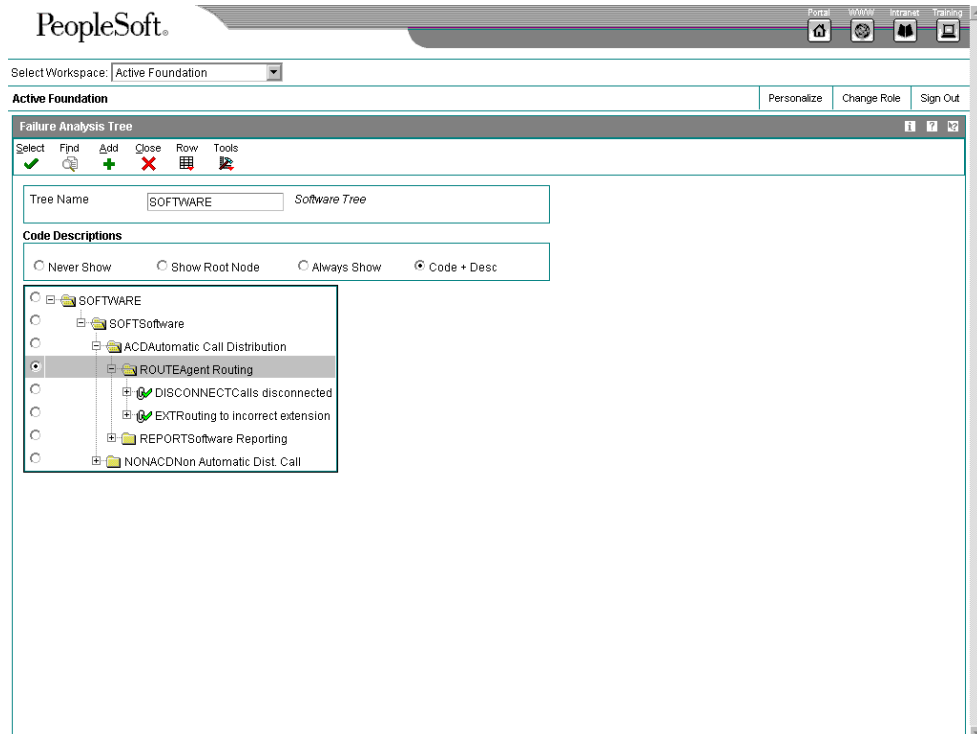
1. On Work with Failure Analysis Tree Names, locate the tree name to which you are adding the structure and choose Tree from the Row menu.



2. On Failure Analysis Tree, click one of the following options to define how the code descriptions are displayed:
 - **Never Show**
The system displays the code only with no description.
 - **Show Root Node**
The system displays the description only at bottom of the tree.
 - **Always Show**
The system always displays the description.
 - **Code + Desc**
The system displays the code and description concatenated.
3. Click Add.

The screenshot shows the PeopleSoft web interface. At the top, the PeopleSoft logo is on the left, and navigation links for Portal, WWW, Internet, and Training are on the right. Below the logo is a 'Select Workspace' dropdown menu set to 'Active Foundation'. A secondary bar contains 'Active Foundation', 'Personalize', 'Change Role', and 'Sign Out' buttons. The main window is titled 'Failure Analysis Tree Revisions' and includes a toolbar with 'OK', 'Cancel', and 'Tools' buttons. The form contains two input fields: 'Tree Name' with the value 'SOFTWARE' and a 'Parent Code' field with a search icon. Below these is a table header showing 'Records 1 - 1' and a 'Customize Grid' link. The table has two columns: 'Child Code' and 'CHILD CODE DESCRIPTION'. The 'Child Code' column contains a checkbox and a magnifying glass icon. The table body is currently empty.

4. On Failure Analysis Tree Revisions, to enter a parent code and all of its children, complete the following fields:
 - **Parent Code**
 - **Child Code**
5. Click OK.



6. Click Cancel.
7. On Failure Analysis Tree, do one of the following:
 - To add additional parent and child codes, repeat steps 3 through 6.
 - To add children to an existing code, locate and choose the code, and then choose Add Children from the Row menu.
8. On Enter Child, complete the following field and click OK:
 - Child Code

Setting Up Failure Analysis Sequences

Failure Analysis Sequences allow you to manage how failure analysis trees are chosen when using the visual assist on the Failure Description, Analysis Description, or Resolution Description fields in Failure Analysis (P17767). The hierarchy determines the order that the system uses to search for a match between the failure analysis tree and the failure analysis sequences. Set up the hierarchy from specific to general. For performance reasons, J.D. Edwards recommends that you set up only necessary sequences.

► To set up failure analysis sequences

From the Failure Analysis Setup menu (G1749), choose Failure Analysis Sequences.

1. On Failure Analysis Sequences, enter a Y or N in the following fields and click OK:
 - Equipment Number
 - Inventory Number

- Product Model
- Product Family
- Product Component
- Environment

Setting Up Failures, Analyses, and Resolutions

Based on prior experience, a business might identify common or recurring failures, analyses, or resolutions, which you can set up to reuse existing information. You can attach this information to new maintenance requests or work orders.

A failure, analysis, or resolution is composed of the following information:

- As many as seven failure analysis codes selected from either a failure analysis tree or the failure analysis code table
- A description that is no more than 80 characters long
- Media objects, such as:
 - Text documents
 - Images
 - OLE objects
 - Shortcuts

Before You Begin

- ❑ In Service & Warranty Constants (P17001), define how the user selects a unit of failure analysis.

► To set up failures, analyses, and resolutions by code

From the Failure Analysis Setup menu (G1749), choose Failure Analysis.

1. On Work With Failure Analysis, click the Failure option and then click Add.

2. On Failure Analysis Revisions, to define a failure, complete the following optional fields:
 - Equipment Number
 - Item Number
 - Product Model
 - Product Family
 - Product Component
 - Environment
3. On the Failure tab, complete the following field:
 - Failure Description

Note

Depending on how you have set the Use Failure Analysis Tree for Selecting Failure Analysis Codes option in the SWM constants, when you click the Search button in the Failure Description field, one of the following occurs:

- On Failure Analysis Search & Select, the system lists the existing failure analysis records from which you can select a record (this task).
 - On Failure Analysis Tree Name Search & Select, the system lists the tree names from which you can select a tree.
-

4. To add media objects or text descriptions that are longer than 80 characters, attach the information in the media object area.
5. On the Failure Codes tab, to attach failure codes to this record, complete any or all of the Failure Analysis Code IDs.

Note

If you make a mistake while adding a record, you can start over by choosing the appropriate Clear Failure, Clear Analysis, or Clear Resolution option from the Form menu.

6. Click OK and then click Cancel.
7. On Work with Failure Analysis, to add an analysis, click the Analysis option and then click Add.
8. Repeat steps 2 through 6 using the Analysis tab and the Analysis Codes tab.
9. On Work with Failure Analysis, to add a resolution, click the Resolution option and then click Add.
10. Repeat steps 2 through 6 using the Resolution tab and the Resolution Codes tab.
11. On Work with Failure Analysis, if you want to add failures, analyses, and resolutions all at the same time, click the All option and then click Add.
12. Repeat steps 2 through 6, using all the tabs as needed.
13. When you finish adding failures, analyses, and resolutions, click OK.

Notes

If the Use Workflow for Approving Failure Analysis for Re-Use option is on in the SWM constants, records must go through the workflow approval process. If the constant is off, records are automatically approved.

When you add records for failures, analyses, and resolutions, the records are separate and not associated with each other. The relationship between records is built only within a work order or a maintenance request.

► To set up failures, analyses, and resolutions by tree

From the Failure Analysis Setup menu (G1749), choose Failure Analysis.

1. On Work With Failure Analysis, click the Failure option and then click Add.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Failure Analysis Revisions

OK Cancel Form Tools

Order Number

Equipment Number

Inventory Item Number

Product Model

Product Family

Product Component

Environment

Failure Failure Codes

Failure Description

☐ Modify Failure Record

Text1

Courier New 10 B U

2. On Failure Analysis Revisions, to define a failure, complete the following optional fields:
 - Equipment Number
 - Item Number
 - Product Model
 - Product Family
 - Product Component
 - Environment
3. On the Failure tab, complete the following field:
 - Failure Description

Note

Depending on how you have set the Use Failure Analysis Tree for Selecting Failure Analysis Codes option in the SWM constants, when you click the Search button in the Failure Description field, one of the following occurs:

- On Failure Analysis Tree Name Search & Select, the system lists the tree names from which you can select a tree (this task).
- On Failure Analysis Search & Select, the system lists the existing failure analysis records from which you can select a record.

4. On Failure Analysis Tree Name Search & Select, choose a tree name and click Select.
5. On Failure Analysis Tree Search & Select, expand the tree, choose a code, and click Select.

On the Failure tab of Failure Analysis Revisions, the system displays the failure description from the tree. The code structure from the tree is also automatically loaded into the Failure Analysis Code ID fields on the Failure Codes tab.

6. To add media objects or text or to revise the text that the system retrieves from the last failure code, attach the information in the media object area.

Note

If you make a mistake while adding a record, you can start over by choosing the appropriate Clear Failure, Clear Analysis, or Clear Resolution option from the Form menu.

7. Click OK, and then click Cancel.
8. On Work with Failure Analysis, to add an analysis, click the Analysis option and then click Add.
9. Repeat steps 2 through 7 using the Tree Name and Analysis Description.
10. On Work with Failure Analysis, to add a resolution, click the Resolution option and then click Add.
11. Repeat steps 2 through 7 using the Tree Name and Resolution Description.
12. On Work with Failure Analysis, if you want to add failures, analyses, and resolutions all at the same time, click the All option and then click Add.
13. Repeat steps 2 through 7, using all the tabs as needed.
14. When you finish adding failures, analyses, and resolutions, click OK.

Notes

If the Use Workflow for Approving Failure Analysis for Re-Use option is on in the SWM constants, records must go through the workflow approval process. If the constant is off, records are automatically approved.

When you add records for failures, analyses, and resolutions, the records are separate and not associated with each other. The relationship between records is built only within a work order or a maintenance request.

Processing Options for Work with Failure Analysis (P17766)

Defaults**1. Failure Analysis Type**

Blank = All
1 = Failure
2 = Analysis

3 = Resolution

2. Failure Analysis Approval Flag

3. Order Type

4. Product Family

5. Product Model

6. Product Component

7. Environment
Process

1. Media Object Display

Blank = Display First Generic Text Item

1 = Display First Image Item

2 = Display First OLE Item

3 = Display First URL/File Item (FUTURE)

2. Approvals Access

Blank = Do not allow access to approvals

1 = Allow access to approvals

Versions

1. Failure Analysis Revisions (P17767) Version

Blank = ZJDE0001

► **To attach failures, analyses, and resolutions to a tree**

From the Failure Analysis Setup menu (G1749), choose Failure Analysis Tree Entry.

1. On Work with Failure Analysis Tree Names, complete any of the optional fields in the header area to narrow your search, and then click Find.
2. Choose a tree name and choose Tree from the Row menu.
3. On Failure Analysis Tree, expand the trees to view the detail.

Note

A paper clip with a checkmark icon indicates that failure, analysis, or resolution records are attached to the tree node.

4. Choose a detail line that does not have a paper clip with a checkmark icon, and then choose Add F/A Association from the Row menu.
5. On Failure Analysis Search & Select, find the appropriate record that you wish to attach to the tree and click Select.

On Failure Analysis Tree, the failure, analysis, or resolution record is now attached, and the system displays the paper clip with a checkmark icon on the detail line.

6. If you need to remove the attached record, on Failure Analysis Search & Select, choose the detail line and choose Remove Association from the Row menu.

The system displays a warning message that you are about to remove the association.

7. Click OK.

On Failure Analysis Tree, the failure, analysis, or resolution record is now detached, and the system no longer displays the paper clip and checkmark icon on the detail line.

8. When you finish adding or removing failure analysis information, click Close.

Processing Options for Failure Analysis Tree Names (P17762)

Defaults

1. Failure Analysis Type

Blank = All

1 = Failure

2 = Analysis

3 = Resolution

Versions

1. Failure Analysis Tree (P17763) Version

Blank = ZJDE0001

Working With Failure Analysis Transactions

When using failure analysis, you first attach a failure to a maintenance request or work order. Then you attach an analysis and resolution to that failure.

When you enter the failure analysis database from a maintenance request or work order, the system displays the failure that is associated with the issue. If a standard, reusable failure was used, the failure entry information is disabled. If a non-standard failure was used, the failure fields are enabled.

► To attach failure information to a maintenance request or work order

Note

The steps for this process are shown as you enter the Failure Analysis program from a maintenance request, but the same steps apply if you enter from a work order.

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work With Maintenance Requests, complete the steps to locate a specific maintenance request, choose the request, and click Select.
2. On Maintenance Request Entry, choose Failure Analysis from the Form menu, and then choose Add/Revise FA.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Failure Analysis Revisions

OK Cancel Form Tools

Order Number 4 Product Model C200

Equipment Number 31430 Product Family CBX

Inventory Item Number 7101 Product Component Environment

Failure Failure Codes Analysis Analysis Codes Resolution Resolution Codes

Failure Description NONE OF THE LIGHTS LIGHT UP ON THE CBX

Text1

Courier New 10 B U

3. On the Failure tab of Failure Analysis Revisions, enter a failure description or use the Search button in the following field:
 - Failure Description

Note

When you use the Search button, an SWM constant controls whether the system uses failure analysis trees, or the search and select program.

4. Choose one of the following actions:
 - If you are using the Search button and if the SWM constant is set to use failure analysis trees, go to step 5.
 - If you are using the Search button and if the SWM constant is not set to use failure analysis trees, go to step 7.
 - If you are not using the Search button, go to step 10.
5. On Failure Analysis Tree Name Search and Select, select a tree name that applies to your specific issue.

Note

If you set up failure analysis sequences using the Failure Analysis Sequences program (P17769), the system might not display the Failure Analysis Tree Name Search and Select form if an exact tree match is found.

6. On Failure Analysis Tree Search and Select, browse through the tree to find a tree node that is similar to your issue, and then go to step 8.

7. On Failure Analysis Search and Select, browse through the information to find a record that is similar to your issue.
8. Choose the issue and click Select.
9. On Failure Analysis Revisions, to add information to an existing issue, click the following checkbox:
 - Modify Failure Record

Note

A processing option controls whether you can modify existing records. If you are not allowed to modify them, the option is disabled.

10. If you are adding a new failure or modifying existing records, enter the information in the media object text box.

Note

If you make a mistake while adding a failure record, you can start over by choosing the Clear Failure exit from the Form menu.

11. Click OK to save the record.

The system returns to the Maintenance Request Entry form.

► **To attach analyses and resolutions to a failure**

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

1. On Work With Maintenance Requests, complete the steps to locate a specific maintenance request, choose the request, and click Select.
2. On Maintenance Request Entry, choose Failure Analysis and then choose Work with FA from the Form menu.
3. On Work with Failure Analysis, locate and choose the existing failure, and choose F/A/R Revisions from the Row menu.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Failure Analysis Revisions

OK Cancel Form Tools

Order Number: 4

Equipment Number: 31430

Inventory Item Number: 7101

Product Model: C200

Product Family: CBX

Product Component:

Environment:

Failure

Failure Codes Analysis Analysis Codes Resolution Resolution Codes

Failure Description: NONE OF THE LIGHTS LIGHT UP ON THE CBX

Text1

Courier New 10 B U

4. On the Analysis tab of Failure Analysis Revisions, choose one of the following actions:
 - Enter an analysis description or use the Search button in the following field:
 - Analysis Description

Note

When you use the Search button, an SWM constant controls whether the system uses failure analysis trees, or the search and select program.

- Click the Pareto button, if it appears.
5. Choose one of the following actions:
 - If you are using the Search button and if the SWM constant is set to use failure analysis trees, go to step 6.
 - If you are using the Search button and if the SWM constant is not set to use failure analysis trees, go to step 8.
 - If you are using the Pareto button, go to step 9.
 - If you are entering an analysis description manually, go to step 12.
 6. On Failure Analysis Tree Name Search and Select, select a tree name that applies to your specific issue.

Note

If you set up failure analysis sequences by using the Failure Analysis Sequences program (P17769), the system might not display the Failure Analysis Tree Name Search and Select form if an exact tree match is found.

7. On Failure Analysis Tree Search and Select, browse through the tree to find a tree node that is similar to your issue, and then go to step 9.
8. On Failure Analysis Search and Select, browse through the information to find a record that is similar to your issue, and then go to step 9.
9. On Failure Analysis Pareto Analysis, locate a record that is similar to your issue.
10. Choose the analysis and click Select.
11. On Failure Analysis Revisions, to add information to an existing issue, click the following option:
 - Modify Analysis Record

Note

A processing option controls whether you are allowed to modify existing records. If you are not allowed to modify them, the option is disabled.

12. If you are adding a new analysis or modifying existing records, enter the information in the media object text box.
13. On the Analysis Codes tab, choose an existing code or enter a new code in any of the Failure Analysis Code IDs.

Note

You do not need to enter information on the Analysis Codes tab if you used a standard, reusable analysis. The system supplies the default codes from the reusable record.

14. On the Resolution tab of Failure Analysis Revisions, choose one of the following actions:
 - Enter a resolution description or use the visual assist in the following field:
 - Resolution Description

Note

When you use the visual assist, an SWM constant controls whether the system uses failure analysis trees, or the search and select program.

- Click the Pareto button, if it appears.
15. Repeat steps 5 through 13, entering resolution information instead of analysis information, and using the Resolution tab and the Resolution Codes tab. Then go to step 16.

Note

If you make a mistake while adding an analysis or a resolution record, you can start over by choosing the Clear Analysis or the Clear Resolution option from the Form menu.

16. Click OK.

System Setup

Before you can use any of the maintenance features in Plant & Equipment Management, you must define certain information to customize the system for your specific business needs.

This information consists of the following:

Equipment information	You set up equipment information to establish system basics, such as the following: • Equipment and Fixed Asset constants • SWM Constants • Next Numbers • Automatic accounting instructions (AAIs) that define the link between Plant & Equipment Management and General Accounting systems
User defined codes	You set up user defined codes to enter information to customize your system to your specific business needs. You can customize a wide variety of information by using user defined codes.
Supplemental data	You set up supplemental data to define the types of detailed information that you want to track for equipment and work orders. Supplemental data is entirely user defined; and you determine the data that you want to track, based on your business needs.
PM information	You set up preventive maintenance (PM) information to do the following: • Define standard maintenance procedures. • Create maintenance schedules. • Define rules that govern when maintenance is performed.
Work order information	You set up work order information to provide the system with the information that is needed to process work orders according to your business needs. For example, you must do the following: • Identify the managers and supervisors who are responsible for maintenance tasks. • Determine the steps through which a work order must pass.
Maintenance planning information	You set up maintenance planning information to do the following: • Determine basic planning constants for each branch, such as the type of inventory commitment and the length of the work day. • Define the rules by which the system indicates a need for parts and labor resources.

Setting Up Equipment

Before you can use Plant & Equipment Maintenance features, you must set up basic information about your equipment. The system accesses the information that you set up when it executes the various equipment programs.

► To set up equipment and fixed asset constants

Use one of the following navigations:

For Fixed Assets, choose Fixed Asset Constants from the Fixed Asset System Setup menu (G1241).

For Enterprise Asset Management, choose Equipment Constants from the Plant & Equipment Management Setup menu (G1341).

1. On Fixed Asset Constants, click the option for each of the following fields to establish where the business units for each fixed asset account come from when you add a new asset:
 - Accumulated Depreciation
 - Depreciation Expense
 - Revenue
2. To specify how the system identifies asset numbers, complete the following fields:
 - Symbol to Identify Asset Number
 - Symbol to Identify Unit Number
 - Symbol to Identify Serial Number
3. To specify which category code the system uses to group assets by depreciation types, complete the following field:
 - Depreciation Category Code
4. To specify which category code the system uses to assign supplemental data types, complete the following field:
 - Supplemental Category Code
5. If you use Equipment/Plant Maintenance to maintain your equipment, complete the following optional fields:
 - Inclusion Version
 - Maintenance Loop
6. Click OK.

Setting Up Service and Warranty Constants

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

► To set up Service and Warranty constants

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

1. On the General tab of SWM 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 by using the Sold to Address Book Number on the sales order or the owner address book number on the equipment record as the customer number.

If you enter an address book number in this field, the base warranties that are created by using the equipment update and the equipment revisions programs 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 SWM, click the following option:
 - SWM Installed
5. To validate combinations of product models and families, click the following option:
 - Validate Product Family/Model Combination

When you turn on this option, the system allows users to enter only the combinations that have been set up in the Product Family/Model Master table (F1790).

6. To use the customer number to automatically check for previous maintenance requests or work orders when you are entering a request or work order, click the following option:
 - Check for Previous Maintenance Requests and Work Orders on Customers
7. To use the equipment number, inventory item number, or product model to automatically check for previous maintenance requests or work orders when you are entering a request or work order, click the following option:
 - Check for Previous Maintenance Requests and Work Orders on Piece of Equipment
8. To require users to choose failure analysis codes from the failure tree, click the following option:
 - Use Failure Analysis Tree for Selecting Failure Analysis Codes

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

If you are using 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 work orders and maintenance requests by using the customer (owner) or site number (location), click the appropriate option:
 - Customer
 - Site
12. Click OK.

Setting Up Automatic Accounting Instructions for Fixed Assets

Many J.D. Edwards programs need information about your account structure and specific account values to process business transactions properly. You define your account structure and specific account values using automatic accounting instructions (AAIs). The system stores the AAI values that you define for your company in the Automatic Accounting Instructions Master table (F0012). Whenever a program performs an accounting function, it accesses this table.

Some of the fixed assets AAls can be set up as specific to your company, based on ranges of account numbers. The system includes predefined ranges. You must specify the business unit, object, and subsidiary accounts for the ranges as necessary.

The system uses single AAI values to find individual accounts and AAI ranges to find account ranges. When you set up AAI ranges, note the following:

- You can set up a maximum of 49 account ranges for a single company.
- The maximum number of account ranges that you can set up for all of your companies combined is 200.
- Do not skip AAI ranges. For example, do not set up FX range 01-02 and FX range 05-06, and leave FX range 03-04 blank for later use. If the system searches the AAls for an account and finds a gap in a range, it stops searching.
- You must set up your AAI ranges consecutively, but you are not required to set up your object accounts in numerical order.

You must set up the following AAI ranges for the Fixed Assets system:

FX	Identifies accounts that post to fixed assets and equipment
FA	Identifies accounts for which the system can automatically create any necessary asset master records when you run a post to fixed assets
FC	Identifies asset cost accounts
FD	Identifies accumulated depreciation accounts
AT	Identifies accounts and descriptive text that define totals for summary reporting
SDA	Identifies the secondary accumulated depreciation account
SDE1	Identifies the secondary depreciation expense account
SDE2	Identifies the tertiary depreciation expense account
DS1 - DS4	Identifies depreciation statistics accounts
DSA	Identifies the asset balance for the specified ledger type
FR1 - FR3	Identifies revaluation offset accounts

Caution

Many programs in the Fixed Assets system use specific AAls and AAI ranges. You should be thoroughly familiar with the use of an AAI or AAI range before you make any changes to the AAI values.

Working with AAls for Plant & Equipment Management

Automatic Accounting Instructions (AAls) define the rules by which Plant & Equipment Management and the General Accounting system interact. When you define AAls, you establish how the system processes transactions for various programs.

PM AAls

Preventive maintenance (PM) AAls consist of the following:

- AT00 - Identifies the statistical account for units, such as hours
- FMA - Identifies the statistical account for units, such as fuel
- FMB - Identifies the statistical account for units, such as miles
- FMC - Identifies the statistical account for the original meter reading that corresponds to the FMA statistical account
- FMD - Identifies the statistical account for the original meter reading that corresponds to the FMB statistical account
- FME - Identifies the statistical account for the original meter reading that corresponds to the AT00 statistical account

Work Order AAI

You must set up the following work order AAI:

- 1784 - Identifies the account that the system charges when you create a purchase order for parts on the work order parts list

FX Range

The system uses the FX range of accounts to determine which journal entries in the general ledger can be posted to fixed assets. You must specify all fixed asset accounts within the FX range of accounts. For example:

FX01 - FX02 Beginning and ending range for asset cost accounts

FX03 - FX04 Beginning and ending range for accumulated depreciation accounts

FX05 - FX06 Beginning and ending range for depreciation expense accounts

When you set up the FX range of AAls, you must use the following guidelines:

- Define up to 49 FX ranges per company, starting with FX01-FX02 and ending with FX97-FX98 for each company.
- Use even numbers for ending ranges, such as FX02 and FX98.
- Set up company-specific FX ranges, or use the default company 00000 to set up the FX range for all of your companies at one time. If you set up a company-specific FX range for one company, you must set up the FX ranges (starting with FX01-FX02) for all companies.
- Specify an object account for each FX range.
- Include subsidiary accounts as needed. Subsidiary accounts are optional. If you want to include all subsidiaries in the FX range, include .99999999 in the ending range. For example, if you use subsidiary accounts, you might have a range of accounts that

includes accounts 3000-4000.99999999. Then, if you add other subsidiaries to your chart of accounts at a later time, you do not have to change your AAls.

FA Range

The system uses the FA range to identify which asset cost accounts allow the system to create necessary asset master records when you run a post to fixed assets. If you post a transaction with a cost account in the FA range for an asset, and you do not identify an asset with the transaction, the fixed asset post program automatically creates a master record for the unidentified asset.

The system creates master records by using the default information that is specified for accounts and depreciation. The description of the asset is derived from the following sources:

- Line 1 - Explanation 1 from the Account Ledger table (F0911)
- Line 2 - Explanation 2 from the Account Ledger table (F0911)
- Line 3 - Account Description from the Account Master table (F0901)

Caution

If you set up the FA range and you enter a general ledger transaction without a value in the Asset Number field, the system automatically creates a new master record. If you have two transactions that are related to the same asset, the system creates two new assets.

When you set up the FA range of AAls, you must use the following guidelines:

- Define up to 49 FA ranges, starting with FA01-FA02 and ending with FA97-FA98 for each company.
- Define only asset cost accounts for this AAl range.
- Set up Depreciation Rules for the asset cost account. The system uses the default values on the Depreciation Information form to create asset master records.
- Set up company-specific FA ranges, or use the default company 00000 to set up the FA range for all of your companies at one time. If you set up a company-specific FA range for one company, you must set up the FA ranges (starting with FA01-FA02) for all companies.

Caution

J.D. Edwards recommends that you do not set up the FA ranges until you have finished converting to the Fixed Assets system.

AT AAls

The system uses the AT AAls to determine which general ledger accounts are included in the summary lines on the Work with Cost Summary form. Use AT01-AT99 to specify these interim total accounts and wording that the system displays for each total on the Work with Cost Summary form. Use AT00 to define the account in which to store statistical information for hours. The AT range of AAls is optional.

For example, you might specify that your balance sheet accounts are in account range 1000-3999, and your income and expense accounts are in account range 4000-8999. You could set up your AT AAls as follows:

AT01 Object account 4000. This interim total sums all object accounts below 4000, or accounts 0-3999. The system does not include object account 4000.

AT02 Object account 9000. This interim total sums all object accounts between 4000-8999. The system does not include object account 9000.

The system automatically creates a grand total on the Work with Cost Summary form. You do not need to specify an interim total for the Cost Summary grand total.

Using the AT AAls is optional. If you set up the AT AAls, you must apply the following rules:

- Define interim totals between AT01-AT99.
- Use AT00 to define the account number that stores statistical information, such as hours or miles.

FMA, FMB, and AT00 AAls

The system uses these AAls to determine the statistical accounts to use when equipment accumulates units such as miles, hours, and fuel. The system uses statistical units to track equipment use. Programs that use these AAls include:

- Meter Readings
- PM Schedule
- Update PM Schedule
- PM History and Completion
- Equipment Cost Analysis

When you set up FMA, FMB, and AT00 AAls, you can set them up to be company-specific. In addition, you must apply the following rules:

- Include a business unit and object account for each AAl.
- Do not include a subsidiary account.

Note

If you perform preventive maintenance based on equipment use measured by billed hours, you can use the same accounts for these AAls as you use for billing accounts. AAls applicable to equipment billing include:

- FTC
 - FTC1 - FTC0
 - FTxx
-

FMC, FMD, and FME AAls

The system uses these AAls to define the statistical account that records the original meter reading as determined by the Meter Readings program. Each of these AAls corresponds to a statistical account as follows:

- FMC corresponds to the FMA account.
- FMD corresponds to the FMB account.
- FME corresponds to the AT00 account.

