PeopleSoft.

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Service Management 8.9
PeopleBook

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Service Management Overview

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

- Receiving and responding to maintenance requests
- Scheduling equipment repair
- Generating service and supplier contracts
- Tracking customer purchases and service
- Managing warranty claims and supplier recovery claims

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

- The level of service that your customers receive before, during, and after the original sale significantly affects your customers' next purchase. This concept applies to your product offerings as well as service offerings and, ultimately, determines your position in the market.
- The efficiency and effectiveness of your service operations directly affect your organization's bottom line. Efficient service processes increase overall profit by minimizing product support costs and creating customer confidence, which often results in ongoing service contracts.

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

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

System Features

Service Management consists of the following modules:

- Equipment Information Management (formerly Installed Base Management)
- Contract Management
- Maintenance Requests (formerly Call Management)
- Work Order Management
- Warranty Claims Management
- Supplier Recovery Management
- Resource Assignments
- Failure Analysis (formerly Knowledge Management)

Equipment Information Management (formerly Installed Base Management)

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

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

Contract Management

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

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

- Configurable service packages
- Base and extended warranty information
- Contract renewals
- Flexible billing

- Integrated entitlement processing
- Prepayment processing
- Advanced pricing

Maintenance Requests (formerly Call Management)

The Maintenance Request module provides the features and functions to record contacts within your organization. It is the central point of contact for internal interaction with various departments, such as an IT Help Desk or HR/Payroll. This module allows you to store and track maintenance requests, which are questions or problems for which a solution is needed. You can track the ownership of the maintenance request, the dates and times that a request is received and completed, the root cause analysis, and the client data throughout the life of the request. Key features of this module include the following

- Maintenance request log and disposition history
- Statistical reporting
- Maintenance request queues
- Front end to Failure Analysis

Note

If you are upgrading to Service Management ERP 9.0 and beyond, use the Maintenance Request Management menu (G1703) and refer to the Call Management documentation for ERP 8.0 in the *Customer Service Management Guide*.

The G1703 menu structure and programs reflect the following terminology changes:

- Call Management is now Maintenance Request.
- Service Order Management is now Work Order Management.
- Installed Base Management is now Equipment Information Management.
- An installed base record is now an equipment record.
- Knowledge Management is now Failure Analysis.
- An issue or symptom is now a failure.

Work Order Management

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

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

- Entitlement checking
- Service billing

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

Warranty Claims Management

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

Supplier Recovery Management

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

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 assignment of the resources.

Failure Analysis (formerly Knowledge Management)

The Failure Analysis module allows you to review and associate failures, analyses, and resolutions with maintenance requests and work orders. Key features of this module include the following:

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

Returned Material Authorization

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

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

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

In this example, an equipment record and base warranty record were created when you sold a computer monitor to customer 4242. When the customer calls with an issue, the customer service representative (CSR) is able to resolve the issue based on previous calls with corresponding failures, analyses, and resolutions. If the CSR is unable to resolve the issue, the CSR can create a Returned Materials Authorization, by which the customer can return the faulty monitor and receive a replacement.

See Also

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

System Integration

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

- Foundation
- Financials
- Human Resources and Payroll
- Manufacturing
- Distribution

Foundation

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

Financials

Accounts Receivable
The Accounts Receivable system allows you to receive payment for services provided or for product purchases.

Accounts Payable
The Accounts Payable system allows you to pay service providers.

General Accounting
The General Accounting system allows you to review, approve, and post inventory journal entries to the general ledger.

Fixed Assets
The Fixed Assets system allows you to depreciate company-owned equipment that can be used for loaners, leases, or rentals.

Human Resources and Payroll

Human Resources and Payroll Foundation
The Human Resources and Payroll Foundation system allows consultants to record time spent assisting a customer on a call.

Manufacturing

Plant and Equipment Management
The Plant and Equipment Management system allows you to set up maintenance schedules for your products.

Work Orders
The Work Orders system contains records that you create in the Service Order Management module.

Service Billing   The Service Billing system allows you to generate and print invoices for contracts, service orders, and calls.

Distribution

Advanced Pricing   The Advanced Pricing system allows you to apply complex pricing methods to contracts, work orders, and maintenance requests.

Inventory Management   The Inventory Management system allows you to record item information and to issue inventory to a work order.

Sales Order Management   The Sales Order Management system allows you to update the Equipment Information Management module to create installed equipment records for new pieces of equipment.

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

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

Service Management Features and Other Systems

Work Order Management	Equipment Information Management	Contract Management	Maintenance Request
↓	↓	↓	↓
Customer Master	Customer Master	Customer Master	Customer Master
Inventory	Inventory	Inventory	Inventory
Advanced Pricing	Costing/Depreciation	Advanced Pricing	Advanced Pricing
Service Billing	Lease Accounting	Service Billing	Service Billing
Work Orders	Work Orders	Work Orders	Work Orders
Sales Order	Sales Orders	Sales Orders	
Preventive Maintenance	Preventive Maintenance	Preventive Maintenance	
Purchasing	Serial Number Tracking		
Requirements Planning	ECO		
Forecasting			

GA   AP   ARReporting Consolidation   Multi-Currency

J.D. Edwards Architecture   · Objects
· Event-Based Workflow

General Setup

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

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

Setting Up Service and Warranty Constants

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

► **To set up Service and Warranty constants**

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

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:

- S/WM Installed

5. To validate combinations of product models and families, click the following option:

- Validate Product Family/Model Combination

  When you turn on this option, the system allows users to enter only the combinations that have been set up in the Product Family/Model Master table (F1790).

6. To use the customer number to automatically check for previous maintenance requests or work orders when you are entering a request or work order, click the following option:

- Check for Previous Maintenance Requests and Work Orders on Customers

7. To use the equipment number, inventory item number, or product model to automatically check for previous maintenance requests or work orders when you are entering a request or work order, click the following option:

- Check for Previous Maintenance Requests and Work Orders on Piece of Equipment

8. To require users to choose failure analysis codes from the failure tree, click the following option:

- Use Failure Analysis Tree for Selecting Failure Analysis Codes

  If you do not 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 User Defined Codes for Service Management

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

UDCs for Equipment Information Management

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

12/C1	Major Accounting Class
12/C2	Major Equipment Class
12/C3 through 12/C0	Equipment Category Codes 3 through 10
12/F1 through 12/F0	Category Codes F/A 11 through 20
12/21 through 12/23	Category Codes F/A 21 through 23
17/B1 through 17/B0	Equipment Category Codes 1 through 10
17/PA	Product Family codes. Use to categorize and group equipment records based on the type of product (for example, inkjet printers, laser printers, and dot matrix printers).
17/PM	Product Model codes. Use to categorize and group equipment records based on a specific model within a product family.
17/SY	Sales Type codes. Access this code by typing UDC in the Fast Path.

UDCs for Contract Management

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

52/CS	Contract Status
51/CT	Contract Type
17/CN	Cancellation Reason Code
17/S1 through 17/S5	Service Types 1 through 5
17/C1 through 17/C5	Coverage Category Codes 1 through 5

17/H1 through 17/H0	Contract Header Category Codes 1 through 10
17/D1 through 17/D5	Contract Detail Category Codes 1 through 5
00/EX (from the Contract Setup menu, G1744)	Tax Explanation Codes. You set up tax explanation codes to attach to your customer master records to calculate taxes with the customer's tax area, as applicable. For example, you can set up tax explanation codes for Value Added Tax (VAT) as it applies to your Canadian customers.
H91/TZ	Time Zones
17/TY	Contract Type
17/CO	Contract Status
17/CM	Contract Management Type

UDCs for Maintenance Requests

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

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

00/RR   Object In Use Application ID. Use this user defined code table to check when objects are in use in specific applications and to allow only one person at a time to access a record.

Set this user defined code to check access in the Maintenance Request Entry program (P17501). To activate record locking, the first character of the special handling code is 1. If you do not want to perform record locking, the first character of the special handling code is 0.

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

UDCs for Work Order Management

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

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

UDCs for Inventory

You can access the following UDC from the Fast Path.

17/RT   Return Policy

UDCs for Warranty Claims

You can access the following UDC from the Fast Path.

17/DC   Defect Code

Setting Up System Next Numbers

When you enter a document such as an invoice, a voucher, a work order, or a journal entry, you can assign a document number or let the Next Numbers program (P0002) assign one. If you choose to manually assign a document number instead of having the system assign one, you must enter the number during data entry.

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

- Standard next numbers. The system finds the next available number in the Next Numbers - Automatic table (F0002) and assigns that number to the document.

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

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

J.D. Edwards recommends the following when you set up next numbers:

- Do not use blank as a next number value.

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

- Do not delete next number values. If you delete a next number value, you might get unexpected results.

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

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

► To set up system next numbers

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

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

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

2. On Set Up Next Numbers by System, review the information supplied by the system in the following field:

    •   Next Number

3. Turn on the following option for each type of next number for which you want to activate check digits:

    •   Chk Dgt

    J.D. Edwards recommends that you use check digits for next numbers only when a transposition error is likely to occur during data entry.

4. Click OK.

Setting Up Product Family and Model Combinations

Product family and model combinations are user defined codes that allow you to categorize and manage your assets, as well as 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.

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.

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

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.

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

    Note
    If you need to delete a customer, click Delete on the Work With Service/Warranty
    Management Information form. The system only deletes the SWM information from
    table F1797 and does not affect table F0101.

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

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

- Contracts

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

- Work Orders

  Enter the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor 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
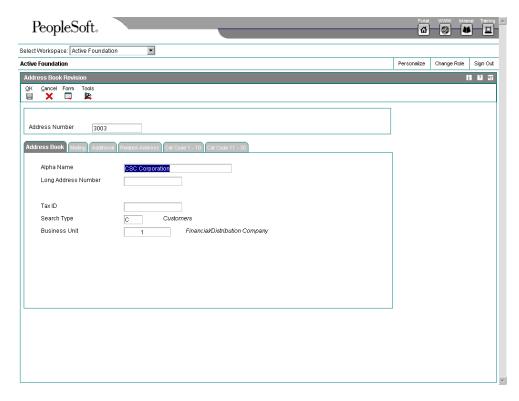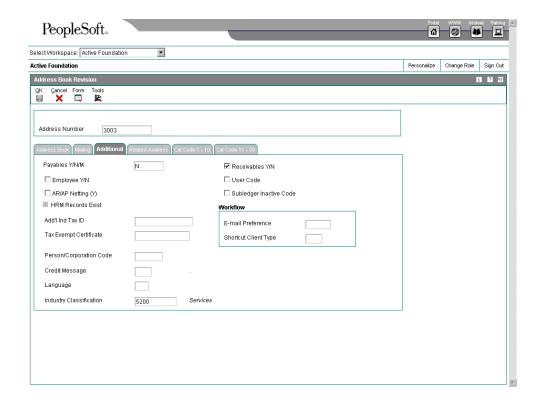
Use one of the following navigations:

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.
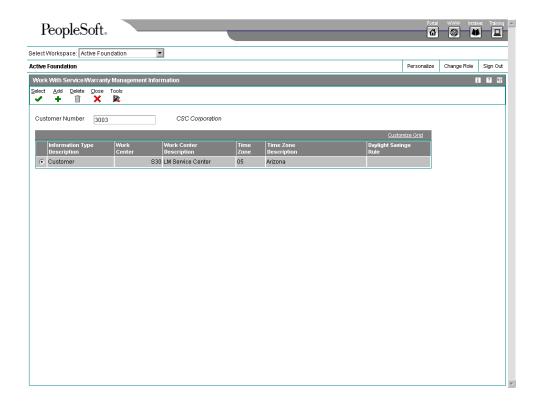
1. On Work With Addresses, click Add.

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.

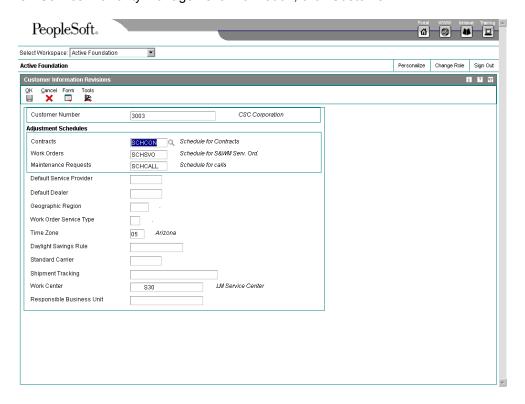6. On Work With Service/Warranty Management Information, click Add.

   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.

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 Suppliers

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

► To set up suppliers

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

1. On Work with Addresses, click Add.
2. On Address Book Revision, complete the steps to add an Address Book record.
3. From the Form menu, choose SWM.
4. On Work With Service/Warranty Management Information, click Add.
5. On Service/Warranty Management Information, click Supplier.
6. On Supplier Information Revisions, complete the following fields:

    - Contracts

    - Work Orders

    - Mantenance Requests

    - Default Service Provider

    - Default Dealer

    - Geographic Region

    - Work Order Service Type

    - Time Zone
      Time Zone is a required field.

    - Daylight Savings Rule

    - Standard Carrier

    - Shipment Tracking

    - Work Center

7. To indicate the reimbursement method, click one of the following options:

    - Debit Memo

    - Account Receivable

8. To indicate the pricing method, click one of the following options:

- Flat Rate

- Time and Materials

- None

9. Click OK.

Setting Up Inventory Information

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

Creating an Item Master

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

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

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

- Item branch records
- Bills of material
- Item cross-reference numbers
- Supplier relationships
- Sales prices

See Also

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

Before You Begin

❑ Enable access to Service Management information by clicking the SWM Installed option on the SWM System Constants Revisions form. See *Setting Up Service and Warranty Constants* in the *Service Management Guide*.

❑ Verify that the processing options for Item Master (P4101) are set with item defaults, versions, and display options when you add an item to the system.

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

► To create an item master

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

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

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

3. From the Row menu, choose Addl. System Info.

4. On Additional System Information, click the Service/Warranty tab.

5. Complete the following fields:

- Product Model

- Product Family

- Responsible BU for Service

- Cost Type

- Return Policy

- Create Equipment Master Record

- Field Disposition Code

- Mfg Disposition Code

- Disposition Code 3

- Disposition Code 4

- Disposition Code 5

6. Click one or both of the following disposition codes:

- Returnable

- Repairable

When you click the Repairable option, the system sends the item to a repairable warehouse if an RMA is issued. If repairable is not checked, the product, if returned, is sent to a scrap warehouse.

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

7. Click OK.

Assigning an Item to a Branch/Plant

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

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

See Also

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

❑ *Processing Options for Item Branch (P41026)* for descriptions of the processing options

❑ *Working with Item Locations* for descriptions of fields on Item Branch Revisions and Additional Item Branch Information forms

❑ *Entering Branch/Plant Information*

Before You Begin

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

▶ **To assign an item to a branch/plant**

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

1. On Work With Item Branch, click Add.

2. On Item/Branch Plant Info., complete the following fields and click OK:

    •   Branch/Plant

    •   Item Number

3. Click the Lot Processing tab and, For non-serialized items in Service Management, complete the following fields:

    •   Serial No. Required

    •   Lot Process Type

    •   Shelf Life Days

4. Return to the Work With Item Branch form.

5. From the Row menu, choose Addl. System Info.

6. On Additional System Info, click the Service/Warranty tab.

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

    - Product Model

    - Product Family

    - Business Unit

    - S/WM Cost Type

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

8. Complete the following fields:

    - Return Policy

    - Create Equipment Master Record

    - Field Disposition Code

    - Mfg Dispostion Code

    - Disposition Code 3

    - Disposition Code 4

    - Disposition Code 5

9. Click one or both of the following options:

- Returnable

- Repairable

10. Click OK.

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

Setting Up Automatic Accounting Instructions

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

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

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

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

Contract-related distribution AAIs consist of the following:

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

Work order-related distribution AAIs consist of the following:

- 1742, Service Orders
- 1782, Service Order Claims

Inventory-related distribution AAIs consist of the following:

- 4124, Expense or COGS
- 4122, Inventory

Routing-related distribution AAIs consist of the following:

- 3122, Routing Service Costs
- 3401, Accruals

Warranty claim-related distribution AAIs consist of the following:

- 1723, Warranty Claim Price Adjustment
- 1724, Warranty Claim Offset
- 1743, Warranty Claim A/R Offset
- 1785, Warranty Claim A/P Offset

- 1725, Supplier Recovery Price Adjustment

- 1726, Supplier Recovery Offset

- 1744, Supplier Recovery A/R Offset

- 1786, Supplier Recovery A/P Offset

See Also

❑ See the following topics in the *Service Management Guide* for system-specific information about specifying G/L codes, search hierarchies, and responsible branch/plants for transactions:

- *Setting up AAIs for Contracts*

- *Setting Up AAIs for Work Orders*

- *Setting Up AAIs for Warranty Claims*

► **To set up automatic accounting instructions**

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

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

2. From the Row menu, choose Details.

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

- Co

- Do Ty

- G/L Cat

- Cost Type

- Branch Plant

- Obj Acct

- Sub

Setting Up Assessor Defaults and Rules Sequence

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

► To set up assessor defaults and rules sequence

Use one of the following navigations:

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

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

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

Note

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

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

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

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

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

3. On Work With Assessor Defaults, choose Sequence Rules from the Form menu.

4. On Assessor Default Rules Sequence, enter Y or N in the following fields and click OK:

- Dealer Number

- Country

- Branch/ Plant

- Inv. Item Number

- Prod. Model

- Prod. Family

- Order Type

- W.O. Type

Processing Options for Assessor Default Entry (P17113)

Defaults Tab

Activity Types

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

A

Product Registration

B

Warranty Claim

D

Supplier Recovery Claim

Note: These values are hard-coded.

Setting Up Repair Time Schedules

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

▶ To set up repair time schedules

Use one of the following navigations:

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

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

1. On Work With Standard Repair Time, click Add.

2. On Standard Repair Time Revisions, complete the following fields and click OK:

   - Item Number

   - Product Model

   - Product Family

   - System

   - Assembly

   - Parts

   - Default Labor Hours

Setting Up Activity Rules for Work Orders

For work orders, use activity rules to:

- Specify the status of a work order at any point in the life cycle.

- Select work orders for certain procedures.

- Prepare reports that are based on the current status of a work order.

- Change the PM status when the work order changes status.

- Specify whether the work order is active or inactive at a particular status.

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.

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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7. On Reject Status, complete the following field and click OK:

- Reject Status

8. Click OK again.

9. On Work Order Activity Rules, click OK.

Setting Up Document Type Information

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

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

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

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

Note

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

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

► **To set up document type information**

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

1. On Work With Document Type, click Add.

2. On Document Type Revisions, complete the following field:

   - Document Type

3. On the Inventory tab, click one of the following options for Transaction Type:

   - Ignore

     Specifies no transactions

   - Incoming

   - Outgoing

   - Both

     Specifies incoming and outgoing transactions

4. To include the document type in the integrity report, choose the following option:

   - Include in Integrity Report

5. Choose the following options under the Lot Trace/Track heading:

   - Display Lot Trace/Track

   - Consolidate Lot Trace/Track

6. Complete the following field under the Lot Trace/Track heading:

   - Nature of Transaction

7. To set up document type information for Sales Order Management, Procurement, Service Management, Work Orders, or Shipping, click the appropriate tab.