When you set up FMC, FMD, and FME AAls, you can set them up to be company-specific. Additionally, you must apply the following rules:

- Include a business unit and object account for each AAI.
- Do not include a subsidiary account.

FP AAI

You must set up the following AAI for work orders. The system uses the FP AAI to determine which account to charge when you create a purchase order from the work order parts list. You can set up the FP AAI to be company-specific. Additionally, you must apply the following rules:

- Include an object account for each AAI.
- Optionally, include a business unit or subsidiary account. If you do not include a business unit or subsidiary account, the system uses the Charge to Business Unit and Repair Code from the work order for which you are purchasing parts.

You also must verify that line types have been set up.

Working with AAls

Because the system already has AAls in place, you must verify that these AAls are appropriate for your business needs. You can revise existing AAls and set up additional AAls as needed.

Before you revise or set up AAls, review the existing information. For each AAI item, verify that a default AAI exists for company 00000. For each company requiring specific instructions, verify that a company, business unit, and object account exist.

Depending on your needs, you can review, revise, and set up AAls on either of the following forms:

- Set Up Single AAI Item
- Set Up Multiple AAI Items

The Set Up Single AAI Item form displays all of the detail for one AAI at a time. The Set Up Multiple AAI Items form can display the detail for more than one AAI item at a time, which might be more useful if you have multiple items to review, revise, or set up.

Although the procedures for using these forms are similar, the sequence and names of some fields differ.

See Also

- ❑ *Working with AAls* in the *General Accounting Guide* for information about translating AAls

Before You Begin

- ❑ Set up your chart of accounts. See *Creating and Updating Your Chart of Accounts* in the *General Accounting Guide*.

► To review and revise a single AAI

To review AAI items in detail one at a time and revise as needed, use the Set Up Single AAI Item form. You also use this form when you copy an existing AAI Item.

Use one of the following navigations:

From the Accounts Payable Setup menu (G0441), choose Automatic Acctg Instructions.

From the Accounts Receivable Setup menu (G03B41), choose Automatic Acctg Instructions.

From the General Accounting System Setup menu (G0941), choose Automatic Acctg Instructions.

From the Plant & Equipment Management Setup menu (G1341), choose Automatic Accounting Instructions.

1. On Work With Automatic Accounting Instructions, to start the list of AAI items with a specific sequence number, complete the following field and click Find:
 - Sequence No.
AAIs for the Accounts Payable system have sequence numbers that start with 4. Those for the Accounts Receivable system have sequence numbers that start with 3. Those for the General Accounting system have sequence numbers that start with 1. You can use a field in the QBE row to advance to account ranges that are associated with this sequence number.
2. To narrow your search, enter additional search criteria in the QBE row and click Find.
3. Choose an AAI item and click Select.
4. On Set Up Single AAI Item, review the fields, change the following fields as needed, and click OK:
 - System
 - Sequence No.
 - Business Unit
 - Object Account
 - Subsidiary

When you click OK, the system validates the account that you entered against the Account Master table (F0901). If you enter an invalid account, the system generates an error message.

You can change the value in an account segment field (business unit, object account, and subsidiary) if the account segment was originally defined as required or optional. You cannot change the value if the account segment was originally defined as not used unless you first change the Not Used code to Required or Optional. J.D. Edwards recommends that you not change this code on existing AAI items.

You cannot change the following fields for existing AAI items:

- Item Number
- Company

J.D. Edwards recommends that you not change the Required, Optional, and Not Used options.

► To review and revise one or more AAIs

To display information for one or more AAI items at a time, use the Set Up Multiple AAI Items form.

Use one of the following navigations:

From the Accounts Receivable Setup menu (G03B41), choose Automatic Acctg Instructions.

From the Accounts Payable Setup menu (G0441), choose Automatic Acctg Instructions.

From the General Accounting System Setup menu (G0941), choose Automatic Acctg Instructions.

From the Plant & Equipment Management Setup menu (G1341), choose Automatic Accounting Instructions.

1. On Work With Automatic Accounting Instructions, to review and revise AAI items with different item numbers, choose an item, and then choose Multiple AAIs from the Row menu.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Set Up Multiple AAI Items

OK Find Delete Cancel Row Tools

Item Number PB

Records: 1 - 10

	Seq. No.	Item No.	Co	Business Unit	BU Op	Obj Acct	Obj Op	Sub	Sub Op	Description Line 1	Description Line 2
☒	4.015	PB	00000	1	R	1110	R	BEAR	O	Default Bank Account	for Accounts Payable
☐	4.015	PB	00001		1 R	1110	R	BEAR	O	Default Bank Account	for Accounts Payable
☐	4.015	PB	00050		50 R	1110	R	BEAR	O	Default Bank Account	for Accounts Payable
☐	4.015	PB	00070		70 R	1110	R	BEAR	O	Default Bank Account	for Accounts Payable
☐	4.015	PB	00075		75 R	1110	R	BEAR	O	Default Bank Account	for Accounts Payable
☐	4.015	PB	00077		77 R	1110	R	BEAR	O	Default Bank Account	for Accounts Payable
☐	4.015	PB	00080		80 R	1110	R	BEAR	O	Default Bank Account	for Accounts Payable
☐	4.015	PB	00150		150 R	1110	R	FIB	O	Bank Account: Co 150	For Accounts Payable
☐	4.015	PB	00152		R	1110	R	FIB	O	Bank Account: Co 152	for Accounts Payable
☐	4.015	PB	00200		200 R	1110	R	BEAR	O	Default Bank Account	for Accounts Payable

2. On Set Up Multiple AAI Items, type * to view all, or a single number to view only one item number in the following field in the header area of the form:
 - Item Number
3. Type an initial letter followed by * in the Item No. field in the QBE row, and click Find.
4. On Set Up Multiple AAI Items, review the fields, changing the following fields as needed; and click OK:
 - Seq. No.
 - Business Unit
 - Obj Acct
 - Sub
 - Description Line 1
 - Description Line 2
 - Product Code

When you click OK, the system validates the account that you entered against the Account Master table (F0901). If you enter an invalid account, the system generates an error message.

You can change the value in an account segment field (business unit, object account, and subsidiary) if the account segment was originally defined as required or optional.

You cannot change the value if the account segment was originally defined as not used unless you first change the Not Used code to Required or Optional. J.D. Edwards recommends that you do not change this code on existing AAI items.

Do not change the following fields in the detail area for existing AAI items:

- Item No.
- Co

J.D. Edwards recommends that you do not change the following fields:

- BU Op
- Obj Op
- Sub Op

► To set up AAls

After you review and revise the existing AAls for your business needs, you might need to set up additional AAI items.

You must use a valid item number when you set up an AAI. The Subsidiary and Description fields are optional for all AAls. The Business Unit field is optional for some AAI items. If the business unit is not entered in the AAI, the business unit of the voucher or invoice is used in conjunction with the object and subsidiary entered for the AAI.

Use one of the following navigations:

From the Accounts Payable Setup menu (G0441), choose Automatic Acctg Instructions.

From the Accounts Receivable Setup menu (G03B41), choose Automatic Acctg Instructions.

From the General Accounting System Setup menu (G0941), choose Automatic Acctg Instructions.

From the Plant & Equipment Management Setup menu (G1341), choose Automatic Accounting Instructions.

1. On Work With Automatic Accounting Instructions, do one of the following:
 - To access Set Up Single AAI Item, click Add.
 - To access Set Up Multiple AAI Items, choose an item, and then choose Multiple AAls from the Row Menu.

Note

The Set Up Multiple AAI Items form is useful for adding and changing AAls because you can review more than one AAI item at a time.

2. On Set Up Single AAI Item or Set Up Multiple AAI Items, complete the following fields, and then click OK:

- Item Number
- Co
- Business Unit
- Obj Acct
- Sub
- Description Line 1

► To copy an AAI

When you copy an existing AAI, the system keeps the existing AAI and adds the new one. This procedure is an efficient method of setting up a new AAI.

Use one of the following navigations:

From the Accounts Payable Setup menu (G0441), choose Automatic Acctg Instructions.

From the Accounts Receivable Setup menu (G03B41), choose Automatic Acctg Instructions.

From the General Accounting System Setup menu (G0941), choose Automatic Acctg Instructions.

From the Plant & Equipment Management Setup menu (G1341), choose Automatic Accounting Instructions.

1. On Work With Automatic Accounting Instructions, choose an existing AAI and click Copy.
2. On Set Up Single AAI Item, enter the values for the new AAI item in the following fields and click OK:
 - Item Number
 - Company
 - System
 - Sequence No.
 - Business Unit
 - Object Account
 - Subsidiary
 - Description Line 1

Processing Options for Automatic Accounting Instructions (P0012)

Sequence No.

Enter the desired values and press OK to continue.

Enter the Starting Sequence Number

Setting Up Next Numbers for Fixed Assets

The Next Number program controls the automatic numbering in many J.D. Edwards systems. When you set up equipment next numbers, you enable the system to automatically assign unique numbers for certain items. For example, when you create an equipment master for a new piece of equipment, the system assigns a unique equipment number to the equipment. The Fixed Assets system automatically assigns numbers to the following items:

Asset number	Use to identify the assets in your system by a number. The system generates an equipment (asset) number to uniquely identify each piece of equipment. Depending on how you set up equipment constants, you can use the equipment number as the primary number by which equipment is identified on forms and reports throughout Equipment Plant Management.
Fixed asset documents	Use to identify documents that the system creates when you run various Fixed Assets programs, including: • Compute Depreciation • Single/Mass Asset Transfer • Single/Mass Asset Disposal • Enter Beginning Balances • Asset Splits
Location information and associated text	Use to identify individual lines of location information and the associated text. The system assigns a text number to every location tracking record, whether you enter text for the record or not. Various programs in the system use the text key number internally.
Location tracking information	Use to group location tracking records. The transfer number can include multiple location information lines for multiple pieces of equipment. For example, when you enter location tracking information for several pieces of equipment on one form, the system generates a transfer number to group lines of information together as one transfer order.
Equipment number	The system generates an equipment (asset) number to uniquely identify each piece of equipment. Depending on how you set up equipment constants, you can use the equipment number as the primary number by which equipment is identified on forms and reports throughout Equipment/Plant Management.

Caution

You must specify the first next number for the Asset ID Number. The number must have a value of 1 or greater.

If you convert to the Fixed Assets system, you must specify an Asset ID Number that is greater than your highest asset identification number. Other next number specifications are optional.

J.D. Edwards recommends that you assign next numbers for the Fixed Assets system by company or by company and fiscal year for selected original documents.

The system stores these next numbers in the Fixed Assets system (system 12). The system generates next numbers from the Next Numbers - Automatic table (F0002).

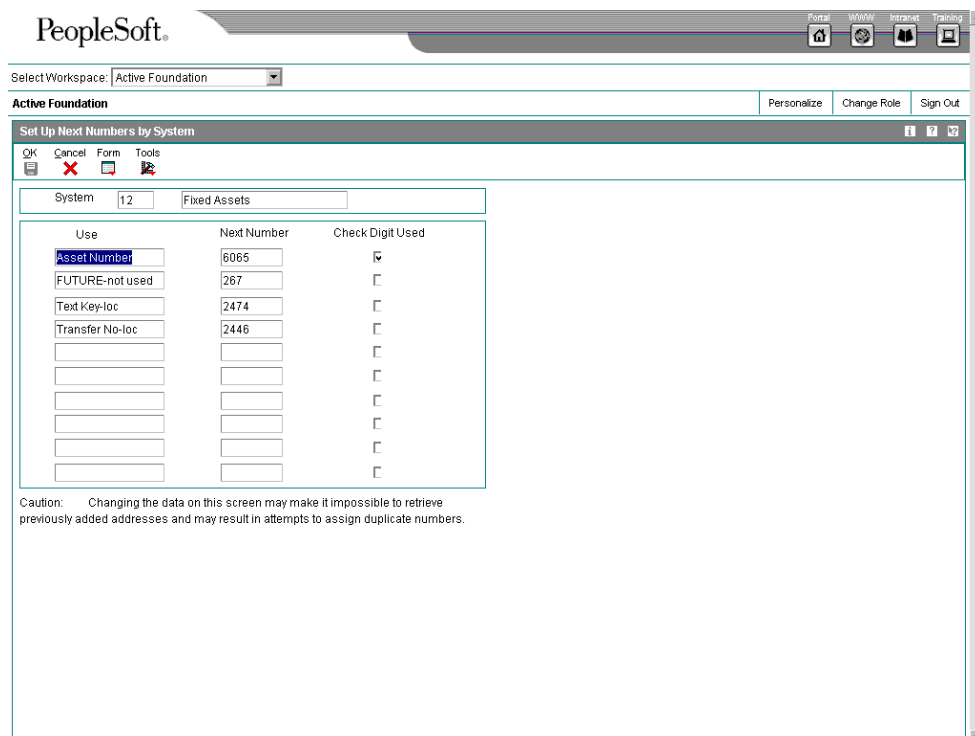
Caution

J.D. Edwards strongly recommends that you do not use blank as a next number value. In addition, to ensure data integrity and prevent the system from assigning duplicate next numbers, you must never change a next number to a lesser value.

► To set up equipment next numbers

From the Plant & Equipment Management Setup menu (G1341), choose Next Numbers.

1. On Work With Next Numbers, type 12 in the following field and click Find to locate next numbers for Equipment/Plant Management:
 - System
2. Choose a record and click Select.



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Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Set Up Next Numbers by System

OK Cancel Form Tools

System 12 Fixed Assets

Use	Next Number	Check Digit Used
Asset Number	6065	☒
FUTURE-not used	267	☐
Text Key-loc	2474	☐
Transfer No-loc	2446	☐
		☐
		☐
		☐
		☐
		☐
		☐

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

3. On Set Up Next Numbers by System, complete the Next Number and Check Digit Used fields for each number that you need to set up.

Do not delete next number values. Deleting a next number value might prevent the system from assigning an automatic next number or cause other unpredictable results.

4. Click OK.

Setting Up Depreciation Default Values

You can control the accounts and depreciation values that the system inserts into asset master and balance records when you add a new asset to the system. You simplify the entry process of new asset master records when you set up the following default values:

- Accounting class
- Equipment class
- Depreciation accounts
- Revenue accounts
- Depreciation information

Caution

You must set up depreciation default values for every asset cost account in every company. Ensure that you set up depreciation default values for any new cost accounts or companies that you add to your system at a later time. If you make any changes to depreciation default values, you should verify that the defaults are correct before you enter new asset master records.

Any modifications that you make to the depreciation default values for an asset cost account or company affect only the new assets that you add to the system after making the changes. The modifications do not affect existing assets.

The company number that you associate with the asset cost and accumulated depreciation accounts must be the same as the company number that you assign to the asset.

J.D. Edwards recommends that you establish a one-to-one relationship between the asset cost account and the Major Accounting Code. If you establish this one-to-one relationship, you do not need to override the default values when you set up equipment masters.

► To set up depreciation default values

From the Fixed Asset System Setup menu (G1241), choose Depreciation Default Coding.

1. On Work With Depreciation Defaults, click Add.
2. On Depreciation Default Coding, complete the following fields:
 - Company
 - Asset Cost Obj/Subsidiary

- Accumulated Depreciation
 - Depreciation Expense
3. Complete the following fields in the detail area:
- LT
 - Depr Meth
 - Life Mos
 - Depr Info
 - Meth Comp

PeopleSoft

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Depreciation Default Coding

OK Delete Cancel Row Form Tools

Company Number 00001 Financial/Distribution Company

Asset Cost Obj/Subsidiary 2060 Furniture & Office Equipment

Defaults To

Major Accounting Class 00 Furniture & Office Equipment

Major Equipment Class

Accumulated Depreciation 1,2160 Accum Depr-Furn. & Equip.

Depreciation Expense 9,8320 Depr-Office Furn/Equipment

Revenue Credit

LT	Ledger Type Description	Depr Meth	Depreciation Method Description	Life Mos	Depr Info	Meth Comp	Meth %	Meth 9 Sch No
☒	AA General Ledger	01	Straight Line Depreciation	84		I		
☐	D2 State - 150% Decline Bal	04	150% Declining Bal w/Cross Ovr	84		I		
☐	D3 Earn. & Profit-MACRS	12	MACRS Standard Depreciation	120 Y		C		
☐	D4 Alter. Minimum-200%	05	200% Declining Bal w/Cross Ovr	120 Y		I		
☐	D5 MACRS Alternative	13	MACRS Alternative Depreciation	120 Y		R		

You must set up the AA ledger type as a minimum for all your assets. Use depreciation method 00 with the AA ledger for nondepreciating equipment. If you use depreciation method 00, you are not required to define a depreciation default value for the accumulated depreciation and depreciation expense accounts.

4. Complete the following optional fields:
- Major Accounting Class
 - Major Equipment Class
 - Revenue Credit

J.D. Edwards recommends that you establish a one-to-one relationship between the asset cost account and the Major Accounting Code (C1).

5. For fixed % depreciation methods, complete the following field:
 - Meth %
6. Complete the following field only if the depreciation method is Units of Production (method 09):
 - Meth 9 Sch No
7. Click OK.
8. To create a report that shows the default values, choose Default List from the Report menu on Work With Depreciation Defaults.

Alternatively, you can choose Depreciation Defaults Report from the Cost Information & Reports menu (G1213).

Mapping Category Codes

When you set up the responsible business units that you want to use throughout your system, you assign category codes to each unit. You can set up category codes for your business units that would also be helpful for tracking and reporting on assets. You can also map specific equipment category codes to specific work order category codes.

Note

To use business unit category codes for tracking and reporting on assets, you can assign category code default values. You assign category code default values by associating, or mapping, the category codes that you set up for individual business units to the category codes that you use for fixed assets. The system uses the default category code values when you create master records for new assets.

The default values that you set up on Category Code Mapping appear on the Work with Assets and Work with Equipment Master forms only if the values are valid for the business unit and the asset. For example, if you assign the default value for category code 05 from the Revise Business Units form to category code 08 on the Work with Assets form, the values in both category code tables must match.

The system truncates any category codes that you assign from a business unit category code that is longer than three characters into a three-character category code field on the Work with Assets and Work with Equipment Master forms.

The system uses the responsible business unit that you enter on the Asset Master record to determine from which business unit to assign default category codes. If you change the responsible business unit for an asset, the system uses the default category codes that are based on the new business unit.

► To map category codes

Use one of the following navigations:

From the Fixed Asset System Setup menu (G1241), choose Category Code Mapping.

From the Plant & Equipment Management Setup menu (G1341), choose Category Code Mapping.

1. On Category Code Mapping, complete the following field to indicate how you want to map the category codes:
 - Mapping Type
2. Complete the following fields, and click OK:
 - Map to Category Code
 - Map from Category Code

Several category codes throughout the system exceed three characters in length. For codes that you map onto the equipment master or work order master, the system truncates any codes longer than three characters into a 3-character category code field.

Map Type	Map to Category Code	Map to Description	Map from Category Code	Map from Description
☒	1	Category Code 11	13	Business Unit Reporting13
☐	1	13 Category Code 13	15	Business Unit Reporting Code15
☐				

Setting Up User Defined Codes for Fixed Assets

Many fields throughout the Fixed Assets system accept only user defined codes. You can customize the Fixed Assets system by setting up user defined codes to meet the needs of your business environment.

User defined codes are stored in tables that are related to a specific system and code type. For example, 12/FM represents system 12 (Fixed Assets) and user defined code type FM (Finance Method). User defined code tables determine what codes are valid for the individual fields in your system. If you enter a code that is not valid for a field, the system displays an error message. For example, you can only enter codes in the Major Accounting Class Code

field on the Work with Assets form that exist in the user defined code table for system 12 and code type C1.

You can access all user defined code tables through a single user defined code form. After you select a user defined code form from a menu, change the System Code field and the User Defined Codes field to access another user defined code table.

Note

User defined code table 12/LT (Fixed Assets Ledger Type for Depr. J.E.s) has been replaced by the Ledger Type Master File table (F0025). You can access fixed asset ledger types that were formerly defined in this user defined code table through Ledger Type Master Setup from the Fixed Asset System Setup menu (G1241).

Equipment Plant Management uses the category codes from the Fixed Assets system (12). Many forms throughout Equipment Plant Management show the first 10 of 23 category codes. J.D. Edwards recommends that you assign specific equipment needs to as many of the first ten category codes as you need. This process helps you to perform online searches for equipment. You can then use the remaining codes for fixed asset reporting needs.

Caution

User defined codes are central to J.D. Edwards systems. You must be thoroughly familiar with user defined codes before you change them. The effort that you put into designing the user defined codes which your company uses can greatly affect your overall satisfaction with the system.

The following user defined codes are the primary codes for the Fixed Assets system:

Major Accounting Class (12/C1)

Use to group assets into categories, such as office equipment, furniture, heavy equipment, plant equipment, and so on.

J.D. Edwards recommends that you set up a one-to-one relationship between major accounting class and the asset cost account to assist in running user defined depreciation.

Major Equipment Class (12/C2)

Use to further divide assets into subclasses. For example, set up codes to divide office equipment into groups, such as copiers, computers, printers, and so on.

Additional classification codes (12/C3 - C0 and F1 - F0, 21 - 23)

Use the following classification codes for any additional business requirements that you might have:

- Manufacturer (Class Code 3)
- Model Year (Class Code 4)
- Usage Miles or Hours (Class Code 5)
- Equipment Code (Class Code 6)
- Category Code 7
- Division (Class Code 8)
- Category Code 9
- Rate Group (Class Code 10)
- Class Code 11-23

If you use Equipment Billing, you must use category code 10 to define billing rate groups.

**Finance Method
(12/FM)**

Use to specify how an asset was acquired, such as leased or purchased outright. Finance method information is stored in the Asset Master File table (F1201).

**Revaluation Code
(12/RI)**

Use to identify revaluation index tables. For example, set up codes to identify revaluation tables for separate countries.

**Depreciation Method
(12/DM)**

Use to define depreciation methods. In addition to the standard depreciation methods 00 - 18, you can define your own depreciation methods with user defined depreciation. Standard depreciation methods use numeric code identifiers. You must use alphabetic code identifiers for any user defined depreciation methods that you set up.

Both standard and user defined depreciation methods are stored in UDC table 12/DM. When you run depreciation computation programs, the system distinguishes user defined depreciation methods from standard methods by a 1 in the Special Handling Code field.

**Status or Disposal
Code (12/ES)**

Use to specify types of disposals, such as sold, scrapped, or charity. Status and disposal information is stored in the Asset Master File table (F1201).

You can also use this category code to specify the operational status of equipment status, such as available, working, down, or disposed.

**Equipment Message
Type Code (12/EM)**

Use to define and group different types of messages, such as planned maintenance, problem reporting, lease terms, and so on.

The Fixed Assets system includes two classification codes that are hard coded, and cannot be changed or deleted:

- DP (Type of Disposal)
- DM (Depreciation Method)

Preventive Maintenance Status Codes (12/MS)

Use these codes to identify the status of a maintenance task at a specific time. For example, you might set up a code to indicate that a maintenance task is waiting for parts and another code to indicate that the work is in progress.

Plant & Equipment Management includes the following predefined status code values, which have special meaning to the system:

- 01 - Maintenance schedule defined
- 98 - Maintenance canceled
- 99 - Maintenance complete

You can create any other status codes that you need.

Preventive Maintenance Category Codes 01 (13/P1, 13/P2)

Use these codes to categorize preventive maintenance schedules. For example, set up codes to divide preventive maintenance schedules into groups, such as critical and noncritical.

Equipment Message Type (12/EM)

Use these codes to define and group different types of messages, such as planned maintenance, problem reporting, lease terms, and so on.

Preventive Maintenance Service Type Codes (12/ST)

Use these codes to identify the different types of maintenance tasks that you assign to the preventive maintenance schedules for each piece of equipment, such as LUBE for equipment lubrication, INSPECT for safety inspection, and so on.

Work Order Databases (00/WD)

Work order databases group supplemental data types for work orders, such as E for engineering change orders.

Type Codes (00/TY)

Use these codes to group work orders by type, such as emergency work order or preventive maintenance work order. The system displays this classification code field in the Scheduling Workbench program (P48201).

The Work Order Processing system includes predefined type code values. If these type codes do not meet your needs, you can modify them or create new ones.

Work Order Priority Codes (00/PR)

Use these codes to group work orders by priority, such as urgent or low. The system displays this classification code field in the Scheduling Workbench program (P48201).

Priority codes classify work orders by priority, such as H for high priority and 1 for emergency priority. These codes are for reference only and do not affect the scheduling or planning of work.

Work Order Status Codes (00/SS)

Use these codes to group work orders by current condition. You can update the status code for a work order as work progresses. The system displays this classification code field on a variety of forms related to the life cycle of a work order, such as Work With Work Orders and Work Order Details.

Status codes classify work orders by current status in the work order life cycle, such as A for approved and AP for approval pending. You can update the status code for a work order as work progresses.

Work Order Category Code 01 (00/W1)

Category code 01 is a special four-character user defined code that appears on all work order forms and reports. You can use category code 01 for the work order phase or matter codes. Use phase or matter codes to do the following:

- Group families of work orders into phases or subcategories for project management and cost account purposes.
- Group families of work orders on invoices by special matter or explanation code.

If you do not want to use category code 01 for phase and matter codes, you can modify the predefined codes or create new ones.

Phase or matter codes indicate the implementation phase of the work order, such as 2 for project phase 2. You can use phase codes to group work orders for project management and cost accounting purposes.

Work Order Document Types (00/DT)

Use these codes to differentiate between different types of work order transactions in the general ledger. For example, you can create document types for preventive maintenance work orders, corrective maintenance work orders, and so on.

Additional Work Order Category Codes (00/W2 - 00/W0)

Use category codes 02-10 to customize and further define your work orders. (Category code 10 is UDC table 00/W0.) Category codes 02-10 have no predefined values; they can represent any category or description by which you want to group work orders. For example, you can set up one category code to represent types of problems encountered in the work order process, such as improper installation or design flaws. Another code might represent locations where work is taking place.

The system displays the first ten category codes in the Scheduling Workbench program (P48201). You can set up these codes to help you limit your search for work orders.

For example, you can set up category code 2 as a work order failure code to indicate reasons for equipment failure. You can then set up codes to indicate equipment failure due to the following:

- Operator error
- Design flaw
- Lubrication or cooling problem

Work Order Detail Specifications Codes (00/RT)

Use work order detail specifications codes to organize the descriptive information that you enter and track for your work orders. Work order detail specifications codes organize the descriptive information that you enter for your work orders, such as S for safety provisions and E for equipment downtime. For example, you might set up work order detail specifications to include the following types of information:

- Tool and equipment instructions
- Safety provisions
- Equipment downtime

Summary Document Types (48/DC)

Use these codes to define the document types that the system displays on Cost by Work Order. For example, you can set up codes for the following document types:

- Inventory issues
- Work order inventory issues
- Accounts payable entries

- Time entries

Inventory Document Type (48/ID)

Use these codes to define the inventory document types for the work order that the system displays on the Estimate to Actual Variance form. For example, you can set up codes for the following types of issues:

- Inventory issues
- Work order inventory issues

Bill Type (40/TB)

Use these codes to define the types of parts lists that you can assign to a work order, such as preventive maintenance parts lists, corrective maintenance parts lists, and so on.

Routing Type (40/TR)

Use these codes to define the types of labor routing instructions you can assign to a work order, such as preventive maintenance instructions, corrective maintenance instructions, and so on.

UDCs for Work Order Management

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

17/SG Service Group

17/WT Time Entry Hour Type

UDCs for Failure Analysis

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

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

User Defined Codes for Work Order Resource Assignments

The following user defined codes are used by the applications in the work order resource assignments module:

42/WD Resource Calendar. A user defined code that specifies how the calendar is used. For example, the calendar might be specific to an industry such as banking, or it might be used within Resource Assignments.

48/TP Assignment Type. A user defined code that specifies the type of assignment in scheduling, notification, and assignment. For future use.

- 48/LP** Load Profile Method. These user defined codes are used to indicate the load profile method for resources. The load profile method indicates how the work of an assignment is distributed.
- 48/PT** Period Type. These user defined codes are used to indicate the period type used for displaying the availability and assignments of the resources. You can set a default value in the processing options for the Resource Assignments application (P48331).
- 48/CT** Calendar Type. These user defined codes are used to indicate the selected calendar type-- for example, base calendar-- when defining working hours in the Resource Working Hours application (P48307). You access these codes by clicking the Search button for the Type field.
- 48/RD** Resource Details. These user defined codes are used to indicate whether the resources' assignments or availability is displayed on the Work with Resource Assignments form (P48331). You can set a default value in the processing options for the Resource Assignments application.
- 48/01-48/20** Resource Attributes. These user defined codes can be used to define additional filter criteria for resources. For example, if the HR/Payroll system is not installed, these codes can be used to define criteria such as job type or competency.
- 48/SD** Scheduling Day of the Week. These user defined codes are used in the Resource Working Hours application to specify the days for which working hours are defined.
- 48/WD** Work Day. These user defined codes are used to indicate which day of the week is considered the starting workday. You can set a default value in the processing options for the Resource Assignments application.
- 48/TK** Task Status. A user defined code that specifies the status of a task in scheduling, notification, and assignment. Valid values are listed in UDC table 48/TK. For future use.
- 48/CK** Calendar Key. A code that is used to classify different resource calendars. For example, you might define normal, day and night shift calendars.
- 48/RL** Resource Assignment Level. A user defined code that specifies whether resource assignments are at the level of the work order or the work order labor detail, based on the work order document type. In order to make assignments at the labor detail level, you must use this UDC to specify the work order document type.

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 Failure Analysis 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 that can contain many models. A model is a more specific group, that 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 Service Management, an example might be a Printer family, with models of Laser and Ink Jet.

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

Use one of the following navigations:

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

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

1. On Work with Product Family/Model Revisions, click Add.

The screenshot shows the PeopleSoft web interface. At the top, the PeopleSoft logo is on the left, and navigation links for Portal, WWW, Internet, and Training are on the right. Below the logo is a 'Select Workspace' dropdown menu set to 'Active Foundation'. A horizontal bar labeled 'Active Foundation' contains links for Personalize, Change Role, and Sign Out. The main window is titled 'Product Family/Model Revisions' and has a toolbar with OK, Cancel, and Tools buttons. The form contains three input fields: 'Product Family' with a search icon, 'Product Model', and 'Responsible BU for Service'.

2. On Product Family/Model Revisions, to create a UDC for a product family, complete the following field:
 - Product Family
3. To create UDCs for product models within this family, complete the following field:
 - Product Model
4. To define the default responsible business unit for this product family and model combination, complete the following field and click OK:
 - Responsible BU for Service
 - The system uses the value from this field only if you have set up your SWM constants to use the responsible business unit by product family and model.
5. Repeat steps 2 through 4 for each product family and model combination that you need.

Setting Up Customers and Service Provider Records

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

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

Setting Up Customer Records

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

► To set up customer records

Use one of the following navigations:

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

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

1. On Work With Addresses, click Add.

The screenshot shows the PeopleSoft web interface for the 'Address Book Revision' form. The top navigation bar includes the PeopleSoft logo and links for Portal, MyHR, Internet, and Training. Below this is a 'Select Workspace' dropdown set to 'Active Foundation'. The main header area shows 'Active Foundation' and links for 'Personalize', 'Change Role', and 'Sign Out'. The form title is 'Address Book Revision'. Below the title is a toolbar with icons for OK, Cancel, Form, and Tools. The form contains several input fields: 'Address Number' with the value '3003', 'Alpha Name' with the value 'CSC Corporation', 'Long Address Number', 'Tax ID', 'Search Type' with a dropdown set to 'C' and a label 'Customers', and 'Business Unit' with a dropdown set to '1' and a label 'Financial/Distribution Company'. There are also tabs for 'Address Book', 'Mailing', 'Additional', 'Related Address', 'Cat Code 1 - 10', and 'Cat Code 11 - 30'.

2. On Address Book Revision, complete the steps to enter a customer record.

3. Click the Additional tab, and then click the following option to indicate whether you accept receivables from this customer:
 - Receivables Y/N

The screenshot shows the PeopleSoft 'Address Book Revision' form with the 'Additional' tab selected. The 'Address Number' field contains '3003'. The 'Additional' tab contains the following fields and options:

Payables Y/N/M	N	☒ Receivables Y/N
☐ Employee Y/N		☐ User Code
☐ AR/AP Netting (Y)		☐ Subledger Inactive Code
☒ HRM Records Exist		
Add'l Ind Tax ID		Workflow
Tax Exempt Certificate		E-mail Preference
Person/Corporation Code		Shortcut Client Type
Credit Message		
Language		
Industry Classification	5200	Services

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

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

PeopleSoft®

Portal WWW Intranet Training

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Work With Service/Warranty Management Information

Select Add Delete Close Tools

Customer Number 3003 CSC Corporation

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

Customize Grid

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

Note

If you need to delete a customer, click Delete on the Work With Service/Warranty Management Information form. The system only deletes the SWM information from table F1797 and does not affect table F0101.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Service/Warranty Management Information

Cancel Tools

Customer

Service Provider

Technician

Supplier

- On Service/Warranty Management Information, click Customer.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Customer Information Revisions

OK Cancel Form Tools

Customer Number 3003 CSC Corporation

Adjustment Schedules

Contracts SCHCON Schedule for Contracts

Work Orders SCHSVO Schedule for S&WM Serv. Ord.

Maintenance Requests SCHCALL Schedule for calls

Default Service Provider

Default Dealer

Geographic Region

Work Order Service Type

Time Zone 05 Arizona

Daylight Savings Rule

Standard Carrier

Shipment Tracking

Work Center S30 LM Service Center

Responsible Business Unit

- On Customer Information Revisions, complete the following fields:
 - Contracts

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

- Work Orders

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

- Maintenance Requests

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

- Default Service Provider

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

- Geographic Region

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

- Work Order Service Type

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

- Time Zone

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

- Daylight Savings Rule

This field applies to the time zone of the customer.

- Work Center

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

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

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

Setting Up Service Provider Records

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

► **To set up service provider records**

Use one of the following navigations:

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

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

Note

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

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

Note

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

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

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Service Provider Revisions

OK Cancel Form Tools

☐ Inactive

Provider Number 3003 CSC Corporation

ACD Extension

Mail Box Designator

Pager/E-mail Address

Service Group

Work Center

Time Zone

Daylight Savings Rule

Default Account Number Adjustment Schedules Payment Pricing

Home Business Unit

Object Account

Subsidiary

8. On Service Provider Revisions, to view service providers as active or inactive for reporting purposes, click the following option:
 - Inactive
9. Complete the following fields:
 - ACD Extension

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

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

If you leave this field blank, the queue that is defined in the mailbox appears as the default value.
 - Pager/E-mail Address

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

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

- Time Zone

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

- Daylight Savings Rule

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

The Service Group field is reserved for future use.

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

- Home Business Unit
- Object Account
- Subsidiary

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

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

- Claims

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

12. On the Payment/Pricing tab, to indicate the pricing method to use to pay the service provider, click one of the following options:

- Flat Rate
- Time and Materials
- None

13. To indicate the reimbursement method for approved supplier recovery records, click one of the following options:

- Credit Memo
- Account Payable

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

- Pay Service Provider for Parts

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

Setting Up Specification Data

Use specification data to define which types of static data, such as nameplate information, you want to record for a particular equipment class. For each equipment class, you can create up to 99 pages of data with as many as 16 data fields per page. You can set up the sequence in which the data appears and specify the names for the various data fields.

Before You Begin

- ❑ Verify that you have entered a supplemental category code on Fixed Asset Constants.
- ❑ Set up a supplemental data type of SP.

► To set up specification data

From the Supplemental Data Setup menu (G1344), choose Specification Cross Reference.

1. On Work With Specification Cross Reference, click Add to access Specification Cross Reference Revisions.

The screenshot shows the PeopleSoft web interface for the 'Specification Cross Reference Revisions' form. The top navigation bar includes the PeopleSoft logo and links for Portal, MyHR, MyAssets, and Training. Below this is a 'Select Workspace' dropdown set to 'Active Foundation'. The main header area contains 'Active Foundation', 'Personalize', 'Change Role', and 'Sign Out' buttons. The form title is 'Specification Cross Reference Revisions'. Below the title is a toolbar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. The form fields are organized into two main sections. The first section contains 'Category Code 15' (with a search icon), 'Page No', 'Sequence Number', and 'Language'. The second section contains 'Description', 'Field Number', 'Justify (R or L)' (with a dropdown set to 'L'), 'Data Dictionary Item', 'Required Field (Y/N)' (with a dropdown set to 'N'), 'Field Type' (with a dropdown set to 'A'), 'Product Code', 'Item Size', 'User Defined Codes', 'Display Decimals', and 'File ID'.

2. On Specification Cross Reference Revisions, in the upper leftmost field, type a value that corresponds to the equipment class for which you are setting up specification data.

The name of this field corresponds to the value that you enter in the Supplemental Category Code field on Fixed Asset Constants. In the example shown, this field is Category Code 15.

3. Complete the following fields for each type of specification data that you want to set up:
 - Sequence Number
 - Description
 - Field Number
 - Item Size
4. To edit specification data against a user defined code, complete the following optional fields:
 - Product Code
 - User Defined Codes

The value that you entered in the previous step for item size must match the value of the user defined code.
5. To edit specification data against information in a specific table, complete the following optional fields:
 - Data Dictionary Item
 - File ID

Valid files are Work Order Master (F4801), Asset Master (F1201), Address Book Master (F0101), and Item Master (F4101).
6. Complete the following optional fields:
 - Justify (R or L)
 - Field Type
 - Display Decimals
 - Required Field (Y/N)

If you do not enter a field type, the system enters a default value of A.
7. If the equipment class for which you are setting up specification data requires more than 16 specification data types, complete the following field to create a new page:
 - Page No
8. Click OK.

Setting Up Supplemental Data for Equipment

Supplemental data consists of categories of information that you define to meet your unique business requirements. For Plant and Equipment Management, you can use supplemental data to further define equipment or work orders in your system. After you set up supplemental data, you can use it to report on and track detailed information about equipment or work orders that is not included on the equipment master or work order master. For example, you might want to track supplemental data that is related to equipment maintenance, such as vibration readings and oil readings.

Typical types of supplemental information for equipment might include the following:

- Capacity
- Transportation notes
- Vibration readings
- Oil readings
- Specification sheets

The demonstration data that comes with Plant and Equipment Management includes predefined supplemental databases for Asset Management and Work Orders. You can set up additional databases; but J.D. Edwards recommends that you do not alter the demonstration databases, particularly the key fields. The following information shows the name and supplemental database code for each database, as well as the key field for each:

**Asset Management
(AM)**

The key field for the asset management supplemental database is Asset Number.

Work Order (WO)

The key field for the work order supplemental database is Document Number.

Note

If you use specification sheets, you must set up supplemental data type SP using the program format.

Supplemental Data Type Codes and Formats

Supplemental data type codes are user defined codes that you use to organize your supplemental data. Depending on your requirements, you can set up supplemental data type codes using any of the following formats:

Format	Description
Narrative format	The narrative format allows you to enter information in free-form text. For example, you can use the narrative format to enter the following types of information: • General remarks • Notes • Memos • Descriptions • Employee performance appraisals • Applicant interview notes • Job descriptions • Legal descriptions
Message format	The message format is similar to the narrative format. It allows you to exit directly to a form and enter narrative information about the data type.
Code format	The code format allows you to customize the form on which you enter supplemental data. For each data type that uses the code format, you can customize column headings that appear on the data entry form. For example, you can use the code format to customize column headings for the following: • Language skills • Training completed • Employee appraisal details • Description of incident • Cost of damage You can attach a UDC table to each supplemental data type that uses the code format. You can use existing UDC tables or create new ones. When you create new tables, you must use system codes ranging from 55 to 59, inclusive, to protect the table from being overwritten during the reinstall process. To enter text, you can add an attachment to data types that use the code format.
Program format	The program format allows you to access a specific program and version number from the Supplemental Data program (P00092). Instead of customizing menus, set up supplemental data types that use program formats to access the forms that you use most often. You can then access the forms from a single menu selection, which saves time and streamlines data entry tasks.

The system stores supplemental data type codes in the Supplemental Data table (F00092). The system stores supplemental narrative text as generic text attachments.

Defining Supplemental Data Types in Narrative Format

Narrative format allows you to enter information in free-form text. Use the narrative format for entering the following types of information:

- Employee performance appraisals
- Applicant interview notes
- Job descriptions
- Legal descriptions
- General remarks

► To set up a supplemental data type code using the narrative format

Use one of the following navigations:

From the CIF Supplemental Data menu (G01312), choose Supplemental Data Setup.

From the Business Unit Supplemental Data menu (G09312), choose Supplemental Data Setup.

From the Item Supplemental Data/CIF menu (G4124), choose Supplemental Data Setup.

From the Supplemental Data Setup menu (G05BSD4), choose Supplemental Database & Data Type Setup.

From the Supplemental Data Setup menu (G1344), choose Supplemental Data Setup.

1. On Work With Supplemental Database Setup, click Find to display existing database codes.
2. Choose the database code for which you want to define a narrative data type, and then choose Work With Data Typ (Work with Data Types) from the Row menu.
3. On Work With Data Types, click Add.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Data Type Revisions

OK Cancel Form Tools

SDB Code A Display Mode N Display Sequence 3.00

Type Data GM Data Class NAR Search Type C

Description General Remarks

UDC Headings/Validation

UDC Product Code Record Type

Remark Headings/Validation

Remark 1 System Code Record Type

Remark 2 System Code Record Type

Column Headings

Amount 1 Amount 2 Quantity Effective From Effective Thru User Date User Days User Address User Document

4. On Data Type Revisions, type N (narrative) in the following field:
 - Display Mode
5. Complete the following fields:
 - Type Data
 - Description
6. Complete the following optional fields:
 - Data Class
 - Display Sequence
 - Search Type

Leave the remaining fields blank for narrative supplemental data types.
7. Click OK.

Defining Supplemental Data Types in Code Format

The code format allows you to enter supplemental information in specific fields on the data entry form. For example, you could use the code format for the following information:

- Language skills
- Training completed
- Employee appraisal details

- Description of incident
- Cost of damage

You can attach a user defined code table to each supplemental data type that has a code format.

When you set up a data type in code format, you can customize the form on which you enter supplemental data. For each data type, you can customize validation and column heading fields that appear on the data entry form.

► To set up a supplemental data type code using the code format

Use one of the following navigations:

From the CIF Supplemental Data menu (G01312), choose Supplemental Data Setup.

From the Business Unit Supplemental Data menu (G09312), choose Supplemental Data Setup.

From the Item Supplemental Data/CIF menu (G4124), choose Supplemental Data Setup.

From the Supplemental Data Setup menu (G05BSD4), choose Supplemental Database and Data Type Setup.

From the Supplemental Data Setup menu (G1344), choose Supplemental Data Setup.

1. On Work With Supplemental Database Setup, click Find to display existing database codes.
2. Choose the database code for which you want to define a code data type, and then choose With Data Typ (Work With Data Types) from the Row menu.
3. On Work With Data Types, click Add.

The screenshot displays the 'Data Type Revisions' window in the PeopleSoft application. The window has a title bar with 'PeopleSoft' and navigation icons. Below the title bar, there's a 'Select Workspace' dropdown set to 'Active Foundation'. The main content area is divided into several sections:

- Top Section:** Contains fields for 'SDB Code' (A), 'Display Mode' (C), 'Display Sequence' (2.00), 'Type Data' (PP), 'Data Class' (PUR), and 'Search Type' (C). There is also a 'Description' field with the value 'Products Purchased'.
- UDC Headings/Validation Section:** Includes fields for 'UDC' (Prod Type), 'Product Code' (SS), and 'Record Type' (PD).
- Remark Headings/Validation Section:** Includes fields for 'Remark 1' (Summary Description), 'System Code', 'Record Type', 'Remark 2', and 'System Code'.
- Column Headings Section:** A list of column headings with corresponding input fields: Amount 1, Amount 2, Cost, Quantity, Effective From, Number, Sale Start, Effective Thru, Sale End, User Date, Available, User Days, Completed, User Address, Bill to, and User Document, Pur Order.

The window also features standard window controls like 'OK', 'Cancel', 'Form', and 'Tools' at the top left of the main area.

4. On Data Type Revisions, type C (code) in the following field:
 - Display Mode
5. Complete the following fields:
 - Type Data
 - Description
6. Complete the following optional fields:
 - Display Sequence
 - Data Class
 - Search Type
7. To customize the column heading for user defined codes that appears on the General Description Entry form, complete the following field in the UDC Headings/Validation group box:
 - Display Mode
8. To attach a user defined code table to the UDC field, complete the following fields:
 - Product Code
 - Record Type
9. To customize the column headings for Remarks that appear on the General Description Entry form, complete the following fields in the Remark Headings/Validation group box:
 - Remark 1
 - Remark 2
10. To attach the Remark fields to a record type, complete the following corresponding fields:
 - System Code
 - Record Type
11. To customize the column headings that appear on the General Description Entry form, complete the following fields in the Column Headings group box:
 - Amount 1
 - Amount 2
 - Quantity
 - Effective From
 - Effective Thru
 - User Date

- User Days
- User Address
- User Document

12. Click OK.

Defining Supplemental Data Types in Program Format

The program format allows you to access a specific program and version number from the Supplemental Data program (P00092). Instead of customizing menus, you can set up supplemental data types to access the forms that you use most often. Setting up supplemental data types in this way allows you to access these forms from a single menu selection, which saves you time and streamlines your data entry tasks.

► To set up a supplemental data type code using the program format

Use one of the following navigations:

From the CIF Supplemental Data menu (G01312), choose Supplemental Data Setup.

From the Business Unit Supplemental Data menu (G09312), choose Supplemental Data Setup.

From the Item Supplemental Data/CIF menu (G4124), choose Supplemental Data Setup.

From the Supplemental Data Setup menu (G05BSD4), choose Supplemental Database and Data Type Setup.

From the Supplemental Data Setup menu (G1344), choose Supplemental Data Setup.

1. On Work With Supplemental Database Setup, click Find to display existing database codes.
2. Choose the database code for which you want to define a program data type, and then choose Work With Data Typ (Work With Data Types) from the Row menu.
3. On Work With Data Types, click Add.
4. On Data Type Revisions, enter P (program) in the following field:
 - Display Mode
5. Complete the following field:
 - Type Data

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Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Data Type Revisions

OK Cancel Form Tools

SDB Code: A Display Mode: P Display Sequence: 1

Type Data: Data Class: Search Type:

Description:

UDC Headings/Validation

UDC: Product Code: Record Type:

Remark Headings/Validation

Remark 1: System Code: Record Type:

Remark 2: System Code: Record Type:

Column Headings

Amount 1: Amount 2: Quantity: Effective From: Effective Thru: User Date: User Days: User Address: User Document:

6. Complete the following optional fields:
 - Data Class
 - Display Sequence
 - Search Type
 - Description
7. Click OK to display the fields described in the next step.
8. To specify the program that you want this data type to access, complete the following fields in the Display Mode “P” Only group box:
 - Application Name
 - Form Name
 - Version
9. Click OK.

Setting Up a Language Override

If your company is multinational, you can use the Supplemental Data Language Override feature to view descriptions for the key fields in the language that you specify. The key fields for which you designate the language override must be the same fields that you designated as key fields when you set up your database. For example, if you designated a key field in the supplemental database setup, you can assign a Spanish language code and enter that key field description information in Spanish. If the Language field in your user profile is set to the same language, the key fields on the data entry form that is provided by the Supplemental Data program (P00092) appear in the language that you specify. You can later view the supplemental database information in Spanish by selecting the Spanish language code.

► To set up a language override

Use one of the following navigations:

From the CIF Supplemental Data menu (G01312), choose Supplemental Data Setup.

From the Business Unit Supplemental Data menu (G09312), choose Supplemental Data Setup.

From the Item Supplemental Data/CIF menu (G4124), choose Supplemental Data Setup.

From the Supplemental Data Setup menu (G05BSD4), choose Supplemental Database & Data Type Setup.

From the Supplemental Data Setup menu (G1344), choose Supplemental Data Setup.

1. On Work With Supplemental Database Setup, choose Work With Language Preferences from the Form menu.
2. On Work With Language Overrides, click Add.
3. On Supplemental Database Language Overrides, complete the following fields:
 - Supplemental Database Code
 - Language
4. Complete any of the following optional fields:
 - Business Unit Row Description
 - Company Row Description
 - Alpha Key 1 Row Description
 - Alpha Key 2 Row Description
 - Numeric Key 1 Row Description
 - Numeric Key 2 Row Description

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Supplemental Database Language Overrides

OK Cancel Tools

Supplemental Database Code AB

Language S

Business Unit Row Description

Company Row Description

Alpha Key 1 Row Description

Alpha Key 2 Row Description

Numeric Key 1 Row Description Libro de direcciones

Numeric Key 2 Row Description

5. Click OK.

Setting Up Cross-References for Supplemental Data

You can search for specification data by equipment category codes, which are defined in the equipment constants.

This program allows you to define which equipment supplemental data the system displays, based on the type of equipment. For example, you might want to display only the oil readings on a forklift. If you do not define the equipment type, the system displays all of the supplemental data types.

The equipment type is based on the equipment category code, which you define in the equipment constants and set up in the Equipment Master.

Setting Up Job Cost Inquiry

You use Job Cost Inquiry to review maintenance costs for an individual business unit or work center by repair code. Before you can use Job Cost Inquiry, you must define the information that you want to review. You define the information that you want to review by defining and naming inquiry columns, such as budget amount, actual amount, and so on.

Formula Descriptions (51/FM)

Use formula descriptions user defined codes to identify valid code descriptions for the Job Status Inquiry-User Defined Columns form formulas. Each description relates to a ledger type or group of ledgers from which the system retrieves amounts or unit quantities to display on the Job Status Inquiry-User Defined Columns form.

The code numbers and information for this code type are hard-coded and cannot be changed. However, the descriptions for this code type can be changed.

This user defined code identifies the following sources:

- Actual values from the AA or AU ledger.
- Original budget values from the JA or JU ledger.
- Revised budget values from the JA or JU ledger.
- Total value of the original budgets from all the ledgers that are defined for budget amounts and budget units (Ledger Type Master table (F0025)). A revised budget equals the original budget plus any change orders.
- Total value of the revised budgets from all the ledgers defined for budget amounts and budget units (Ledger Type Master table (F0025)).
- Open commitment values from the PA or PU ledger.
- Total contract values from the PA or PU ledger.
- Projected final values from the HA or HU ledger.
- Projected over/under values from the FA or FU ledger.
- Actual values from the AA or AU ledger for the number of days prior to the thru date. The Thru Date/Period field and the Days field on the Job Status Inquiry-User Defined Columns form affect these values.
- Percent complete, based on the method of computation for each account.

The formula descriptions relate to the following codes:

- For amounts, the valid codes are 1 through 10 and 61.
- For unit quantities at the detail level, the valid codes are 21 through 30.
- For unit quantities at the header account level, the valid codes are 41 through 50.

See Also

- ❑ *Setting Up Job Status Inquiry* in the *Job Cost Guide* for information on how this user defined code is used in the Job Status Inquiry program

Inquiry Ledger Types (51/IL)

Use inquiry ledger types to identify any additional ledgers from which the system can retrieve amounts or unit quantities for the Job Status Inquiry-User Defined Columns form. The Define Inquiry Columns form can display up to ten additional descriptions and automatically assigns the following codes to them:

- For amounts, the valid codes are 11 through 20.
- For unit quantities, the valid codes are 31 through 40.
- For unit quantities at the header account level, the valid codes are 51 through 60.

The first two characters of the Description 2 field must specify the amount ledger type. The third and fourth characters of the field must specify the corresponding unit ledger type, if one exists.

The ledger types must be in uppercase.

The Special Handling Code field should contain the following values:

- Blank – non-budget ledger
- 1 - budget ledger
- 2 – BORG field retrieval

Defining Inquiry Columns

You must define the columns that you use on Job Status Inquiry to display your information. When you define a column, you can specify the following information:

- Column name
- Column heading
- The formula by which the system calculates the information that is displayed in the column

You do not need to define ledger types or formulas before you define inquiry columns.

See Also

- ❑ *Setting Up Job Status Inquiry* in the *Job Cost Guide* for information on how this ledger type is used in the Job Status Inquiry program

Mathematical Functions for Calculations

The calculation can include the four basic mathematical functions, along with parentheses for nesting values. The following are valid symbols for mathematical functions:

+	Addition
-	Subtraction
*	Multiplication
/	Division
()	Left and right parentheses

Example: Mathematical Functions

The following list provides examples of different ways that you can combine the codes and mathematical functions to create calculations:

- Actual amount: 1
- Actual unit rate: 1/21
- Total commitments: 1+6
- Unit rate variance: (1/21) - (5/25)

If the column relates to the specific value that is contained in a ledger, the calculation consists of only one code.

See Also

The following topics in the *Job Cost Guide*:

- ❑ *Working with Ledger Types for Job Cost* for more information on ledger type (51/IL)
- ❑ *Understanding User Defined Codes for Job Cost* for more information on user defined code (51/FM)
- ❑ [Setting Up Job Status Inquiry](#) for information on setting up column choices

► To define inquiry columns

From the *Job Cost Setup* menu (G5141), choose *Define Inquiry Columns*.

1. On *Work with Job Status Inquiry Columns*, click *Find* to review the existing user defined columns.
2. To define a new column, click *Add*.

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Define Inquiry Columns

Columns Display

Column Name: AA
Description: Actual Amount
Column Heading 1: Actual
Column Heading 2: Amount
Formula: 1

Records 1 - 10

Description	Amount	Unit	Header Units
Actual Values	1	21	41
JAJU Original Budget Values	2	22	42
JAJU Revised Budget Values	3	23	43
51/RB 51/RU Original Budget	4	24	44
51/RB 51/RU Revised Budget	5	25	45
Open Commitment Values	6	26	46
Total Contract Values	7	27	47
Projected Final Values	8	28	48
FA/FU Projected Over/Under	9	29	49
Days Prior Actual Values	10	30	50

3. On *Define Inquiry Columns*, click the *Columns* tab and complete the following fields:
 - Column Name
 - Description
 - Column Heading 1
 - Column Heading 2
 - Formula

After you complete the Column Name field and tab to the next field, the detail area of the form populates so that you can use values in the Amount column to define the formula. If you use a value other than what is available in the Amount field, the system displays an error message.

4. If your company uses large numbers and you want to minimize data entry, click the Display tab.
5. Complete the following field:

- Multiplier

When you review your job information on the Job Status Inquiry form, the amounts are expanded to the full number.

6. Click OK.

Setting Up PM Schedule Information

Preventive maintenance (PM) schedules are the foundation of your preventive maintenance program. PM schedules determine the types of service and the frequency of each service type for each piece of equipment that you maintain. Before you can use the preventive maintenance features of Plant and Equipment Management, you must provide the system with the following PM schedule information:

Standard procedures

When you set up a PM schedule for a piece of equipment, you can assign standard procedures to the various maintenance tasks. The system uses standard procedures in the same way as user defined codes with the exception that you can attach virtually unlimited text to a standard procedure.

Maintenance rules

Maintenance rules determine when the system schedules preventive maintenance tasks. In addition, maintenance rules can do the following:

- Determine the status of scheduled tasks.
- Assign default values for the assigned work order.
- Assign default values for the business unit to be charged for the maintenance task.
- Determine when maintenance is due, based on threshold percentages.

Before You Begin

- ❑ Set up the following user defined codes:
 - Service Types (12/ST)
 - Maintenance Status (12/MS)
 - Work Order/ECO Type (00/TY)
 - Work Order Priority (00/PR)
 - Work Order Status (00/SS)

Setting Up Standard Procedures

You can set up codes and text to describe standard procedures for your work orders. For example, you can do the following:

- Designate a specific procedure for a work order or group of work orders.
- Provide a list of instructions to complete a work order.
- Include messages for work orders.

For example, you might set up a code called 1000 for a 1000-hour maintenance inspection. For the 1000 code, you can enter text to describe procedures, such as checking coolant levels and adjusting belt tension.

To avoid retyping similar procedures for every work order, you can also copy the appropriate message text from another procedure.

After you set up standard procedures, you can assign them to the appropriate work orders.

► To set up standard procedures

Use one of the following navigations:

For the Work Orders system, choose Standard Procedures from the Work Order Setup menu (G4841).

For the Product Data Management system, choose Standard Procedure Descriptions from the Product Data Management Setup menu (G3041).

For the Shop Floor Management system, choose Standard Procedures from the Shop Floor Management Setup menu (G3141).