8. On the Sales tab, complete the following fields:

    *   Order Category

    *   Interbranch Orders

    *   Other Quantity

    *   Next Number System Code

    *   Document Type Next Number

9. Choose the following option:

    *   Relieve On Hand Inventory at Ship Confirm

10. On the Procurement tab, complete the following fields:

    *   Order Category

    *   Other Quantity

    *   Next Number System Code

    *   Document Type Next Number

11. Choose the following option:

    *   Commit Procurement Orders

12. On the S/WM tab, complete the following field:

    *   Contract Type

13. On the Work Order Definition tab, complete the following field:

    *   Order Type

14. On the Shipping tab, complete the following fields:

    *   Carton Creation Status

    *   Carton Change Status

15. Choose the following option:

    *   Recommend Standard Packs

16. Click OK.

Equipment Information Management

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

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

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

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

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

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

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

Terms and Concepts

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

Equipment record
Products or equipment that are included in the Equipment Master.

Equipment Master
The comprehensive database of products or equipment. The Equipment Master includes tables that identify products; the base warranty; and the point of origin, such as a sales order.

Product
Any item or piece of equipment that you want to track.

Product family
A group of products that have common characteristics and share classification criteria.

Customer number
The address book number of the customer who owns or leases equipment.

Site number
The address book number of the site where a piece of equipment is located. The site number can be the same as the customer number, but it might differ if the customer has multiple sites.

Base warranty
The warranty that is associated with the equipment. Base warranties are typically included in the purchase price of the equipment. Included in a base warranty are the service type and length of time that the product is covered.

Service types
A form of support that is offered to the client for post-sales maintenance of equipment. Examples of service types might include telephone support, on-site service, or repair and return service.

Contract coverage
The days of the week and hours of each day during which the service package is in effect. For example, the coverage term 5 X 8 refers to a contract that covers equipment five days a week, Monday through Friday, for eight hours each day.

Service package
The combinations of service type and contract coverage that specify the service support to which the customer is contractually entitled.

Setting Up Equipment Records

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

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

Before You Begin

❑ Set up general Service Management information and SWM system constants.

❑ Whether you sell or lease equipment to a customer, you must set up equipment constants.

❑ Set up the depreciation default and asset cost account.

Caution

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

Setting Up Equipment Master Constants

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

► **To set up Equipment Master constants**

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

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

2. To update the site number on all contracts that are related to equipment record installation site changes, click the following option:

- Push Site Change To Contract

  If site number has changed, that change is applied to all contracts for the item.

3. To update the start and end dates on base warranty contracts only related to equipment record installation date changes, click the following option:

- Push Installation Date Change to Base Warranty Contract

  Date changes do not apply to billable contracts.

4. To update the inventory number on all contracts that are related to equipment record installation inventory number changes, click the following option:

- Push Inventory Number Change to Contracts

5. To update base warranty contracts with customer changes, click the following option:

- Push Customer Change to Base Warranty Contract

6. To create equipment records for non-serialized items when you run the Equipment Master Update (R17024), click one of the following options under the SMW Non-Serialized heading :

- Create One-to-One

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

- Create Many-to-One

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

Note

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

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7. Click OK.

Setting Up Base Warranty Defaults

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

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

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

Tables Storing Base Warranty Default Information

► **To set up warranties**

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

1. On Work with Warranty Defaults, click Add.

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

   - Customer Number

   - Country

   - Branch/Plant

   - Inventory Item Number

   - Product Model

   - Product Family

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

   - Document Type

   - Line Type

   - Customer Price Group

- Item Price Group

- Ship To Country

- Service Package

- Warranty Float in Days

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

- Meter Reading 1

- Meter Reading 2

- Meter Reading 3

3. Complete the following fields and click OK:

   - Warranty Life In Days

   - Line Type

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

   Only service package and length of time differentiate base warranties.

▶ **To set up warranty rules**

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

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

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

- Sequence Number

- Customer Number

- Country

- Branch/ Plant

- Inv. Item Number

- Prod. Model

- Prod. Family

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

Creating 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.

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.

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.

9. Complete any of the fields as appropriate.

10. Click the Accounting tab.

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.

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

Processing Options for Equipment Master Revisions (P1702)

Edits

1. Unit Number Required

Blank = Do not require Unit Number
1 = Require Unit Number

2. Serial Number Required

Blank = Do not require Serial Number
1 = Require Serial Number

3. Inventory Item Number Required

Blank = Do not require Inventory Item Number
1 = Require Inventory Item Number

4. Base Warranty Contracts

Blank = Do not create Base Warranty Contracts
1 = Create Base Warranty Contracts

5. Base Warranty Contract Start Date

Blank = Use Installation Date for start date
1 = Use Acquired Date for start date

6. Require Base Warranty

Blank = Do not require Base Warranty Defaults
1 = Require Base Warranty Defaults

7. Display Base Warranty

Blank = Do not display Base Warranty Contracts
1 = Display Base Warranty Contracts

8. Create Mailing Data

Blank = Do not create Mailing Data
1 = Create Mailing Data

9. Assessor Default

Blank = Assign Assessor Default
1 = Do not assign Assessor Default
Defaults

1. Company

2. Responsible Business Unit

3. Cost Center

4. Account Object

5. Account Subsidiary

6. Default Cost Account from Parent

Blank = Do not default cost account information
1 = Default cost account information

7. Create Account Balances Record

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

8. Beginning Equipment Status

9. Beginning Registration Status

10. Allow Work Order

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

11. Location Default

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

12. Location Start Effective Date

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

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

2. Enter the APS Outbound Processor (R34A400) Version to call when performing interoperability processing.

Blank = XJDE0002.
Versions

1. Service Entitlement Inquiry (P1723) Version

Blank = ZJDE0001

2. Scheduling Workbench (P48201) Version

Blank = ZJDE0002

3. Status History (P1307) Version

Blank = ZJDE0002

4. Equipment Message Log (P1205) Version

Blank = ZJDE0002

5. Equipment PM Schedule (P1207) Version

Blank = ZJDE0002

6. Cost Summary (P122101) Version

Blank = ZJDE0003

7. Bill of Material Inquiry (P30200) Version

Blank = ZJDE0001

8. Quick Customer Add (P01015) Version

Blank = ZJDE0001

9. Maintenance Request History (P17500) Version

Blank = ZJDE0003

10. Item Master (P4101) Version

Blank = ZJDE0001

11. Item Branch (P41026) Version

Blank = ZJDE00001

12. Equipment Master Related Orders (P17023) Version

Blank = ZJDE0001

13. Equipment Master Parent / Child (P12017) Version

Blank = ZJDE0002

14. Supplemental Data (P00092) Version

Blank = ZJDE0005

15. Location Information (P1201) Version

Blank = ZJDE0001

16. Location Transfer (P12115) Version

Blank = ZJDE0001

17. Equipment Parts List (P13017) Version

Blank = ZJDE0001

18. Equipment Master Address Location (P1704) Version

Blank = ZJDE0001

19. Work With Locations (P12215) Version

Blank = ZJDE0001

20. Equipment Backlog (P13220) Version

Blank = ZJDE0001

21. PM Orders (P12071) Version

Blank = ZJDE0001

22. Accounts (P0901) Version

Blank = ZJDE0001

23. Contracts (P1720) Version

Blank = ZJDE0001

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

1. Last Status Code

2. Country

Entering Product Registration

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

Before You Begin

❑ Enter the customer information in the Address Book system. You can use a Form exit to add a customer from within Product Registration Entry.

❑ Ensure that items which you enter in the product registration entry form have defined SWM information.

► To enter product registration

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

1. On Work With Product Registration, click Add.

2. On Product Registration Revisions, complete the following fields:

- Asset Number

  If you leave this field blank, the system supplies a Next Number default.

- Site Number

- Address Number

3. Complete the following optional field:

- Default Dealer

4. On the Product tab, complete the following fields for product information:

- Serial Number

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

- Installation Date

5. Complete the following optional field:

- Item Number

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

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

7. Click OK.

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

Processing Options for Product Registration (P17051)

Edits

1. Serial Number Required

Blank = Do not Require Serial Number
1 = Require Serial Number

2. Inventory Item Number Required

Blank = Do not Require Inventory Item Number
1 = Require Inventory Item Number

3. Base Warranty Contract

Blank = Do not create Base Warranty Contracts
1 = Create Base Warranty Contracts

4. Base Warranty Contract Start Date

Blank = Use Installation Date for Start Date
1 = Use Acquired Date for Start Date

5. Require Base Warranty Defaults

Blank = Do not Require Base Warranty Defaults
1 = Require Base Warranty Defaults

6. Assign Assessor Default

Blank = Assign Assessor Default
1 = Do not assign Assessor Default
Defaults

1. Company

2. Responsible Business Unit
Asset Cost Accounting Information

3. Cost Center

4. Account Object

5. Account Subsidiary

6. Beginning Equipment Status

7. Beginning Equipment Registration Status

8. Branch/Plant

9. Default Address Book Number of User

Blank = Do not Default
1 = Default to Dealer Field
2 = Default to Customer Field

10. Allow Work Order

0 or N = Do Not Allow Work Order
1 or Y = Allow Work Order

11. Location Default

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

12. Location Start Effective Date

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

1. Meter Readings (P12120) Version

Blank = ZJDE0001

2. Work With Contracts (P1720) Version

Blank = ZJDE0001

3. Quick Customer Add (P01015) Version

Blank = ZJDE0001
Process

1. Disable Dealer

Blank = Do not disable Dealer field
1 = Disable Dealer field

2. Disable Customer

Blank = Do not disable Customer field
1 = Disable Customer field

3. Hide Assessor

Blank = Do not hide Assessor field
1 = Hide Assessor field

Entering Product Speed Registration

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

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

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

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

Before You Begin

❑ Enter the customer information in the Address Book system.

❑ Ensure that items which you enter in the product registration entry form have defined SWM information.

► To enter product speed registration

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

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

   - Site Number

   - Owner Number

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

   - Installation Date

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

   - Branch

   - Inventory Number

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

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

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

   - Add Row

   - Serial Number

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

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

5. Click OK.

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

Note

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

See Also

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

Running the Equipment Master Update

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

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

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

Understanding Equipment Records for Serialized and Non-Serialized Items

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

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

• Serial Number Required

• Lot Process Type

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

Serialized Items

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

Basic Serial Number Processing

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

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

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

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

Advanced Serial Number Processing

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

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

- Serial Number Required: N.

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

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

1   If you specify 4, serial numbers are optional except at shipment confirmation. You can assign a serial number for quantities tha are greater than one.

2   If you specify 5, serial numbers are required. The system assigns the serial number, using the system date (YYMMDD) format. Quantities must not exceed one.

3   If you specify 6, serial numbers are required. The system assigns the serial numbers in ascending order using Next Numbers. Quantities must not exceed one.

4   If you specify 7, serial numbers are required. You must manually assign the serial numbers. Quantities must not exceed one.

Note

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

Non-Serialized Items

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

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

- Lot Process Type: Blank.

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

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

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

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

The following graphic illustrates the Equipment Master Update process.

Equipment Master Update Process

Updating the Equipment Master

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

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

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

- Asset Master table (F1201)

- Equipment Master Extension table (F1217)

- Equipment Master Location History (F1731)

- Status History (F1307)

- Parent History (F1212)

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

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

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

- Lot Master (F4108)

- Item Branch File (F4102)

- Item Ledger File (F4111)

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

- Work Order Master File (F4801)

- ECO Parts List Detail (F3013)

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

- Purchase Order Detail File (F4311)

- Lot Master (F4108)

- Item Branch File (F4102)

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

- Item Ledger File (F4111)

Processing Options for Equipment Master Update - (R17024)

Process Tab

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

1. Generate Base Warranty

Blank = Do not generate BW Contracts

1 = Generate Base Warranty Contracts

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

Valid values are:

Blank   Do not generate base warranty.

1   Generate base warranty.

2. Require Base Warranty

Blank = Do not require Base Warranty Defaults

1 = Require Base Warranty Defaults

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

Blank

Do not require base warranty defaults.

1

Require base warranty defaults.

3. Create Mailing Data

Blank = Do not Create Mailing Data

1 = Create Mailing Data

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

Blank

Do not create mailing data for a new equipment record.

1

Create mailing data for a new equipment record.

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

  o Verifies the sales order number for the equipment record

  o Verifies the address information in the Order Address Information table (F4006), if a sales order number exists

  o Creates mailing data for this equipment record, if an address record exists

  o Retrieves mailing information from the Address Book, if an address record does not exist or a sales order number does not exist

4. Print Detail Lines

Blank = No Detail lines will be printed

1 = Print only when an error occured

2 = Print All Detailed lines.

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

Valid values are:

Blank

Do not print detail lines.

1

Print detail lines only when an error occurs.

2

Print all detail lines.

5. Create Serialized Components

Blank = Do not Create Serialized Components

1 = Create Serialized Components

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

Blank

Do not create equipment master records for serialized components.

1

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

6. Print Serialized Component Detail Lines

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

1 = Print only when an error occured

2 = Print all Detailed lines for the Serialized Components

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

Blank

Do not print detail lines for serialized components.

1

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

2

Print all detail lines for serialized components.

7. Assessor Default

Blank = Assign Assessor Default

1 = Do not assign Assessor Default

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

Blank

Assign the assessor.

1

Do not assign the assessor.

Defaults Tab

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

1. Company

   A Specific Company

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

cost account.

2. Business Unit

   A Specific Business Unit

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

3. Asset Cost Account - Business Unit

   A Specific Business Unit

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

4. Asset Cost Account - Object

   A Specific Account Object

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

5. Asset Cost Account - Subsidiary

   A Specific Subsidiary

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

6. Equipment Status

   A Specific Status

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

7. Status Code - Next

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

8. Beginning Registration Status

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

9. Allow Work Order

Blank = Do Not Allow Work Order

1 or Y = Allow Work Order

10. Location Default

Blank = No Location

1 = Default location from responsible business unit

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

Blank

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

1

Use the location that appears in the responsible business unit.

11. Location Start Effective Date

Blank = Default to the system date

1 = Default to the date acquired

Use this processing option to specify the effective start date for the equipment location. Valid values are:

Blank

Use the system date as the effective start date.

1

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

Versions Tab

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

1. Equipment Master Revisions (P1702)

Blank = ZJDE0001

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

2. Work With Contracts (P1720)

   Blank = ZJDE0001

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

Select Tab

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

1. Country

   A Specific Country Code

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

Creating Equipment Records From Fixed Assets

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

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

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

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

1. On Create Equipment Master Extension Tables, enter information in the fields on the tabs to narrow the search criteria, and click Find.

2. Choose a record and choose Create Extension from the Row menu.

3. On Equipment Master Revisions, complete the following fields and click OK:
   - 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.

1. Equipment Master Revisions (P1702) version

Blank = ZJDE0001

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

2. Equipment Master Revisions (P1702) version

Blank = ZJDE0001

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

3. Work with Contracts (P1720) version

Blank = ZJDE0001

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

Searching for Equipment Records

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

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

► **To search for equipment records**

Use one of the following navigations:

For 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

Updating the Equipment Master for Multiple Records

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

Before You Begin

❑   Set up equipment constants.

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

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

1. On Equipment Master Global Update, complete the following field:

   - Address Number

2. To limit the scope of your search, complete any of the following fields:

   - Lessor Address

   - Item Number

   - Product Model

   - Product Family

   - Date Acquired

   - Contract Date

   - Order Number

3. Click Find.

4. To make date changes, click the Date Change tab and complete the following fields:

   - Date Acquired

   - Contract Date

5. To indicate a location change for your equipment, click the Site Change tab and complete the following fields:

   - Lessor Address

   - Start Effective Date

   - Update Children

6. To change the parent serial number for your equipment, click the Parent Number tab and complete the following fields:

   - Parent Number

   - Start Effective Date

7. Choose all the records that you are changing.

8. From the Row menu, choose Update.

   The system processes the changes and displays the updated information.

Processing Options for Equipment Master Global Update (P17022)

Defaults Tab

Base Warranty Contract Start Date

Blank = Use Installed Date

1 = Use Acquire Date

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

Blank

Use the installation date as the start date.

1

Use the acquired date as the start date.

Versions Tab

1. Equipment Master Revisions (P1702)

Blank = ZJDE0001

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

Creating Base Warranty Contracts

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

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

▶ **To create base warranty contracts**

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

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

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

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

2. Select one or more rows.

3. From the Row menu, choose Create B/W Contract.

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

Revising Customer and Site History

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

► **To revise customer and site history**

Use one of the following navigations:

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.

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.

Working With Parent and Component Information

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

- Report on equipment costs and activity at the parent or component level.

- Track all components that have been assigned to a parent, or the parents to which a specific component has been assigned.

Reviewing and Revising Parent Information

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

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

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

▶ **To review and revise parent information**

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

1. On Work with Equipment Master, complete the steps to locate a specific equipment record.

2. To review parent information, choose the record. From the Row menu, choose Equipment Master, and then choose Parent History.

3. On Work With Parent History, choose either Parent Format or Component Format from the View menu.

4. Complete the following optional fields to limit the information that appears and click find:

    - Date From

    - Date Thru

5. To revise the parent information for a component, choose the component record, and then choose Asset Master from the Row menu.

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

- Parent Number

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

   • Effective Date

   The system displays Work With Parent History.

8. To review your changes, click Find.

Reviewing Current Equipment Components

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

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

► **To review current equipment components**

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

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

   • Parent Equipment Number

   The system displays the parent piece of equipment.

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

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

Portal   WWW   Intranet   Training

Select Workspace: Active Foundation ▾

Active Foundation   Personalize | Change Role | Sign Out

Parent/Child Browse   ℹ ？ ⌂

Select   Find   Close   Row   Tools
✔   🖑   ✖   ▦   📭

Parent Equipment Number | 24601 | *The Manufacturing Company*

	Parent No. Description	Product Model	Product Family	Inventory Number	Inventory Item Description
⦿	📁 24601 The Manufacturing Company				
○	📄 24619 Western Manufacturing Center				
○	📄 24627 Northern Manufacturing Center				
○	📁 24635 Eastern Manufacturing Center				
○	📁 24651 Paint Center				
○	📁 24731 Machine Center				
○	📁 24900 Forklift			E200	Forklift Master Parts List
○	📄 24643 Central Manufacturing Center				

Processing Options for Equipment Master Parent/Child (P12017)

Versions Tab

1. Equipment Master (P1702) Version

Blank = ZJDE0001

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

2. Backlog Management (P48201) Version

Blank = ZJDE0001

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

Working with Status History

You can review the history of an equipment record or work order by the statuses that have been assigned to it, such as available, down, working, and standby. This information is especially useful to maintain an audit history of operational statuses and to determine the amount of time that equipment has been idle due to downtime. You can also review status history for equipment registration.

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

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

- The total hours that are associated with each occurrence of a particular status

- The lifetime meter reading at the time of the status change for any of the statistical accounts that you have defined, such as hours, fuel, or miles

- The cumulative hours for all occurrences of a particular status over the life of the equipment

- Remarks that were entered when you changed the status of the equipment

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

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

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

▶ **To review status history**

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

Note

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

1. On Work with Equipment Master, complete the steps to locate a specific equipment record.

2. To review status history information, choose the record, choose Costing/Analysis from the Row menu, and then choose Status History.

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

- Equipment Number

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

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

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

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

1. On Work with Equipment Master, complete the steps to review status history.

2. On Work With Status History, choose Analysis from the Form menu.

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

- Start Effective Date

- Ending Effective Date

- Equipment Downtime Status

The mean time between failures for the product appears.

Processing Options for Status History (P1307)

Process Tab

1. Remarks

Blank = Allow modifications

1 = Protect

2 = Protect if it is not blank

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

Blank

Allow modifications to the remarks field.

1

Protect the remarks field regardless of whether it contains text.

2

Protect the remarks field only if it contains text.

2. Work Day Calendar

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

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 usesfor the for downtime analysis in Status History program(P1307). The system uses this date when calculating the mean time between failures. Valid values are:

Blank

Use the acquired date from the equipment master.

1

Use the installation date from the equipment master.