1. On Work With Generic Message/Rate Types, click Select or Add.

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Enter Generic Message/Rates

OK Find Delete Cancel Form Row Tools

Product Code 48 Work Order Processing

User Defined Codes SN

Customize Grid

☒	Code	Description
☒	01-400	Overhaul Motor
☐	1000	1000 hour maintenance steps
☐	1001	General Assembly Procedure
☐	1002	Quality Control General Proc
☐	250	250 hour maintenance steps
☐	500	500 hour maintenance steps
☐	CHECKLIST	Maintenance Checklist
☐	LOCKOUT	Lockout / Tagout Procedure
☐	VEHICLE	General Work On Vehicle

2. On Enter Generic Message/Rates, in a blank record, complete the following fields:
 - Code
 - Description
 3. Choose the record that you entered and then choose General Message from the Row menu.
 4. On General Message, to enter new message text, complete the following field:
 - Description

Enter a description of the standard procedure.
 5. Click OK and go to Step 10.
 6. On General Message, to copy message text from another procedure, choose Search from the Row menu.
 7. On Standard Text Search, complete any of the following fields and click Find:
 - Product Code
 - User Defined Codes
 - Message Number
 8. Choose the rows of text to copy and click Select.
- The text that you selected to copy appears on the General Message form.

9. On General Message, click OK.

The system adds the message text to the standard procedure code.

10. On Enter Generic Message/Rates, click OK.

If you need to change message text for a standard procedure code, you can type over the existing text.

Processing Options for Standard Procedures (P00191)

Defaults

1. System Code

2. Record Type Display

1. Text Type

- 1 = Display Rate Text
- 2 = Display Message Text

2. Text Column Display

- 1 = 60 Column Display
 - 2 = 80 Column Display
-

Setting Up Maintenance Rules

To use the preventive maintenance features in Plant and Equipment Management, you must set up maintenance rules. Maintenance rules determine the maintenance status that the system assigns to a PM for a service type when the service type is due to be performed.

For example, assume you have defined a service type for equipment lubrication that has a 100-hour maintenance interval. Also assume that you have defined maintenance rules for that service type that direct the system to assign a maintenance status of 50 (Maintenance Due) whenever 100 hours have elapsed. After 100 hours have elapsed and you update the PM schedule status, the system automatically assigns a maintenance status of 50 to the PM for equipment lubrication.

In addition to assigning a maintenance status to PMs, you use maintenance rules to do the following:

- Define the threshold percentage when maintenance is due.
- Determine the assigned work order status, type, and priority if you use model work orders.
- Specify the status of associated service types that might already be scheduled, and combine work orders for associated service types to the work order for the primary service type.

How the System Applies Maintenance Rules

The system searches for rules to apply to a maintenance task using the following sequence:

1. Searches for and applies a rule for which both an equipment number and a service type are assigned
2. Searches for and applies a rule for which an equipment number but no service type is assigned
3. Searches for and applies a rule for which a service type but no equipment number is assigned
4. Applies the global default rule for which no equipment number or service type is assigned

At a minimum, you must set up a global default maintenance rule with a blank equipment number and a blank service type. For any equipment with maintenance rules that must deviate from the global default rule, you can create specific rules that include the equipment number and service type. You can also set up default rules by the following:

- Equipment number with no service type
- Service type with no equipment number

► To set up maintenance rules

From the Maintenance Setup menu (G1345), choose Maintenance Rules.

1. On Maintenance Rules, in an empty row, complete the following PM-related fields in the detail area:
 - Asset Number
 - Service Type
 - Thru %
 - PM Status
2. Complete the following work order-related fields:
 - WO Type
 - WO Status
 - WO Priority
 - WO Desc.
 - WO BU
 - App Typ
3. Complete the following associated PM fields, if applicable:
 - Assoc. From
 - Assoc. To

4. Click OK.

Setting Up Work Orders

Before you can use the work order features in Plant and Equipment Management, you must provide the system with information that is necessary to customize work orders for your business needs. For example, you can set up different managers and supervisors for work orders that are based on the work order category codes. When you assign category codes to a new work order, the system automatically assigns the correct managers and supervisors.

In addition to setting up managers and supervisors, you must set up the following:

Work order next numbers	You set up the beginning number for work orders. The system assigns a unique number for each work order that is generated.
Record type information	You use record types to organize and track detailed information about a work order, such as its full description, final disposition, and so on. You then can track the information according to the record type to which you assigned the information.
Work order activity rules	You can set up rules that specify the statuses or steps through which a work order must pass. In addition, you can specify that certain statuses trigger events in the work order life cycle, such as the following: • Updating the maintenance status • Locking the work order • Completing the Subledger Inactive Code field for the work order
Work order approvers	You specify the individuals who are responsible for approving work orders at various points in the work order life cycle.
Standard parts lists and work order instructions	You can set up standard parts lists for work orders. You use a standard parts list when the maintenance task for which the work order applies is routine and repetitive, and for which you have advance knowledge of the parts requirements. You can set up standard work order instructions for a work order. Work order instructions specify the sequence of operations that is required to complete a work order, as well as the work centers responsible for each operation. You use standard work order instructions when the maintenance task for which the work order applies is routine and repetitive, and when you have advance knowledge of the labor requirements. To use standard work order instructions, you must set up work center information and information about the sequence of operations.
Default user locations and printers	Many of the forms within the Work Order system require you to specify a location, such as a branch or plant, to which you are assigned. You can set up default locations for each person in your organization who uses the Work Order system. You also can assign a default print queue to each person. When a person prints a work order, the system uses the default print queue that you set up unless the person specifies otherwise.
Supply and demand inclusion rules	You must set up rules that govern which document types and document statuses create a supply or demand for parts.

Due to system integration features, you access other J.D. Edwards systems to complete certain setup tasks. The guidelines for completing these tasks are discussed as needed in the appropriate sections.

Setting Up Work Order Constants

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

► To set up work order constants

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

1. On SWM System Constants Revisions, click the Work Orders tab.

The screenshot shows the PeopleSoft interface for 'SWM System Constants Revisions'. The 'Active Foundation' workspace is selected. The 'Work Orders' tab is active. The window is divided into two main sections: 'Defaults' and 'Constants'.

Defaults Section:

Queue Search Type	SVQ	Service Order Queue
Responsible BU Location	4	Inventory (F4117/F41171)
Message Queue for Escalation		
Mail Box for Escalation		
Service Order Entitlement Trigger	4	Equipment Number

Constants Section:

- ☐ Who's Who Required
- ☒ Use Base Price

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

- Responsible BU Location

When adding a work order, the default value for the business unit is based on the constant value. For example, if the default value of the business unit is based on the equipment number, the system retrieves the value for the Responsible Business Unit from the Equipment Master Extension table (F1217).

3. To indicate the field that is used to trigger a work order entitlement check, complete the following field:

- Service Order Entitlement Trigger
4. To indicate that the caller name must have a Who's Who record associated with the customer number, click the following option:
 - Who's Who Required

You must select a customer number from the window. The system returns the short identifier that is associated with the Who's Who record.
 5. Click OK.

Setting Up Default Managers and Supervisors

When you create a work order, you can specify that the system automatically enter the address book information for managers and supervisors, based on any combination of the first three work order category codes. The system automatically enters address book values in the following fields on Work Order Entry:

- ANPA (Supervisor)
- ANSA (Manager)

You can set up as many versions of default managers and supervisors as you need. For example, you can assign a specific manager and supervisor to every work order with a failure code (category code 02) of F1 - Improper start-up or operation. You can assign another manager and supervisor to every work order with a failure code of F2 - Improper installation or repair.

► To set up default managers and supervisors

From the Work Order Setup menu (G4841), choose Work With Work Order Default Codes.

1. On Work With Work Order Default Codes, click Add to access Default Supervisor and Manager.

2. On Default Supervisor and Manager, complete any of the following fields:

- Phase/System
- Computer
- Release
- Supervisor
- Manager

You must complete at least one category code field and one address book field for each version of default managers and supervisors that you set up.

3. Click OK.

Setting Up Work Order Next Numbers

When you set up work order next numbers, you enable the system to automatically assign unique numbers for each work order that is generated by you or the system.

The system stores next numbers for work orders in the Work Orders/Service Billing system (system 48). The system generates next numbers from the Next Numbers – Automatic table (F0002).

Caution

J.D. Edwards strongly recommends that you do not use blank as a next number value.

► **To set up work order next numbers**

From the Plant & Equipment Management Setup menu (G1341), choose Next Numbers.

1. On Work With Next Numbers, type 48 in the following field and click Find to locate next numbers for the Work Order system:
 - System
2. Choose the record and click Select.

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Set Up Next Numbers by System

OK Cancel Form Tools

System 48 Work Order Processing

Use	Next Number	Check Digit Used
Work Order No.	91551	☒
Billing Control	19354	☐
Invoice Number	100	☐
Component Link	3261	☐
Split Link	100	☐
ECO Number	2519	☒
Schedule Number	10	☐
		☐
		☐
		☐

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

3. On Set Up Next Numbers by System, complete the following field for each number that you need to set up:
 - Next Number

Plant and Equipment Management users need to set up only the Work Order Number. J.D. Edwards strongly recommends that you do not use blank as a next number value.
4. Choose the Check Digit Used option, and then click OK.

Setting Up Document Type Information

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

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

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

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

Note

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

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

► To set up document type information

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

1. On Work With Document Type, click Add.

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Document Type Revisions

OK Cancel Tools

Document Type BB Bulk - Simple Blend

Inventory Sales Procurement S/W/M Work Order Definition Shipping

Transaction Type

☐ Ignore ☐ Incoming ☐ Outgoing ☒ Both

☐ Include in Integrity Report ☐ Cross Docking Supply

Lot Trace/Track

☐ Display Lot Trace/Track ☐ Nature of Transaction None

☐ Consolidate Lot Trace/Track

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

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

Setting Up Formats for Record Types

You use record types to organize the detail information that you track for work orders. For example, you can organize information such as original task description, tools required, and safety provisions.

The format that you set up determines how the system displays the information. For each record type that you use, you can specify a text format or a format that includes text with three columns. The columnar format is particularly useful when you need to organize and track more than one type of information within a record type. For example, you can set up a record type for required tools and choose a three-column format to distinguish tools that are needed for different procedures, such as the following:

- Setup
- Production
- Teardown and cleanup

When you use the format for text plus three columns, you must specify at least one of the column headings. Formats that are all text do not include headings. If you specify even one column heading for a record type, the system changes the format to text plus three columns. If you change the format of a record type after you assign it to one or more work orders, the system updates the format of that record type for all work orders.

You can review record types, formats, and column headings in either of the following ways:

- From the Project Task Details program (P48014), choose Record Types from the form menu on the Enter Work Orders form
- From the Manufacturing Work Order Processing program (P48013), choose Record Type Review from the Form menu on the Work Order Details form.

Note

You must set up the following record types for Enterprise Asset Management:

- Maintenance Loops
 - Associated PMs
-

System Prerequisites

Required record types

You must set up the following record types for Plant & Equipment Management:

- Maintenance Loops
- Associated PMs

The record type that you set up for maintenance loops should match the record type that you set up in equipment constants.

The record type that you set up for associated PMs must be assigned to record type Z. This record type stores all of the associated service types to be performed on a work order.

Before You Begin

- ☐ Set up work order record types.

► **To set up formats for record types**

From the Work Order Setup menu (G4841), choose Detail Spec. (Specifications) Over Titles.

1. On Work With Record Types, click Add.

The screenshot shows the PeopleSoft interface with the 'Record Type Revisions' dialog box open. The dialog has a title bar with 'Record Type Revisions' and standard window controls. Below the title bar are buttons for 'OK', 'Cancel', and 'Tools'. The main area of the dialog contains a 'Record Type' field with a dropdown menu showing 'D' and a text field labeled 'Safety Provisions'. Below this is a table with three columns: 'Subtitle 1', 'Subtitle 2', and 'Subtitle 3'. Each column has two input fields: 'Menu' and 'Name' for Subtitle 1, 'Option' and 'Number' for Subtitle 2, and 'Job To' and 'Execute' for Subtitle 3.

Subtitle 1	Subtitle 2	Subtitle 3
Menu	Option	Job To
Name	Number	Execute

2. On Record Type Revisions, complete the following field:
 - Record Type
3. To define text for column headings, complete the following fields, and then click OK:
 - Sub Title 1
 - Sub Title 2
 - Sub Title 3

Setting Up Activity Rules for Work Orders

For work orders, use activity rules to:

- Specify the status of a work order at any point in the life cycle.
- Select work orders for certain procedures.
- Prepare reports that are based on the current status of a work order.

- Change the PM status when the work order changes status.
- Specify whether the work order is active or inactive at a particular status.

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

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

► To set up activity rules for work orders

Use one of the following navigations:

From the Work Order Setup menu (G4841), choose Work Order Activity Rules.

From the Warranty Claim Setup menu (G1747), choose Work Order Activity Rules.

From the Supplier Recovery Setup menu (G1748), choose Work Order Activity Rules.

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

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Work Order Activity Rules

Order Type: VWM Equipment Work Orders

WO Type: 1 Maintenance Order

Records 1 - 10	WO Status	WO Status Description	Next Status	Allowed Status 1	Allowed Status 2	Allowed Status 3	Allowed Status 4	Allowed Status 5	Subledger Inactive	Maint. Status	Lock Flag	Edit Author
☒	M*	Maintenance Work Request	MA	ME	MG	MI	MR					
☐	MA	MWO Waiting Manager Approval	MB	MD	ME	MI	MM					
☐	MB	MWO Material Issued	MG	MH	MJ	MM						
☐	MC	W/O In Planning	ME	MF	MG	MI	MJ	MM				
☐	MD	W/O Plant Shutdown	ME	MF	MG	MI	MJ	MM				
☐	ME	W/O Waiting for Parts	MF	MG	MH	MJ	MM					
☐	MF	W/O Parts Staged and Ready	MG	MH	MJ							
☐	MG	W/O Ready to Schedule	MH	MJ								
☐	MH	W/O Issued & Released	MJ									

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

- Order Type

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

- WO Type

This user defined code classifies work orders, such as maintenance work orders.

3. To define the activity rules for this classification of work orders, complete any of the following fields:
 - WO Status
 - Next Status
 - Allowed Status 1
 - Allowed Status 2
 - Allowed Status 3
 - Allowed Status 4
 - Allowed Status 5

Note

Each row accounts for a specific rule.

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

Caution

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

4. For each rule that you defined, complete the following field:
 - Edit Authority

For warranty claims and supplier recovery claims, the value in this field specifies who has the authority to update claims at a certain status.
5. For each rule that you defined, complete the following optional fields:
 - Subledger Inactive
 - Maint. Status

Maintenance Status is used only for equipment.
 - Lock Flag
6. To assign a reject status to a rule, choose the appropriate rule, and then choose Reject Status from the Row menu.

Note

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

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Reject Status

OK Find Delete Cancel Tools

Order Type WM Equipment Work Orders

Type 1 Maintenance Order

Approval Type *

Status M Maintenance Work Request

Order Type	Order Type Description	WO Type	WO Type Description	Approval Type	Approval Type Description	WO Status	WO Status Description	Reject Status

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

Setting Up Approval Routes for Work Orders

You can use address book numbers to create various approval routes for individuals who need to be notified when a work order requires his or her approval. You can also establish specific approval routes based on approval type and monetary amount. You can also establish specific approval routes based on the following:

- Organizational structure
- Work order amount

Note

For Enterprise Asset Management, approval routes for work orders are only available with a J.D. Edwards workflow process.

► **To set up approval routes for work orders**

From the Workflow Management Setup menu (G0241), choose Group Revisions.

1. On Work With Distribution Lists, click Add.

The screenshot shows the PeopleSoft 'Address Parent/Child Revisions' form. At the top, there's a 'Select Workspace' dropdown set to 'Active Foundation'. Below this is a header bar with 'Active Foundation' and buttons for 'Personalize', 'Change Role', and 'Sign Out'. The form title is 'Address Parent/Child Revisions'. Below the title is a toolbar with icons for OK, Delete, Cancel, Form, and Tools. The form contains several input fields: 'Parent Number' with a search icon, 'Structure Type' with a dropdown menu showing 'WFS', and 'Associated Data Item' with a dropdown menu. To the right of these fields are three checkboxes: 'First Response', 'Higher Level Override', and 'Authorization Required'. Below the input fields is a table with columns: 'Group', 'Address Number', 'Alpha Name', 'Threshold Value', 'Escalation Hours', 'Escalation Minutes', 'Remark', and 'Begin Eff Date'. The first row of the table has values: '1.00', an empty field, an empty field, an empty field, an empty field, an empty field, an empty field, and an empty field. The table has a 'Customize Grid' button in the top right corner.

2. On Address Parent/Child Revisions, complete the following field to define the characteristics of the approval route:
 - Parent Number
3. Type WFS in the following field:
 - Structure Type
4. Type AMTO in the following field:
 - Associated Data Item
5. Click any of the following options:
 - First Response
 - Higher Level Override
 - Authorization Required
6. For each approver in the route, complete the following fields:
 - Display Sequence

- Address Number
7. Complete the following optional fields for each approver and click OK:
- Threshold Value
 - Escalation Hours
 - Escalation Minutes
 - Remark
 - Begin Eff Date
 - End Eff Date

Processing Options for Distribution List Control (P02150)

Defaults

1.) Enter the default Structure Type

2.) Enter the Version of Organizational Structure Revisions to call. If left blank version ZJDE0001 will be used.

Setting Up User Profiles

You must set up user profiles for all individuals who are designated to approve work orders. When an approver enters a password to complete the approval process, the system validates the password against the employee address book number that you set up in the approver's user profile. The system uses the User ID number to verify that the address book number is valid for the approver.

The system uses the approver's address book number to send electronic mail messages that are associated with work order approvals and to define the work order approval routing.

► To set up user profiles

From the System Administration Tools menu (GH9011), choose User Profiles.

1. On Work With User Profiles, to locate a user, click Find to select from a list or complete the following field and click Find:
 - User / Role
2. Choose the appropriate user and click Select.
3. On User Profile Revisions, complete any of the following fields, as appropriate:
 - Address Number

- Menu Identification
 - Language
 - Date Format
 - Date Separator Character
 - Decimal Format Character
 - Time Format
4. Click OK.

Processing Options for User Profile Revisions (P0092)

A/B Validation

Enter a '1' to enable editing on address book number against the F0101.

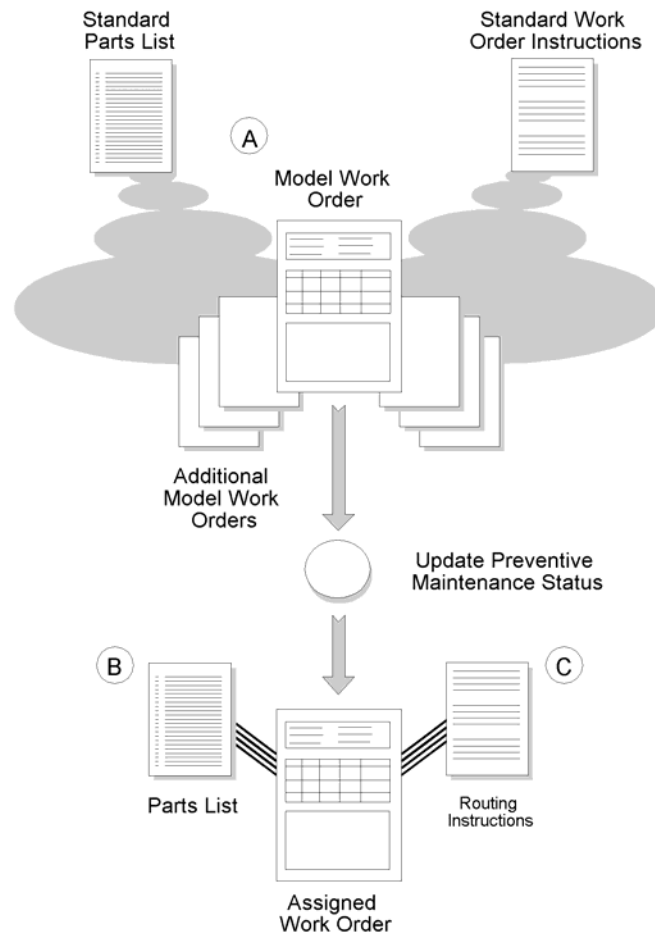
Setting Up Standard Parts Lists and Work Order Instructions

You can set up standard parts lists and standard work order instructions for work orders. You use a standard parts list when the maintenance task for which the work order applies is routine and repetitive, and when you have advance knowledge of the parts requirements.

Work order instructions specify the sequence of operations that is required to complete a work order, as well as the work centers that are responsible for each operation. You use standard work order instructions when the maintenance task for which the work order applies is routine and repetitive, and when you have advance knowledge of the labor requirements. To use standard work order instructions, you must set up work center information and information about the sequence of operations.

You can set up as many standard parts lists and standard work order instructions as you need. In addition, you can use a standard parts list or a version of standard work order instructions on as many work orders as you need. Typically, you assign standard parts lists and standard work order instructions to model work orders, but you can also use information from standard parts lists and standard work order instructions to create parts lists and routing instructions that you can attach to corrective work orders.

The following graphic shows how the system uses information from a standard parts list and standard work order instructions to generate a parts list and labor routing instructions for a work order that is assigned to a specific maintenance task:



- A** You can use standard parts lists and standard work order instructions for as many model work orders as you need.
- B** Parts information for the assigned work order comes from the model work order. The system copies information from the standard parts list to the parts list that is attached to the assigned work order.
- C** Routing instructions for the assigned work order come from the model work order. The system copies the standard work order instructions to the routing instructions that are attached to the assigned work order.

Setting Up a Standard Parts List

You can create standard parts lists that you can attach to work orders. This procedure is especially useful when you have routine maintenance tasks that require identical parts.

For example, suppose that you overhaul the hydraulic assembly of a particular piece of equipment every 250 hours. Because the overhaul procedure requires the same repair kit, you would set up a standard parts list that includes all of the parts that are necessary to overhaul the hydraulic assembly.

Before You Begin

- ❑ Verify that you have purchased and installed the following systems. You must have installed these systems to be able to set up a standard parts list.
 - System 40: Inventory Base and Order Processing
 - System 41: Inventory Management
- ❑ Verify that inventory masters have been created for all parent items (part assemblies) and component items that you want to include on a standard parts list. See *Entering Item Master Information* in the *Inventory Management Guide* for more information about creating inventory master records.

► To set up a standard parts list

From the Planning Setup menu (G1346), choose Standard Parts List.

1. On Work with Bill of Material, complete the following fields and click Find:
 - Item Number
 - Branch/Plant
2. Choose the record and then choose BOM Revision from the Row menu.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Enter Bill of Material Information

OK Find Delete Cancel Form Row Report Tools

Branch/Plant M30

Parent Item E200 Forklift Master Parts List

Batch Quantity EA

As of Date * Type of Bill M Oper Seq# *

Drawing # Item Rev. Level Skip to Line No. *

Item Number	Description	Quantity	UM	Active Ingr. Flag	F V	Is Cd	Stkg Typ	Ln Ty	Line No.	Oper Seq#	Effective From
31525	Motor Oil	5	QT		V	I	P	S	1.00	10.00	02/
9033	Grease	5 OZ			V	I	P	S	2.00	10.00	
9204	Traction Tire	4 EA			V	I	P	S	3.00	10.00	
9208	Hose Set	1 EA			V	I	P	S	4.00	10.00	
9209	Cable & Wire Set	1 EA			V	I	P	S	5.00	10.00	
		1									

3. On Enter Bill of Material Information, complete the following optional field:
 - Type of Bill
4. For each component part, complete the following fields in the detail portion of the form:
 - Item Number
 - Quantity
5. Complete any of the following optional fields for each component part and click OK:
 - UM
 - F V
 - Is Cd
 - Ln Ty
 - Oper Seq#
 - Effective From
 - Effective Thru

The following fields have no application within Plant and Equipment Management:

- Feature Planned Percent
- Feature Cost Percent
- From/Thru Grade
- From/Thru Potency

Processing Options for Bill of Material Revisions (P3002)

Defaults Tab

These processing options control the default values for the parent branch, the bill of material type, and the current date. The system uses the default values when processing a bill of material. You can also sort the information by component line number or by operation sequence number.

1. Component Branch

Use this processing option to specify whether the system uses the parent branch as the default value in the bill of material records when you copy the bill of material to add a new bill of material. Valid values are:

Blank The system uses the component branch when you copy the bill of material.

- 1 The system uses the parent branch when you copy the bill of material.
-
-

2. Bill of Material Type

Use this processing option to specify the type of bill of material for the system to use as the default value in the Type of Bill fields. Bill of material type is a user defined code (40/TB) that designates the type of bill of material. Enter the bill of material type to use or choose it from the Select User Define Code form. If you leave this processing option blank, the system uses M.

3. As of Date

Use this processing option to specify whether the system uses the current date as the default value in the As Of Date field in the header area of the Work with Bill of Material form. Enter the date to use or choose it from the Calendar. Additional valid values are:

Blank The system uses * as the default value, which allows the system to select all dates.

- 1 The system uses the current date as the default value.
-
-

4. Display Sequence

Use this processing option to specify how the system sorts the information on the Enter Bill of Material Information form. You can choose whether to sequence the data by component line number or by operation sequence number.

The component line number indicates the sequence of the components on a bill of material. The operation sequence number indicates the sequence of the fabrication or assembly steps in the manufacture of an item. Valid values are:

Blank The system sorts by component line number.

- 1 The system sorts by component line number.
 - 2 The system sorts by operation sequence number.
-

Display Tab

These processing options control whether the system displays the Bill Type and Batch Quantity fields. The Bill Type field appears in the header area on the Work With Bill of Material and the Enter Bill of Material Information forms. The Batch Quantity field only appears in the header area on the Enter Bill of Material Information form. If you leave these processing options blank, the system does not display the fields.

1. Bill Type

Use this processing option to activate the Bill Type field in the header area of both the Work With Bill of Material and Enter Bill of Material Information forms. Bill of material type is a user defined code (40/TB) that designates the type of bill of material. Valid values are:

Blank The system does not display the Bill Type field.

- 1 The system displays the Bill Type field.

2. Batch Quantity

Use this processing option to specify whether the system activates the Batch Quantity field in the header area of the Enter Bill of Material Information form. Batch quantity is the quantity of finished units that you expect a specific bill of material to produce. Valid values are:

Blank The system does not display the Batch Quantity field.

- 1 The system displays the Batch Quantity field.

Versions Tab

These processing options control which versions of the following programs that the system uses when processing a bill of material.

1. Single Level BOM Print (R30460)

Use this processing option to specify the version of the Single Level Bill of Material Print program that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the Single Level Bill of Material program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

2. Multi Level BOM Print (R30460)

Use this processing option to specify the version of the Multi Level Bill of Material Print program that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the Multi Level Bill of Material program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

3. ECO Workbench (P30225)

Use this processing option to specify the version that the system uses when you choose the Row exit to the ECO Workbench form. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the ECO Workbench program displays information.

Therefore, you might need to set the processing option to a specific version to meet your needs.

4. Component Maintenance (P3015)

Use this processing option to specify the version that the system uses when you choose the Row exit to the Component Maintenance form. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the Component Maintenance program displays information.

Therefore, you might need to set the processing option to a specific version to meet your needs.

5. ECO Header [P30BREV]

Use this processing option to specify the version that the system uses when you choose the Row exit to the ECO Header form. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the ECO Header program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

6. Bill of Material Where Used (P30201)

Use this processing option to specify the version of the Bill of Material Where Used program that the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the Bill of Material Where Used program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

7. Item Master (P4101)

Use this processing option to specify the version that the system uses when you choose the Row exit to the Item Master program. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the Item Master program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

8. Co/By- Products Inquiry (P30211)

Use this processing option to specify the version that the system uses when you choose the Row exit to the Co/By-Products Inquiry program. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the Co/By-Products Inquiry program displays information.

Therefore, you might need to set the processing option to a specific version to meet your needs.

9. Bill of Material Inquiry (P30200)

Use this processing option to specify the version that the system uses when you choose the Row exit to the Bill of Material Inquiry program. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the Bill of Material Inquiry program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

Edit Tab

This processing option controls whether the system verifies that an item branch record exists in the Item Branch File table (F4102).

1. Item Branch Validation

Use this processing option to specify whether the system checks for a component's existing item branch record in the Item Branch table (F4102).

Valid values are:

Blank The system does not check to see if the item branch is valid.

1 The system checks for a valid item branch record.

Interoperability Tab

These processing options control the transaction type that the system uses for export processing, the version of the Interoperability Generic Outbound Subsystem UBE report (R00460), and whether you want the system to write the before or after image for a changed transaction.

1. Transaction Type

Use this processing option to specify the transaction type that the system uses for export processing. Transaction type is a user defined code (00/TT) that identifies the type of transaction for the work order. Enter the transaction type to use as the default value or choose it from the Select User Define Codes form. If you leave this processing option blank, the system does not use export processing.