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

2. Equipment Downtime Status

Blank = Default from current status

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

Versions Tab

1. Work Order Revisions (P17714) Version

Blank = ZJDE0003

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

2. Equipment Master (P1702) Version

Blank = ZJDE0001

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

Scheduling Maintenance for Installed Equipment

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

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

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

Before You Begin

- ❑ Set up the following user defined codes:
    - Preventive maintenance service types (12/ST)
    - Preventive maintenance status (12/MS)
- ❑ Set up standard procedures for preventive maintenance,
- ❑ Set up maintenance rules,

► **To schedule maintenance for installed equipment**

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

1. On Work with Equipment Master, complete the steps to locate a specific equipment record.

2. Choose the record for which you want to schedule maintenance; from the Row menu, choose Equipment Master and then PM Schedules.

3. On Work With Equipment PM Schedule, click Find to display all of the maintenance tasks that have been defined for the equipment.

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

5. On Equipment PM Schedule, complete the following field:

- Service Type

6. For each service type that you enter, complete the following optional fields under the Schedule Interval heading:

- Schedule Date

- Frequency Indicator

- Multiple

7. For each service type for which you did not enter a schedule date, complete any of the following fields under the Last Completed heading:

- Hours

- Miles

- Fuel

- Days

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

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

8. Complete the following field under the PM Generation and Planning heading:

- Occurrences

  Depending on how the processing options are set, you might not be able to manually enter a value in the Occurrences field.

- Procedure

9. If you use model work orders, complete the following field:

- Model WO

  If you enter a value in the Procedure field and a model work order number, the system displays a warning message indicating that the work order might have its own procedure that could conflict with the procedure that you entered.

10. If the maintenance task for the piece of equipment has been performed but this is the first PM to be applied to the equipment, complete the following fields under the Last Completed heading:

- Hours
- Miles
- Fuel
- Date

11. To add the record, click OK, and then click Cancel.

12. On Work With Equipment PM Schedule, click Find to display the record for the PM schedule that you created.

13. Choose the record for the PM schedule that you created and click Select.

14. On Equipment PM Schedule, choose PM Classification from the Form menu.

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

- Maintenance Priority

- Downtime

- Business Unit

- PM Cat. Code 1

- PM Cat. Code 2

- Related Equipment

- Remark

Related Tasks

Linking service types

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

Processing Options for Equipment PM Schedule (P1207)

Default Tab

1. Calculate Estimated Occurrences

Blank = Do not calculate (Default)

1 = Based on one year of PM History

2 = Based on two years of PM History

3 = Based on inception-to-date PM History

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

Blank

Do not calculate estimated occurrences.

1

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

2

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

3

Calculate estimated occurrences based on preventive maintenance history from inception

to the current date.

Versions Tab

1. Work Order (P17714) Version

Blank = ZJDE0003

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

Reviewing the Customer Reference Report

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

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

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

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

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

Contract Management

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

- Service Contract
- Supplier Contract

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

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

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

- Advanced pricing
- Discounts
- Price overrides

Terms and Concepts

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

Contract
A written agreement between a customer and a provider (contractor), or between a manufacturer and a supplier.

Warranty
An assurance by the manufacturer or seller that the equipment will perform as specified or the work performed will be guaranteed for at least a specific period of time. A warranty can apply to a customer, supplier, or manufacturer.

Base warranty
A warranty that is associated with the equipment, typically included in the purchase price of the equipment.

Extended warranty
An optional warranty that can be purchased by the customer to cover the performance of the equipment beyond the terms of the base warranty.

Contract coverage
For service contracts, the days of the week and hours of the day. For example, the coverage term 5 X 8 refers to a contract that covers equipment five days a week, Monday through Friday, for eight hours each day.

Coverage Group
For supplier contracts, the percent at which the parts and labor (and any other expenses such as travel) are covered. For example, in the supplier contract, the supplier reimburses the manufacturer for 50% of the parts cost used to fix or replace a part and 50% of the labor cost used to fix or replace a part.

Service types
The various services that you perform. For example, you can set up different codes to differentiate between an on-site repair and a depot repair.

Service package
For service contracts, the combination of service type and contract coverage that specifies the support to which the customer is contractually entitled.

Blanket contract
A contract that covers all items at a specified price. The pricing is usually by the contract, not by detail lines.

Free contract
For service contracts, a contract that is issued at no cost to the customer.

Preventive maintenance contract
For service contracts, a contract used when regularly scheduled maintenance should be completed for the equipment.

Amortization
For service contracts, a method of moving long-term revenue to short-term revenue, and then short-term revenue to recognized revenue. Long-term revenue is contracted for more than a 12-month period. Short-term revenue is contracted within a 12-month period. Recognized revenue is contracted from the beginning of the contract through the end of the amortization period.

Setting Up Contracts

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

Setting Up Contract Constants

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

► To set up contract constants

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

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

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

   - Responsible BU Location

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

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

    •   Recognize Credit When Entered

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

4. Click OK.

Setting Up Customer Service Line Types

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

▶   **To set up customer service line types**

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

1. On Work With Line Types, click Add.

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

    •   Line Type

    •   Description

    •   G/L Offset

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

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

- S/WM Interface

4. Choose SWM Attributes from the Form menu.

5. On the Contracts tab of SWM Line Type Constants Revisions, complete the following options:

- Base Warranty

- Blanket Contract

- Free Contract

- Require Active Contract

- Allow User To Modify Start Date

- Allow User To Modify End Date

- Allow User To Modify Duration

- Allow Entitlement

6. Complete the following fields:

- Start Date Default

- End Date Default

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7. If you have set up the system constants for contracts to retrieve the Responsible Business Unit based on Line Type, then complete the following field:

   - Responsible Business Unit

8. Click the Work Orders tab

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

   - Work Order Document Type

9. Click the Maintenance Request tab.

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

   - Maintenance Request Document Type

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

10. Click OK.

Setting Up Billing Frequency

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

▶ **To set up billing frequency**

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

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

2. On Billing Frequency Code Revisions, enter the code that you are using to define your billing cycle in the following field:

   - Billing Frequency Code

3. Enter a description of the billing cycle in the following field:

   - Description

4. Enter the code to define the date pattern in the following field:

   - Fiscal Date Pattern

5. To define a periodic pattern, choose the following option:

   - Periodic

   Contract Entry does not allow a 52-period billing feature.

6. You can choose periods 1 through 14 as applicable.

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

7. Click OK.

Setting Up Tax Rates

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

► **To set up tax rates**

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

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

2. On Tax Rate/Area Revisions, enter the code to calculate taxes for your geographic area in the following field:

   - Tax Rate/Area

3. Enter the description for the tax area in the following field:

   - Description

4. Enter effective dates in the following fields:

   - Effective Date

   - Expiration Date

5. Enter the address number of the tax authority for your area in the following field under the Tax Authorities heading:

    *   Tax Auth

    You can enter up to five tax authorities.

6. To indicate the tax account for general ledger entries, complete the following field:

    *   G/L Offset

7. Enter the percentage for the tax rate in your area in the following field:

    *   Tax Rate 1

8. For Canadian companies, choose the following option to indicate tax on a tax:

    *   Compound Tax

9. For Canadian companies, click the following option to indicate that a tax is not recoverable:

    *   VAT Expense

10. For inventory and sales order information, complete the following fields under the Inventory/Purchasing/Sales Order heading, and click OK:

    *   Item Number

    *   Maximum Unit Cost

11. Click OK.

12. To run the tax report, choose Tax Area Report from the Report menu on Work With TaxRate Areas.

13. On Work with Batch Versions, choose the version that you want to print and click Select.

Processing Options for Tax Rate/Areas (P4008)

Display

Enter a value to either show or hide the Item Number and Maximum Unit Cost fields.
1 = show these fields
0 = hide these fields
Edits

Enter a value to validate Item Numbers
1 = Validate Item Numbers
0 = Do not validate Item Numbers

Setting Up Daylight Savings Rules

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

- Month

- Day of the week

- Hour

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

► **To set up daylight savings rules**

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

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

2. On Add Daylight Savings Rule, complete the following fields:

- Rule Name

- Description

3. Click one of the following options under the Rule Type heading:

- By Day of Week Instance

- By Day of the month

4. Define the start and end dates of your daylight savings rule.

For example, enter the first Sunday of April at 02:00:00.

5. Click OK.

Entering Contract Coverage Information

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

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

► **To enter contract coverage information**

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

1. On Work With Contract Coverage, click Add.

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

- Coverage Type

- Description

- Time Zone

- Rule Name

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

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

4. Click OK.

Processing Options for Work with Contract Coverage (P1724)

Defaults

1. Default Coverage Start Time Monday through Friday

2. Default Coverage End Time Monday through Friday

3. Default Coverage Start Time Saturday, Sunday, and Holidays

4. Default Coverage End Time Saturday, Sunday, and Holidays

5. Time Zone

Entering Service Type Information

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

► **To enter service type information**

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

1. On Work With Contract Services, click Add.

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

  - Service Type

  - Covered G/L Code

  - Non-Covered G/L Code

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

3. Choose one of the following pricing methods:

  - Flat Rate

  - Time And Materials

4. To calculate the commit time covered by the contract, enter an hourly amount in the following field:

  - Threshold Hours

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

5. Click OK.

Setting Up Cost Type Percentages

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

▶ **To set up cost type percentages**

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

1. On Work With Cost Type Percentages, click Add.

2. On Cost Type Percentages Revisions, complete the following fields:

   - Coverage Group

   - Cost Type

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

   - Percentage Covered

3. Click OK.

Entering Service Package Information

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

- Type of service, such as on-site repair, exchange, repair and return, support, or installation of the product

- Contract coverage support, such as eight hours a day Monday through Friday, or 24 hours a day seven days a week (to indicate a 24-hour day, enter 00:00:00 through 23:59:59)

- Turnaround repair times

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

► **To enter service package information**

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

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

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

- Service Package

- Description

- Type of Service Description

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- Type of Service Description

- Coverage Type

- Coverage Type Description

- Response Time

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

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

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

- Coverage Group

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

- G/L Class

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

5. Click OK.

Setting Up Entitlement Dates

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

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

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

► **To set up entitlement dates**

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

1. On Work with Entitlement Date, click Add.

2. On Entitlement Date Revisions, complete the following fields and click OK:

- Customer Number

- Country

- Branch/Plant

- Inventory Item Number

- Product Model

- Product Family

- Entitlement Start Date

3. The system searches for a date based on rules that you specify. To review or revise these rules, from Work With Entitlement Date, choose Entitlement Rules from the Form menu.

4. On Entitlement Rules Sequence, define the order that the system will use to search for a date. The system uses a hierarchical search method, from most specific to most general. To include or exclude fields in the hierarchical search, complete the following fields with a Y or N:

    - Sequence Number

    - Customer Number

    - Country

    - Branch/ Plant

    - Inv. Item Number

    - Prod. Model

    - Prod. Family

5. Click OK.

Setting Up Contract Duration Ranges

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

- From Billing Duration = 1

- Thru Billing Duration = 12

- Billing Duration = 12

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

► **To set up contract duration ranges**

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

On Contract Duration Ranges, complete the following fields:

- From Billing Duration

- Thru Billing Duration

- Billing Duration

Setting Up MailMerge Documents for Contract Renewals

When contracts are expiring, you can generate renewal letters for customers that are based on existing contract information. Use the MailMerge Workbench to set up the contract renewal documents. The MailMerge Workbench is an application that merges Microsoft Word 6.0 (or higher) word processing documents with J.D. Edwards records to automatically print business documents, such as contract renewal letters.

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

See Also

- ❑ *Foundation Guide* for various topics about MailMerge functionality

- ❑ *Reviewing Contract Renewal Letters* in the *Service Management Guide* for information about generating letters to your customers when renewing contracts are expiring

- ❑ *Development Tools Guide* for information about business functions and data structures

► To add MailMerge documents for contract renewal letters

Use one of the following navigations:

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

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

1. On Work With MailMerge Documents, click Add.

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

- Document Name

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

- Description

  Enter a text description of the MailMerge document.

- Queue Name

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

- Data Structure Name

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

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

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

4. Repeat step 3.

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

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

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

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

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

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

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

Managing Contracts

The programs to manage contracts allow you to create and track contracts for your customers and suppliers.

A service contract is a written agreement between a customer and a provider. For service contracts, you can make changes to a contract if the terms of the contract change or if the service package changes, as long as the contract has not been billed. You can also track contract dates and specify the lead times that are necessary to prepare renewal letters and contracts.

A supplier contract is a written agreement between a manufacturer and a supplier. Supplier contracts are non-billable, non-renewable, and do not require an end-date.

Entering Supplier Contracts

When you enter a supplier contract, you can enter detailed information about the contract such as supplier number, inventory item number, and coverage group. You can also copy existing contracts.

You can enter and update supplier contracts through either the contract header or detail forms. On the Work With Supplier Contracts form, you can choose whether to view all detail lines of a contract on the detail form.

► **To enter supplier contract header information**

From the Daily Contract Processing menu (G1714), choose Supplier Contract Entry.

1. On Work with Supplier Contracts, click Add.

On Supplier Contract Header, enter the document type in the second field next to the Contract field.

2. On the Contract Header tab, complete the following field:

   - Description

   - Supplier

3. Complete the following optional fields:

   - Contract Type

   - Contract Status

   - Start Date

   - End Date

4. Click the Category Codes tab.

5. To further categorize this contract, complete any of the category code fields.

6. Click OK twice.

The system uses Next Numbers to assign a contract number in the Contract field.

The system displays the Supplier Contract Revisions form.

Note

To enter the detail information associated with this contract, see step 4 of the topic *To enter supplier contract detail information.*

► **To enter supplier contract detail information**

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

1. On Work with Supplier Contracts, locate the appropriate contract.

2. Choose the contract and click Select.

On Supplier Contract Revisions, complete the following fields in the header area:

- Contract

- Version

- Business Unit

- Supplier

- Company

- Start Date

- End Date

3. Complete the following fields in the detail area:

- Line Type

- Equipment Number

- Branch

- Item Number

- Lot Number

   The lot number is required if the inventory option for lot number required is set to Y.

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- Lot Number Through

- Product Model

- Product Family

- Meter Reading 1

- Meter Reading 2

- Meter Reading 3

- Coverage Group

  The coverage group is required.

- Service Adjustment Schedule

- Covered G/L Cat

- Non-Covered G/L Category

4. Click OK.

Modifying Service contracts

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

You can enter and update service contracts through either the contract header or the detail forms. On the header form, you can choose whether to view all detail lines of a contract on the detail form.

A version number is associated with each service contract. When you renew a contract, you can create a new version of the existing contract rather than create a new contract.

Note

The system default values now appear after each row entry instead of after each field entry.

Before You Begin

❑ Create an address book record for customers for whom you want to create a contract. The system creates an extension table (F1797) to the address book that stores additional SWM address book information.

❑ Add accounts receivable information to the customer record.

❑ To price contracts, set up advanced pricing information.

▶ **To enter service contract header information**

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

1. On Work With Contracts, click Add.

2. On the Contract Header tab of Service Contract Header, enter the description and type of contract in the following fields:

   - Description

   - Contract Type

3. Enter customer information in the following fields:

   - Customer

   - Site

   - Bill To

   - Send To

4. Enter the contract dates in the following fields:

   - Start Date

   - End Date

   The default value for the Status field is set in the processing options.

5. To include the base warranty under this contract when running the Equipment Master Update from Ship Confirm program, click the following option:

   - Base Warranty Flag

   Only one contract per customer can have the base warranty option turned on.

6. Complete the following field:

   - Adjustment Schedule

7. If you are using multicurrency, review the values in the following fields and override them if necessary:

   - Currency

   - Base

   - Foreign

8. Click the Additional Information tab.

9. Complete the following fields as applicable:

   - Payment Terms

   - Payment Instrument

     If this contract is being prepaid, enter a value in the Payment Instrument field to indicate the type of prepayment.

   - Renewal Flag

   - Proforma Invoice

   - Tax Expl Code

- Tax Rate/Area

- Parent Contract Number

- Parent Contract Type

- Parent Contract Company

- Cancellation Notice Period

- Factor Type

- Cancel Fee

10. Click the Category Codes tab.

11. To further categorize this contract, complete any of the category code fields.

12. Review the contract header information to ensure that it is correct, and click OK twice.

The system uses next numbers to enter a default contract number in the Contract field.

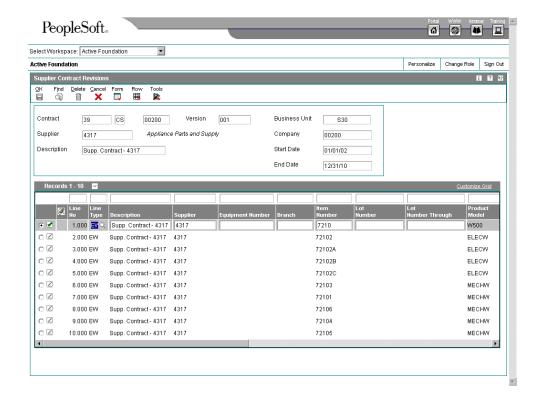The system displays the Contract Revisions form.

Note

To enter the detail information associated with this contract, see step 2 of the topic *To enter service contract detail information*.

► **To enter service contract detail information**

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

1. On Work With Contracts, locate the appropriate contract.

2. Choose the contract and click Select.

3. On Contract Revisions, enter a description of the contract in the following field in the detail area:

   - Description

4. Complete or review the following fields (you can override most defaults):

   - Site Number

   - Customer PO Number

     This field contains informational text that you can modify after the contract is billed, if necessary.

   - Equipment Number

- Install Date

  The install date updates the installed base date and warranty, and turns on the Proof of Purchase parameter.

  If the Proof of Purchase parameter is already turned on, the Install Date field is disabled.

- Branch

- Item Number

  The system enters the values for the Branch and Inventory Item Number fields, based on the equipment or serial number.

- Product Model

- Product Family

  The system enters the values for the Product Model and Product Family, based on the equipment number or based on the Inventory Item Number and Branch.

- Service Package

- Meter Reading 1

- Meter Reading 2

- Meter Reading 3

- Billable Duration

- Non-Billable Duration

- Duration Unit of Measure

5. Complete any of the Detail Category Codes, if applicable.

6. Complete or review the following fields:

   - Quantity

   - Unit of Measure

     The system retrieves the unit of measure from inventory; you can override this value if necessary.

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

   - Contract Line Start Date

   - Contract Line End Date

8. Enter billing and pricing information in the following fields:

   - Bill From

   - Bill Through

If the values in the Bill From and Bill Through date fields are in the same period and year, this means a one-time billing. Otherwise, you must enter a value in the Bill Code Frequency field. The system then calculates a recurring billing amount.

- Bill Code Frequency

- Price Effective Date

- Exchange Rate

- Advance Pricing

- Price By Address

  The system uses Price by Address for advanced pricing from the Address Book number.

- Adjustment Schedule

  The system retrieves the value for Adjustment Schedule field from customer information. If you are using advanced pricing, you can override the adjustment schedule.

- Unit Price

  You cannot enter a value in the Unit Price field with advanced pricing.

- Extended Price

- Discount Type D/P

  This field determines if the system uses a discount percent or an amount.

- Discount Percent

- Discount Amount

- Line Total

- Recurring Billing Amount

  When you are billing for a specified amount over a period of time, the system calculates and enters the value in the Recurring Billing Amount field.

- Billed Y/N

  The Billed Y/N field is updated only by the Contract Workfile Generation program.

- Bill By Site

- Bill To Address

- Send To Address

- Billing Day of the Month

- Billing In Advance/Arrears

The Billing Day of Month and the Billing In Advance/Arrears fields are only used for data selection. Use the Bill From Date and Bill Through Date fields for period and frequency.

- Taxable Y/N

- Tax Explanation

- Tax Rate/Area

  The system retrieves tax area information from the site number in the customer address book record as the default.

9. Complete or review the following fields:

   - No of Days In Contract

   - Daily Amortization Amount

   - Renewal Date

   - Cancel Date

     If the contract has been cancelled, the system displays the cancel date.

   - Cancel Reason

   - Suspend Date

     If the contract has been suspended, the system displays the suspend date. The system retrieves the suspend date from the Suspend Contract form.

   - Suspension Flag

   - Credit Amount

   - Cancel Amount

   - Price Cap Percentage

   - Covered G/L Cat

   - Non-Covered G/L Category

   - Service Adjustment Schedule

10. Click OK.

► **To review service contract information**

Use one of the following navigations:

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

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

1. On Work With Contracts, locate the applicable contract.

2. Choose the contract and click Select.

3. On Contract Revisions, choose the applicable contract and choose Contract Detail from the Row menu.

4. On Contract Detail, review the information on the following tabs, which contain inquiry-only fields, and then click OK:

- Equipment Data

- Customer Data

- Contract Dates

- Category Codes

- Pricing Data

- Billing Data

▶ **To renew a service contract**

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

When you run the Contract Renewal program, the system generates a report identifying those contracts that expire soon and that require renewal contracts and letters. You can set processing options for price markup by percentage, renewal pricing, and leadtime for contract expiration.

The Contract Renewal program uses the MailMerge function to generate renewal letters and contracts.

► To copy a service contract

Use one of the following navigations:

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

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

1. On Work With Contracts, locate the contract that you want to copy.

2. Choose the contract and click Copy.

3. On Contract Revisions, modify the information as needed for the new contract. You can modify or delete any detail lines.

4. Click OK.

    The system assigns a new contract number in the Contract field.

Processing Options for Contract Revisions (P1721)

Defaults Tab

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

1. Contract Document Type

Use this processing option to have the system use this document type as the default when you enter a contract. It is a user defined code (00/DT) that also indicates the nature of the transaction.

2. Contract Key Company

Use this processing option to specify which contract key company the system uses as a default when you enter a service contract. A contract key company is a number that, along with order number and order type, uniquely identifies an order document (such as a purchase order, a contract, or a sales order).

3. Copy Contract Information

1 = Create a new contract number

2 = Keep the original contract number and advance the version number

Use this processing option to specify how the system assigns the contract number when you copy contract information.

Valid values are:

1   Create a new contract number.

2   Keep the original contract number and advance the version number.

4. Contract Line Type

Use this processing option to specify the default line type that the system uses when you enter a contract detail line. The line type is a code that controls how the system processes lines on a transaction. When you enter a line type for a detail line on a service contract, the system verifies the line type characteristics in the S/WM Line Type Constants table (F1793).

5. Line Increment

Use this processing option to specify the increment by which the system numbers the order lines.

6. Contract Status

Use this processing option to specify the default contract status that the system uses when you enter a service contract. The contract status is a code that provides status information about a contract. Enter a value from UDC 17/CO.

7. Contract Type

Use this processing option to specify the contract type (UDC 17/TY) for service contracts.

8. Contract Description

Blank = Header description will be defaulted to detail lines

1 = Inventory Item Number

2 = Line Type Description

3 = Product Model

4 = Product Family

Use this processing option to specify the detail line description that the system uses as a default when you enter a contract. Valid values are:

Blank

Contract header description

1

Item number description

2

Line type description

3

Product model description

4

Product family description

9. Duration Unit of Measure

Use this processing option to specify the duration unit of measure that the system uses as a default when you enter a contract. It is a user defined code (00/UM) that identifies the unit of measure to use in the document.

10. Quantity Unit of Measure

Use this processing option to specify the unit of measure that the system uses as a default

when you enter a contract. The unit of measure is a user defined code (00/UM) that identifies the unit of an amount or quantity.

11. Business Unit

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

Process Tab

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

1. Customer Number Update

Blank = Bypass update

1 = Prompt user to update the Equipment Master

2 = Automatically update Equipment Master

Use this processing option to specify whether the system verifies the customer number in the contract against the customer number for an equipment record on a call, a contract, or a work order. Customer number checking occurs if you change the customer number in the contract. If an inconsistency exists, this processing option also specifies whether the system updates the equipment master. Valid values are:

Blank

Do not verify the customer number.

1

Prompt the user to change the customer number that is associated with the equipment master.

2

Automatically update the equipment master.

2. Site Number Update

Blank = Bypass update

1 = Prompt user to update the Equipment Master

2 = Automatically update Equipment Master

Use this processing option to specify whether the system updates the equipment master when you change the site number for an equipment record on a call, a contract, or a work order. Valid values are:

Blank

Do not update the equipment master.

1

Prompt the user to change the site number that is associated with the equipment master.

2

Automatically update the equipment master.

3. Asset Number Checking

Blank = Bypass checking

1 = Check for Asset Number existence on another contract detail line

Use this processing option to determine whether the system verifies if the Asset Number (Equipment/Serial/Unit) that you entered on a contract detail line exists on another contract detail line.

Valid values are:

Blank Bypass checking asset numbers.

1   The system checks assets numbers on contract detail lines.

4. Subledger Default for credit processing

Blank = No default

1 = Contract Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

Use this processing option to specify which system the system uses as a default in the subledger field when you enter a credit or cancellation in a contract.

Valid values are:

Blank   Do not use a default value in the subledger field.

1   Use the contract number.

2   Use the customer number.

3   Use the site number.

4   Use the short item number.

When you create a credit or cancel a contract detail line and the cancellation results in a credit for the contract detail line, the system creates an entry in the Service Billing Workfile (F4812) using the specified value as subledger entry.

5. Reprice Detail Line

Blank = Do not automatically reprice line

1 = Automatically reprice line

Use this processing option to specify whether the system automatically updates the order price if the contract has not been billed. If you change a value in a contract field that is used for pricing, the system updates the price based on the new value.

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

Valid values are:

Blank

Do not automatically reprice the order line.

1

Automatically reprice the order line.

6. Advance Price Flag

Blank = Do not prefill Advance Price flag

1 = Prefill Advance Price flag

Use this processing option to prefill Advance Price Flag.

Valid values are:

Blank   Do not activate Advanced Pricing.

1   Activate Advanced Pricing.

Edits Tab

The processing options on this tab define the editing process that the system performs for this version of Contract Revisions. When you enter quantities, the system verifies if the item is a serialized item and whether you allow multiple quantities for serialized items.

1. Multiple Quantities for Serialized Items

Blank = Do not allow multiple quantities for serialized items

1 = Allow multiple quantities for a serialized item.

Use this processing option to specify whether you are allowed to enter multiple quantities (quantities that are greater than 1) for a serialized item.

Valid values are:

Blank Do not allow multiple quantities for serialized items.

1 Allow multiple quantities for serialized items.

If you enter a serial number on the contract detail line, the quantity of the item must be 1. If you enter an item number on the contract detail line, the system verifies the serial number requirements in the Item Branch/Plant table (F4102) and then looks at the value in this processing option before you are allowed to enter multiple quantities for a serialized item.

Line Type Rule Tab

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

1. Days Unit of Measure

Use this processing option to specify the unit of measure that the system uses as a default when you enter a contract. The unit of measure is a user defined code (00/UM) that identifies the unit of an amount or quantity.

Prepayment Tab

The processing options on this tab define the prepayment processing that the system performs for this version of Contract Revisions. You use prepayment processing if you are billing for contracts that the customer pays before invoicing. If you activate prepayment processing, you can choose whether this version performs authorizations, settlements, or both.

Prepayment takes place when a seller receives a form of payment from the customer at the time of order entry. Customers can use many types of prepayments, such as cash, check, and credit card. When you make any type of prepayment, the system records transaction information and indicates the payment on the invoice.

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 Selection (R40400), set up the hold code information in Order Hold 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.

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1. Prepayment Processing

Blank = Bypass prepayment processing

1 = Activate prepayment processing

Use this processing option to determine whether to activate prepayment processing.

Valid values are:

Blank   The system does not update prepayment processing files.

1   The system performs prepayment processing and updates the

         prepayment processing tables.

If you leave this option blank, the system does not display a Form exit to the Prepayment window. If you choose option 1, the system updates the prepayment processing tables and allows you to access the Prepayment form.

2. Authorization Process

Blank = Bypass authorization processing

1 = Process authorizations interactively

2 = Process authorizations in a batch or subsystem

Use this processing option to identify the method of authorization processing.

Valid values are:

Blank   The system does not perform authorization processing.

1   The system processes the authorization interactively.

2   The system processes the authorization in batch or subsystem mode,

          based on the version.

3. Settlement Process

Blank = Bypass settlement

1 = Process settlements interactively

2 = Process settlements in a batch or subsystem

Use this processing option to identify the settlement processing method.

Valid values are:

Blank   The system does not perform settlement processing.

1   The system processes the settlement interactively.

2   The system processes settlements in batch or subsystem mode, based

          on the version.

4. Authorize Prepayment Transaction (R004201) version.

Blank = XJDE0001

Use this processing option to specify the version of Authorize Prepayment Transactions (R004201) to use. If you leave this processing option blank, the system uses the XJDE0001 version.

5. Settle Prepayment Transaction (R004202) version.

Blank = XJDE0001

Use this processing option to specify the version of Settle Prepayment Transactions (R004202) to use. If you leave this processing option blank, the system uses the XJDE0001 version.

Versions Tab

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

1. Work With Equipment Master (P1701) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Work with Equipment Master program (P1701) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Equipment Master Revisions (P1702) Version

Blank = ZJDE0001

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

3. Price History (P4074) Version

Blank = ZJDE0001

Use this processing option to enter the version of Price History (P4074) that the system uses when you choose Price History from the Row menu on the Contract Revisions form. If you leave this option blank, ZJDE0001 is used.

4. A/B Modifications (P01012) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Address Book program (P01012) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

5. Quick Customer Add (P01015) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Quick Customer/Contact Add program (P01015) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

1. Media Objects

Blank = Do not copy

1 = Header

2 = Detail

3 = Both Header and Detail

Use this processing option to specify whether the system copies media objects to a new contract. Valid values are:

Blank

Do not copy media objects.

1

Copy the header media objects.

2

Copy the detail media objects.

3

Copy both the header and the detail media objects.

2. Specific Media Object

Blank = Internal and External

1 = Internal

2 = External

Use this processing option to specify how the system copies specific media objects to new contracts. Valid values are:

Blank

Copy both internal and external comments to new contracts.

1

Copy internal comments to new contracts.

2

Copy external comments to new contracts.

3. Tax Information

Blank = Copy tax information from original contract

1 = Retrieve tax rate/area from the site number and tax explanation code from the customer number

Use this processing option to specify how the system generates tax information for a new contract. Valid values are:

Blank

Copy the tax information from the original contract to the new contract.

1

Retrieve the tax information from the site number.

4. Discount Information

Blank = Copy discount information from original contract

1 = Do not copy discount information from the original contract

Use this processing option to specify whether the system copies the discount information to a new contract. Valid values are:

Blank

Copy the discount information to a new contract.

1

Do not copy the discount information to a new contract.

5. Currency Code

Blank = Copy the customer currency from the original contract

1 = Retrieve currency code from customer master

Use this processing option to specify how the system generates the customer currency. Valid values are:

Blank

Use the customer currency from the original contract.

1

Use the customer currency from the customer master.

6. Document Type

Blank = Use Document Type from original contract

1 = Retrieve Document Type from Defaults Tab

Use this processing option to specify how the system generates the document type for a new contract. Valid values are:

Blank

Copy the document type of the original contract to the new contract.

1

Use the default document type specified in the processing options for the Contract Revisions program (P1721).

7. Key Company

Blank = Use Key Company from original contract

1 = Retrieve Key Company from Defaults Tab

Use this processing option to specify how the system generates the key company for a new contract. Valid values are:

Blank

Copy the key company from the original contract to the new contract.

1

Use the key company specified in the processing options for the Contract Revisions program (P1721).

8. Header Business Unit

Blank = Use Header Business Unit from original contract

1 = Retrieve Header Business Unit from Defaults Tab

Use this processing option to specify how the system generates the header business unit for a new contract. Valid values are:

Blank

Copy the header business unit from the original contract to the new contract.

1

Use the header business unit specified in the processing options for the Contract Revisions program (P1721).

9. Line Description

Blank = Copy Line Description from original contract

1= Retrieve Line Description from Defaults Tab

Use this processing option to specify how the system generates the line description for a new contract. Valid values are:

Blank

Copy the line description from the original contract to a new contract.

1

Use the line description specified in the processing options for the Contract Revisions program (P1721).

Processing Options for Work With Contracts (P1720)

Defaults Tab

These processing options indicate the defaults that the system uses when you use this version to review contracts using the Work With Contracts form.

1. Default Contract Document Type (Required)

Use this processing option to specify the default document type that appears on the Work with Contracts form.

You must enter a value that has been set up in user defined code table (00/DT).

2. Default Key Company

Use this processing option to specify the default key company number. Along with order number and order type, a key company is a number that uniquely identifies an order

document (such as a purchase order, a contract, or a sales order).

Versions Tab

These processing options define the versions of programs that the system uses when you enter service contracts in the system using this version of Work With Contracts (P1720). When you add a new contract or you review the details of an existing contract, the system uses a version of Contract Revisions (P1721) that you specify in these processing options. You can locate the processing options for that program on the Interactive Versions form.

1. Service Contract Revisions (P1721) version

Blank = ZJDE0001

Use this processing option to specify the version of Contract Revisions (P1721) that the system uses when you add or copy a contract. If you leave this option blank, ZJDE0001 will be used.

2. Contract Print (R1733) version

Blank = XJDE0001

Use this processing option to specify the version of the Contract Print program (R1733) that the system uses to print contracts from the Work With Contracts form. If you leave this processing option blank, the system uses the XJDE0001 version.

Process Tab

This processing option defines the order in which you want to display the contract header and detail forms.

1. Display Header or Detail first

Blank = Display Detail first

1 = Display Header first

Use this processing option to specify whether the system first displays the header revisions form or the detail revisions form when you add or inquire on a service contract.

Valid values are:

Blank Display the Contract Revisions form (detail) first.

1   Display the Service Contract Header form first.

If you display the detail form first, the system creates a contract header record based on the branch/plant and customer or site information that you enter in the detail form. You can then access the header form to override default information as necessary. If you display the header form first, you can enter header information before detail information. You can edit the defaults that affect the contract as well as add or review additional header information, such as billing instructions or payment terms.

Defining the Entitlement Rules Sequence for Contracts

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

► **To define the entitlement rules sequence for service contracts**

Use one of the following navigations:

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

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

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

2. On Contract Entitlement Rules Sequence, enter Y or N in the following fields and click OK:

- Product Model

- Product Family

- Equipment Number

- Branch/ Plant

- Inventory Item Number

► **To define the entitlement rules sequence for supplier contracts**

Use one of the following navigations:

From the Daily Contract Processing menu (G1714), choose Supplier Contract Entry.

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

1. On Work with Supplier Contracts, choose Rules Sequence from the Form menu.

2. On Supplier Entitlement Sequence Rules, enter Y or N in the following fields and click OK:

- Product Model

- Product Family

- Equipment Number

- Branch/ Plant

- Inventory Item Number

Reviewing Entitlement Information for Contracts

You can review entitlement information and make any changes that are necessary when entitlement details for the contract change.

ou can use this form to review the customer's entitlement and exit to the service package that the customer has purchased. For example, if a customer purchases a computer from you with the service package that has the most benefits, the customer might be entitled to having a repair person visit the site as opposed to sending the computer to you for repair.

For a supplier contract, you can review the entitlement details between the supplier and the manufacturer.

▶ **To review entitlement information for service contracts**

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

1. On Work With Entitlement Inquiry, complete any or all of the following fields, and then click Find:

   - Customer

   - Site Number

   - Equipment Number

2. To further limit your search, complete the following fields:

   - Product Model

   - Product Family

   - Inventory Item Number

3. To display customer or equipment children information, click one of the following options:

   - Include Customer Children

   - Include Equipment Children

   If you access the Entitlement Inquiry form from a work order or a maintenance request, the Customer Children and Equipment Children fields are disabled.

4. Click Find.

► **To review entitlement information for supplier contracts**

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

1. On the General tab of Work with Supplier Contracts, complete any of the following fields:

   - Contract

   - Contract Type

   - Supplier

2. On the Product Information tab, complete any of the following fields to limit your search:

   - Branch

   - Item Number

   - Equipment Number

   - Product Model

   - Product Family

3. On the Contract Dates tab, enter dates in the following fields to further limit your search:

   - Start Date

   - End Date

4. Click Find.

Canceling and Suspending Contract Information

You might need to cancel a contract or an individual detail line if you set it up incorrectly or if the customer no longer wants to cover an item that is under contract. You also might need to suspend a contract for a period of time and later reactivate it.

► **To cancel contracts**

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

1. On Work With Contracts, locate the contract that you want to cancel.
2. Choose the contract and click Select.
3. On Contract Revisions, choose Cancel Contract from the Form menu.

4. On Cancel Contract, complete the following fields and click OK:

- Cancel Date

- Cancel Reason Code

The system calculates any paid amounts that should be credited as a result of canceling the contract.

► **To suspend contracts**

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

1. On Work With Contracts, locate the contract that you want to cancel.
2. Choose the contract and click Select.
3. On Contract Revisions, choose Suspend Contract from the Form menu.

4. On Suspend Contract, complete the following fields:

- Suspend Date

- Suspension Flag

   When you suspend a contract, the system still displays the contract as entitled. However, the system does not create billing records until the contract is no longer suspended.

5. To reactivate a suspended contract, click the following option and click OK.

- Reactivate

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

► **To cancel and suspend contract detail lines**

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

Instead of canceling or suspending entire contracts, you might need to cancel or suspend specific contract detail lines in a single contract.

1. On Work With Contracts, locate the contract that you are changing.

2. Choose the contract and click Select.

3. On Contract Revisions, choose the row that you are canceling or suspending.

4. Choose Cancel/Suspend from the Row menu.

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5. On Cancel/Suspend Contract Line, complete the following fields to cancel a contract detail line:

- Cancel Date

- Cancel Reason Code

6. To suspend a contract detail line, complete the following fields:

- Suspend Date

- Suspension Flag

The system calculates any amount that has been paid that should be credited as the result of a canceled contract detail line.

7. To reactivate a suspended contract, click the following option and click OK.

- Reactivate

When you reactivate a suspended contract detail line, the system resumes contract billing.

Crediting Contract Detail Lines

You can credit a detail line on a contract.

► **To credit contract detail lines**

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

1. On Work With Contracts, locate the contract that you are changing.

2. Choose the contract and click Select.

3. On Contract Revisions, choose the detail line that you want to credit.

4. From the Row menu, choose Credit Line.

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

   • Current Credit

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

6. Click OK.

Creating Contract Prepayment Transactions

To track payments that are pre-paid by your customers, you can use prepayment processing. Customers can prepay by using cash, check, or credit card. If a customer has already paid for a service contract, the invoice reflects that the contract has been prepaid.

Only one type of payment is allowed per contract. The prepayment must also be set up as a one-time billing. The bill from and through dates must be in the same period and year.

Before You Begin

❑ Set up the Payment Instrument user defined code (00/PY).

❑ Set the prepayment processing option on Contract Revisions (P1721) to prepay.

► **To create contract prepayment transactions**

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

1. On Work With Contracts, locate the contract that you are changing.

2. Choose the contract and click Select.

3. On Service Contract Header, click the Additional Information tab.

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

   • Payment Instrument

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

   • The special handling code for the payment instrument (UDC 00/PY) must equal 11 (cash), 12 (check), or 13 (credit card). After you click the visual assist, the special handling code appears when you click Revisions on the Select User Defined Code form.