2. Write Image for a Change Transaction

Use this processing option to specify whether the system writes the before or after image for a change transaction. The images are written to the Bill of Material Transaction Revisions table (F3002Z1) from the Bill of Material Master table (F3002). Valid values are:

Blank The system stores the after image.

1 The system stores the before image.

3. Interoperability Outbound (R00460)

Use this processing option to specify the version of the Interoperability Outbound Subsystem program that the system uses for export processing. If you leave this processing option blank, the system uses the ZJDE0001 version.

Versions control how the Interoperability Outbound Subsystem program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

Working with Work Centers

You use work centers to define each production facility on the shop floor where routing instruction operations occur. Once you set up the work centers, you can enter costing and accounting information so that you can generate reports and journal entries. As you set up work centers, you associate them with particular branch/plants. This association allows you to use the same work center in different branch/plants. The system stores work center information in the Work Center Master table (F30006).

See Also

- ❑ *Generating Resource Units Automatically* in the *Requirements Planning Guide* for information about refreshing resource units for work centers

Before You Begin

- ❑ Define all work centers as business units.

Entering Work Centers

Enter work center information that corresponds to the facilities on your shop floor, such as dispatch group, pay point, crew size, and queue, move, and replenishment hours. You can also enter a shop floor calendar for the work center, even though the system does not validate this information.

If you are using the J.D. Edwards Enterprise Asset Management system, you enter work center information that corresponds to your maintenance labor groups.

► To enter work centers

Use one of the following navigations:

For Product Data Management, choose Enter/Change Work Center from the Daily PDM Discrete menu (G3011).

For Enterprise Asset Management, choose Work Center Revision from the Planning Setup menu (G1346).

1. On Work With Work Centers, click Add.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work Center Master Revisions

OK Cancel Form Tools

Work Center 200-101 Branch/Plant D30

Work Center Master Capacity & Shifts Hours & Efficiency

Dispatch Group 200-100

Location - Issue

Location Branch D30

Calendar Name

Work Center Type 0

Crew Size 1.0

Pay Point 0

Number of Machines 2

Prime Load B

Number of Employees 3

Critical W/C 3

Resource Offset

2. On Work Center Master Revisions, complete the following field in the header area:
 - Work Center
 - Branch/Plant
3. Choose the Work Center Master tab, and complete the following fields:
 - Prime Load
 - Crew Size
 - Number of Employees

Note

If you are setting up a work center as a production line, complete the following fields as well:

- Dispatch Group
 - Location - Issue
 - Location Branch
 - Work Center Type
 - Pay Point
 - Critical W/C
 - Number of Machines
-

4. Choose the Capacity & Shifts tab and complete the following fields:

- Hours
 - Shift
-

Note

If you are setting up a work center as a production line, complete the following fields as well:

- Standard Capacity
 - Capacity UOM
 - Minimum Capacity
 - Maximum Capacity
-

5. Choose the Hours & Efficiency tab and complete the following optional fields:

- Queue Hours
- Move Hours
- Replen. Hrs.
- Efficiency
- Utilization

6. Click OK.

Entering Costing Information for a Work Center

After you enter a work center, you can enter simulated rates for machine and labor hours.

You can update the simulated rates but not the frozen values. The system updates frozen values when you run Frozen Update.

► To enter costing and accounting information

Use one of the following navigations:

For the Product Data Management system, choose Enter/Change Work Center from the Daily PDM Discrete menu (G3011).

For the Enterprise Asset Management system, choose Work Center Revision from the Planning Setup menu (G1346).

1. On Work With Work Centers, complete the following field and click Find:
 - Work Center
2. Choose the work center, and then choose Rates from the Row menu.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work With Work Center Rates

Select Find Add Copy Delete Close Row Tools

Work Center: 200-101 Branch/Plant: D30

Customize Grid

Branch/Plant	Work Center	Description	Cost Method	Description
D30	200-101	Weld	07	Standard

3. On Work With Work Center Rates, click Add.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work Center Rate Revisions

OK Cancel Tools

Work Center: 200-101 Branch/Plant: D30

Cost Method: 07

Dispatch Group: 200-100

	Simulated	Frozen
Direct Labor	12.00	12.00
Setup Labor	12.00	12.00
Labor Variable O/H	25.00	25.00
Labor Fixed O/H	25.00	25.00
Machine Run	10.00	10.00
Machine Variable O/H	10.00	10.00
Machine Fixed O/H	10.00	10.00

* O/H values are shown in percents

4. On Work Center Rates Revisions, complete the following fields and click OK:

- Cost Method
- Direct Labor
- Setup Labor
- Labor Variable O/H
- Labor Fixed O/H
- Machine Run
- Machine Variable O/H
- Machine Fixed O/H

5. Click Cancel.

6. On Work With Work Center Rates, click Find to confirm the new information.

Updating Frozen Costs for Work Centers

From the Product Costing menu (G3014), choose Freeze Work Center Rates.

After you enter the simulated costs for your work centers, you can run this program to update your frozen costs with the simulated values. The system uses these frozen costs to update the work order cost estimates.

You set the data selection to include the preferred work centers. The Freeze Work Center Rates program (R30860) uses the simulated costs to update labor and overhead rates in the Work Center Rates File table (F30008).

Processing Options for Freeze Work Center Rates (R30860)

Processing Tab

Update Rates Mode

Blank = Proof Mode

1 = Final Mode

Use this processing option to specify whether the system simulates or freezes work center rates when you run the Freeze Work Center Rates program (R30860). Valid values are:

Blank

Simulate work center rates.

1

Freeze work center rates.

Print Tab

Print Work Centers

Blank = No Printing Reports

1 = Print All Work Centers

2 = Print Changed Work Centers

Use this processing option to specify which records the system includes on the report when you run the Freeze Work Center Rates program (R30860). Valid values are:

Blank

Do not generate a report.

1

Include all work center records.

2

Include changed work center records only.

Setting Up Standard Work Order Instructions

You can create standard work order instructions that establish labor routing steps for work orders. For example, assume that you have created a standard parts list for routine hydraulic maintenance. The hydraulic maintenance has multiple steps that must be performed in a specific sequence, such as machine lockout, disconnect motor, and so on. In addition, some of the steps must be performed by different work centers (crafts), such as electrical, mechanical, and so on. For this task, you would create standard work order instructions that specify the work centers and sequence of operations that is necessary to install the parts. You can then attach the instructions to each actual (firm) work order that is created for hydraulic maintenance.

Before You Begin

- ☐ Verify that you have purchased and installed the following systems. You must have installed these systems to be able to set up standard work order instructions:
 - System 40: Inventory Base and Order Processing
 - System 41: Inventory Management
- ☐ Verify that inventory masters have been created for all of the parent numbers that are specified in Standard Instructions. See *Entering Item Master Information* in the *Inventory Management Guide* for more information about creating inventory master records.
- ☐ Verify that work centers have been set up as business units.

► To set up standard work order instructions

From the Planning Setup menu (G1346), choose Standard Work Order Instructions.

1. On Work with Routing Operations, complete the following fields and click Add:
 - Branch/Plant
 - Item Number
 - Batch Quantity

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Enter Routing Information

OK Delete Cancel Form Row View Tools

Branch/Plant M30

Item Number REPLACE INTAKE FILTERS PM to replace intake Filters

Batch Quantity EA

As of Date 09/02/03 Line/Cell * Routing Type M

Item Rev. Drawing No Skip to Oper. *

	Work Center	Oper Seq#	Description	Run Labor	Run Machine	Setup Labor	Cons Prod	Queue Hours	Move Hours	Line/Cell	Effective From
☒	ELECTRICIAN	1.00	Lockout Electrical	0.25	0.00	0.00	Cons	0.00			04/14/97
☐	MECHANICA	2.00	Replace filters		0.50	0.00	0.00	0.00			04/14/97
☐	MECHANICA	3.00	Replace seals		0.50	0.00	0.00	0.00			04/14/97
☐	MECHANICB	4.00	Inspect motor		0.25	0.00	0.00	0.00			04/14/97
☐	ELECTRICIAN	5.00	Unlock		0.25	0.00	0.00	0.00			04/14/97

2. On Enter Routing Information, complete the following fields for each routing step:
 - Work Center
 - Oper Seq#
 - Description
 - Run Labor
3. To enter additional details for a routing step, complete the following fields in the detail area, and then click OK.
 - Run Machine
 - Queue Hours
 - Move Hours
 - Line/Cell
 - Effective From
 - Effective Thru
 - Crew Size
 - Supplier

- Cost Type
- Type Oper
- Standard Desc.
- Job Type
- PO (Y/N)
- Next Oper

Processing Options for Standard Work Order Instructions (P3003)

Display Tab

1. Line/Cell

blank = Field is inactive on the form

1 = Field is active on the form

Use this processing option to specify whether the system displays the Line/Cell field in the routing header. The Line/Cell number defines a production line or cell in repetitive manufacturing. Valid values are:

Blank

Do not display the Line/Cell field.

1

Display the Line/Cell field.

2. Routing Type

blank = Field is inactive on the form

1 = Field is active on the form

Use this processing option to specify whether the system displays the routing type (40/TR) in the routing header. You can define routing types to meet the needs of your organization. Valid values are:

Blank

Do not display the Routing Type.

1

Display the Routing Type.

3. Batch Quantity

blank = Field is inactive on the form

1 = Field is active on the form

Use this processing option to specify whether the system displays the Batch Quantity field in the routing header. The batch quantity is the number of finished units that you expect this bill of material or routing to produce. You can specify varying quantities of components based on the amount of finished goods expected. Valid values are:

Blank

Do not display Batch Quantity.

1

Display Batch Quantity.

Defaults Tab

1. Type of Routing

Use this processing option to specify the routing type that the system displays. Routing types are defined in UDC 40/TR. You can define routing types that correspond to routing instructions. Examples include:

M

Standard Manufacturing Routing

RWK

Rework Routing

RSH

Rush Routing

If you choose to include the routing type in the routing header, the related routing instructions apply.

Note: The product costing and capacity planning systems use only M routing types.

Process Tab

1. Mode - Processing

0 = Inquiry (Default)

1 = Revise

Use this processing option to specify whether the system uses inquiry mode or revision mode for the Work With Routing Master program (P3003). If you specify inquiry mode, you can add routings but you cannot revise existing routings. If you specify revision mode, you can add routings and make changes to existing routings. Valid values are:

0

Inquiry Mode (default)

1

Revision Mode

2. Update Component Operation Scrap Percent and Cumulative Yield

Use this processing option to specify whether the system updates the following fields for the components in the operation when you update the operation yield percent:

- o Operation Scrap Percent in the Bill of Material Revisions program (P3002)
- o Cumulative Yield Percent in the Work With Routing Master program (P3003)

Valid values are:

Blank

Do not update the Operation Scrap Percent and Cumulative Yield Percent.

1

Update the Operation Scrap Percent and Cumulative Yield Percent.

Interop Tab

1. Transaction Type

Use this processing option to specify the transaction type that the system uses for export processing or for the supply chain scheduling and planning. Transaction Type is a user defined code (00/TT) that specifies the type of transaction for the rate schedule.

Note: Blank is a valid value if you do not use export processing.

2. Outbound Processing Version

Use this processing option to specify the version that the system uses when you access the Outbound Processing program (R3003Z10) from the Enter/Change Routing form. If you leave this processing option blank, the system uses version ZJDE0001.

3. Before Image Processing

Use this processing option to specify whether the system writes the "before" image for an outbound change transaction. Valid values are:

Blank

Do not write the "before" image for a change transaction.

1

Write the "before" image for a change transaction.

Versions Tab

1. Bill of Material Revision (P3002)

Use this processing option to specify the version that the system uses when you access the Bill of Material Revisions program (P3002) from the Enter/Change Routings form. If you leave this processing option blank, the system uses version ZJDE0001.

2. Work With Assets (P1204)

Use this processing option to specify the version that the system uses when you access the Work With Assets program (P1204) from the Enter/Change Routings form. If you leave this processing option blank, the system uses version ZJDE0001.

3. Work With Item Master (P4101)

Use this processing option to specify the version that the system uses when you access the Item Master program (P4101) from the Enter/Change Routings form. If you leave this processing option blank, the system uses version ZJDE0001.

4. Work With Activity Based Costing Workbench (P1640)

Use this processing option to specify the version that the system uses when you access the Activity Based Costing Workbench program (P1640) from the Enter/Change Routing form. If you leave this processing option blank, the system uses version ZJDE0001.

Setting Up Work Order History

Use one of the following navigations:

From the Work Order Setup menu (G1742), choose Work Order History – Equipment.

From the Work Order Setup menu (G1742), choose Work Order History - Customer.

Set up work order history to track work order status information by customer and by equipment. You can also set up the history so that a work order is not created for referenced equipment. These programs control the display of icons within the work order entry program to indicate previous customer or product maintenance requests.

Default dates and status codes are defined by processing options. You can override default information by entering new dates and statuses. Icons appear at the top of the work order entry forms to alert you to existing customer or product history. Click the icons to see detailed information.

Processing Options for Work With Work Order History (P17715)

Process Tab

1. Beginning Status for History

Use this processing option to specify the beginning status in the range of work order statuses that the system displays.

2. Ending Status for History

Use this processing option to specify the ending status in the range of work order statuses that the system displays.

3. Number of Days of History to Display

Use this processing option to specify the range of work order creation dates to display. The system uses this option to calculate the value in the Creation Date From field.

4. Work Order Type

Use this processing option to specify the type of work orders to display. Enter a value from UDC 00/TY.

5. Repair Date From

Use this processing option to specify the From repair date for the range of work order repair dates. If you leave this processing option blank, the system enters the current date in the Repair Date From field.

6. Repair Date Through

Use this processing option to specify the To repair date for the range of work order repair dates. If you leave this processing option blank, the system enters the current date in the Repair Date To field.

What You Should Know About Processing Options for Work With Work Order History (P17715)

Displaying an icon to indicate that previous work orders are associated with a piece of equipment or a customer

The values that you enter determine whether the system displays an icon when existing work orders are associated with the inventory item number, product model, equipment number, or customer number, if applicable.

You must first enter the status of the work orders that define the selection range criteria. Then define the number of days of history that you want to view. For example, if you enter 30 days, the program displays the product or customer icon if a work order falls within the status range and was entered 30 days less than the system date.

Defining Default Location and Printers

Many of the forms within the Work Order Processing system require that you specify a location, such as a branch or plant, to which you are assigned. You can set up default locations for each person in your organization who uses Work Order Processing. A default location is the branch/plant that is assigned to your user ID or terminal ID. If you do not set up a default location for your user ID or terminal ID, you must enter a location manually.

You can also assign a default print queue to each person who uses Work Order Processing. When you print a work order, the system uses the default print queue that you set up unless you specify otherwise. If you do not assign a default print queue, the system uses either the print queue that is assigned in the particular version for the Work Order Print program or the print queue that is assigned to your user profile.

► To define default location and printers

From the Inventory Setup menu (G4141), choose Default Location & Printers.

1. On Work With Default Location & Printers, click Add to access Default Location & Approval.

The screenshot shows the PeopleSoft interface. At the top left is the 'PeopleSoft' logo. To the right are links for 'Portal', 'WWW', 'Intranet', and 'Training'. Below the logo is a 'Select Workspace' dropdown menu currently set to 'Active Foundation'. To the right of this are links for 'Personalize', 'Change Role', and 'Sign Out'. The main window title is 'Default Location & Approval'. Below the title bar is a menu with 'OK', 'Cancel', 'Form', and 'Tools'. The 'Form' menu is currently selected, indicated by a red 'X' icon. The main content area contains three input fields: 'Terminal/User ID', 'Branch/Plant', and 'Approval Route Code'. The 'Terminal/User ID' field has a cursor in it.

2. On Default Location & Approval, complete the following fields:
 - Terminal/User ID
 - Branch/Plant
3. From the Form menu, choose Print Queues.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Default Print Queues

OK Cancel Row Tools

Terminal/User ID

	Program ID	Description	Output Queue
☒	P42520	Pick Slip Print	
☐	P42565	Invoice Print	
☐	P43500	Purchase Order Print	
☐	P46472	Movement Summary Document	
☐	P46473	Movement Tags	
☐	P46475	Location Selection Audit Rpt	
☐	P48425	Equipment Work Order Print	

4. On Default Print Queues, complete the following field for each document for which you want to assign a default print queue and click OK:
 - Output Queue
5. On Default Location & Approval, click OK.

Setting Up Supply and Demand Inclusion Rules

To balance your parts inventory with the demand for parts that is created by maintenance work orders, you must set up supply and demand inclusion rules. You use supply and demand inclusion rules to specify the documents that create a supply for parts, such as purchase requests, and the documents that create a demand for parts, such as PM work orders, corrective work orders, and so on. In addition, you specify the statuses at which the various documents create supplies or demands.

The following programs use supply and demand inclusion rules:

Materials Requirements Planning (MRP)

You can set up and apply different versions of the supply and demand inclusion rules, depending on the type of material plan that you run. For example, you can set up one version of the rules to apply to a long-range material plan and another version to apply to a short-range material plan.

Capacity Requirements Planning	You can set up and apply different versions of the supply and demand inclusion rules, depending on the type of capacity plan you run. For example, you can set up one version of the rules to apply to a long-range capacity plan and another version to apply to a short-range capacity plan.
Supply/Demand Inquiry	Based on the version of the supply and demand inclusion rules you choose, all of the documents that create a supply or demand for a particular part appear on Supply/Demand Inquiry. You can then access documents and make revisions to balance the supply with the demand.
Resource Assignments	You can set up and apply different versions of the supply and demand inclusion rules, depending on the work order and operation status. You can use the rules to display or exclude resource assignments from the availability and detail inquiries. For example, you can exclude the work order completed status since those assignments are no longer current.

In Plant and Equipment Management, the following document types create a supply for parts:

- Purchase requests
- Purchase orders
- Blanket purchase orders

In Plant and Equipment Management, the following document types create a demand for parts:

- System-generated maintenance work orders, such as PM work orders
- Corrective maintenance work orders

After you set up supply and demand inclusion rules, you can use the information that the system provides to balance the supply and demand for parts. For example, if demand is greater than supply at a given point, you can expedite purchase orders or postpone work orders.

When you review a version of the supply and demand inclusion rules, the system displays all of the document types and related statuses that are available. You choose the document types and document statuses that you want to include in the version. Document types for which inclusion rules currently apply appear in a contrasting color. For review purposes, you can specify that the system only display document types for which inclusion rules currently apply.

Before You Begin

- ☐ Set processing options to include the work order document types that you have defined.

► To set up supply and demand inclusion rules

Use one of the following navigations:

From the Material Planning Setup menu (G3442), choose Supply/Demand Inclusion Rules.

From the Planning Setup menu (G1346), choose Supply/Demand Inclusion Rules.

1. On Work With Supply/Demand Inclusion Rules, complete the following fields and click Find to locate the status values for your inclusion code:
 - Rule Version
 - Skip to Order Type
2. Choose each record that includes the order type and line status for which you want the inclusion rules to apply and click Select.

When you apply inclusion rules to work order documents, line types do not appear. Line types are not applicable to the Work Order system.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work With Supply/Demand Inclusion Rules

Select Find Delete Close Tools

Rule Version: MPS MPS Resource Rules ☐ Selected

Skip to Order Type: WO

Records 1 - 10

Included	Order Type	Line Type	Line Status	Status Description	Rule Version
☐	0	WO	00	PRP Order, Pre-Quote Accept	MPS
☒	1	WO	01	Completed	MPS
☐	0	WO	05	PRP Order, Pre-Quote Accept	MPS
☐	1	WO	10	Released (Firm) Not Started	MPS
☐	1	WO	15	Sales Order WO Not Processed	MPS
☐	1	WO	20	Sales Order WO Processed	MPS
☐	1	WO	30	Paperwork Prepared	MPS
☐	1	WO	40	Started Labor or Material	MPS
☐	1	WO	41	Firm Planned Order (FPO)	MPS
☐	1	WO	45	Material Issued	MPS

Processing Options for Supply/Demand Inclusion Rules (P34004)

WO Types

1. Enter the WO document types for the Inclusion rules. These can be stacked up one after another for multiple document types. If left blank, "WO" will be used.

Work Order Document Types

Setting Up Maintenance Planning

Before you can use maintenance planning features in Plant and Equipment Management, you need to set up information that the system uses to process material plans and labor plans. For example, you must set up information to determine how the system commits inventory to a branch and how the system calculates the availability of parts and labor resources.

Setting Up General Planning

Before the system can generate material and labor plans and create planning messages, you must define general planning information for each branch or plant in your organization. General planning information determines how the system commits inventory to the branch or plant, which work days to include when you generate a material or capacity plan, how the system processes changes to standard parts lists, and so on.

Setting Up Planning Constants

You must define material and resource planning values for each branch or plant. For example, you can specify rules that govern how the system commits and routes inventory. You can also specify that the system should log changes to standard parts lists if you need to track the changes. You can also define the number of hours per day that each branch or plant operates. The system uses this information to determine the maximum workload for each work center in a branch or plant.

Note

Plant and Equipment Management shares planning constants with other manufacturing systems. If you use manufacturing systems, you should set up separate constants for maintenance branch/plants and manufacturing branch/plants.

► To set up planning constants

From the Planning Setup menu, (G1346), choose Manufacturing Constants.

1. On Work with Manufacturing Constants, click Add to access Manufacturing Constants Revision.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Manufacturing Constants Revision

OK Cancel Tools

Branch/Plant M30

Manufacturing Constants Shifts Commitment Control Costing Options

Backflush Options 1 Based on Commitment Control

Status for Changes 90 Complete - Not Tested

BOM/Routing Options

☐ Log Bill of Material

☐ On-Line BOM Validation

☐ Master Routings

2. On Manufacturing Constants Revision, complete the following field to specify the branch or plant for which the constants apply:
 - Branch/Plant
3. Click the following options:
 - Log Bill of Material
 - On-Line BOM Validation
4. To specify the work hours per day, complete the Hours and Shift Code fields for each maintenance shift on the Shifts tab.
5. Under the Hard/Soft Commit heading on the Commitment Control tab, click one of the following options and then click OK:
 - Hard at creation of Parts List
 - Soft, Hard when printing
 - Soft at creation of Parts List

Setting Up the Work day Calendar

You must set up work day calendars for each maintenance branch or plant. You use the calendar to specify which days are work days, holidays, and so on. You need to set up a

work day calendar for every month for which you want to generate parts and labor plans. The system uses work day calendar information to plan and schedule labor resources, based on the workdays that you specify. You should set up calendars six months to a year at a time.

When you initially set up a work day calendar, the system automatically specifies all week days as work days, and all Saturdays and Sundays as non-work days. You can accept these values or change the days to suit your business needs.

Technical Considerations

Shift codes Shift codes are not applicable to maintenance planning.

► To add a work day calendar

Use one of the following navigations:

For the Accounts Payable and Accounts Receivable systems, choose Work Day Calendar from the Payment Terms Revisions menu (G00141).

For the Enterprise Asset Management system, choose Work Day Calendar from the Planning Setup menu (G1346).

For the Transportation Management system, choose Work Day Calendar from the Transportation Setup menu (G4941).

For the Shop Floor Management system, choose Shop Floor Calendar from the Shop Floor Management Setup menu (G3141).

For the Product Data Management system, choose Shop Floor Calendar from the Product Data Management Setup menu (G3041).

The Work With Workday Calendar form appears, displaying all of the calendars that have been set up.

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Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work With Workday Calendar

Select Find Add Delete Close Tools

Branch/Plant 1

Calendar Type *

Calendar Name *

Calendar Month 6 Calendar Year 05 Shift Code *

Records 1 - 10 Customize Grid

Branch/Plant	Description	Month	Year	Century	Shift Code	Calendar Type	Calendar Name
☐	10 Western Distribution Center	6	5	20			
☐	27 Eastern Area DC	1	98	19			
☐	27 Eastern Area DC	2	98	19			
☐	27 Eastern Area DC	3	98	19			
☐	27 Eastern Area DC	4	98	19			
☐	27 Eastern Area DC	5	98	19			
☐	27 Eastern Area DC	6	98	19			
☐	27 Eastern Area DC	7	98	19			
☐	27 Eastern Area DC	8	98	19			
☐	27 Eastern Area DC	9	98	19			

- To add a new calendar, on Work With Workday Calendar, complete the following required fields:

- Branch/Plant

With the exception of ALL, which is a hard-coded value for this program, the branch/plant that you assign must exist in the Business Unit Master table (F0006).

- Calendar Year
- Calendar Month

- Complete the following optional fields to specify unique calendars for the same branch/plant:

- Calendar Type
- Calendar Name
- Shift Code

If you enter a value in the Calendar Name field, you must enter a shift code.

- Click Add.

The Workday Calendar Revisions form appears, displaying two calendars for the month and year. The calendar on the left shows the numerical days, and the one on the right shows the work days and nonworking days.

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Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Workday Calendar Revisions

OK Cancel Form Tools

Branch/Plant 1

Calendar Type

Calendar Name

Calendar Month 6 Calendar Year 5 Century 20 Shift Code

2005 June 2005						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

2005 June 2005						
S	M	T	W	T	F	S
			W	W	W	E
E	W	W	W	W	W	E
E	W	W	W	W	W	E
E	W	W	W	W	W	E
E	W	W	W	W		

- On Workday Calendar Revisions, change the default values as necessary for each day of the week and click OK.

The types of days that you can specify are in UDC 00/TD. With the exception of W, which is hard-coded as a work day, all other values specified are nonworking days. Examples of the type of day that you can specify on the calendar are:

- W (workday)
- E (weekend)
- H (holiday)
- S (shut-down)

Processing Options for Workday Calendar (P00071)

Interop

1. Enter the transaction type for the interoperability transaction. If left blank, outbound interoperability processing will not be performed.

Type - Transaction

2. Enter a '1' to write before images for outbound change transactions. If left blank, only after images will be written.

Before Image Processing

Setting Up Parts Planning

Before you can generate and review a parts plan, you must set up information that the system uses to process the plan. For example, you must set up a table of user defined quantity types that the system uses to calculate and display the supply and demand of parts. You must also specify the action messages that you want to appear when the system detects a conflict between the availability and the demand for a part.

In addition, you can set up different versions of the supply and demand inclusion rules to accommodate different types of parts plans that you want to generate. For example, you can generate a long-range parts plan and a short-range parts plan. You use supply and demand inclusion rules to specify the document types that you want the system to include when it processes each plan.

Setting Up Parts Planning Codes

Before you can use the parts planning features, you must set up the following user defined codes:

- Quantity types
- MRP calculation display
- MRP action messages

The system uses these codes to calculate and display the availability of parts. The system also uses these codes to determine which action messages to display when it detects a conflict between the availability and the demand for a part.

Quantity Types

From the Planning Setup menu (G1346), choose Quantity Types.

Quantity types are user defined codes (34/QT) that represent the availability of parts. J.D. Edwards provides several predefined codes, including the following:

- + Beginning available (unadjusted)
- + Beginning available
- + Purchase orders
- - Lot Expired
- - Firm work orders
- = Ending available (unadjusted)

The system uses codes that have unadjusted values to calculate part availability with the assumption that any outstanding action messages will not be implemented by the responsible planner. The system uses all of the other codes to calculate the availability of parts with the assumption that the planner will implement planning messages.

Caution

The table for quantity types is shared with other manufacturing systems. Under no circumstances should you delete this table. Values within this table have special meaning to the system, but you can change the description fields. J.D. Edwards recommends that you leave this table unaltered.

MRP Calculation Display

From the Planning Setup menu (G1346), choose MRP Calculation Display.

You must set up the MRP Calculation Display table (34/MM) with the quantity type codes that you want the system to consider when it calculates the availability of a part. You can revise the codes in this table to meet your specific calculation or display purposes.