5. Click OK twice.

6. On Contract Revisions, choose Prepayments from the Form menu.

   You can only enter prepayment information for the contract after you have entered the contract detail lines.

7. On Enter Prepayment Information, review and update the appropriate information.

8. Click OK.

Note

The contract cannot be billed yet to create a transaction.

Depending on your processing option setup, the system authorizes or settles transactions after you create prepayments.

Reviewing Contract Renewal Letters

From the Periodic Contract Processing menu (G1724), choose Contract Renewal Letters.

When service contracts are about to expire, you can generate renewal letters to customers. Based on contract information and processing options, the system automatically generates letters for contracts that are expiring.

The letters that you generate using Contract Renewal Letters (R1731) work with the MailMerge Workbench. The MailMerge Workbench is an application that merges Microsoft Word 6.0 (or higher) word processing documents with J.D. Edwards records to automatically print business documents, such as contract renewal letters.

After you run the batch process, you can review the results in the Work Center. You can access the Work Center from the Tools exit on the Work with Batch Versions form. In the Work Center, you can see a flash message in your Inbox (the flash message is indicated by the lightning bolt). If you click the flash message icon, the system displays a World logo named MailMerge.

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

Note

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

See Also

❑ *Foundation Guide* for various topics about MailMerge functionality

Before You Begin

❑ You must set up the MailMerge document before you can generate renewal letters.

Processing Options for Contract Renewal Letters (R1731)

Defaults

1. Mailing Date

Blank = Today's date

2. Mailing Address Book Information

Blank = Customer Number
1 = Site Numbe
2 = Bill To Number
3 = Send To Number

3. Contract Status

4. Number Of Days
Process

1. Renewal Letter Document (REQUIRED)

Billing for Contracts

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

Service Management is integrated with the Accounts Receivable and General Accounting products. The billing process is the same whether billing for contracts or for work orders. Once you set up the billing details in Service Management, the system runs the billing process and updates Accounts Receivable with invoice information and General Accounting with revenue information.

Invoices are based on billable contracts. The first step in the billing process is to accumulate billable contracts. When you run SWM Contract Workfile Generation, the system gathers the contracts that are eligible for billing from the Contract Detail table (F1721), and creates Billing Detail Workfile records (F4812).

Before You Begin

❑   Set up distribution AAIs.

Setting Up AAIs for Contracts

To bill contracts, you must identify information about your account structure and specific account values to process business transactions properly. You define your account structure and specific account values by using automatic accounting instructions (AAIs). The system stores the AAI values in the Automatic Accounting Instructions table (F06904). Whenever a program performs an accounting function, it accesses the Automatic Accounting Instructions table.

Distribution AAIs define the rules by which Service Management and the general ledger interact. Accounting AAIs define the rules by which Service Management and Accounts Receivable interact. When you define AAIs, you establish how the systems process transactions for various programs.

Contract-related distribution AAIs consist of the following:

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

Based on key fields, the system retrieves the G/L account to use when creating an entry in the Billing Detail Workfile table (F4812). The key fields are:

- Company
- Doc Type
- G/L Category Code

Based on these key fields, the system creates journal entries using:

- Branch/Plant
- Object Account
- Subsidiary

The system retrieves the document type and company from the contract, and identifies the appropriate G/L class code according to a search hierarchy.

Hierarchy for G/L Class Codes for Contracts

The following hierarchy applies to the G/L class codes for contracts:

1. Based on the service package on the contract detail line, the system looks up the G/L class code in the Service Contract Service Package table (F1729). If the G/L class code is not blank, then the system uses this value to retrieve the G/L account from the distribution AAIs.

2. If the G/L class code in the Service Contract Service package table is blank, then the system uses the branch/plant and the item number on the contract detail line to retrieve the G/L class code from the Item Branch File table (F4102). If the G/L class code is not blank, then the system uses this value to retrieve the G/L account from the distribution AAIs.

3. If the G/L class code in the Item Branch File table is blank, then the system uses the item number on the contract detail line to retrieve the G/L class code from the Item Master table (F4101). If the G/L class code is not blank, then this is the G/L class code used to retrieve the G/L account from the distribution AAIs.

4. If the G/L class code on the Item Master table is blank, the system uses the line type on the contract detail line to retrieve the G/L class code from the Line Type Control Constants File table (F40205). If the G/L class code is not blank, then this is the G/L class code.

5. If the G/L class code in the Line Type Control Constants File tableis blank, then the system uses a blank value to retrieve the G/L account from the distribution AAIs.

After the system finds an entry in the Distribution AAIs for company, document type, and G/L class code, the system determines the responsible business unit (branch/plant), based on the search hierarchy for responsible business unit for service contracts.

Hierarchy for Responsible Business Unit

If the business unit of AAI is blank, the system locates the responsible business unit based on the value that is specified in the Responsible Business Unit field, which is located on the Contracts tab in the SWM Constants.

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

Item Branch Master - Service/Warranty Extension (F41171) or Item Master – Service/Warranty Extension (F4117)	The system uses the branch/plant and item number on the contract detail line to find the responsible business unit in the Item Branch Master – Service/Warranty Extension (F41171).
	If the branch/plant is blank, the system uses the item number on the contract detail line to find the responsible business unit in the Item Master - Service/Warranty Extension (F4117).
	If the business unit exists in table F41171 or F4117, the system uses this business unit in the resulting accounting journal entry.

Product Family/Model Master (F1790)	The system uses the product model on the contract detail line to find the responsible business unit in the Product Family/Model Master table (F1790).
	If the business unit exists in table F1790, the system uses this business unit in the resulting accounting journal entry.
Asset Master File (F1201)	The system uses the equipment number on the contract detail line to find the responsible business unit in the Asset Master File (F1201).
	If the business unit exists in table F1201, the system uses this business unit in the resulting accounting journal entry.
Address Book Master (F0101)	The system uses the customer number on the contract detail line to find the responsible business unit in the Address Book Master table (F0101).
	If the business unit for the customer exists in table F0101, the system uses this business unit in the resulting accounting journal entry.
SWM Line Type Constants (F1793) – only used for contracts	The system uses the line type on the contract detail line to find the responsible business unit in the SWM Line Type Constants table (F1793).
	If the business unit exists in table F1793, the system uses this business unit in the resulting accounting journal entry.

Note

If you assign a project business unit to the responsible business unit in the Business Unit Master table (F0006), the system uses the project business unit as the business unit for the account.

Understanding Contract Billing for Service Management

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

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

To group workfile transactions and assign invoice numbers, you run the Invoice Processing program, which summarizes one or more workfile transactions into pay item records. Pay items are the billing lines that are the total amount of a specific invoice.

The system stores pay item information in the Invoice Summary Work File table (F4822) and updates the workfile transaction records with the new invoice information, and the sequence and summarization key information.

After you run the Invoice Processing Program, you can print invoices for your customers.

To complete the billing process, you must create A/R and G/L entries. You first create preliminary A/R and G/L entries using the Invoice Journal Generation program (R48131). You then can review the resulting reports, which are the Billing Journal Register and the Invoice Journal Generation Report, to determine whether the entries were generated with errors.

After you ensure that no errors are within the batch, you can create the final A/R entries using the Create A/R Entries program (R48199). Then you can post the invoices to the general ledger.

Generating the Contract Workfile

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

When you run the Service Contract Workfile Generation program (R1732), the system processes records in the Contract Detail table (F1721) and creates billing records in the Billing Detail Workfile table (F4812).

The system gathers records based on processing options, user data selections, company, fiscal date patterns, and the billing frequencies and dates from the Contract Detail table. When you run the generation program in final mode, the system creates records in the Service Billing workfile. Then the Service Billing system creates workfile transactions that are the basis for the Accounts Receivable and General Accounting systems. To bill and invoice a contract detail line, you must run the generation program in final mode. The system calculates the taxes during the workfile generation.

Caution

When you have billed a contract detail line in final mode, you cannot change it.

After you generate the contract workfile, you must continue the standard billing process, which includes:

- Generating the invoice workfile using the Service Billing Invoice Generation program (P48121)

- Printing invoices

- Generating the Invoice Journal using the Journal Generation program (R48131)

- Creating A/R and G/L entries using the Create A/R Entries program (R48199).

- Posting the A/R and G/L entries using the standard General Ledger Post Report program (R09801)

Processing Options for Service Contract Workfile Generation (R1732)

Defaults

1. Date to bill through.

Blank = Current System Date

2. Do catch-up billing.

Blank = Do not do catch-up billing.
1 = Do catch-up billing.

3. Subledger Field Default

Blank = No Default
1 = Contract Number
2 = Customer Number
3 = Site Number
4 = Short Item Number

4. Address Book Number To Display

Blank = Customer Number
1 = Site Number
2 = Bill To Number

Process

1. Proof or Final Mode

Blank = Proof
1 = Final.

2. Work Center Or Report

Blank = Write errors to work center
1 = Write errors to report.

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

1. Service Contract Tax Type

"LEASE" = Lease Tax
"PURCH" = Purchase Tax
"RENTAL" = Rental Tax
"SALE" = Sales Tax
"SERVIC" = Service Tax

Reviewing Contract Billing Information

You can review billing information for your contracts by running the Service Contract Workfile
Generation program (R1732) in proof mode and looking at the edit report. After you run proof
and final mode, you review billing information in two ways:

- Billing/Amortization Control Inquiry

- Work with Billing Details form

You cannot change records after you have run the Contract Workfile Generation program in
final mode. The system updates the Contract Detail table (F1721) to reflect billed records. If
the records are not processed through the Service Billing program, the accounts receivable
records will not match the Service Management records.

► **To review contract billing information**

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

1. On Billing/Amortization Control Inquiry, complete the following field and click Find:

   • Contract

2. Review the following fields:

   • Contract Type

   • Contract Company

   • Version

   • Line No.

   • Gen. Type

   • Ctry

   • FY

   • Total Amount

Working with the Amortization Process

Amortization allows you to manage revenue by moving long-term revenue to short-term revenue, and then to earned or recognized revenue. This system only amortizes billed revenue.

When billing, the system moves the entire billed amount to long-term revenue. When you use amortization, the system moves anything from today's date plus twelve months to short-term revenue. The system moves anything from the beginning of the contract through the end of the amortization period to recognized revenue.

Before You Begin

❑ Verify that you have purchased and installed the following systems. You must have installed these systems to be able to use amortization for contracts:

- The General Accounting, Accounts Receivable, and Accounts Payable systems

- The Address Book system

- The Service Billing system

❑ Set up fiscal date patterns.

❑ Set up company information.

❑ Set up manufacturing AAIs information.

Generating the Amortization Workfile

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

Use the Amortization Generation program to amortize revenue for contracts. You can run the program in proof or final mode, but the system only updates affected tables when you run it in final mode.

The program performs the following functions:

- Moves long-term to short-term revenue, if applicable

- Moves short-term to recognized revenue, if applicable

When you run the Amortization Workfile Generation program (R17321), the system retrieves records from the Contract Detail table (F1721), based on the dates that you define. For each contract detail line processed, the system verifies that the long-term and short-term amounts are current, based on the start and end dates, and the Amortization Date in the processing option plus one year. For contract detail lines that fall within the dates specified, the system verifies that the detail lines have been amortized by using the Billing/Amort Control Master table (F1794). The system creates records in the Account Ledger table (F0911) and updates the Billing/Amort Control Master table whenever a contract detail line has been amortized for a given time period.

Processing Options for Amortization Workfile Generation (R17321)

Process Tab

The processing options on this tab define the whether the system generates the amortization workfile in proof or final mode, the amortization period or year, and subledger information.

1. Proof or Final Mode

Blank = Proof

1 = Final

Use this processing option to specify whether to run the workfile generation program in proof or final mode.

Valid values are:

Blank   Run the workfile generation in proof mode.

1   Run the workfile generation program in final mode.

If you run the generation program in proof mode, the system does not update any tables. You can review the report to review amortization information and correct any errors, based on your processing options. If you run the generation program in final mode, the system updates the Billing/Amortization Control Master table (F1794) and writes journal entries to the Transaction Ledger table (F0911).

2. Fiscal Period - Amortize Through

Use this processing option to specify the fiscal period for amortization. If you leave this option blank, the system uses the current fiscal period.

3. Fiscal Year - Amortize Through

Use this processing option to specify the fiscal year for amortization. If you leave this option blank, the system uses the current fiscal year.

4. Subledger Default

Blank = not populated

1 = Contract Number

2 = Customer Number

3 = Site Number

4 = Item Number

Use this processing option to specify whether the system retrieves a value for the subledger field.

Valid values are:

Blank   No subledger value.

1   Contract number.

2   Customer number.

3   Site number.

4   Item number.

Print Tab

The processing options indicate the values that the system uses for the resulting report when you use this version to generate amortization workfiles. For example, you can choose the address book information that prints on the report, and whether you print errors on the report or send errors to the Work Center.

1. Work Center Or Report

Blank = Write errors to work center

1 = Write errors to report

Use this processing option to specify where the system writes errors.

Valid values are:

Blank   Write errors to the Work Center.

1   Print errors on the report.

2. Address Number

Blank = Customer Number

1 = Site Number

2 = Bill To Number

Use this processing option to specify which address number appears on the report.

Valid values are:

Blank   Customer Number

1   Site Number

2   Bill To Number

Versions Tab

This processing option defines the version of the G/L Post program that the system uses when you generate amortization records.

1. G/L Post Version

Use this processing option to specify the version of the G/L Post that the system uses after it completes the amortization process and runs in final mode. If you leave this option blank, the system uses version ZJDE0001.

Reviewing Amortization Records

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

► **To review amortization records**

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

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

- Contract

- Contract Type

- Contract Company

- Generation Type

    Valid values for the Generation Type field for Service Management are as follows:

    - A, Recognized Domestic

    - B, Billed Domestic (Long)

    - C, Short Domestic

    - D, Recognized Foreign

    - E, Billed Foreign (Long)

    - F, Short Foreign

    - G, Credit Recognized Domestic

    - H, Credit Domestic (Long)

    - I, Credit Short Domestic

- J, Credit Recognized Foreign
- K, Credit Foreign (Long)
- L, Credit Short Foreign

Reviewing Contract Reports

Review contract reports to determine the status of your contracts. For example, you can review them to determine whether they are expiring soon and whether you need to renew those contracts that are expiring.

Reviewing the Contract Report

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

Run the Contract Report (R1734) to identify contracts and to find any pertinent information. You can set your data selection to define the type of report that you need to review.

Processing Options for Contract Report (R1734)

Print Tab

Print header or detail

Blank = Print header

1 = Print detail

Use this processing option to specify whether the system prints header or detail information on the report. Valid values are:

Blank

Print header information.

1

Print detail information.

Reviewing the Service Contract Renewal Report

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

You can run the Service Contract Renewal report to identify contracts that require you to generate renewal contracts and letters. You can set up your processing options to include markup by percentage, to select the pricing to use for your renewal, and to set the leadtime for contract expiration.

You can use this report to create a new contract or to advance the version number of the current contract if the renewal contract will be a duplicate of the customer's existing contract.

Processing Options for Service Contract Renewal (R1730)

Report Option

1. Renewal Options

Blank = Contract will not be renewed
1 = Create a new contract
2 = Advance contract version

2. Pricing Options

1 = Use existing prices
2 = Use advanced pricing
3 = Markup by percentage

3. Markup Percentage.
   Example: enter 50 for 50% markup

4. Lead days for contract expiration

5. Contract renewal status for old contract

6. Contract renewal status for the renewal
Select

1. Renew Base Warranty Contract

Blank = Do not renew Base Warranty Contracts
1 = Renew Base Warranty Contracts
Versions

1. Work With Contracts (P1720) Version

Blank = ZJDE0001
Process

1. Proof or Final Process

Blank = Proof Process will be used
1 = Final Process will be used

2. Work Center or Report

Blank = Write errors to work center
1 = Write errors to report

Defaults

1. Bill From Date

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

2. Specify the Bill From Date if '4' is on above.

Blank = Current System Date

3. Bill Through Date

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

4. Specify Bill Through Date if '4' is on above.

Blank = Bill From Date will be used.

5. Billing Frequency Code
Base Warranty
Base Warranty Renewal Options.

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

1. Company to be used for the renewed contract

Blank = Values from the P1721 version will be used.

2. Contract Document Type.

Blank = Values from the P1721 version will be used.

3. Renewed Contract Line Type

Blank = Values from the P1721 version will be used.

4. Contract Status for the renewed contract.

Blank = Value from the Report Option tab will be used.

5. Contract Type

Blank = Value from the P1721 version will be used

6. Customer address number.

7. Site address number.

8. Bill To address number.

9. Send To address number.

10. Number of days in contract.

11. Advanced Pricing Adjustment Schedule

12. Billable Duration.

13. Non-billable Duration.

14. Billable/Non-billable duration Unit of Measure.

Blank = Duration Unit of Measure from P1721 version will be used
Copy Defaults

1. Media Objects

Blank = Do not copy
1 = Header
2 = Detail
3 = Both Header and Detail

2. Specific Media Object

Blank = Internal and External Media Objects
1 = Internal
2 = External

3. Tax Information

Blank = Copy Tax Information
1 = Retrieve Tax Rate/Area from the Site Number and Tax Explanation Code from the Customer Number

4. Discount Information

Blank = Copy Discount Information
1 = Do not copy the Discount Information

5. Customer Currency

Blank = Copy the Customer Currency
1 = Retrieve Currency from the Customer

6. Document Type

Blank = Copy Document Type
1 = Default the Document Type from P1721 version

7. Key Company

Blank = Copy the Key Company
1 = Default the Key Company from P1721 version

8. Header Business Unit

Blank = Copy the Header Business Unit
1 = Default the Header Business Unit from P1721 version

9. Line Description

Blank = Copy the Line Description
1 = Default the Line Description from P1721 version

Reviewing the Service Contract Detail Renewal Report

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

You can use this report to review detail line information for a contract. You can renew contract information by detail line as well as determine if new detail lines need to be added to the latest version of the contract.

Processing Options for Service Contract Detail Renewal (R1735)

Process

1. Proof or Final Process

Blank = Proof Process will be used
1 = Final Process will be used.

2. Work Center Or Report

Blank = Write errors to work center
1 = Write errors to report

3. Renewal Options

1 = Create a new contract for these detail lines.
2 = Create a new version.
3 = Add new lines to contract being renewed.
4 = Add detail lines to the last version for the contract being renewed.
5 = Add detail lines to a specific contract number and version number. This contract number and version number must already exist.

4. Contract number if renewing to a specific contract number.

5. Version number if renewing to a specific contract number.

6. Pricing Options

1 = Use existing prices.
2 = Use advanced pricing.
3 = Markup by percentage.

7. Markup Percentage.
   Example: enter 50 for 50% markup.

8. Contract renewal status for old contract

9. Contract renewal status for the renewal

10. Bill From Date.

1 = Calculate Date based on renewing old contract detail line.
2 = Calculate Date based on the first detail line on old contract.
3 = New contract start date.
4 = Specify a Bill From date.

11. Specify Bill From date if '4' is on above.

Blank = Current System Date

12. Bill Through Date.

1 = Calculate based on renewing old contract detail.
2 = Calculate based on the first detail line on old contract.
3 = New contract end date.
4 = Specify a Bill Through date.

13. Specify Bill Through date if '4' is on above.

Blank = Current System Date

14. Billing Frequency Code
Versions

1. Work With Contracts (P1720) Version

Blank = ZJDE0001
Base Warranty

1. Renew Base Warranty records to Billable.

Blank = Do not renew Base Warranty records to Billable lines.
1 = Renew Base Warranty records to Billable lines.

2. Line Type for Billable lines.

Blank = Line Type from P1721 version will be used.

3. Billable Duration

4. Non-Billable Duration

5. Billable/Non-Billable Duration Unit of Measure

Blank = Duration Unit of Measure from P1721 version will be used.

6. Price By Address Number

Blank = Customer Number will be used.

7. Advanced Pricing Adjustment Schedule

Blank = Value based on Price by Address number will be used.
Copy Defaults

1. Copy Media Objects

Blank = Do not copy media objects
1 = Copy header media objects
2 = Copy detail media objects
3 = Copy all media objects

2. When copying media objects

Blank = Copy internal and external
1 = Copy internal only
2 = Copy external only

3. Tax Information

Blank = Copy Tax Information
1 = Retrieve Tax Rate/Area from Site Number and Tax Explanation Code from Customer Number

4. Discount Information

Blank = Copy Discount Information
1 = Do not copy the Discount Information

5. Customer Currency

Blank = Copy the Customer Currency
1 = Retrieve Currency from the Customer

6. Document Type

Blank = Copy the Document Type
1 = Default the Document Type from P1721 version

7. Key Company

Blank = Copy the Key Company
1 = Default the Key Company from P1721 version

8. Header Business Unit

Blank = Copy the Header Business Unit
1 = Default the Header Business Unit from P1721 version

9. Line Description

Blank = Copy the Line Description
1 = Default the Line Description from P1721 version

Reviewing the Service Contract Cancel Report

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

Use this option to cancel single or multiple contracts. The system creates a report when you run this program in either proof or final mode. However, only final mode updates the system.

Processing Options for Service Contract Cancel (R1736)

Defaults Tab

1. Cancellation Reason Code (Required)

Use this processing option to specify the reason code for cancelling a contract. Enter a value from UDC 17/CN (Cancellation Reason Code). You must enter a value for this processing option.

2. Cancellation date

Blank = Current System Date

Use this processing option to specify the date for cancelling a contract. If you leave this processing option blank, the system uses the current date.

Process Tab

1. Proof or Final Mode

Blank = Proof Mode

1 = Final Mode

Use this processing option to specify whether to run the Contract Cancel Report in proof or final mode. Valid values are:

Blank

Run the report in proof mode and do not update the tables.

1

Run the report in final mode and update the tables.

2. Work Center Or Report

Blank = Write errors to work center

1 = Write errors to report

Use this processing option to specify where the system records errors. Valid values are:

Blank

Record errors to the Work Center.

1

Record errors on the report.

3. Subledger Default for credit processing.

Blank = No default

1 = Contract Number

2 = Customer Number

3 = Site Number

4 = Short Item Number

Use this processing option to specify a default value for the subledger field. Valid values are:

Blank

No default value

1

Contract number

2

Customer number

3

Site number

4

Short item number

Reviewing Service Contracts on the Web

Customer Self-Service for Service Management allows your customers to review their service contracts on the Web. This ability is useful in reviewing which equipment is covered by contracts and the expiration dates of the coverage.

Note

The following task is based on J.D. Edwards forms and data provided for self-service in a Web environment. The navigations, forms, steps, and data shown in this task might not correspond to your customized self-service Internet site.

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. Your customer cannot log in without a profile.

► **To review service contracts on the Web**

From the Daily Self-Service Processing menu (G1715), choose View Service Contracts.

Note

Based on the user ID, the system displays all of the service contracts that are associated with that customer number.

1. On Work With Entitlement Inquiry, enter query information in the QBE fields, such as product model and product family, and click Find.

2. Review the information and click Select.

Processing Options for View Service Contracts on the Web (P1723)

Process Tab

---

1. Customer Self Service

Blank = Bypass Customer Self Service

1 = Activate Customer Self Service in Web

2 = Activate Customer Self Service in Windows

Use this processing option to activate Customer Self-Service.

Valid values are:

Blank Do not activate Customer Self-Service.

1   Activate Customer Self-Service in Web format.

2   Activate Customer Self-Service in Windows format.

Versions Tab

1. Work with Equipment Master (P1701) Version

Blank = ZJDE0001

Use this processing option to specify the version of the Work with Equipment Master program (P1701) to run. If you leave this processing option blank, the system uses version ZJDE0001.

PeopleSoft.

EnterpriseOne
Service Management 8.9
PeopleBook

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Service Management 8.9 PeopleBook
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Table of Contents

Work Order Management

For customer requests that cannot be resolved with a phone call, you can create a work order. You enter work orders to request work to be performed at the customer site or at a repair depot. Work orders provide the central database for all service and repair information and the events associated with an equipment record, inventory item number, or product model. Work orders track requests for depot repairs and track shipments of replacement parts. The majority of service calls are initiated through the Maintenance Request module, but the repair depot might also create them.

A work order allows you to track all of the necessary phases of the work to resolve the customer's issue -- from scheduling the technician, to the technician's arrival and successful completion of the work.

You can also use work orders to manage the workflow of your service tasks and other projects. You can manage all aspects of a service task or project, including the following:

- Creating work orders for preventive and corrective maintenance
- Committing inventory to a work order
- Scheduling multiple tasks, such as mechanical, electrical, and so on, to a work order
- Tracking the progress of a work order by status
- Tracking work order costs, such as labor, materials, and so on
- Recording unlimited detailed information about a work order
- Completing and closing a work order

Work Order Management Process Flow

The following graphic illustrates the flow of a work order through a typical work order life cycle:

Work Order Management Process Flow

Terms and Concepts

The following Work Order Management terms and concepts are used in this guide:

Base warranty
The warranty that is associated with the equipment. Base warranties are typically included in the purchase price of the equipment and are non-billable.

Extended warranty
An optional warranty that can be purchased to cover the performance of the equipment over and above the criteria set forth in the base warranty. This type of warranty is billable.

Equipment number   A number to identify a piece of equipment within the Asset Master File table (F1201).

Inventory item number   A number to identify an item within the Item Master table (F4101).

Mean Time Between Failure (MTBF)   The average time, distance, or events between breakdowns.

Mean Time to Repair   The average time it takes to repair a failed item.

Product family   A group of products that have common characteristics and share classification criteria.

Model   The numbers or letters that group products of a product family. A product model is a more specific grouping of items within a product family.

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

Serial number   The numbers or letters that uniquely identify an item. The serial number is stored in the Asset Master File table (F1201).

Service package   The combination of service type and contract coverage that specifies the service support to which the customer is contractually entitled. Service packages also specify warranty types, such as base or extended.

Service types   The various services that you provide through the Work Order Management or Maintenance Request modules. For example, you can set up different codes to differentiate an on-site repair or depot repair on an advanced exchange. The service type can differentiate the status flow, response time, and downstream accounting entries.

Service address number   The address book number of the site where a piece of equipment is located. The site number can be the same as the customer number, but it might differ if the customer has multiple sites.

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

Setting Up Work Order Management

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

You also need to set up user defined codes for Work Order Management.

Before You Begin

❑ Set up work order document types in the Document Type Maintenance program (P40040) from the Work Order Setup menu (G1742). See *Setting Up Document Type Information* in the *Service Management Guide*. For each document type, enter 1 in the Work Order field. The system uses this for splitting billing and costing amounts to different accounts, based on the service contract.

Setting Up Work Order Constants

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

► **To set up work order constants**

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

1. On SWM System Constants Revisions, click the Work Orders tab.

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

- Responsible BU Location

When adding a work order, the default value for the business unit is based on the constant value. For example, if the default value of the business unit is based on the equipment number, the system retrieves the value for the Responsible Business Unit from the Equipment Master Extension table (F1217).

3. To indicate the field that is used to trigger a work order entitlement check, complete the following field:

- Service Order Entitlement Trigger

4. To indicate that the caller name must have a Who's Who record associated with the customer number, click the following option:

- Who's Who Required

You must select a customer number from the window. The system returns the short identifier that is associated with the Who's Who record.

5. Click OK.

Setting Up AAIs for Work Orders

You must create AAIs for each unique combination of company, document type, and G/L class (G/L offset account) and cost type that you want to use. Each AAI is associated with a specific G/L account that consists of a business unit; an object; and optionally, a subsidiary.

When you set up AAIs for Service Management, the system uses distribution AAIs for work order billing and paying. Work order-related distribution AAIs consist of the following:

- 1742, Work Orders (Billing)
- 1782, Work Order Claims (Paying)

Based on the four key fields -- Company, Document Type, G/L Class Code, and Cost Type -- the system retrieves the G/L Account to use when creating an entry in the Billing Detail Workfile (F4812).

Based On:	Create Journal Entries using:					
Company	Doc Type	G/L Code	Cost Type	Branch/Plant	Obj. Acct	Subsidiary

The system retrieves the document type, company, G/L class codes, and cost type from the work order.

If you enter **** in the Distribution AAIs for the G/L class code, then the system ignores the G/L class code and uses the company, document type, and cost type.

If the business unit for the AAI is blank, the system locates the responsible business unit, based on the value that is specified in the field Responsible Business Unit which is located on the Work Orders tab in the SWM Constants.

Hierarchy for G/L Class Codes for Work Orders

J.D. Edwards identifies the proper G/L category codes according the following hierarchy:

1. Based on the service type on the work order, the system looks up the Covered G/L code and Non-Covered G/L Code in the Service Contract Services table (F1725)

   - The Covered G/L code is used for the appropriate Distribution AAIs for the amount covered by contract.

   - The Non-Covered G/L code is used to locate the appropriate Distribution AAI for amounts that are not covered by contract.

2. If G/L codes (both Covered and Non-Covered) in the Service Contract Services table are blank, then the system uses the AAIs that are set up with the wildcard, ****.

Based on the company, document type, G/L code, and cost type, the system retrieves the revenue or expense account to use when creating an entry in the Billing Detail Workfile table (F4812).

If **** is entered in the Distribution AAIs for the G/L class code, then the system ignores the G/L class code and uses the company, document type, and cost type.

Hierarchy for the Responsible Business Unit for Work Orders

If the business unit for the AAI is blank, the system locates the responsible business unit based on the value that is specified in the field Responsible Business Unit, located on the Work Orders tab in the SWM Constants.

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

1	**Item Branch Master – Service/Warranty Extension (F41171)**	The system uses the branch/plant and item number on the work order to look up the responsible business unit in the Item Branch Master – Service/Warranty Extension (F41171).
		If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.
2	**Item Master – Service/Warranty Extension (F4117)**	The system uses the item number on the work order to look up the responsible business unit in the Item Master – Service/Warranty Extension (F4117).
		If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.
3	**Product Family/Model Master (F1790)**	The system uses the product model on the work order detail line to look up the responsible business unit in the Product Family/Model Master table (F1790).
		If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.
4	**Asset Master File (F1201)**	The system uses the equipment number on the work order detail line to look up the responsible business unit in the Asset Master File (F1201).
		If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.

| 5 | **Customer Master (F0301)** | The system uses the customer number on the work order detail line to look up the responsible business unit in the Customer Master table (F0301). |
| | | If the business unit exists for the customer in the table, the system uses this business unit in the resulting accounting journal entry. |

Note

If you assign a project business unit to the responsible business unit in the Business Unit Master (F0006), the system uses the project business unit as the business unit for the account.

Setting Up Work Order History

Use one of the following navigations:

From the Work Order Setup menu (G1742), choose Work Order History – Equipment.

From the Work Order Setup menu (G1742), choose Work Order History - Customer.

Set up work order history to track work order status information by customer and by equipment. You can also set up the history so that a work order is not created for referenced equipment. These programs control the display of icons within the work order entry program to indicate previous customer or product maintenance requests.

Default dates and status codes are defined by processing options. You can override default information by entering new dates and statuses. Icons appear at the top of the work order entry forms to alert you to existing customer or product history. Click the icons to see detailed information.

Processing Options for Work With Work Order History (P17715)

Process Tab

1. Beginning Status for History

Use this processing option to specify the beginning status in the range of work order statuses that the system displays.

2. Ending Status for History

Use this processing option to specify the ending status in the range of work order statuses that the system displays.

3. Number of Days of History to Display

Use this processing option to specify the range of work order creation dates to display. The system uses this option to calculate the value in the Creation Date From field.

4. Work Order Type

Use this processing option to specify the type of work orders to display. Enter a value from UDC 00/TY.

5. Repair Date From

Use this processing option to specify the From repair date for the range of work order repair dates. 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.

Attaching Activity Rules to a Work order

You can attach work order status activity rules to define the status flow and indicate the next step as determined by the status. Before the system can continue to the next step, you must enter the next status in the Next Status field. If you do not include the next status, the work order is considered complete. If you attach an open status code to the complete status revisions line, you can reopen the work order.

▶ **To attach activity rules to a work order**

From the Daily Work Order Processing menu (G1712), choose Work Order Entry.

1. On Work With Work Orders, locate and choose the work order to which you are attaching activity rules.
2. From the Row menu, choose Supplemental, and then WO Activity Rules.

3. On Work Order Activity Rules, complete the following fields:

- WO Status

- WO Status Description

- Next Status

4. Complete any of the following fields, as applicable and click OK:

- Allowed Status 1

- Allowed Status 2

- Allowed Status 3

- Allowed Status 4

- Allowed Status 5

- Maint. Status

- Subledger Inactive

- Lock Flag

Working with Work Orders

You can enter a work order to formally request repair work and schedule maintenance. You can also use work orders to record and communicate all details that are related to the repair task.

You must create a work order master for every service that you track. The work order master consists of basic information that defines the work order, such as the work order number, description, and the business unit to which the work order is charged. You can also enter additional information, such as category codes, to further identify the work order.

In addition, you can copy parts from a standard parts list or assign non-standard parts to a work order. You can also assign detailed labor routing instructions to a work order. You can perform the following steps:

- Identify each work center that is needed to perform repair tasks.

- Specify the sequence in which the tasks are performed.

- Indicate the estimated duration of each task.

You can delete any work order from the system unless it has any of the following characteristics:

- It is used as a parent work order.

- It has any account ledger transactions associated with it.

- It has a parts list or a routing attached.

See Also

- ❑ To enter and review work orders on the Web, you must activate Customer Self Service functionality in the processing options for all applications that are parts of your Web environment. See *Working with Work Orders on the Web* in the *Service Management Guide* for information about customer self-service and work orders.

Entering a Work Order

If an issue cannot be resolved by a consultant using the Maintenance Request module with the Failure Analysis module, you can enter a work order.

You enter a work order under the following circumstances:

- You need to bill for the parts and labor that are required to fix a piece of equipment.

- You need to send a technician to the site to repair the problem.

- You use a service provider to resolve the problem and you need to create a voucher for payment.

You can use processing options to set the default values for several fields, such as address book fields and category code fields if you defined those fields during system setup. You can also retrieve numerous default values from a parent work order. For example, you can use values from a parent work order to retrieve the following information:

- Service type

- Start date

- Planned completion date

When you enter a work order, the system creates a record in the Work Order Master File table (F4801) and creates an extension table to store information that is pertinent only to Service Management work orders: the Service Order Extension table (F4817).

► **To enter a work order**

Use one of the following navigations:

For 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.

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.

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

  For Service Management, the Manager represents the Primary Service Provider.

- Supervisor

  For Service Management, the Supervisor represents the Secondary Service Provider.

Note
Depending on the Default Manager processing option on the Process tab, you can enter either a valid address book number for the Manager and the Supervisor fields, or you can choose to use the default hierarchy for managers and supervisors. Refer to the F1 help 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

6. 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.

7. Click the Classification tab.

8. Complete the following optional fields:

    - Phase

    - Category 02

    - Category 03

    - Category 04

    - Category 05

    - Status

    - Service Type

    - Skill Type

    - Experience Level

    - Category 10

    - Priority

    - 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.

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.

Assigning Parts to a Work Order

You can assign parts to a work order to satisfy parts requirements for repair tasks. Depending on how you set up your system, you can indicate how and when the system commits inventory to satisfy the parts requirements for a work order. For example, you can use Workflow Management to direct the system to commit inventory to a work order only at a particular work order status.

You can assign inventory parts when you are creating a work order for an unanticipated emergency repair. You can also assign parts for which you do not maintain an inventory master, such as order parts for which you rarely have a need. All parts inventory information that applies to a work order appears on the Work Order Parts List.

Before You Begin

- ❑ Verify that you have purchased and installed the following systems. You must have installed these systems to be able to use parts lists for work orders:

  - System 30: Product Data Management

  - System 31: Shop Floor Management

  - System 40: Inventory Base and Order Processing

  - System 41: Inventory Management

  - System 43: Procurement

- ❑ Set up substitute parts through the Inventory Cross-Reference program. See *Setting Up Item Cross-References* in the *Inventory Management Guide* for more information about assigning inventory cross-references.

► **To copy an existing parts list**

From the Daily Work Order Processing menu (G1712), choose Work Order Entry.

1. On Work With Work Orders, in the query-by-example row, complete the following field and click Find:

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- Order Number

2. Choose the record and then choose Parts Detail from the Row menu.

3. On Work Order Parts List Revisions, choose Copy BOM from the Form menu.

4. On Copy Screen, click OK to copy the bill of material for the displayed item and branch/plant to the work order parts list.

5. On Work Order Parts List Revisions, make any necessary changes to the parts list and click OK.

► **To manually assign a parts list**

From the Daily Work Order Processing menu (G1712), choose Work Order Entry.

1. On Work With Work Orders, locate the work order to which you want to attach a parts list.

2. Choose the record and then choose Parts Detail from the Row menu.

3. On Work Order Parts List Revisions, choose the applicable component to attach to the work order and click OK.

4. To override the billing adjustment schedule, complete the following field:

- Bill Adj. Schedule

The system retrieves the value for this field from the extension table to the address book that contains SWM Address Book Information table (F1797).

5. To determine if the customer is entitled, review the following field:

- Entitlement Check

A value of 1 indicates that the customer is entitled.

The system retrieves the value for the Entitlement Check field from the Service Order Extension table (F4817).

6. To review coverage information for entitled customers, click the Service and Warranty Mgt tab, and review the following fields:

- Coverage Group

- Percentage Covered

7. To override the cost type of the part, complete the following field:

- Cost Type

The system retrieves the value for this field from the Item Branch Master - Service/Warranty Extension table (F41171).

8. To override whether or not the account is billable, complete the following field:

- Billable Y/N

If a work order has a flat rate, the parts are not billable.

9. If you are pricing using the Advanced Pricing system, review the following field, and override it if necessary:

- Estimated Billable Unit

Based on the value in the Estimated Billable Unit field, the system calculates the Estimated Billable Amount.

10. To override the service provider payment information, complete the following fields:

- Pay Method of Pricing

- Pay Adj. Schedule

The system retrieves the value for these fields from the address book record in the SMW Address Book Information table (F1797).

Processing Options for Work Order Parts List (P3111)

1. Parts List at Prior Revision Levels

Use this processing option to specify whether the program allows you to attach a parts list to prior revision levels of the bill of material for the parent item. Valid values are:

Blank

Do not allow the attachment of a parts list at prior revision levels.

1

Allow the attachment of a parts list at prior revision levels.

2. Select Components for Parts List

Use this processing option to specify whether the system allows you to choose components to be included on the parts list when you copy a work order. If you leave this processing option blank, the system disables the Row menu and includes all components on the parts list. Valid values are:

Blank

Include all components on the parts list.

1

Allow the ability to choose specific components to be included on the parts list.

Process Tab

1. Routings

Use this processing option to specify whether the system generates routings when a parts list is created for a work order. The system adds routing information to the Work Order Parts List table (F3111). Valid values are:

Blank

Do not generate routings when a parts list is created for a work order.

1

Generate routings when a parts list is created for a work order.

2. Substitute Processing Method

blank = Substitute processing will not be done.

1 = Use substitutes for shortages.

2 = Display the Substitute Availability Window when substitute quantity can cover the shortage.