For example, you can set up a table to specify that the system do the following:

- Use the beginning available quantity for a part.
- Add quantities from existing purchasing orders.
- Subtract quantities from maintenance work orders.
- Provide the ending available amount

Example: MRP Calculation Display Table

The screenshot shows the PeopleSoft interface for setting up the MRP Calculation Display table. The top navigation bar includes links for Portal, MRP, Inventory, and Training. The main header shows 'Select Workspace: Active Foundation' and 'Active Foundation' with buttons for Personalize, Change Role, and Sign Out. The title bar reads 'Work With User Defined Codes'. Below this is a toolbar with icons for Select, Find, Add, Delete, Close, Row, Form, Report, and Tools. The main content area has two input fields: 'Product Code' with the value '34' and 'User Defined Codes' with the value 'MM'. To the right of these fields are links for 'Requirements Planning' and 'Maintenance Material Planning'. Below the input fields is a table with the following data:

Records 1 - 10	Codes	Description 01	Description 02	Special Handling	Hard Coded
☐	05	+BAU	+ Beginning Avail (Unadjusted)		N
☐	06	+BAPU	+ Proj Beg Avail (Unadj)		N
☐	10	+BA	+ Beginning Avail		N
☐	11	+BAP	+ Proj Beg Avail		N
☐	14	+IRP	+ Project Receipt Routing		N
☐	20	+PO	+ Purchase Orders		N
☐	21	+POP	+ Proj Purchase Orders		N
☐	42	-LEXP	- Lot Expired		N
☐	75	-FWO	- Firm Work Orders		N
☐	76	-FWOP	- Firm Work Order Proj		N

Processing Options for MRP Calculation Display (P0004A)

Defaults Tab

1. Enter the desired System Code:

Use this processing option to enter a user defined code (98/SY) that identifies a J.D. Edwards system.

2. Enter the desired Record Type:

Use this processing option to specify a default user defined code (UDC). You should enter only appropriate UDCs that belong to the product code that you entered in the Enter the Desired System Code processing option.

What You Should Know About Processing Options MRP Calculation Display (P0004A)

Specifying a default MRP calculation display table

You can use processing options to specify which version of the MRP calculation display table that the system uses. The maintenance material planning version of the MRP calculation display table appears unless you specify otherwise.

MRP Action Messages

From the Planning Setup menu (G1346), choose MPS/MRP Action Messages.

You must define the action messages that you want to appear when the system notifies you of parts planning conflicts. For example, depending on the severity of a parts shortage, you can direct the system to provide messages to place an order for a part, expedite an existing order, increase the quantity of an existing order, and so on.

The system stores MRP action message codes in user defined codes (34/MT). You can change the description of the codes to meet your business needs.

Setting Up Supply and Demand Inclusion Rules for Parts Plans

From the Planning Setup menu (G1346), choose Supply/Demand Inclusion Rules.

You typically use the same version of supply and demand inclusion rules that you set up for work orders. However, you can set up other versions of the supply and demand inclusion

rules to accommodate your parts planning needs. You use supply and demand inclusion rules to specify the documents that create a supply for parts, such as purchase requests, and the documents that create a demand for parts, such as work orders. In addition, you specify the statuses at which the various documents create supplies or demands.

When you generate a parts plan, the system considers only the documents that you specify in the inclusion rules when it calculates parts availability. For example, you can set up a version of the supply and demand inclusion rules that includes all purchase orders, regardless of status, but only PM work orders up to and including a status of MC (work order in planning.)

Using this example, the system calculates supply according to parts for which any purchase orders exist. The system calculates demand according to the parts requirements of PM work orders with statuses within the range that you specified. The system does not take into consideration parts requirements for work orders with unspecified status in the inclusion rules.

Setting Up Resource Planning

Before you can generate and review a labor plan, you must set up information that the system uses to process the plan. For example, you must set up the work centers that are responsible for maintenance and specify the number of employees in each maintenance work center. You must also set up additional user defined codes, such as the codes that the system uses to calculate the availability of labor resources.

In addition, you can set up different versions of the supply and demand inclusion rules to accommodate different types of labor plans that you want to generate. For example, you can generate a long-range labor plan and a short-range labor plan. You use supply and demand inclusion rules to specify the document types that you want the system to include when it processes each plan.

Setting Up Resource Units

You must set up resource units to enable the system to calculate labor demands and labor costs for maintenance tasks. The system calculates resource units by multiplying the work hours per day by the number of employees in a work center. In Plant and Equipment Management, a work center usually represents the employees who perform maintenance work, although it can also represent a department or a machine. You must set up your work centers before the system can calculate resource units and labor costs.

In addition, you must establish standard labor rates. The system uses standard labor rates to calculate rate information on work order labor routings and on the work order Estimate to Actual Variance program.

Before You Begin

- ☐ Set up work day calendars for each branch or plant.

Setting Up Work Centers

You must provide the system with the following types of information about each of your maintenance work centers:

- Basic information, such as work center names, crew sizes, job processing time, and so on

- Grouping information, so that you can combine similar work centers for planning and reporting
- Labor rate information

► **To set up work centers**

From the Planning Setup menu (G1346), choose Work Center Revision.

1. On Work With Work Centers, click Add.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work Center Master Revisions

OK Cancel Form Tools

Work Center R-A1 Branch/Plant M30

Work Center Master Capacity & Shifts Hours & Efficiency

Dispatch Group R-A1

Location - Issue

Location Branch M30

Calendar Name

Work Center Type 1

Crew Size 1.0

Pay Point 0

Number of Machines

Prime Load L

Number of Employees 1

Critical W/C N

Resource Offset

2. On Work Center Master Revisions, on the Work Center Master tab, complete the following fields:
 - Work Center
 - Dispatch Group
 - Branch/Plant
 - Number of Employees
3. Complete the following optional fields:
 - Prime Load
 - Critical W/C
4. Click the Hours & Efficiency tab.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work Center Master Revisions

OK Cancel Form Tools

Work Center R-A1 Branch/Plant M30

Work Center Master Capacity & Shifts Hours & Efficiency

Queue Hours

Move Hours

Replen. Hrs.

Efficiency

Utilization

5. Complete the following optional field:
 - Efficiency
6. From the Form menu, choose Rates.

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work With Work Center Rates

Select Find Add Copy Delete Close Row Tools

Work Center R-A1 Branch/Plant M30

No records fetched. Customize Grid

Branch/ Plant	Work Center	Description	Cost Method	Description

7. On Work With Work Center Rates, click Add.

PeopleSoft

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Work Center Rate Revisions

OK Cancel Tools

Work Center: R-A1 Branch/Plant: M30

Cost Method:

Dispatch Group: R-A1

	Simulated	Frozen
Direct Labor		
Setup Labor		
Labor Variable O/H		
Labor Fixed O/H		
Machine Run		
Machine Variable O/H		
Machine Fixed O/H		

* O/H values are shown in percents

8. On Work Center Rate Revisions, complete the following fields and click OK:
- Work Center
 - Cost Method
 - Direct Labor
9. Click Cancel.
10. On Work With Work Center Rates, click Close.
11. On Work Center Master Revisions, click OK.

Processing Options for Work Center Revision (P3006)

Interop

1. Enter the transaction type for the interoperability transaction. If left blank, outbound interoperability processing will not be performed.

Type - Transaction

2. Enter a '1' to write before images for Outbound change transactions. If left blank, only after images will be written.

Before Image Processing Versions

Manufacturing Constants (P3009)

Business Units (P0006)

Running the Work Center Resource Units Refresh Program

From the Planning Setup menu (G1346), choose Work Center Resource Units Generation.

After you set up work centers and whenever you revise work center information, you must run the Work Center Resource Units Refresh program to calculate available resource units. You specify a time period and a branch or plant for which you want the system to calculate resource units. The system uses the Prime Load Code field on the Work Center Master Revisions form to determine how to calculate the resource units that a work center is capable of generating over a particular period of time. To calculate resource units for maintenance work centers, you typically use a prime load code of L for labor hours.

When you use a prime load code of L, the system calculates resource units using the following information:

- Number of employees from Resource Revisions
- Work hours per day from General Planning Constants

Processing Options for Work Center Resource Units Generation (R3007G)

Defaults Tab

These processing options define default values.

1. From Date

Use this processing option to specify the beginning date that the system uses to generate resource units. Enter the beginning date or select a date from the calendar. The system generates resource units and refreshes them for the month in which the From date falls. For example, if the From Date is 01/10/05 and the Thru Date is 01/15/05, the system generates resource units for January, 2005. The system requires that you enter values for this processing option before you can run the generation.

2. Thru Date

Use this processing option to specify the ending date that the system uses to generate resource units. Enter the ending date or select a date from the calendar. Resource units are generated, refreshed, or both, for the entire month. For example, if the From Date is 01/10/05 and the Thru Date is 01/15/05, the system generates resource units for January, 2005. The system requires that you to enter values for this processing option before you can run the generation.

3. Branch/Plant

Use this processing option to specify the branch/plant updated by the system in the Work Center Resource Units table when you generate resource units.

Enter the branch/plant or select a branch/plant from the Business Unit Master Search form. This processing option is required before you can run the generation.

Process Tab

These processing options define processing criteria.

1. Shift Code

Blank = All Shifts

A user defined code (06/SH) that identifies the type of shift. For example, day, night, or graveyard.

These processing options specify the shift codes to be included in the resource unit generation. You can enter up to six different shift codes. Enter the code or select it from the Select User Define Code form. If you leave all shift codes blank, the system processes all valid shifts for the requested branch/plant.

2. Shift 2 Code

A user defined code (06/SH) that identifies the type of shift. For example, day, night, or graveyard.

These processing options specify the shift codes to be included in the resource unit generation. You can enter up to six different shift codes. Enter the code or select it from the Select User Define Code form. If you leave all shift codes blank, the system processes all valid shifts for the requested branch/plant.

3. Shift 3 Code

A user defined code (06/SH) that identifies the type of shift. For example, day, night, or graveyard.

These processing options specify the shift codes to be included in the resource unit generation. You can enter up to six different shift codes. Enter the code or select it from the Select User Define Code form. If you leave all shift codes blank, the system processes all valid shifts for the requested branch/plant.

4. Shift 4 Code

A user defined code (06/SH) that identifies the type of shift. For example, day, night, or graveyard.

These processing options specify the shift codes to be included in the resource unit generation. You can enter up to six different shift codes. Enter the code or select it from the Select User Define Code form. If you leave all shift codes blank, the system processes all valid shifts for the requested branch/plant.

5. Shift 5 Code

A user defined code (06/SH) that identifies the type of shift. For example, day, night, or graveyard.

These processing options specify the shift codes to be included in the resource unit generation. You can enter up to six different shift codes. Enter the code or select it from the Select User Define Code form. If you leave all shift codes blank, the system processes all valid shifts for the requested branch/plant.

6. Shift 6 Code

A user defined code (06/SH) that identifies the type of shift. For example, day, night, or graveyard.

These processing options specify the shift codes to be included in the resource unit generation. You can enter up to six different shift codes. Enter the code or select it from the Select User Define Code form. If you leave all shift codes blank, the system processes all valid shifts for the requested branch/plant.

Setting Up Resource Planning Codes

Before you can use the labor planning features in Plant and Equipment Management, you must set up the following user defined codes:

- CRP display
- Message types

The system uses these codes to calculate and display labor availability when you generate a labor plan. The system also uses these codes to determine which action messages appear when it detects a conflict between the availability of labor resources and demand for labor resources.

CRP Display

From the Planning Setup menu (G1346), choose CRP Display.

You must set up the CRP Display table (33/MM) with the codes that you want to appear on Capacity Load. The system provides several predefined codes, such as:

- 10 - Released Load
- 40 - Load Versus Capacity
- 80 - Available Capacity
- 90 - Accumulated Available Capacity

You can use these codes or modify them to meet your specific calculation or display purposes.

Message Types

From the Planning Setup menu (G1346), choose Message Types.

You use message type codes (33/MT) to define the action messages that you want to appear when the system notifies you of load and capacity conflicts. For example, you can define messages that indicate an over-capacity condition, an under-capacity condition, and so on.

Setting Up Supply and Demand Inclusion Rules for Labor Plans

From the Planning Setup menu (G1346), choose Supply/Demand Inclusion Rules.

You typically use the same version of supply and demand inclusion rules that you set up for work orders. However, you can set up other versions of the supply and demand inclusion rules to accommodate your labor planning needs. You use supply and demand inclusion rules to specify what type of work orders and range of work order statuses that you want the system to include when it calculates available labor resources.

For example, you can set up a version of the supply and demand inclusion rules that includes only PM work orders up to and including a status of MC (work order in planning).

Processing Options for Supply/Demand Inclusion Rules (P34004)

WO Types

1. Enter the WO document types for the Inclusion rules. These can be stacked up one after another for multiple document types. If left blank, "WO" will be used.

Work Order Document Types

EAM Global Updates

Use global update programs to make system-wide changes that affect a variety of information within EAM. For example, you can do the following:

- Update asset locations from a planned location to a current location.
- Recalculate work order costs to reflect actual time spent on each maintenance task.
- Create preventive maintenance schedules for groups of similar equipment.
- Make additions or changes to groups of related preventive maintenance schedules, such as the following:
 - Schedule dates
 - Service intervals
 - Priorities
- Update equipment tables when you revise numbers in your chart of accounts.
- Update the Account Ledger table (F0911) when you change the symbol that you use to identify equipment numbers.

Updating Asset Information

You can update certain asset information globally to reduce the amount of processing time that is needed to maintain current information in the Fixed Assets system and throughout your organization.

Updating the Message Log

Use one of the following navigations:

From the Advanced Operations menu (G1231), choose Update Message Log.

From the Advanced Operations menu (G1331), choose Update Message Log.

Run the Update Message Log program to keep tickler dates and units current in the message log. For example, if you set up a reminder message to appear at 3,000 miles for a piece of equipment, you use this update to ensure that the message does appear when the equipment reaches the 3,000-mile mark.

The Update Message Log program compares tickler dates that have the system date and tickler units (for example, miles or hours) to the current unit reading that you record for the corresponding piece of equipment. The program updates all of the units that have reached or exceeded the tickler amounts that you post in the AT00 automatic accounting instruction (AAI). When the update is complete, the corresponding equipment number on Equipment Search is highlighted to indicate that that message exists for the equipment.

Note

You should run this program only if you use the Tickler Miles/Hours field in the message log.

When you select Update Message Log, the system submits the job directly to batch. You should update the message log frequently to keep message tickler units current. J.D. Edwards recommends running Update Message Log as part of your unattended operations.

Updating the Location Code of an Asset

From the Advanced Operations menu (G1231), choose Update Location Code.

You can update the location of an asset from a planned location to a current location. Run Update Location Code to change planned asset locations to current locations when the system reaches the "as of" date that you specify in the processing options.

For example, if you plan to distribute an asset to a different plant as of a certain date and you enter the information into the system as a planned location, you can run this program to automatically change the location information from a planned location status to a current location status. The system updates all planned locations that match the selection criteria that you specify.

When you run Update Location Code, the system updates the following tables:

- Location Tracking Table (F1204)
- Asset Master File (F1201)

Caution

Ensure that the data selections which you make specify only the assets for which you want to update location information.

Processing Options for Update Location Code (R12810)

Process Tab

1. As Of Date

Blank = System Date

1. As Of Date

Blank = System Date

Use this processing option to specify the "as of" date that the system uses when updating planned locations in the Location Tracking Table (F1204). If you leave this processing option blank, the system uses the system date.

Updating Work Order Information

You can update certain work order information globally to reduce the amount of processing time that is needed to maintain current information throughout your organization.

Updating Work Order Actual Amounts

From the Advanced Operations menu (G1331), choose Update WO Actual Amounts.

Run the Update Work Order Actual Amounts program to replace the actual hours in the Work Order Routing table (F3112) with the total hours for each operation sequence from the Employee Transaction History table (F0618). The program also reads the Account Ledger table (F0911) for material and subcontract amounts. The program then updates the following information in the Work Order Master File table (F4801):

- Actual labor costs
- Actual material costs
- Actual hours
- Actual amount
- Actual other costs

Updating Work Order Status Based on Purchase Order Receipt

From the Advanced Operations menu (G1331), choose Update WO Status / PO Receipt.

You can update the status of work orders based on whether parts ordered from associated purchase orders have been received. This action is especially useful when scheduling work orders based on the arrival of ordered parts. You can specify the status at which the system updates work orders based on both partial and full receipt of the items on the associated purchase order. You can also specify the recipient of an e-mail message informing that person of the change in work order status.

Processing Options for Update WO Status Based on PO Receipt (R48810)

PO Receipt Status Tab

1. Purchase Order Receipt Status

Use this processing option to specify the purchase order status above which the system indicates that the purchase order has been received. The system checks for a status that is greater than or equal to the status that you specify in this processing option.

WO Status Tab

1. Full Receipt Status

Blank = Do not update work order status

Use this processing option to specify the status to which the system updates a work order when all parts have been received. If you leave this processing option blank, the system does not update the work order status.

2. Partial Receipt Status

Blank = Do not update work order status

Use this processing option to specify the status to which the system updates a work order when some of the parts have been received. If you leave this processing option blank, the system does not update the work order status.

E-Mail Address Tab

1. Message Recipient

1 = Originator (ANO)

2 = Assigned To (ANP)

3 = Supervisor (ANPA)

4 = Manager (ANSA)

5 = Customer (AN8)

Use this processing option to specify the address book record (on the work order) to which the system sends e-mail regarding a change in work order status. Valid values are:

1

Originator (ANO)

2

Assigned To (ANP)

3

Supervisor (ANPA)

4

Manager (ANSA)

5

Customer (AN8)

Updating the Standard Parts List

From the Advanced Operations menu (G1331), choose Standard Parts List Update.

When you change a work order parts list that is based on a standard parts list, you can update the Bill of Material Master File table (F3002) to ensure that all future work orders that use the same standard parts list will contain the revised information.

When you add a part to a work order parts list, the Standard Parts List Update program adds the part to the standard parts list. When you change the quantity of a part on the work order parts list, the program updates the quantity on the work order parts list. The system compares the transaction quantity on the work order part to the quantity that is indicated on the standard parts lists when it updates the standard parts list.

You can also use the Standard Parts List Update program to update the equipment parts list. The update program works in the same way as the standard parts list, except that it updates the standard parts list from the Asset Master File table (F1201) as well as the standard parts list from the Work Order Master File table (F4801).

Processing Options for Standard Parts List Update (R13802)

Update Tab

1. Proof or Final Mode

Blank = Proof Mode

1 = Final Mode

Use this processing option to specify whether the system runs the program in proof mode or final mode. In proof mode, the system generates a report, but does not update the standard parts list. In final mode, the system generates a report and updates the standard parts list. Valid values are:

Blank

Proof mode

1

Final mode

2. Standard Parts List Required Quantity

Blank = Use quantity of zero

1 = Use Original Quantity

Use this processing option to update the value of the required quantity on the standard parts list when the transaction quantity is zero. Valid values are:

Blank

Use a zero quantity.

1

Use the original quantity.

3. Equipment Standard Parts List

Blank = Update Work Order only

1 = Update Work Order and Equipment

Use this processing option to specify whether the system updates the standard parts list for only the work order or for the work order and the piece of equipment on the work order. Valid values are:

Blank

Update the standard parts list for only the work order.

1

Update the standard parts lists for both the work order and the equipment.

Updating the Phase and Equipment Number

From the Advanced & Technical Operations menu (G4831), choose Update Phase/Equip No. in G/L.

If you post work order transactions to the general ledger and then change the equipment number and the phase code on the work order, you should run this update to ensure that the Account Ledger table (F0911) reflects the most current work order information. You can use this program to change the phase code and equipment number on multiple work orders. You can also use this program to enter a value in the phase field on many general ledger transactions.

When you select this update program, the system submits the job directly to batch processing.

Before You Begin

- ☐ Back up the Work Order Master File table (F4801). See *Backing Up ERP 9.0 Tables* in the *Server and Workstation Administration Guide*.
- ☐ Communicate to the users that no one should access or modify the F4801 table while you run this procedure.

Updating Preventive Maintenance Schedule Information

You can update preventive maintenance schedule information to make global changes to preventive maintenance services types and create preventive maintenance schedules for multiple pieces of similar equipment.

Updating Preventive Maintenance Schedules

You can globally add, change, or delete preventive maintenance (PM) schedules. You specify the service type that you want to change and enter information about the equipment for which you want the changes to apply.

You can also make global revisions to a group of PM service types. You narrow the list of equipment for which you want the revisions to apply by using any combination of the first ten equipment category codes. For example, you can do the following for any service type:

- Change the service interval.
- Revise the schedule date.
- Revise the maintenance priority.
- Revise the procedure number.
- Assign a different model work order number.
- Revise the value in the Occurrences field.
- Revise the frequency indicator.
- Revise the multiple work order code.

You also can create PM schedules for multiple pieces of equipment with similar maintenance requirements that you place in service.

The Global PM Schedule Update program immediately updates the Maintenance Schedule File (F1207), depending on the information that you change. Consider the following guidelines when you update PM schedule information:

- If you enter a schedule date, the system removes all other meter service intervals.
- If you enter a meter service interval, the system removes the schedule date.
- If you enter a schedule date and a frequency indicator, the system removes any existing service days.
- If you enter a schedule date and service days, the system removes the existing frequency indicator.

► To update preventive maintenance schedule information

From the Advanced Operations menu (G1331), choose Global PM Schedule Update.

1. On Work with Global PM Schedule, complete any of the category code fields in the header area to locate the equipment that you want to update.
2. To specify the service type that you want to update, complete the following field and click Find:
 - Service Type

Before completing an update, you can review all of the equipment that would be updated by entering a service type and leaving the category code fields blank.

To review all of the service types that apply to a particular class of equipment, complete the category code fields and leave the Service Type field blank.

3. To revise the service type, choose Revision from the Form menu.

The screenshot shows the PeopleSoft Global PM Schedule form. At the top, there is a 'Select Workspace' dropdown set to 'Active Foundation'. Below this is a navigation bar with 'Active Foundation', 'Personalize', 'Change Role', and 'Sign Out'. The main form area is titled 'Global PM Schedule' and contains a 'Service Type' field with the value '200-001' and a 'Replace Intake Filter' button. Below the 'Service Type' field is a 'Service Intervals' section with two columns of input fields. The left column includes 'Service Days' (30), 'Service Miles', 'Service Fuel', 'Service Hours' (100.00), and 'Schedule Date'. The right column includes 'Maintenance Priority', 'Procedure', 'Model W. O. Number' (450001), 'Multiple W.O. Code', 'Frequency Indicator', and 'Occurrences'. The 'Service Days' field is highlighted with a blue selection box.

4. On Global PM Schedule, to change the service type, complete any of the following fields and click OK:
 - Service Days
 - Service Miles
 - Service Fuel
 - Service Hours
 - Schedule Date
 - Maintenance Priority
 - Procedure
 - Model W. O. Number
 - Multiple W.O. Code

- Frequency Indicator
- Occurrences

A message appears that prompts you to confirm the update.

Creating Preventive Maintenance Schedules for Multiple Pieces of Equipment

You can create preventive maintenance (PM) schedules for multiple pieces of equipment. This feature is particularly useful when you initially set up your system or when you add multiple pieces of identical equipment to your operation. You create PM schedules for multiple pieces of equipment by assigning a service type to equipment that matches specific selection criteria on Work With Global PM Schedule. You use the first ten equipment category codes to select the equipment for which the PM schedule applies.

Caution

When you create PM schedules for multiple pieces of equipment, the system updates the PM schedules for all of the equipment that matches the equipment category codes which you specify. If you are uncertain whether the process will affect equipment for which you previously created PM schedules and you do not want the new PM information to apply, you should not use Work With Global PM Schedule to create the PM schedules. Instead, create individual PM schedules using Equipment PM Schedule.

► To create preventive maintenance schedules for multiple pieces of equipment

From the Advanced Operations menu (G1331), choose Global PM Schedule Update.

1. On Work with Global PM Schedule, complete the following field:
 - Service Type
2. Complete any combination of the following fields to specify the class of equipment for which you want the service type to apply, and then click Add:
 - CLS
 - EQM
 - MFG
 - YR
 - USE
 - EQ1
 - EQ2
 - EQ3

- CC9
 - GRP
3. On Global PM Schedule, complete any of the following fields and click OK:
- Service Days
 - Service Miles
 - Service Fuel
 - Service Hours
 - Schedule Date
 - Maintenance Priority
 - Procedure
 - Model W. O. Number
 - Multiple W.O. Code
 - Frequency Indicator
 - Occurrences
- A message appears that prompts you to confirm the update.

Updating Company Numbers and Accounts

From the Advanced Operations menu (G1231), choose Updt Co#, BU/Obj/Sub - F1202.

You must update company numbers and accounts in the Asset Account Balances File table (F1202) to correct any situations in which the company numbers and account numbers (business unit/object/subsidiary) in the table F1202 do not match those in the Account Master table (F0901). Company and account numbers in the Asset Master File table (F1201) might not match those in table F0901 if you change existing account numbers or companies for accounts that are within the fixed asset (FX) range.

Run the Update CO#, BU/Obj/Sub - F1202 program any time that you change an existing account in your chart of accounts. For example, run this program when you:

- Change the object or subsidiary of an existing account.
- Assign existing accounts to a different business unit.
- Assign an existing business unit to a different company.

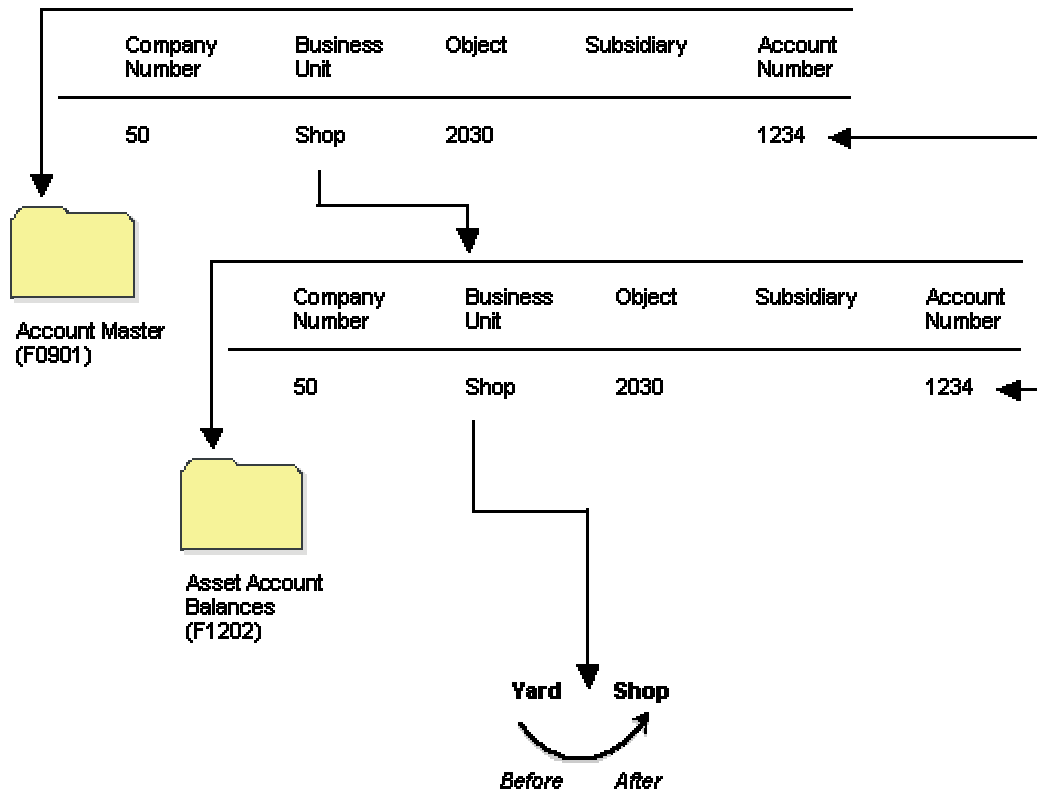
Note

You must run this program when you make changes to existing account numbers. You do not need to run this program when you add an account number.

The Update CO#, BU/Obj/Sub - F1202 program updates information from table F0901, based on the system-assigned, short account ID number. The program updates accounts in the table F1202 when it detects a change to a cost, accumulated depreciation, expense, or revenue account.

The following graphic illustrates how the Update Company Number, Business Unit/Object/Subsidiary program works:

The Updating Company Number, Business Unit/Object/Subsidiary Program



When you update company numbers and business unit/object/subsidiary, the job is submitted directly to batch.

Caution

The Repost Ledger program clears all summarized account balances to zero. Do not use this program if your system includes asset account balance records without general ledger transactions, as in the case of summarized depreciation computations or beginning balances that are created without an audit trail.

Before You Begin

- ❑ Verify that no one accesses the general accounting or fixed asset tables. The program is unable to update accounts that are locked by other system applications. Any account that a user accesses elsewhere in the system is not updated.

Running the Repost Ledger Program

From the Advanced Operations menu (G1231), choose Fixed Asset Repost.

You can repost damaged account balances in the Asset Account Balances File table (F1202) to restore system integrity. You should run the repost only if you have no other means of restoring account information. Run the repost, for example, if account balance information is damaged as a result of hardware failure.