Use this processing option to specify the substitute processing method that the system uses when attaching a parts list to a work order. Valid values are:

Blank

Do not use substitutes for shortages.

1

Use substitutes for shortages.

2

Display the Substitute Availability form when substitute quantity can cover the shortage.

3. Commitment Processing

blank = Commitments will be processed per Commitment Control in Manufacturing Constants (F3009).

1 = Bypass commitment processing.

Use this processing option to specify whether the system generates component commitments (based on commitment control settings stored in the Job Shop Manufacturing Constants table (F3009)), when the parts list is attached to the work order, or whether the the system bypasses commitment processing. Valid values are:

Blank

Use commitment control settings in the Job Shop Manufacturing Constants table (F3009).

1

Bypass commitment processing.

4. Component Generic Text

blank = Do not copy the component's generic text

1 = Copy the component's generic text

Use this processing option to copy the text attachment for a component line item to a work order parts list. Valid values are:

Blank

Do not copy the component's text attachment to a work order parts list.

1

Copy the component's text attachment to a work order parts list.

5. Phantom Operation Sequence Number

blank = Use components' operation sequence number.

1 = Use the phantom's (parent) operation sequence number.

Use this processing option to specify how the system displays operation sequence numbers for components of a phantom item. Valid values are:

Blank

The system displays the operation sequence number of the component.

1

The system displays the operation sequence number of the phantom item.

Warehousing Tab

1. Request Process Mode

blank = Do not generate a pick request

1 = Generate request only

2 = Generate request and process using subsystem

Use this processing option to specify whether the system generates a warehouse pick request for the items on the parts list.

Note: To use this processing option, all warehouse setup must be complete and warehouse control must be turned on in the Branch/Plant Constants program (P41001).

Valid values are:

Blank

Do not generate a pick request.

1

Generate a pick request only.

2

Generate a pick request and process using subsystem.

2. Location Selection Version

Use this processing option to specify the version of the Location Selection Driver program (R46171) that the system uses. If the Request Process Mode processing option is set to 2, you should enter a version here. If you leave this processing option blank, the system uses version ZJDE0007 of the Location Selection Driver program. The version controls how the Location Selection Driver program displays information.

3. Default Staging Location

Use this processing option to enter the default staging location for releasing warehouse goods. When the Request Process Mode processing option is set to generate pick requests, the pick requests are staged at the location you enter here.

4. Check Default Staging Location for Availability

blank = Do not check staging location for availability.

1 = Check staging location for availabilty.

Use this processing option to specify whether the system verifies part availability in the default staging location. If the part is available at the staging location, the system does not generate a request for the part.

Note: This processing option applies to parts with no work center location assigned.

Valid values are:

Blank

Do not verify part availability in the default staging location.

1

Verify part availability in the default staging location.

Versions Tab

1. Work Order Routings - P3112 (ZJDE0001)

Use this processing option to specify the version of the Work Order Routing program (P3112) to use when a routing list is automatically attached to a parts list. The version controls how the Work Order Routing program displays information. If you leave this processing option blank, the system uses version ZJDE0001 of the Work Order Routing program.

2. Work Order Inventory Issues - P31113 (ZJDE0001)

Use this processing option to specify the version that the system uses when you choose the Work Order Inventory Issues program (P31113) from the row menu of the Work Order Parts List form. If you leave this processing option blank, the system uses version ZJDE0001 of the Work Order Inventory Issues program. The version controls how the Work Order Inventory Issues program displays information.

3. Purchase Order Entry - P4310 (ZJDE0001)

Use this processing option to specify the version that the system uses when you choose the Purchase Orders program (P4310) from the row menu of the Work Order Parts List form. If you leave this processing option blank, the system uses version ZJDE0001 of the Purchase Orders program (P4310). The version controls how the Purchase Orders program displays information.

4. Configured Item Specifications - P32942 (ZJDE0001)

Use this processing option to specify the version of the Configured Item Specifications program (P32942) that the system uses when generating a purchase order. If you leave this processing option blank, the system uses version ZJDE0001.

5. Supply and Demand Inquiry - P4021 (ZJDE0003)

Use this processing option to specify the version that the system uses when you choose the Supply and Demand Inquiry program (P4021) from the row menu of the Work Order Parts List form. If you leave this processing option blank, the system uses version ZJDE0003 of the Supply and Demand Inquiry program. The version controls how the Supply and Demand Inquiry program displays information.

Export Tab

1. Export Transaction Type

Use this processing option to specify the transaction type that the system uses for export processing or for supply chain scheduling and planning. Transaction type is a user defined code (00/TT). Enter the transaction type to use as the default value. Blank is a valid value if you do not want to use export processing.

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.

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.

Attaching Service Instructions

You can specify which work center is responsible for each task on a work order. You can specify the sequence of operations for each task, as well as the labor rates and the number of hours that is necessary to complete each task.

You can assign labor details to a work order using the following methods:

- Copy labor details from standard instructions.
- Manually assign labor details.

When you know the labor requirements for a particular task in advance, you can set up standard instructions for the task. You can copy from the instructions when you need to assign labor details for similar tasks. You can manually assign labor details for any task for which you have not set up standard instructions.

Before You Begin

❑ To use labor detail for work orders, verify that you have purchased and installed the following required systems:

- System 30: Product Data Management

- System 31: Shop Floor Management

- System 40: Inventory Base and Order Processing

- System 41: Inventory Management

- System 43: Procurement

► **To copy labor details from standard instructions**

From the Daily Work Order Processing menu (G1712), choose Work Order Entry.

After you have created a work order, you can copy labor details from standard instructions. Labor details establish the responsible work center for each task on a work order, as well as the sequence of operations for the tasks.

1. On Work With Work Orders, in the query-by-example row, complete the following field and click Find:

   - Order Number

2. Choose the record and choose Labor Detail from the Row menu.

3. On Work Order Labor Details, choose Copy by Item from the Form menu.

4. On Copy by Item, click OK to copy the standard instructions for the displayed item and branch/plant to the work order labor details.

    You can accept the values on the Copy by Item form or enter different values. The system completes the Work Order Labor Details form with values from the standard instructions.

5. On Work Order Labor Details, make any additional changes and click OK.

► **To manually assign labor details**

From the Daily Work Order Processing menu (G1712), choose Work Order Entry.

After you have created a work order, you can manually assign labor details for any task for which you have not set up standard instructions.

1. On Work With Work Orders, in the query-by-example row, complete the following field and click Find:

    •   Order Number

2. Choose the record and choose Labor Detail from the Row menu.

3. On Work Order Labor Details, complete the following fields:

    •   Work Center

        The system retrieves the value for the Work Center field from the service provider address book record, if available.

- Oper Seq#

- Description

- Estimated Hours

- Capacity UOM

  Capacity unit of measure is required if you use Advanced Pricing.

  The system retrieves the value for the Customer field from the Work Order Master table (F4801).

4. To determine if the customer is entitled, review the following field:

   - Entitlement Check

   A value of 1 indicates that the customer is entitled.

   The system retrieves the value for the Entitlement Check field from the Work Order Master table (F4801).

5. To review coverage information for entitled customers, review the following fields:

   - Coverage Group

   - Percentage Covered

6. To override the cost type of the labor, complete the following field:

   - Cost Type

7. To override whether or not the account is billable, complete the following field:

   - Bill Y/N

8. To override the labor costs associated with the order, complete the following field:

   - Est. Billable Rate

9. Complete the following optional fields:

   - Op St

   - Piecework Rate

   - Scheduled Finish Time

   - Percent of Overlap

   - Setup Crew

   - Message Number

Note

To see the payable fields, ensure that you set the P17732 processing option to display payable fields.

10. To override payable information, complete the following fields and click OK:

- Payable Y/N

- Pay Price Method

- Payable Adj Schedule

- Est. Payable Rate

- Estimated Payment Amount

- Act. Payable Rate

- Payment Amount

- Paid Date

11. On Work Order Labor Details, choose the applicable instructions to attach to the work order and click OK.

Processing Options for Work Order Routing (P3112)

Process

1. Create Parts List

Blank = No Parts List.
1 = Parts List.

2. Operation's Generic Text

Blank = Does not copy to the work order routing.
1 = Copies to the work order routing.

3. Queue and Move Hours

Blank = Do not default Queue and Move Hours from Work Center.
1 = Always Default Queue and Move Hours from Work Center.
2 = Default Queue and Move Hours from Work Center only for manual entry.

4. Override Number of Employees/Machines to '1'

Blank = Use Existing No. of Employes/Machines
1 = Override No. of Employees/Machines to '1'
Export

1. Transaction Type

Enter the Transaction Type for the export transaction.

Blank = Export processing will not be performed.

Versions

1. Capacity Load program (P3313)

Blank = ZJDE0003

2. Work With Activity Based Costing Workbench (P1640)

Blank = ZJDE0001

3. Resource Assignment (P48331)

Blank = ZJDE0001

4. Outside Operation Revisions (P3161)

Blank = ZJDE0001

Processing Options for Work Order Labor Detail (P17732)

Process Tab

1. Parts Detail

Blank = Do not automatically create Parts Detail.

1 = Automatically create Parts Detail.

Use this processing option to specify whether the system creates parts detail records
when you create labor detail lines for a work order. Valid values are:

Blank

Do not create parts detail records.

1

Create parts detail records. The system stores the parts detail information in the Work
Order Parts List table (F3111).

2. Operation's Generic Text

Blank = Do not copy to the work order routing.

1 = Copies to the work order routing.

Use this processing option to specify whether the system copies the generic text of an operation and attaches it to a work order labor detail record. Valid values are:

Blank

Do not copy the generic text.

1

Copy and attach the generic text.

3. Queue and Move Hours

Blank = Do not default Queue and Move Hours from Work Center.

1 = Always Default Queue and Move Hours from Work Center.

2 = Default Queue and Move Hours from Work Center only for manual entry.

Use this processing option to specify whether the system enters the queue and move hours from the work center into the Work Order Labor Detail program (P17732) when the queue and move hours are blank in the Work With Routing Master program (P3003). Valid values are:

Blank

Do not enter the queue and move hours from the work center.

1

Enter the queue and move hours from the work center only when those fields are blank in the Routing Master program.

2

Enter the queue and move hours from the work center only when you manually add a

routing step or instruction in the detail area for work orders.

4. Address Search Type for employees

Defaults Tab

1. Time Basis Code

Display Tab

1. Billable Fields

Blank = Display billable fields.

1 = Hide billable fields.

Use this processing option to specify whether the system displays the billable-related fields in the labor detail area. Valid values are:

Blank

Display the billable-related fields.

1

Hide the billable-related fields.

2. Payable Fields

Blank = Display payable fields.

1 = Hide payable fields.

Use this processing option to specify whether the system displays the payable-related fields in the labor detail area. Valid values are:

Blank

Display the payable-related fields.

1

Hide the payable-related fields.

3. Hide Contract-related fields

Blank = Display contract-related fields.

1 = Hide contract-related fields.

Use this processing option to specify whether the system displays the contract-related fields, such as Customer Number, Site Number, Entitlement Check, Coverage Group, and Percentage Covered. Valid values are:

Blank

Display the contract-related fields.

1

Hide the contract-related fields.

Export Tab

1. Transaction Type

Enter the Transaction Type for the export transaction.

Blank = Export processing will not be performed.

Use this processing option to specify a transaction type for a work order to use for export processing or for supply chain scheduling and planning. Enter a value from UDC 00/TT. If you do not want to use export processing, leave this processing option blank.

Versions Tab

1. Capacity Load program (P3313)

Blank = ZJDE0003

Use this processing option to specify the version of the Capacity Load program (P3313). The system uses this program to identify the capacity load in a work center for a specific operation in the work order routing. If you leave this processing option blank, the system uses the ZJDE0003 version.

2. Work With Activity Based Costing Workbench (P1640)

Blank = ZJDE0001

Use this processing option to specify the version of the Activity Based Costing Workbench program (P1640). If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Equipment Master Workbench (P1701)

Blank = ZJDE0001

Use this processing option to specify the version of the Work with Equipment Master program (P1701). If you leave this processing option blank, the system uses the ZJDE0001 version.

4. Work Order Process Resource Revisions (P3111P) (Future)

Blank = ZJDE0001

Use this processing option to specify the version of the Work Order Process Resource Revisions program (P3111P). If you leave this processing option blank, the system uses the ZJDE0001 version.

What You Should Know About Processing Options for Work Order Labor Detail (P17732)

You can access the processing options for Work Order Labor Detail by retrieving P17732 in the Interactive Versions application.

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 usesfor the for downtime analysis in Status History program(P1307). The system uses this date when calculating the mean time between failures. Valid values are:

Blank

Use the acquired date from the equipment master.

1

Use the installation date from the equipment master.

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

2. Equipment Downtime Status

Blank = Default from current status

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

Versions Tab

1. Work Order Revisions (P17714) Version

Blank = ZJDE0003

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

2. Equipment Master (P1702) Version

Blank = ZJDE0001

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

Reviewing Work Order Parts Lists

Review work order parts lists to view the most current information about the parts requirements of your work orders. Use Parts List Inquiry to review information for individual work orders or a selection of related work orders. You can review the following:

- Parts requirements that are based on work order status

- Parts requirements that are based on the start date

- Parts with a negative availability

► **To review work order parts lists**

Note

You can search for parts information based on a work order number or on a combination of fields on the Additional Selection Criteria form, but not on both.

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.

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.

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.

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.

Creating Work Order Prepayment Transactions

To track your customer's payments that are prepaid, you can use prepayment processing. Customers can prepay by using cash, check, or credit card. If payment has already been made for service, the invoice reflects that the work order has been prepaid. If prepayments are being used with the work order, the full amount of the work order must be prepaid.

Before You Begin

❑ Define the processing options for Work Order Revisions (P17714) to process prepayment transactions.

▶ **To create work order prepayment transactions**

From the Daily Work order Processing menu (G1712), choose Work Order Entry.

1. On Work With Work Orders, locate, choose and then select the work order that is being prepaid.

2. On Work Order Revisions, click the Accounting tab.

3. Complete the following fields under the Accounting heading, and then click OK:

   • Payment Instrument

   • Change Original Dollars

Processing Work Orders

After you have created work orders and made any necessary revisions, you can issue inventory to work orders and post inventory to the general ledger.

Issuing Inventory to Work Orders

You can use the Inventory Issue Revisions form to issue material that is associated with a work order. You can also change the commitments that the system recorded. When you change commitments, the system displays an error message if the quantities do not equal the total quantity required. The system also adjusts the available balance for any location for which you changed the quantity that is committed. The system creates journal entries. The total cost of each part can be split into separate journal entries, based on the percentage of the part that is covered under a contract.

To reverse an issue transaction, enter the item quantity as a negative number. The system decreases the amount in the Quantity Issued field.

Before You Begin

❑ Set up work order document types in the Document Type Maintenance program (P40040) from the Work Order Setup menu (G1742).

❑ Ensure that you have set up Inventory AAIs to track inventory cost.

▶ **To issue material from a single location**

From the Daily Work Order Processing menu (G1712), choose Work Order Inventory Issues.

1. On Work With Work Order Inventory Issue, complete the following field and click Find:

   • Skip to Order Number

2. Choose an item and click Select.

3. On Inventory Issue Revisions, review or revise the following fields:

   - Issue Material For/UOM

   - Issue To

   - Mt St

   - Quantity Ordered

   - UM

   - Location

   - Lot Serial Number

4. Click OK.

► **To issue material from multiple locations**

From the Daily Work Order Processing menu (G1712), choose Work Order Inventory Issues.

This task is only necessary to issue material from locations that are different than what is listed on the Inventory Issues form.

1. On Work With Work Order Inventory Issue, complete the following field and click Find:

   • Skip to Order Number

2. Choose an item and click Select.

3. On Inventory Issue Revisions, complete the following field:

   • Issues

4. Choose an item and choose Multi-Location from the Row menu.

5. On Select Multiple Locations, review the following default information:

   • Quantity

   • Location

   • Lot / Serial

   • Branch/Plant

Processing Options for Work Order Inventory Issues (P31113)

Edits Tab

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

1. Document Type

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

2. Work Order Status Code

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

work order header status code.

3. Material Status Code

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

4. Work Order Status Code Limit

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

5. Negative Quantity on Hand

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

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

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

6. Item Sales History

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

1   The system updates the Sales Item History table.

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

7. Lot Hold Codes

a. Lot Hold Code #1

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

b. Lot Hold Code #2

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

c. Lot Hold Code #3

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

d. Lot Hold Code #4

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

e. Lot Hold Code #5

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

8. Unplanned Issues

Use this processing option to specify whether the system processes unplanned issues.

Valid values are:

1   The system processes unplanned issues.

Blank The system does not process unplanned issues.

9. Purchase Order Document Type

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

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

Display Tab

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

1. Issue Type Code

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

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

Blank The system displays components of all issue type codes.

2. Lot Number

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

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

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

3. Issue Material For

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

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

1   The system automatically enters the quantity.

Blank The system does not enter the quantity.

4. Apply Shrink to Issue Quantity

1 = Apply

Blank = Do not apply

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

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

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

5. Apply Yield to Issue Quantity

1 = Apply

Blank = Do not apply

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

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

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

6. Select All Lines for Issue on Entry

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

Blank

Process unviewed records after clicking OK.

1

Do not process unviewed records after clicking OK.

7. Display Only Open Lines

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

Blank

Display all lines in the detail area.

1

Display only open lines in the detail area.

Versions Tab

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

1. Shortage Maintenance (P3118)

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

2. Open Purchase Orders (P3160W)

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

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

3. PO Receipts (P4312)

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

4. Movement and Disposition (P43250)

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

Equipment Management Tab

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

1. Work Order Number

Use this processing option 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 P31113

Equipment Management tab, Work Order Number	For Service Management, enter 1 for equipment issue entries.

Reviewing and Approving Inventory Journal Entries

From the Daily Work Order Processing menu (G1712), choose G/L Journal Review.

You can review information at different levels before posting journal entries. You can:

- Review a list of journal entry batches.
- Revise journal entry detail.

When you review journal entries for posting, you can display a list of batches based on the batch type, number, date, status, or your user ID. For example, you might want to review all batches with a posting status of pending. If the batch review security feature is activated, the system lists only the batches that you are authorized to review and approve.

After you review a list of batches, you can access transaction detail within a specific batch of journal entries. For example, you can review the number of journal entries within a batch. You can also select a specific journal entry for review.

The G/L Journal Review program displays and updates information in the Batch Control Records (F0011) and Account Ledger (F0911) tables.

After you enter and review a batch of journal entries, you might need to approve it before posting can occur. Based on your company requirements as defined by the general accounting constants, the system assigns either a pending or an approved status to the batch.

Posting Inventory to the General Ledger

From the Daily Work Order Processing menu (G1712), choose Post Inventory to G/L.

After you enter, review, and approve inventory journal entries, post them to the general ledger. You can use various methods to post journal entries.

See Also

❑ *Journal Entry Processing* in the *General Accounting Guide* for information about the methods and instructions on posting journal entries

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.

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 Accouting 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.

1. Update Tax File

Blank = No update to Tax File

1 = VAT or Use Tax only

2 = For all Tax Amount

3 = For all Tax Explanation Codes

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

Blank

The system does not update the Taxes table.

1

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

2

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

3

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

2. Update VAT Discounts

Blank = No Adjustment

1 = Update VAT only

2 = Update VAT, Ext Price and Taxable

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

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

o Tax on Gross Including Discount

o Discount on Gross Including Tax

Valid values are:

Blank

The system does not adjust tax amounts for discounts taken.