This program reposts only the transactions that include all of the following:

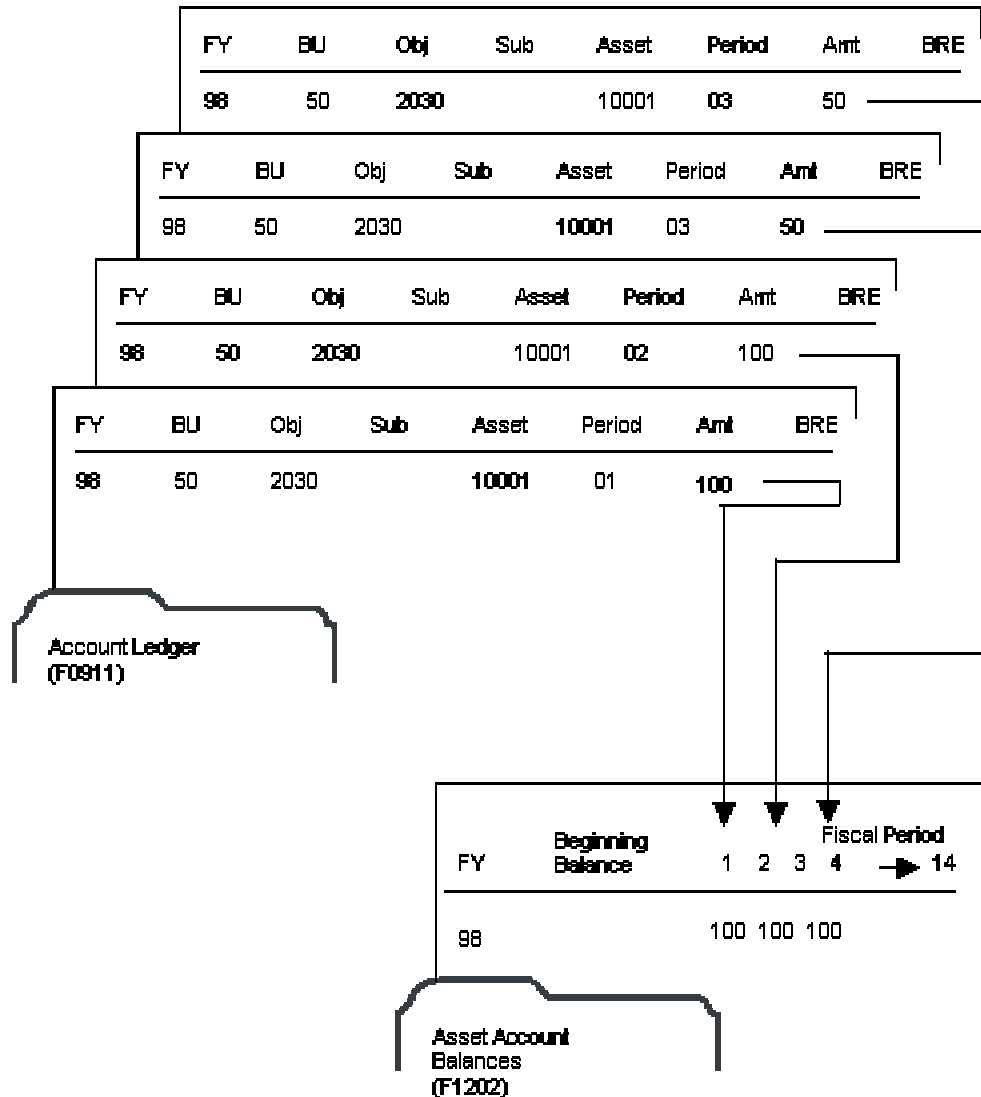
- A valid period number.
- A code that indicates a post to both the general ledger and fixed assets.
- A valid asset number that exists in the Asset Master File table (F1201).
- A transaction ledger type set up in Depreciation Default Coding, if one does not already exist in table F1202.
- A transaction account number in the Account Master table (F0901). The account number must fall within the Item FX range of accounts in the AAls.
- Period postings for individual assets. The transaction must not be a balance forward record, and cannot be summarized by period and account.

Caution

The Repost Ledger program clears all of the summarized account balances to zero. Do not use this program if your system includes item balance records without general ledger transactions, as in the case of summarized depreciation computations or beginning balances that are created without an audit trail.

The following graphic illustrates how the Repost Ledger program searches the Account Ledger table (F0911) to create new asset balances in table F1202:

Creating New Asset Balances



FY = Fiscal Year
 BU = Business Unit
 Obj. = Object Account number
 Su = Subsidiary Account number
 Amt = Amount
 BRE = Fixed Asset Pass Code (Batch Rear End Code)

Caution

When you run Fixed Asset Repost, ensure that you make data selections that specify only the records for which you want to run the repost.

Before You Begin

- ❑ Verify that the following procedures are complete:
 - All transactions are posted first to the account ledger and then to fixed assets.
 - All depreciation and transfer transactions are posted first to fixed assets and then to the general ledger.
- ❑ Verify that no one accesses the general accounting or fixed asset tables. The program is unable to update accounts that are locked by other system applications. Any account that a user accesses elsewhere in the system is not updated.

Processing Options for Fixed Asset Repost (R12910)**Print Tab**

1. Preliminary or Final Processing

Blank = Preliminary

1 = Final

Use this processing option to specify preliminary or final processing. Valid values are:

Blank

Print only the differences between the Account Ledger table (F0911) and the Asset Account Balances File table (F1202). This is the default.

1

Print differences and update the Asset Account Balances File table (F1202).

2. Asset Number Format

1 = Item Number (Default)

2 = Unit Number

3 = Serial Number

Use this processing option to specify which number the system prints to identify the asset.
Valid values are:

- 1 Print the asset number.
 - 2 Print the unit number.
 - 3 Print the serial number.
-

Updating the Asset Number in the Account Ledger

From the Advanced Operations menu (G1231), choose Refresh Asset Number in F0911.

Normally, the symbol that you use to identify the asset number in your system does not change. If you change this symbol, you need to update the asset number in the Account Ledger table (F0911). Run this program to ensure that all of the account ledger transactions that are posted contain the current format for the primary asset number.

The asset number and the symbol that is used to identify the asset number are stored in table F0911.

When you select Refresh Asset Number in F0911, the system submits the job directly to batch.

Before You Begin

- ☐ Verify that no one accesses the general accounting or fixed asset tables. The program is unable to update accounts that are locked by other system applications. Any account that a user accesses elsewhere in the system will not be updated.

Adding Extension Records

Note

If you are an existing user of J.D. Edwards Equipment Plant Management and are upgrading to EAM, or you have J.D. Edwards fixed asset records that you want to manage through EAM, you must complete the tasks in this topic.

Certain EAM programs require additional tables. To use these programs, you must complete the tasks—one time only—to add extension records. You must add extension records for the equipment master before you add them for work orders.

Adding Equipment Master Extension Records

From the Advanced Operations menu (G1331), choose Equipment Extension Batch Update.

For EAM, the Equipment Master Revisions program (P1702) requires both the Asset Master table (F1201) and the Equipment Master Extension table (F1217). Therefore, you must run a new batch process to add equipment master extension records.

Use data selection to choose equipment that corresponds with the defaults that are defined in the processing options and then run the version. The program creates a record in table F1217, which allows you to use the equipment master program.

Adding Work Order Extension Records

From the Advanced Operations menu (G1331), choose Work Order Tag File Batch Update.

For EAM, the Work Order Revisions program (P17714) requires both the Work Order Master File table (F4801) and the Work Order Master Tag File table (F4801T). Therefore, you must run a new batch process to add work order extension records.

Note

Do not run this batch process unless you have first added the equipment master extension records.

Use data selection to select only the appropriate work orders, and then run the version. The program creates a record in table F4801T, which allows you to use the Work Order Revisions program. If parts or routings are attached to the selected work orders, the program also creates the Parts List - Extension table (F31171) and the Routing Instruction - Extension table (F31172) for these work orders.

Data Purge and Archival

You can increase the processing speed of your system and create more storage space for current data by deleting old or inaccurate information from your system. When you use the purge programs in EAM, you can purge entire tables or specific data within tables. You can also archive the information that you purge.

Purging Closed Work Orders

From the Shop Floor Management Advanced menu (G3131), choose Purge Orders.

You can purge work orders from your system to free space and to make your system operate more efficiently. After you purge a work order, it no longer exists in your system.

The Work Order Purge program (R4801P) deletes the work order records that you specify, including any associated record types and approval records. The program does not create a purge table or a report.

When you run the Work Order Purge program, you use data selection to specify which work orders to purge from the Work Order Master File table (F4801). In addition, the system purges related information from the following tables for the work orders that you select:

- Work Order Instructions File (F4802).
- Work Order Parts List (F3111).
- Work Order Routing (F3112)
- Work Order Time Transactions (F31122).

The system purges only the records that are not used by EAM.

You can use a processing option to save purged work order information in a special purge library.

EAM Reports

EAM provides a variety of reports to help you review and manage information about your equipment and its maintenance.

You print cost reports to review financial information about your equipment. Cost reports provide the following information:

- Equipment account balances, such as acquisition costs, revenue amounts, expense amounts, and so on
- Variances between revenue and expenses for a piece of equipment
- All equipment transactions

You print work order reports to review information about maintenance work orders. Work order reports provide the following information:

- Work order status
- Detailed or summarized work order costs
- Variances between projected and actual work order costs
- All work orders that are associated with a particular piece of equipment
- Work order parts information by equipment number

You print maintenance planning reports to review information about your planning processes. Maintenance planning reports provide information about projected parts requirements and projected labor resource requirements.

You print preventive maintenance (PM) reports to review information such as the following:

- Status of service types for a piece of equipment
- Maintenance messages
- The frequency of occurrence for selected service types

Printing Equipment Reports

Print an equipment report to review and manage information such as supplemental data, specification data, location history, and so on.

Printing the Supplemental Data by Asset Report

Use one of the following navigations:

From the Equipment Information (G1311) menu, choose Supplemental Data.

From the Supplemental Data (G1318) menu, choose Print Supplemental Data by Asset.

You can print the Supplemental Data by Asset report to review a list of additional information by supplemental data type that you assigned to individual pieces of equipment. For example, you can print a report that shows all of the supplemental data types assigned to a particular motor grader.

Printing the Supplemental Data by Type Report

Use one of the following navigations:

From the Equipment Information menu (G1311), choose Supplemental Data.

From the Supplemental Data menu (G1318), choose Print Supplemental Data by Type.

You can print the Supplemental Data by Type report to review a list of additional equipment information based on a particular supplemental data type. For example, you set up a supplemental data type for vibration readings. You can print a report that displays vibration readings for all pieces of equipment for which you have assigned the supplemental data types for vibration readings.

Printing Location Tracking Information

From the Equipment Location Tracking menu (G1314), choose Print Location Information.

The Print Location Information report allows you to review equipment movement and relocations. Depending on the version that you run, the report shows information by asset number or by location.

The Print Location Information report is a printed version of the information that appears on Location Transfer. The system prints the current, historical, and planned (future) locations for each piece of equipment. You also can use this report to print location tracking text.

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

- Location Tracking (F1204)
- Location History Text (F1210)

Processing Options for Location Tracking Report (R12460)

Print Tab

1. Location Tracking Text

Blank = Do not print associated text (default)

1 = Print associated text

Use this processing option to specify whether the system prints location tracking text. Valid values are:

Blank

Do not print the location tracking text.

1

Print the location tracking text.

2. Equipment Number Format

1 = Asset Number

2 = Unit Number

3 = Serial Number

Use this processing option to specify the format of the equipment number that appears on the report: Valid values are:

1

Asset number

2

Unit number

3

Serial number

3. Sequence

Blank = Sequence by Asset Number (default)

1 = Sequence by Location

Use this processing option to specify how the system sequences report information. Valid values are:

Blank

Sequence the information by asset number.

1

Sequence the information by location.

Reviewing the Customer Reference Report

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

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

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

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

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

Printing Cost Reports

Print cost reports to review and analyze equipment costs and transactions, such as equipment account balances and variances between costs and revenues. You can also use cost reports to review and analyze the costs and individual cost transactions that are associated with work orders. For example, you can verify the actual costs that were incurred in completing a work order.

Printing the Equipment Cost Analysis Report

From the Cost Inquiries and Reports menu (G1312), choose Print Equipment Cost Analysis.

You can print the Equipment Cost Analysis report to review account balances for specific pieces of equipment. The report shows acquisition costs, depreciation amounts, revenue and expense amounts, and so on, for the equipment that you specify. You can analyze these amounts in month-to-date, year-to-date, or inception-to-date increments.

You can use processing options to show the equipment usage amounts in units such as miles or hours. You can review the total units a piece of equipment has accumulated, as well as the per unit cost. The system derives per unit costs by dividing account balances by total accumulated units.

J.D. Edwards provides the following demo versions of this report from which to choose:

Cost Analysis Sequenced by Object	Shows the summarization of identical object accounts that belong to different business units
Cost Analysis Sequenced by Subsidiary	Shows interim total amounts only, such as the following: • Net book value • Revenue earned • Ownership costs • Operating costs • Maintenance costs • Usage amounts
Cost Analysis without Commas	Shows account balances for each business unit and object account

The system draws information for this report from the Asset Account Balances table (F1202).

You can use processing options to determine the ledger type that you want to review. You can also omit items with zero account balances. Using data selections, you can print this report for selected companies, business units, category codes, and so on.

Processing Options for Equipment Cost Analysis Report (R12424)

Defaults Tab

1. Period/Date

Use this processing option to specify the fiscal year for the period or date that is defined in the Period/Date field. Enter a four-digit fiscal year in this processing option. If you leave this processing option blank, the system uses the date pattern that is established for default company 00000.

2. Fiscal Year

Use this processing option to specify the fiscal year for the period or date that is defined in the Period/Date field. Enter a four-digit fiscal year in this processing option. If you leave this processing option blank, the system uses the date pattern that is established for default company 00000.

3. Ledger Type

Use this processing option to specify the ledger type for cost summary. If you leave this field blank, the system uses the AA ledger.

Process Tab

1. Detail or Summary (Future)

D = Detailed Report, (Default)

O = Summarization by Object

R = Summarization by Subsidiary

S = Summarization by AT AAI.

Use this processing option to specify how the system summarizes information on the report. Valid values are:

D

Detailed report

O

Summarization by object

R

Summarization by subsidiary

S

Summarization by AT AAI

2. Unit Cost Suppression

Blank = Print Unit Cost

1 = Suppress the Unit Cost columns

Use this processing option to specify whether the system prints the Unit Cost columns.
Valid values are:

Blank

Print the Unit Cost columns.

1

Do not print the Unit Cost columns.

3. Unit Cost AAI's

Y = AT00

A = FMA

B = FMB

Use this processing option to identify the automatic accounting instructions that the system uses for units in the Unit Cost columns when it prints unit cost. Valid values are:

Y

Use the AT00 AAI.

A

Use the FMA AAI.

B

Use the FMB AAI.

Print Tab

1. Zero Cost Print

Use this processing option to specify which assets the system prints. Valid values are:

Blank

Do not print assets with zero cost.

1

Print all assets.

2. Asset Number Print

1 = Asset Number

2 = Unit Number

3 = Serial Number

Use this processing option to specify which number the system prints to identify the asset.
Valid values are:

1 Print the asset number.

2 Print the unit number.

3 Print the serial number.

Printing the Equipment Variance Report

From the Cost Inquiries and Reports menu (G1312), choose Equipment Variance Report.

Print the Equipment Variance report to review the total revenues and expenses generated by a piece of equipment, as well as the variance between revenue and expenses.

You can view usage hours and other unit costs for each piece of equipment that you specify. A grand total of revenue, expense, and usage amounts for all pieces of equipment prints at the end of the report.

You can use processing options to define the range of accounts that you want the system to use for calculating amounts. You must define an account range for the Standard Amount column, which represents revenue totals, and for the Actual Amount column, which represents expense totals. You must also specify the accounts from which unit amounts are drawn for the Actual Hours column.

The Estimated Rate, Actual Rate, and Rate Variance columns represent unit costs. The system calculates these unit costs by dividing revenue and expense amounts by actual hours.

Use processing options to specify a date range and indicate whether you want the report to print inception-to-date amounts. If you indicate inception-to-date amounts, the system adds prior year balances to the amounts that are within the date range you specify.

You can print the following two versions of the Equipment Variance report:

Variance by equipment Prints information about the pieces of equipment that you specify

Variance by job Prints amounts for equipment that you have assigned to a particular location

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

- Asset Account Balances (F1202)
- Account Ledger (F0911)

Processing Options for Equipment Variance Report (R13400)

Date Selection

Enter the date range over which the report will cover:

1. From Period:
2. From Fiscal Year
3. Thru Period:
4. Thru Fiscal Year

Account Range

Enter object account ranges to be included under the following column headings on the report:
"Standard Amount" column -

1. Beginning Object Account:
2. Ending Object Account:
"Actual Amount" Column -
3. Beginning Object Account:
4. Ending Object Account:
"Actual Hour" column -

5. Beginning Object Account:

6. Ending Object Account:
-

Print

1. Amounts

Blank = Current period amounts (default)

1 = Inception-to-date amounts

2. Equipment Number Format

1 = Asset Number

2 = Unit Number

3 = Serial Number

Printing the F/A Transaction Ledger Report

From the Posting G/L to Fixed Assets menu (G1212), choose F/A Transaction Ledger.

You can print the F/A Transaction Ledger report to review all of the transactions for an asset. The report prints the transactions by company in the order that they occurred. You can view the asset number, the affected account, a brief explanation, the G/L date, a currency and unit amount, and so on for each transaction. The report shows currency and unit totals for each company.

The transactions that print on the F/A Transaction Ledger report come from the Account Ledger table (F0911), which stores journal entry audit trails. Unless you specify otherwise, the report includes all asset transactions that have accumulated in the account ledger since the ledger was last summarized.

You can run two versions of this report:

Posted Prints asset transactions that are posted to fixed assets and the general ledger.

Unposted Prints asset transactions that are not posted to fixed assets. The transactions are not necessarily posted to the general ledger.

The following abbreviated column headings appear in the F/A Transaction Ledger report:

Abbreviated Column Heading	Description
Do Ty	Document Type
LT	Ledger Type
HD	Hold Code
PC	Posted Code

Printing Work Order Reports

EAM provides you with a variety of reports to help you review and manage information about work orders. Work order reports can provide the following:

- Standard work order information, such as work order status and work order costs. You can print standard work order reports to track the progress of work orders by status for a particular date. You can also review the costs that are associated with selected work orders. In addition, you can print detailed reports about supplemental data for your work orders.
- Work order information for specific pieces of equipment, such as work orders associated with a particular equipment malfunction or total work orders completed for a piece of equipment.
- Budget information, such as a comparison of estimated and actual work order costs.
- Parts information, such as parts requirements and parts availability for outstanding work orders.

Printing the Work Order Summary Report

Use one of the following navigations:

From the Work Order Processing menu (G4811), choose Print Work Order Summary.

From the Work Order menu (G1316), choose Print WO Status Summary.

Print the Work Order Summary Print report (R48496) to review summary information for tracking and comparing the progress of selected work orders. The report includes:

- The priority (designated by P)
- The planned completion date
- The number of hours that are planned for each work order
- The number of actual hours that are charged as of the date that you specify on the report
- The difference between hours that are planned and hours that are charged to date
- The status of the work order at the time that you run the report

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

- Work Order Master File (F4801)
- Account Ledger (F0911)

Processing Options for Work Order Summary Print (R48496)

Print

1. Equipment Number Format

Blank = Do not display Equipment Number

1 = Asset Number

2 = Unit Number

3 = Serial Number

Defaults

1. Ledger Type

Blank = 'AA'

Printing the Cost Summary Report

Use one of the following navigations:

For the Work Orders system, choose Work Order Cost Summary from the Work Order Processing menu (G4811).

For the Enterprise Asset Management system, choose Print WO Cost Summary from the Work Order menu (G1316).

You can print cost summary information for work orders and use processing options to enter the date range for the report. This report includes the following information:

- Estimated hours and costs for each work order
- Actual hours and costs for each work order
- The difference between the estimated and actual hours and costs for each work order

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

- Work Order Master File (F4801)
- Account Ledger (F0911)

Processing Options for Print Work Order Cost Summary (R48497)

Process

1. Date Range

a. From Date:

b. Thru Date:

Defaults

1. Ledger Type

Blank = 'AA'

Printing the Cost Detail Report

Use one of the following navigations:

For the Work Orders system, choose Cost Detail from the Work Order Processing menu (G4811)

For the Enterprise Asset Management system, choose Print WO Cost Detail from the Work Order menu (G1316).

Print the Work Order Cost Detail report to review detailed information about the costs that you charge to work orders. You use processing options to specify the date range for the report. The report includes:

- Actual hours and amounts charged to each work order
- The G/L date for each transaction
- An explanation of each transaction
- Total hours and amounts by phase code

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

- Work Order Master File (F4801)
- Account Ledger (F0911)

Processing Options for Print Work Order Cost Detail (R48498)

Process

1. Date Range

a. From Date

b. Thru Date

Defaults

1. Ledger Type

Blank = 'AA'

Printing the Equipment History Report

From the Cost Inquiries and Reports menu (G1312), choose Equipment History Report.

Print the Equipment History report to review the following information for equipment and equipment components:

- Work orders that are associated with each piece of equipment
- Problems and possible causes
- Actions that were taken to solve the problems

The report includes completed work orders. You can use processing options to specify a date range to control which work orders to include in the report. You can also specify the work order category codes that you are using to define the problem. In addition, you can specify that the report print the actions which were taken to resolve the problem.

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

- Work Order Master File (F4801)
- Asset Master File (F1201)

Processing Options for Equipment History Report (R13420)

Print1

Identify how to print the Equipment Number.

'1' = Asset Number (Default)

'2' = Unit Number

'3' = Serial Number

1. Print Equipment Number

Print2

Define which Work Order Category Code to use for the following (01-10).

1. Failure Code

2. Action Code

Process

Enter the Work Order Completion Date range.

1. Completed Date - From:

2. Completed Date - To:

Printing the Budget to Actual Report

From the Cost Inquiries and Reports menu (G1312), choose Budget to Actual Report.

Print the Budget to Actual report to review work order information for specific pieces of equipment. The report is based on information from the Asset Master File table (F1201). The system totals amounts by equipment number. For each work order, the report includes:

- Estimated hours and amount
- Actual hours and amount
- Variance between estimated and actual hours, and amounts

Processing Options for Budget to Actual Report (R13418)

Date Tab

1. Work Order Date - Start

Use this processing option to specify the start date for work order selection.

2. Work Order Date - End

Use this processing option to specify the end date for work order selection.

Print Tab

1. Equipment Number Format

1 = Asset Number

2 = Unit Number

3 = Serial Number

Use this processing option to specify how the system displays the equipment number.
Valid values are:

1

Display the asset number.

2

Display the unit number.

3

Display the serial number.

Update Tab

1. WO Actual Amount

Blank = Do not run update program

1 = Run update program

Use this processing option to specify whether the system runs the Update W.O. Actual Amounts program (R13800) to update the work order amounts as you print the report. Valid values are:

Blank

Do not update the work order amounts

1

Update the work order amounts

Printing the Work Order Completion Report

From the Cost Inquiries and Reports menu (G1312), choose Work Order Completion Report.

Print the Work Order Completion report to review a list of work orders by individual pieces of equipment. The report includes the following information:

- Number of work orders that were created for each piece of equipment
- Number of work orders that were completed for each piece of equipment
- Number of work orders that are pending with parts requirements
- Percent of complete work orders
- Percent of pending work orders

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

- Work Order Master File (F4801)
- Asset Master File (F1201)

Printing the Labor Utilization Report

From the Cost Inquiries and Reports menu (G1312), choose Print Labor Utilization.

Print the Labor Utilization report to review a list of work orders that were created for a piece of equipment and the hours that are associated with each labor routing step, such as Electrical, Mechanical, and so on. The report also shows the total hours that are associated with each work order.

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

- Work Order Routing (F3112)
- Work Order Master File (F4801)

- Asset Master File (F1201)

Processing Options for Print Labor Utilization Report (R13440)

Print Select

Identify how to print asset number:

- '1' - Asset Number
 - '2' - Unit Number
 - '3' - Serial Number
-

Printing the Parts Forecast Report

From the Cost Inquiries and Reports menu (G1312), choose Print Parts Forecast.

Print the Parts Forecast report to review a list of parts and work orders by branch. The report includes the following information:

- Equipment number on the work order
- Planned completion date
- Parts requirements
- Parts availability

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

- Work Order Master File (F4801)
- Asset Master File (F1201)

Processing Options for Print Parts Forecast Report (R13450)

Component

Identify which Component
Item Number you wish to use:

- '1' - Short Item Number
- '2' - 2nd Item Number
(default)
- '3' - 3rd Item Number

Asset Number

Identify which Item Number is to be used:

- '1' - Item Number
(default)
- '2' - Unit Number
- '3' - Serial Number

Branch

Identify which Branch (if any) is to be used. Default is all branches.

Printing the Equipment Parts List Report

From the System Administration Tools menu (GH9011), choose Batch Versions.

Print the Equipment Parts List report to review parts information that is associated with individual pieces of equipment. The report lists both the location and availability of parts.

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

- Item Master (F4101)
- Bill of Material Master File (F3002)
- Asset Master File (F1201)

Technical Considerations

Report Access You can only access this report by using the following procedure:
Type R13410 in the Batch Application field on the Work With Batch Versions – Available Versions form and then click Find. A list of available versions appears in the detail area. Choose the version that you want to run and click Select.

Processing Options for Equipment Parts List Report (R13410)

Process

1. Equipment Number Format

- 1 = Asset Number (Default)
- 2 = Unit Number
- 3 = Serial Number

2. Inventory Number Format

- 1 = Item Number (Default)
 - 2 = Second Item Number
 - 3 = Third Item Number
-

Printing Maintenance Planning Reports

You can print maintenance planning reports to review and manage information about future parts and labor resource requirements.

Printing the PM Projections Report

From the Maintenance Planning menu (G1322), choose Print PM Projections.

Print the PM Projections report to review information about forecasted preventive maintenance (PM). The PM forecast includes four periods. You use processing options to specify whether the periods on the report represent weeks, months, or quarters. The report lists all service types for each piece of equipment, the service intervals that are associated with the service types, and the estimated hours to complete any service types that come due for the periods which are represented by the report.

The system draws information for this report from the PM Projections table (F13411).

Processing Options for Print PM Projections (R13412)

Process

1. Beginning Date

2. Period Type

W = Weekly Periods

M = Monthly Periods

Q = Quarterly Periods

3. Forecast Type

4. Work Center

Print

1. Equipment Number Format

1 = Asset number (default)

2 = Unit number

3 = Serial number

2. Print Parts List

Blank = Do not print parts list

1 = Print parts list

Printing the Master Production Schedule Report

From the Material Planning menu (G1323), choose Print Schedule & Messages.

Print the Master Production Schedule report to review a projection of inventory availability for individual maintenance items. You can also print outstanding planning messages.

The most current material plan generation supplies the information for the report. The report is a printed version of the information that you can access online by using Item Availability by Time and Item Detail Messages.

You use processing options to select the items that print on the report and to determine whether to print the time series, planning messages, or both. You also define the row types that print for each time series. Row types determine the quantity type information, such as Beginning Available and Ending Available. In addition, you define the columns that print for each time series. Columns determine the time periods that you want to review. The report also provides detailed information for each item, such as quantity on hand, buyer numbers, and planner numbers.

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

- MPS/MRP/DRP Summary File (F3413)
- MPS/MRP/DRP Message File (F3411)
- Forecast Consumption Periods (F3405)

Processing Options for Print Master Production Schedule Report (R3450)

Process

1. Enter the report Start Date (default is today's date).

Report Start Date.

2. Enter the number of time periods to be displayed (max. of 54 periods).

Number of time periods.

3. Enter the number of past due weeks (0,1, or 2 weeks are allowed and 0 is the default).

Number of past due weeks.

4. Enter the User Defined Code for the list row descriptions.

User Defined Code.

Print 1

1. Enter a '1' to print MPS Time Series Section.

MPS Time Series

2. Enter a '1' to print MPS Messages Section.

MPS Messages

3. Enter a '1' to suppress the blank lines when printing the Time Series.

Suppress blank lines.

Print 2

4. Enter a '1' to summarize the supply lines into one line and the demand lines into one line.

Summarize supply and demand lines.

5. Enter the Unit of Measure in which you want the quantities printed ('1' = Primary, '2' = Production, or '3' = Component).

Report Unit of Measure.

What You Should Know About Processing Options for Print Master Production Schedule Report (R3450)

Start dates

The start date must be within the planning horizon that you defined when you ran the Parts Plan Generation for this report. You can indicate a start date for the report that is different from the original plan generation. However, you should ensure that past due time periods for the report are set to zero.

Past due weeks

The number of time periods (columns) that you specify to print on the report includes the number of weeks that you specify for past due amounts.

Printing Labor Planning Reports

Print Labor Planning reports to review and manage detailed information about future requirements for labor resources.

Printing the Capacity Requirements and Messages Report

From the Labor Planning menu (G1324), choose Print Load & Detail Messages.

Print the Capacity Requirements and Messages report to review time series information for a work center, outstanding action messages for a work center, or both. You can print the information for all work centers or for selected work centers.

Use processing options to control the following information on the report:

- Time period
- Unit of measure for load information
- Type of planning
- Capacity requirements, capacity messages, or both
- User defined code for row descriptions

Although you can run three versions of the report, the Plant & Equipment Management system uses the Capacity Requirements Planning version.

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

- Capacity Load Table (F3313)
- Capacity Message File (F3311)
- Work Center Master File (F30006)

Technical Considerations

Load types	A load type describes the type of labor demand placed on a work center. The system calculates the five load types as follows: • Rated Profile. The total resource units from the Work Center Revisions form. • Loaded Profile. The load that is forecast from the planned and released work orders. • Percent Resource Used. The Loaded Profile that is divided by the Rated Profile. • Resource Available. The Loaded Profile subtracted from the Rated Profile. • Cumulative Resource Available - a running total of the resources available. If a work center runs over-capacity, this number could be negative. If the work center runs under-capacity, the cumulative resources could increase each period.

Processing Options for Capacity Requirements and Messages (R3350)

Defaults

1. Enter the Capacity Mode:
 - '1' = Resource Requirements
 - '2' = Rough Cut Capacity
 - '3' = Capacity Requirements
-

-
2. Enter the Unit of Measure.
 3. Enter the Start Date for the report.
 4. Enter a '1' to print Capacity Requirements.
 5. Enter a '1' to print Capacity Messages.
 6. Enter the number of periods for the report (1 - 54). The default and maximum value is 54.
 7. Enter the User Defined Code to use for the row descriptions.
-

What You Should Know About Processing Options for Capacity Requirements and Messages (R3350)

Unit of measure Any unit of measure that you enter in the processing options must be the same unit of measure that is used in the Account Master table (F0901) for the work center.

Printing the Period Summary Report

From the Labor Planning menu (G1324), choose Print Period Summary.

Print the Period Summary report to review information for Capacity Requirements Planning.

The report includes all of the items that are scheduled at the work centers during the period of time which you specify. It also lists the number of resource units that are required to complete each work order, and the percent above or below the total load on the work center.

You can specify the type of planning by selecting the appropriate report version. EAM uses the Capacity Requirements Planning version.

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

- Capacity Load Table (F3313)
- Capacity Pegging (F3312)
- Work Center Master File (F30006)

Processing Options for Period Summary (R3352)

Defaults

1. Enter the Capacity Mode:
'1' = Resource Requirements
'2' = Rough Cut Capacity
'3' = Capacity Requirements
2. Enter the Starting Period date. If blank, the default is today's date.
3. Enter the Ending Period date. If blank, all data after the starting date will be reported.
4. Enter up to 5 Units of Measure for the report.

Unit of Measure 1

Unit of Measure 2

Unit of Measure 3

Unit of Measure 4

Unit of Measure 5

What You Should Know About Processing Options for Period Summary (R3352)

**Period from
and to dates**

The system uses the Period From and the Period To dates that you enter as follows:

- If you enter dates in both fields, the system prints the summary within that period.
- If you enter a date in the Period To field only, the system prints the summary beginning with the current period. If you do not select a Period From date, the system prints the past due orders before the current date.
- If you enter a date in the Period From field only, the system prints all items from that date onward.
- If more than one order for an item is scheduled at the work center for the same period, the system prints the item number once for each order in the report.

Printing Preventive Maintenance Reports

You can print preventive maintenance (PM) reports to review and manage information about preventive maintenance schedules and service types within your maintenance organization.

Printing the Maintenance Schedule

From the Plant & Equipment Maintenance menu (G1315), choose Print Maintenance Schedule.

Print the Maintenance Schedule report to review the status of preventive maintenance for equipment.

The Maintenance Schedule report shows the service types that you assign for each piece of equipment on the preventive maintenance schedule. Depending on the maintenance status of each service type, the system determines whether it is scheduled, in process, or complete.

You can run the following three versions of the report:

**Completed
maintenance
records**

Prints service types that have a maintenance status of 98 (canceled) or 99. The completion date prints, as well as the total miles, fuel, hours, or other user defined statistical units for the equipment. The address book number of the employee completing the service also prints.

**Scheduled
maintenance
records**

Prints service types that have a maintenance status of less than 98. If you schedule the service for a specific date, the date prints. If you schedule the service at intervals, the number of days prints. If you schedule the service according to miles, fuel, hours, or other user defined statistical units, the appropriate numbers print.

Mechanic's worksheet

Prints service types that have a user defined maintenance status—for example, between 50 and 70. If you schedule service according to miles, fuel, hours, or other user defined statistical units, the current readings for the item print. The % Due column on the report shows how close the service is to being due or whether it is overdue. The address number of the employee assigned to the task also prints.

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

- Maintenance Schedule File (F1207)
- Asset Master File (F1201)

Processing Options for Print Maintenance Schedule (R12407)

Print Tab

1. Report Format

1 = Completed maintenance

2 = Scheduled maintenance

3 = Mechanic's worksheet

Use this processing option to specify which statuses the system uses to determine what to print. Use data selection to indicate which statuses will be included on the report. Valid values are:

1

Completed maintenance (typically, statuses that are greater than 99)

2

Scheduled maintenance (typically, statuses that are less than 99)

3

Mechanic's worksheet (typically, statuses that are between 50 and 70)

2. Standard Text

Blank = Do not print standard text (default)

1 = Print standard text

Use this processing option to specify whether the system prints the standard text associated with a procedure. Valid values are:

Blank

Do not print standard text.

1

Print standard text.

3. Equipment Number Format

1 = Asset number (default)

2 = Unit number

3 = Serial number

Use this processing option to specify the equipment number format that appears on the report. Valid values are:

1

Asset number

2

Unit number

3

Serial number

4. Location

Blank = Do not print assets by location

1 = Print assets by location

Use this processing option to specify whether the system organizes the report by location. Valid values are:

Blank

Do not print assets by location.

1

Print assets by location and set page breaks by location. When you choose to print assets by location and set page breaks, J.D. Edwards recommends that you include the location early in your data selection (for example, Company, Location, Asset Number; or Location, Asset Number.)

Printing the Equipment Message Log

From the Plant & Equipment Maintenance menu (G1315), choose Print Equipment Message Log.

You can print the Equipment Message Log to review equipment messages that are based on message type. Message types are user defined codes (12/EM) and might include the following:

- Problem messages
- Planned maintenance messages
- Actual maintenance messages

You can print the following four versions of this report:

- Actual Maintenance
- Reported Problems
- Planned Maintenance
- Reported Problems versus Maintenance

The Maintenance Log report prints messages in the following sequence:

4. Equipment number
5. Date
6. Time

The report includes cleared messages only if you use data selections to specify that you want those messages to appear. The report also includes messages with a tickler date (the date when the messages go into effect).

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

- Equipment Messages (F1205)
- Asset Master File (F1201)

Processing Options for Print Equipment Message Log (R12450)

Print Tab

1. Equipment Number Format

1 = Asset Number (default)

2 = Unit Number

3 = Serial Number

Use this processing option to specify the equipment number format that appears on the report. Valid values are:

1

Asset number

2

Unit number

3

Serial number

Printing the Frequency of Occurrences Report

From the Cost Inquiries and Reports menu (G1312), choose Print Frequency of Occurrence.

Print the Frequency of Occurrence report to review the overall frequency of selected service types. This report is particularly useful when you need to review maintenance patterns by specific type of repair.

The report shows the service types that you specify, the estimated and actual frequency of each service type, and the percentage of each service type for which maintenance has been fulfilled.

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

- Asset Master File (F1201)
- Maintenance Schedule File (F1207)

Processing Options for Print Frequency of Occurrence Report (R13419)

Date Tab

1. From Date

Use this processing option to specify the "from" date that the system uses to calculate the frequency of occurrence. The system uses this date in conjunction with the "through" date to search for records in the Maintenance Schedule File table (F1207), based on actual completion dates.

2. Thru Date

Use this processing option to specify the "through" date that the system uses to calculate the frequency of occurrence. The system uses this date in conjunction with the "from" date to search for records in the Maintenance Schedule File table (F1207), based on actual completion dates.

Inventory Concepts and Setup

This topic contains important information that you need if you use the Inventory Management system to manage parts inventories.

Understanding Inventory Concepts

You can plan for future parts needs by reviewing information that the system provides about parts and part quantities. For example, you can monitor quantity information about how many parts are on demand, available in supply, and available to be promised. To use quantity information to determine your current and future inventory needs, you need to understand the following concepts.

Stocking Types

In most inventory environments, such as a manufacturing, nonstock parts are rare. Within the maintenance organization, however, the demand for parts is often not predictable; it is impractical to stock every part for which a future demand might exist. Generally, maintenance planners consider inventory as a way to handle emergency replacement parts, and as a temporary holding area for stock and nonstock parts.

Within the maintenance organization, the following three stocking types exist:

Stock parts	The most vital parts for which you know predictable demand exists, such as parts required for routinely scheduled maintenance tasks. Typically, you need to maintain a physical inventory of these parts.
Pseudo nonstock parts	Parts for which you do not need to keep a physical on-hand quantity, such as parts that are required for future maintenance tasks, or parts that are easily and quickly acquired. Typically, you do not need to maintain a physical inventory of these parts; but you do want to maintain inventory records to help with planning and to simplify purchasing. You can set up pseudo nonstock parts with an inventory master record and indicate an on-hand quantity of zero.
Nonstock parts	Parts for which you rarely have a need and for which you do not need an inventory master record.

On-Hand Quantity versus Available Quantity

On-hand quantity refers to the number of parts that are physically in stock in the primary unit of measure. On-hand quantity of parts can be affected by the following:

- Variances recorded following a physical inventory
- Daily removals, additions, or transfers of parts
- Shipment confirmations or updated sales information
- Locations with lots on hold, such as parts requiring inspection or placed in quarantine

Available quantity refers to the number of parts that you can use, based on user defined calculations. You determine how the system calculates part availability by defining the factors

that subtract from, or add to, the available quantity of a part. This calculation can include quantities that do not immediately affect on-hand amounts.

For example, you can set up the availability calculation to subtract any quantities that are committed to work orders, and to add any quantities that are included in purchase orders or in transit.

Commitments

When you set up general planning constants, you can specify whether the system uses hard or soft commitments to commit parts to a work order.

When you specify hard commitment, the system:

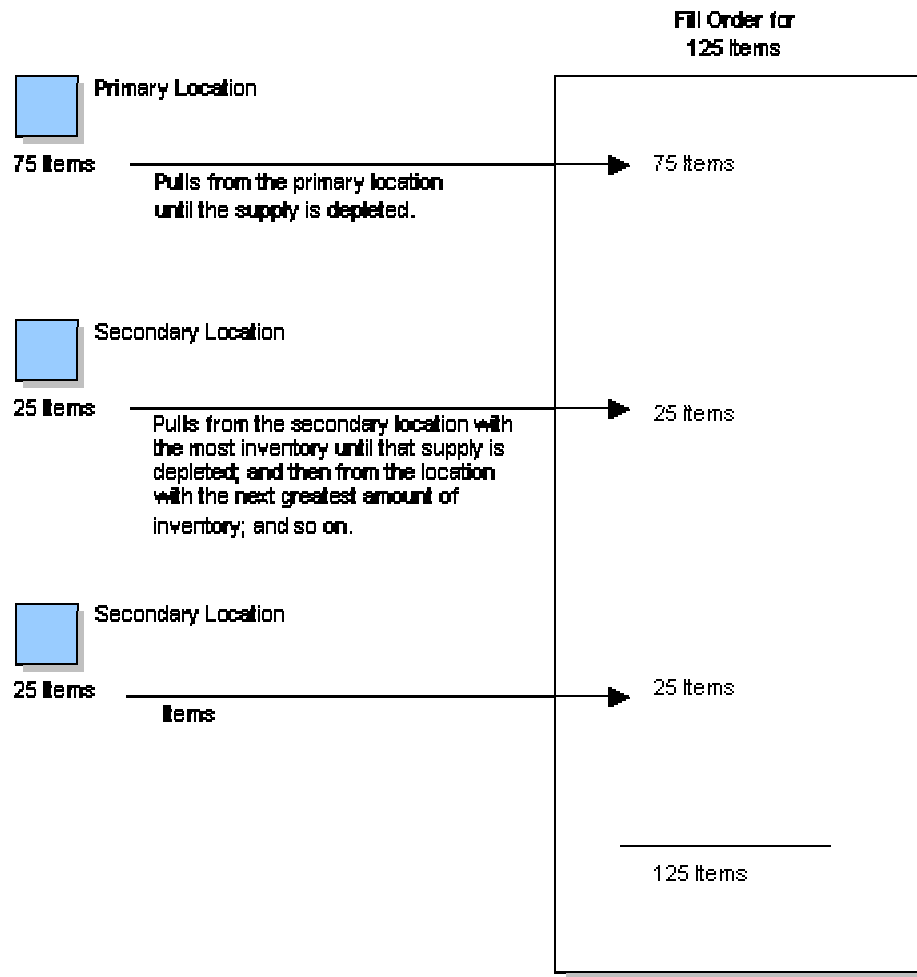
- Indicates an actual reduction in inventory at the point that the maintenance task creates a demand for the part
- Specifies a location from which to remove the part

When you specify soft commitment, the system:

- Does not indicate an actual reduction in inventory at the point that the maintenance task creates a demand for the part
- Does not specify a location from which to remove the part

The following graphic illustrates shows how the Inventory Management system commits inventory:

How the IM System Commits Inventory



Supply and Demand Quantities

The system uses supply and demand inclusion rules to calculate the supply and demand quantities for an inventory part. Unlike a manufacturing environment, where work orders create a supply of parts or materials, work orders in a maintenance environment create a demand for parts.

Starting with the requested date on the work order parts list, the system calculates the demand quantity from the following sources:

- Work order requirements and parts lists – the quantity required minus the quantity issued
- Safety stock – any quantity reserved as protection against fluctuations in demand and supply

Starting with the requested date on the purchase order, the system calculates the supply quantity from the following sources:

- On-hand inventory – the quantity on hand minus hard commitments and quantities on work orders
- Purchase orders – the quantity that is entered on purchase orders

Understanding the Inventory Item Master

To ensure that maintenance planning features function properly, several fields on Item Master Revisions and Item/Branch Plant Information require special attention. You can access both forms within the Inventory Management system.

Item Master Revisions Form

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Item Master Revisions

OK Cancel Form Tools

Item Number (Short) 60003

Item Number 1001

Basic Item Data Additional Info Weights and Measures Lot Processing

Catalog Number 1001

Description Bike Rack - Trunk Mount

Description Search Text Bike_Rack

Stocking Type	P	Purchased inc. Raw Material	Inventory Cost Level	2	Item/Branch Only
G/L Class	IN30	Inventory	Sales Price Level	3	Item/Branch/Location/Lot
Unit of Measure	EA	Each	Purchase Price Level	3	Inventory Cost Level
Line Type	S	Stock Inventory Item	Kit/Configurator Pricing Method	1	Total Components List Prices
Bulk/Packed Flag	P	Packaged Item	Configurator Costing Method		Non Configured Item
Planner Number	8444	O'Malley, James	Commitment Method	1	Location With Most Quantity
Buyer Number	8444	O'Malley, James	Print Message		
☒ Backorders Allowed ☒ Check Availability			Item Flash Message		
			Std UOM Conversion		Item Specific UOM

You must complete the following fields for each maintenance part that needs a master record.

Note

The values that you enter in these fields will be default values in the same fields on the Item/Branch Plant Information form.

Stocking Type A user defined code that indicates how a part is normally stocked.

The stocking type that you enter for maintenance parts must have an M or a P as the second description line.

- M - Parent part number. The system uses this stocking type when it processes inventory parts for planning.
- P - Individual parts or components of a parent part.

For example, assume that you are creating master information for a hydraulic PM kit and each part within the kit. The parts include a motor and a filter. Enter a stocking type that includes M as the second line of description for the PM kit. Enter a stocking type that includes P as the second line of description for the motor and the filter.

Note

When defining inventory parts (particularly kits), do not use hard-coded stocking types. Instead, create your own stocking type, and enter an M or P in the second description.

Do not enter a stocking type with a second description line of K (kit). Kit is used to process sales order items.

G/L Class You might need to set up an additional G/L class code for parts inventory if you use the Inventory Management system for other applications, such as manufacturing.

Line Type You should choose a line type according to the stocking method for the part. For example, if you are creating a master for a pseudo nonstock item (one for which you do not want to maintain physical on-hand quantity but that you want to track as an inventory item), choose a line type that interfaces with inventory.

Line type N has special logic that the system uses to process parts that are truly nonstock and for which you do not maintain inventory master information.

To use parts planning functions in EAM, you must enter a value in at least one of the following fields for each part:

- Planner Number
- Buyer Number
- Master Planning Family

The Planner Number and Buyer Number fields are located on the Item Master form, as well as on the Item/Branch Plant Information form. The Master Planning Family field is located on the Category Codes form.

Planner Number You must enter a planner number to be able to run parts inquiries and searches by planner.

Buyer Number You must enter a buyer number to be able to run parts inquiries and searches by buyer.

Item/Branch Plant Information Form

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Item/Branch Plant Info.

OK Cancel Form Tools

Branch/Plant M30

Item Number 1001 Bike Rack - Trunk Mount

Basic Branch/Plant Data Additional Info Lot Processing

Stocking Type Purchased inc. Raw Material

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

Sales Taxable ☒ Ln is subj to applicable

Purchasing Taxable ☒ Ln is subj to applicable

☒ Check Availability

☒ Backorders Allowed

You must enter a value in the Supplier field on the Item/Branch Plant Information form for each part. You can access this form either from Work With Item Master or Work With Item Branch.

Supplier J.D. Edwards recommends that you enter a supplier for each branch/plant.

Additional System Information Form

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Additional System Information

Item Number (Short) 60003

Item Number 1001 Bike Rack - Trunk Mount

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

Order Policy Code 1 Lot for Lot, As

Value Order Policy

Planning Code 2 Planned by M

Planning Fence Rule

Planning Fence

Freeze Fence

Message Display Fence

Drawing Size

Last Revision No

Drawing Number

MFG Leadtime Quantity

Leadtime Level

Leadtime Manufacturing

Leadtime Per Unit

Leadtime Cumulative

Fixed/Variable F Fixed Leadtime

Material Status

Accounting Cost Qty 1

Issue Type Code I Manual Issue

Round to Whole Number Do Not Roun

Issue and Receipt 1 Receipt Trigg

Replenishment Hours

Active Ingredient

From the Work With Item Master form in the Inventory Management system, you can access the Additional System Information form. You must complete the following fields on this form to specify the rules by which the system plans for, orders, and issues parts.

Order Policy Code A code that designates the rules for reordering in the Requirements Planning system.

J.D. Edwards recommends that you enter a 1 in this field.

Issue Type Code A code that defines how each item in the bill of material is issued from stock.

With the exception of floor stock items, such as small hardware, fasteners, and so on, J.D. Edwards recommends that you enter an I in this field to indicate a manual issue for maintenance parts.

Planning Code A code that indicates how the system processes this item.

J.D. Edwards recommends that you enter a 2 in this field.

Time Basis A code that identifies the time basis or rate to use for the setup, machine, or labor hours that are entered for any routing step.

J.D. Edwards recommends that EAM users enter a U in this field.

Category Codes Form

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation Personalize Change Role Sign Out

Category Codes

Item Number: 1001 Bike Rack - Trunk Mount

Sales Catalog Section		Blank - Sales	Shipping Conditions Code		Blank - Shipp
Sub Section		Blank - Sales	Shipping Commodity Class		Blank - Shipp
Sales Category Code 3		Blank - Sales	Cycle Count Category		Blank - Cycle
Sales Category Code 4	444	Accessories	Item Dimension Group		.
Sales Category Code 5	158	Bike Access	Warehouse Process Grp 1		Blank
Preferred Sales Carrier			Warehouse Process Grp 2		Blank
			Warehouse Process Grp 3		Blank
Commodity Class		Blank - Com	Item Pool Code		.
Commodity Sub Class		Blank - Com	Category Code 6		.
Supplier Rebate Code		Blank - Suppl	Category Code 7		.
Master Planning Family	240	Bike Access	Category Code 8		.
Landed Cost Rule		Blank - Land	Category Code 9		.
Preferred Purchasing Carrier			Category Code 10		.

To aid in parts planning and inquiry functions, you can assign each part to a master planning family. If you did not enter a planner number or a buyer number on either Item Master Revisions or Item/Branch Plant Information, you must enter a value for the master planning family.

Master Planning Family

A code under which you can organize logically related parts. For example, you can organize parts by type, location, machine, and so on.

Understanding Inventory Setup

The following Inventory Management setup tasks have special implications for EAM users:

- Setting up branch or plant constants
- Setting up stocking type codes (user defined code 41/I)
- Setting up line types

In addition to these tasks, setting up line types in the Procurement system has special implications for EAM users.

Setting Up Line Types

The screenshot shows the PeopleSoft 'Line Type Constants Revisions' form. At the top, the 'Select Workspace' dropdown is set to 'Active Foundation'. Below this, the 'Active Foundation' header is visible, along with 'Personalize', 'Change Role', and 'Sign Out' links. The form title 'Line Type Constants Revisions' is displayed. Below the title is a toolbar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. The main form area contains a 'Line Type' field with the value 'F' and a 'Freight' label. Below this is a large section with various checkboxes and input fields. The checkboxes include: ☒ G/L Interface, ☒ A/R Interface, ☒ A/P Interface, ☐ S/WM Interface, ☐ Text Line, ☐ Reverse Sign, ☒ Apply Freight, ☐ Apply Retainage, ☐ Generate Workorder, ☒ Include in Cash Discount, ☐ Include Sales/COGS for Gross Profit, ☐ Voucher Match Variance Account, ☐ Edit Item Master for Non-Stock Item, ☐ Protect Price on Sales Order, ☐ Generate Purchase Order, ☐ Call Materials Issue, and ☐ Procurement Receipt Required. To the right of these checkboxes are three input fields: 'Inv. Interface' with value 'N', 'G/L Offset' with value 'FT60', and 'Include in Tax 1' with value 'N'. Below these are 'Sales Journal Col' with value '3' and a 'Non-Stock Item' checkbox. The form also includes a 'Freight' label and a note 'Ln is not subj to applic taxes'.

Line types control how parts transactions interface with the General Ledger and the Inventory Management system. Specifically, the line type that you assign to a part is a code that does the following:

- Controls which of four systems the transaction interfaces, such as General Ledger, Inventory Management, Accounts Receivable, and Accounts Payable
- Specifies the conditions for printing a line on reports
- Specifies the conditions for including a line in calculations

You set up line types in the Procurement system. Depending on your planning and reporting needs, you might need to set up an additional line type to differentiate pseudo nonstock part transactions from genuine nonstock part transactions.

Caution

You need to be thoroughly familiar with order line types before you add or modify them. Extreme damage to your system can occur if you do not set up order line types with precision and logic.

The following fields on Line Type Constants Revisions have special significance for EAM users:

G/L Interface

J.D. Edwards recommends that EAM users turn on this option.

Inventory Interface

A code that identifies the type of interface to the Inventory Management system. Valid codes are:

- Y - The system reflects the monetary or unit value of any activity containing this line type in inventory. The system edits the item that you enter to ensure that it is a valid item.
- A - The system recognizes the number that is entered as a G/L account number. This code is used in purchasing only.
- B - The system edits the item and the G/L account when using format 4 in purchase order entry. The system retrieves price data from the inventory tables, but the system does not update the quantity on the purchase order. This code is valid only when the Interface with G/L code is set to Y (yes). Budget checking is fully functional with this interface type.
- D - The item in this line is an inventory item that does not affect availability or quantities.
- N - The item is not an inventory item.

Setting Up Branch/Plant Constants

PeopleSoft®

Select Workspace: Active Foundation

Active Foundation

Personalize Change Role Sign Out

Branch/Plant Constants

OK Cancel Form Tools

Branch/Plant: M30 Eastern Manufacturing Center

Address Number: 6074 Eastern Manufacturing Plant

Short Item Number Identifier: /

Second Item Number Identifier:

Third Item Number Identifier: +

Symbol Customer/Supplier: #

Symbol to Identify Segmented Item: @

Segment Separator Character:

Commitment Method: 1

Specific Commitment (Days): 30

Number of Days in Year: 260

Customer Cross Ref. Code: C

Supplier Cross Ref. Code: VN

Purchasing Costing Method: 07

Sales/Inventory Costing Method: 07

Current Inventory Period: 6

Backorders Allowed (Y/N): ☒

Interface G/L (Y/N): ☒

Write Units to Journal Entries: ☒

Location Control (Y/N): ☐

Warehouse Control (Y/N): ☐

Quality Control (Y/N): ☒

Use Product Cost Detail (Y/N): ☐

Foreign Depot: ☐

Inventory Lot Creation (Y/N): ☒

Location Segment Control (Y/N): ☐

Purchase Order Issue Cost: 75.00

Inventory Carrying Cost (%): 10.000

General Ledger Explanation: 1

Approval Route Code:

When you set up constants for each branch or plant, you should enter values in the following fields to ensure that inventory transactions create journal entries in the general ledger. In addition, you can specify a description for inventory transactions.

Interface G/L (Y/N)	Turn on this option to ensure that inventory transactions that are processed through this branch/plant create general ledger entries.
General Ledger Explanation	Depending on your reporting needs, you can specify the description that appears on the second line of the general ledger journal entry for inventory transactions: • Enter a 1 for the item master description (part name) • Enter a 2 for the primary item number (part number)
Write Units to Journal Entries	Depending on your reporting needs, you can specify that the system enters both amounts and units for inventory transactions in the Account Ledger table (F0911).

Setting Up Stocking Type Codes

When setting up stocking type codes, do not use hard-coded stocking types. Instead, create your own stocking type and enter an M or P in the second description line. Do not enter a K (kit); this code is reserved for sales order processing.

Note

You can use the hard-coded stocking types if you are actually using the parts for their intended purpose.

Integration with Intelligent Graphic Solution (IGS)

Intelligent Graphic Solution (IGS) is a third-party product that you can purchase separately from EAM. It is not a requirement of EAM.

IGS is a graphical tool that can illustrate equipment, buildings, and inventory item assemblies. You can see each item or part in picture format, and in relation to its parents or other components. You can see an entire assembly, select parts from the graphic, and return the item number to the parts list in J.D. Edwards.

Before You Begin

- ❑ To use the integration functionality between J.D. Edwards and IGS, you must set up the Use Graphical Parts Book option. See *Setting Up Service Management Constants* in the *Enterprise Asset Management Guide*.
- ❑ To establish the initial connection with IGS, you must first run IGS independent of J.D. Edwards to create the catbase.ini file. This file contains the path of the IGS installation on your local computer; without this, you cannot execute IGS.

After you establish the initial connection, you can run IGS from J.D. Edwards.

► To integrate with IGS

From the Work Order menu (G1316), choose Work Order Entry.

1. On Work With Work Orders, locate a work order and choose Parts List from the Row menu.

Alternatively, within a work order, on Work Order Details, choose Parts List from the Form menu.
2. On Work Order Parts List, choose one of the following options:
 - To view parts in an equipment or inventory assembly in IGS, choose Start IGS from the Form menu. View the applicable parts manuals, diagrams, and so on in IGS.
 - To select parts in an equipment or inventory assembly in IGS and copy them into the J.D. Edwards parts list, choose Start IGS from the Form menu. Select the parts you want to copy, and click the Interface button in IGS. Then choose Copy IGS Parts from the Form menu in J.D. Edwards. If the part is defined in J.D. Edwards, the system adds the part to the parts list using the inventory item number and line type. If the part is not defined in J.D. Edwards, the system adds the part to the parts list using a text line type, the IGS part description, and the supplier part number. The parts list also includes the required quantities for the parts you selected.
 - To find corresponding parts in IGS, choose Show Item in IGS from the Row menu. Find the corresponding parts in an equipment or inventory assembly in IGS.