1

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

2

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

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

o Adjustment to the gross amount (extended price) = discount taken

o Adjustment to the taxable amount = (taxable amount / gross amount) x discount taken

o Adjustment to the tax amount = (tax amount / gross amount) x discount taken

For example:

Tax Rate = 25%

Discount Taken = 12.50 USD

Gross Amount (Extended Price) = 1,250.00 USD

Taxable Amount = 1,000.00 USD

Tax Amount = 250.00 USD

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

o Adjustment to the Gross Amount = 12.50

o Adjustment to the Taxable Amount = 10.00

o Adjustment to the Tax Amount = 2.50

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

o Adjusted Gross Amount: 1,250.00 - 12.50 = 1,237.50

o Adjusted Taxable Amount: 1,000.00 - 10.00 = 990.00

o Adjusted Tax Amount: 250.00 - 2.50 = 247.50

3. Update VAT Receipts and W/O

Blank = No Adjustment

1 = Update VAT only

2 = Update VAT, Ext Price and Taxable

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

Blank

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

1

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

2

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

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

- o Adjustment to the gross amount (extended price) = write-off amount

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

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

For example:

Tax Rate = 25%

Write-off Amount = 12.50 USD

Gross Amount (Extended Price) = 1,250.00 USD

Taxable Amount = 1,000.00 USD

Tax Amount = 250.00 USD

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

- o Adjustment to the Gross Amount = 12.50

- o Adjustment to the Taxable Amount = 10.00

- o Adjustment to the Tax Amount = 2.50

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

- o Adjusted Gross Amount: 1,250.00 - 12.50 = 1,237.50

- o Adjusted Taxable Amount: 1,000.00 - 10.00 = 990.00

- o Adjusted Tax Amount: 250.00 - 2.50 = 247.50

Process Tab

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.

Entering Time

Use the Work Order Time Entry program (P311221) to charge hours and quantities to a work order. You can use the processing options to display the information in order number format or employee number format. Use these formats to record time and quantities for employees against work order routing steps, or work order routing steps against employees.

Note the following important information about entering hours and quantities:

- Enter the quantity completed only once for each operation sequence number. Entering the quantity for each type of hours causes a variance amount.

- Enter hours using beginning and ending times for each entry or enter the actual hours up to two decimal places.

- Reverse completed or scrapped quantities that you have entered by entering the quantity as a negative value.

► **To enter time**

From the Daily Work Order Processing menu (G1712), choose Work Order Time Entry.

1. On Work With Work Order Time Entry, complete the following fields and click Find:

   - Work Date

   - Employee Number

2. To enter hours and quantities, click Add.

3. On Time Entry Revisions, complete the following optional fields and click OK:

   - Oper #

   - Ty Hrs

   - Hours

   - Quantity

305

- UM

- St

Processing Options for Work Order Time Entry (P311221)

Display

1. Display

Blank = Employee Format Display
1= Order Number Format Display

Defaults

1. Enter the Document Type associated with Shop Floor Activity.

2. Work Order Status Code
Edits

1. Enter the Status Code beyond which Shop Floor Activity cannot be entered.

2. Quantity Verification

Blank = Disable Quantity Verification
1 = Enable Quantity Verification

3. Employee Rate

Blank = Show Rates
1 = Hide Rates

4. Apply Yield to Completed Quantity

Blank = Do not apply
1 = Apply

Versions
Enter the version for each application.

1. Test Results Revisions (P3711)

Blank = ZJDE0001

2. Manufacturing Scheduling Workbench (P31225)

Blank = ZJDE0001

3. Production Status (P31226)

Blank = ZJDE0001

4. Hours and Quantities Update (R31422)

Blank = XJDE0001

Interop

1. Work Order Transaction Type

2. Work Order Header Before Image

Blank = Do not include the image
1 = Include the image

Updating Hours and Quantities

Use one of the following navigations

From the Daily Work Order Processing menu (G1712), choose Hours and Quantities Proof.

From the Daily Work Order Processing menu (G1712), choose Hours and Quantities Update.

To process the hours and quantities that you have entered and to create journal entries for the costs, you must run the Hours and Quantities Update batch program. This program updates the Work Order Routing table (F3112) and creates journal entries. The total cost of each routing is split into separate journal entries, based on the percentage of the routing that is covered under a contract. After you run this program, you cannot make changes.

You can run the Hours and Quantities Proof program (R31322) before running W.O. Hours and Quantities Update (R31422) to review and correct any errors.

Note

In the processing options of the W.O. Hours and Quantities Update program, you must activate the SWM processing option 1, Create SWM Journal Entries, for the system to create journal entries.

Before You Begin

❑ Ensure that the document type on your work order is set to 1 in the Work Order field on the Document Type Maintenance program (P40040).

❑ Set up AAIs to cost routings.

Processing Options for W.O. Hours and Quantity Update (R31422)

Interop Tab

1. Transaction Type

   A specific transaction type

   Blank = No outbound transaction processing

Use this processing option to specify the transaction type for the hours and quantities the system uses when processing outbound transactions. If you leave this field blank, the system does not perform outbound processing.

2. Outbound Subsystem UBE

   1 = The UBE will be called

   Blank = The UBE will not be called

Use this processing option to specify whether the system calls the subsystem after the Hours and Quantities Update program (P31422) successfully processes the outbound transactions. Valid values are:

   1   The system calls the subsystem.

   Blank The system does not call the subsystem.

SWM Tab

1. S/WM Journal Entries

   1 = Create S/WM journal entries

   Blank = Do not create S/WM journal entries

Use this processing option to specify whether the system creates journal entries for SWM Work Orders. Valid values are:

1

The system creates SWM journal entries.

Blank

The system does not create SWM journal entries.

2. Flex Accounting

1= Use flex accounting

Blank = Do not use flex accounting

Use this processing option to indicate whether this program searches for flex accounting rules to populate cost objects in the Account Ledger table (F0911).

The system requires flex accounting to attach cost objects to the journal entries. Valid values are:

1   The system uses flex accounting.

Blank The system does not use flex accounting.

3. General Ledger Date

A specific date

Blank = Use today's date

Use this processing option to specify the date that appears on journal entries. If you leave this field blank, the program uses the system date.

4. Subledger

1 = Default order number

Blank = Do not default order number

Use this processing option to specify whether the system uses the work order number as the default in the Subledger field. Valid values are:

1   The system uses the work order number as the default.

Blank The system does not supply a default value.

5. Document Type

A specific document type

Blank = Default 'IH'

Use this processing option to specify the default document type that the system enters for journal entries on extra cost components if you do not use routings. Document type is a user defined code (00/DT) that identities the origin and purpose of the document. Enter the document type to use as the default value or choose it from the Select User Define Code form. If you use routings, the system automatically assigns a document type of IH. If you leave this field blank, the system uses document type IH.

Defaults Tab

1. Work Order Status Code

Use this processing option to specify the work order status code (UDC 00/SS) that the system uses to update the work order when hours and quantities are posted to the work order routing. If you leave this processing option blank, the system does not update the work order status code.

Reviewing and Approving Cost Routing Journal Entries

From the Daily Work Order Processing menu (G1712), choose G/L Journal Review.

You can review information at different levels before posting journal entries. You can:

- Review a list of journal entry batches.
- Revise journal entry detail.

When you review journal entries for posting, you can display a list of batches that are based on the batch type, number, date, status, or your user ID. For example, you might want to review all of the batches with a posting status of pending. If the batch review security feature is activated, the system lists only the batches that you are authorized to review and approve.

After you review a list of batches, you can access transaction detail within a specific batch of journal entries. For example, you can review the number of journal entries within a batch. You can also select a specific journal entry for review. The General Journal Review program (P0911B) updates and displays information in the Batch Control (F0011) and the Account Ledger (F0911) tables.

After you enter and review a batch of journal entries, you might need to approve the batch before it can be posted. Based on your company requirements as defined by the general accounting constants, the system assigns either a pending or an approved status to the batch.

Before You Begin

- ❑ Change the value in the Batch Type field to 0 (zero).

Posting Cost Routing Journal Entries to the General Ledger

From the Daily Work Order Processing menu (G1712), choose Post Inventory to G/L.

After you enter, review, and approve cost routing journal entries (batch type equal to zero), post them to the general ledger. You can use various methods to post journal entries.

See Also

- ❑ *The Journal Entry Post Process* in the *General Accounting Guide* for information about these methods and instructions on posting journal entries

Before You Begin

- ❑ Verify that the batch has an approved status.
- ❑ Ensure that all of the posting menu selections are routed to the same job queue and that the job queue allows only one job to process at a time.

Billing and Paying Work Orders

The typical billing and payment process includes accumulating work orders to bill and pay, creating and printing invoices, and recording journal entries for income and receivables.

Invoices are based on billable work orders, and the first step in the billing process is to accumulate the billable work orders. Vouchers are based on payable work orders, and the first step in the payment process is to accumulate payable orders.

When you run Work Order Workfile Generation, the system gathers the work orders that are eligible for billing and payment from the Work Order Parts List table (F3111), the Parts List - Extension table (F31171), the Work Order Routing table (F3112) and the Routing Instructions - Extension table (F31172) and then creates Billing Detail Workfile records (F4812).

For multicurrency environments, the system retrieves currency information from the following sources:

When billing for a part or routing	Domestic: currency code of the company to which the work order business unit belongs.
	Foreign: currency code of the customer within the Customer Master.
When paying for a part or routing	Domestic: currency code of the company to which the work order business unit belongs.
	Foreign: currency code of the service provider within the Supplier Master.

Understanding Work Order Billing in Service Management

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

The typical payment process includes accumulating work orders for payment, creating and printing invoices, and recording journal entries for income and receivables.

When you perform work order billing, you create accounts receivable entries for customers whom you invoice. You also create accounts payable entries for service providers that you pay. Based on a processing option in the SWM Work Order Workfile Generation program (R1775), you can choose to gather billable and payable records at the same time, or do one process before the other.

See Also

❑ *Billing for Service Management* in the *Service Management Guide* for information and tasks about billing customers for work orders

❑ *Voucher Processing for Service Management* in the *Service Management Guide* for information and tasks about generating vouchers for work orders

Customer Invoice Processing

When you generate the work order workfile using SWM Work Order Workfile Generation (R1775), the system gathers the orders that are eligible for billing from the Work Order Master File table (F4801), the Service Order Extension (F4817), the Work Order Parts List (F3111), the Parts List - Extension table (F31171), the Work Order Routing table (F3112) and the Routing Instructions - Extension table (F31172), and creates the Billing Detail Workfile records (F4812).

After you generate the work order workfile, you must continue the standard billing process, which includes:

- Generating the invoice workfile using the Service Billing Invoice Generation program (P48121)

- Printing invoices (R48504)

- Generating the Invoice Journal using the Invoice Journal Generation program (R48131)

- Creating A/R and G/L entries using the Create A/R Entries program (R48199)

- Posting the A/R and G/L entries using the standard General Ledger Post Report program (R09801)

Run the Invoice Processing program to group workfile transactions and assign invoice numbers. When you run the Invoice Generation program, the system summarizes one or more workfile transactions into pay item records. Pay items are the billing lines that make up the total amount of a specific invoice. The system stores pay item information in the Invoice Summary Work File (F4822), and updates the workfile transaction records with the new invoice information and the sequence and summarization key information.

After you run the Invoice Processing Program, you can print invoices for your customers for services provided to them.

To complete the billing process, you must create A/R and G/L entries. You first create preliminary A/R and G/L entries using the Invoice Journal Generation program (R48131). When the system creates preliminary A/R and G/L entries, you can review the resulting reports, the Billing Journal Register and the Invoice Journal Generation Report, to determine whether the entries were generated with errors.

After you ensure that no errors are within the batch, you can create the final A/R entries, using Create A/R Entries (R48199), and then post invoices to the general ledger.

Service Provider Voucher Processing

When you generate the work order workfile using SWM Work Order Workfile Generation (R1775), the system gathers the orders that are eligible for payables and creates records in the Billing Detail Workfile (F4812).

After you generate the work order workfile, you must continue the standard voucher process, which includes:

- Generating the voucher workfile using the Voucher Generation program (R48122)

- Printing vouchers

- Generating the Voucher Journal using the Journal Generation program (R48131)

- Creating A/P and G/L entries using the Create A/P Entries program (R48197)

- Posting the A/P and G/L entries using the standard General Ledger Post Report program (R09801)

Run the Voucher Generation program to group workfile transactions and assign voucher numbers. The system stores pay item information in the Voucher Summary table (F4823), and updates the workfile transaction records with the new voucher information and the sequence and summarization key information.

To complete the billing process, you must create A/P and G/L entries. You first create preliminary A/P and G/L entries using the Journal Generation program (R48131). When the system creates preliminary A/R and G/L entries, you can review the resulting reports, the Journal Edit Register and the Journal Audit Report, to determine whether the entries were generated with errors.

After you ensure that no errors are within the batch, you can create the final A/P entries, using Create A/P Entries (R48197) and then post invoices to the general ledger, using the standard General Ledger Post Report program.

Generating the Work Order Workfile

From the Periodic Work Order Processing menu (G1722), choose Work Order Workfile Generation.

Generating the work order workfile allows you to do the following:

- Bill customers for services that you provided to them.
- Pay service providers for services that they provided to your company.

The system retrieves the billing information from the parts and routing detail lines.

The following tables are accessed when you generate the Work Order Workfile:

Work Order Master File (F4801)	Contains general work order information
Service Order Extension (F4817)	Contains work order information that is specific to Service Management
Work Order Parts List (F3111)	Contains general parts list information
Parts List - Extension (F31171)	Contains parts list information that is specific to Service Management
Work Order Routing (F3112)	Contains general routing and instruction information
Routing Instructions - Extension (F31172)	Contains information about routings and instructions that is specific to Service Management

Generating the Work Order Workfile creates or updates the following tables:

Billing Details Workfile (F4812)
When you run the Work Order Workfile Generation program in final mode, the system creates table F4812 records for each detail line within the Work Order Parts List table (F3111) and Work Order Routing table (F3112). When you create payable records to pay a service provider, the system creates a record within the Billing Details Workfile for the Covered Expense and a separate record for the Non-Covered Expense.

Parts List - Extension (F31171)
Based on the processing involved, it is possible for the system to update the following:

- Date Billed
- Date Paid
- Actual Billable Unit
- Actual Payable Unit
- Actual Billable Amount
- Actual Payable Amount

Routing Instructions - Extension (F31172)
Based on the processing involved, it is possible for the system to update the following:

- Date Billed
- Date Paid
- Actual Billable Rate
- Actual Payable Rate
- Actual Billable Amount
- Actual Payable Amount

Processing Options for SWM Work Order Workfile Generation (R1775)

Process

1. Proof or Final Mode

Blank = Proof Mode
1 = Final Mode

2. Work Center Or Report

Blank = Write errors to work center
1 = Write errors to Report

3. Bill Work Orders

Blank = Bill Work Orders
1 = Do Not Bill Work Orders

4. Pay Work Orders

Blank = Pay Work Orders
1 = Do NOT Pay Work Orders

5. Use Price Adjustment History

Blank = Do not use Price Adjustment History
1 = Use Price Adjustment History
Billables

1. Parts/Labor Pricing

Blank = No actual billable amounts
1 = All
2 = Do not calculate

2. Billable Subledger Default

Blank = No Default
1 = Work Order Number
2 = Customer Number
3 = Site Number
4 = Short Item Number
5 = Contract Number
6 = Equipment Number

3. Date Billed

Blank = System Date
1 = Estimated Start Date on Service Order
Payables

1. Parts/Labor Pricing

Blank = No actual payable amounts
1 = All
2 = Do not calculate

2. Payable Subledger Default

Blank = No Default
1 = Work Order Number
2 = Customer Number
3 = Site Number
4 = Short Item Number
5 = Contract Number
6 = Equipment Number
7 = Service Provider Number

3. Date Paid

Blank = Use System Date
1 = Use Estimated Start Date on Work Order
Vertex
These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.
Billables:

1. Parts Transaction Type

Blank = SERVIC

2. Labor Transaction Type

Blank = SERVIC

3. Flat Rate Billings Transaction Type

Blank = SERVIC
Payables:

1. Parts Transaction Type

Blank = SERVIC

2. . Labor Transaction Type

Blank = SERVIC

3. Flat Rate Payables Transaction Type

Blank = SERVIC

Working with Work Orders on the Web

As part of your company's customer service solution, you can provide customer service over the Web. Customer Self-Service for Service Management 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.

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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.

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.

Activating Processing Options for Customer Self-Service in Service Management

To enable your customers to use your Web site to enter and review orders and review service and billing information, you must activate the customer self-service processing options for the following programs:

- Maintenance Request Entry (P17501)

- Work with Maintenance Requests (P17500)

- Work with Work Orders (P48201)

- Work Order Revisions (P17714)

- Equipment Search/Select (P17012S)

  Specify the version of Equipment Search/Select in the version of Work Order Revisions (P17714) that is set up for customer self-service.

- Entitlements Inquiry (P1723)

When you activate the processing options for customer self-service, the system displays only the fields for maintenance requests, work order entry, order inquiry, item information, and customer information that are useful to your customers.

Warranty Claims Management

Service dealers and assessors use the Warranty Claims program (P1777) differently in performing their tasks.

Service dealers use this program to enter new warranty claims and inquire on the status of outstanding claims. The program requires minimal data to enter a claim, including any repair details.

Assessors use this program to evaluate submitted warranty claims so that they can approve or reject them. The program provides the information that is needed to make a claim approval decision, and assessors enter details of the claim approvals or rejections. The program is also an entry point for creating and maintaining the Returned Material Authorization (RMA) for returned parts.

The program can use Advanced Pricing to obtain the Claimed Unit Rate and the Approved Unit Rate, taking into consideration the terms and conditions that are specified in the contracts with the customers.

See Also

❑ *Setting Up Activity Rules for Work Orders* in the *Service Management Guide*. In addition to the reasons listed for using activity rules, you need to set up activity rules to specify who has the edit authority to update warranty claims at a certain status.

Setting Up AAIs for Warranty Claims

You must create AAIs for each unique combination of company, document type, and G/L class (G/L offset account), and cost type that you want to use. Each AAI is associated with a specific G/L account that consists of a business unit; an object; and, optionally, a subsidiary.

When you set up AAIs for Service Management, the system uses distribution AAIs for warranty claims billing and paying. Warranty claims-related distribution AAIs consist of the following:

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

Based on the four key fields --Company, Document Type, G/L Class Code, and Cost Type -- the system retrieves the G/L Account to use when creating an entry in Workfile Revisions (P4812).

Entering a Warranty Claim

Use the Warranty Claims program (P1777) to enter a new claim or inquire on the status of an existing claim.

► **To enter a warranty claim**

From the Daily Warranty Claim Processing menu (G1717), choose Warranty Claim Entry.

1. On Work With Warranty Claims, click Add.

2. On the General tab of Warranty Claim Revisions, complete the following fields under the Dealer heading:

   - Service Dealer

     This field is required.

   - Dealer Reference

   - Assessor

3. Complete the following fields under the Product heading:

    - Serial Number

    - Inventory Item Number

    - Lot/Serial Number

    - Product Model

    - Product Family

    - Address Number

4. Complete the following fields under the Meter Reading heading:

    - Current Balance Meter 1

    - Current Balance Meter 2

    - Current Balance Meter 3

5. Complete the following fields under the Failure heading:

    - Causal Part

    - Causal Part Business Unit

    - Causal Supplier

    - Defect Code

    - Component Code - Part

    - Problem
      This field is required.

    - Supplier Lot

    - Failure Date
      This field is required.

    - Repair Date
      This field is required.

6. Click the Classification tab and complete any of the optional category code fields.

7. Click the Accounting tab and complete the following field:

    - Business Unit

8. Click OK.

Processing Options for Warranty Claims (P1777)

Defaults

1. Document Type for the Claim

2. Service Type for the Claim

3. Category Code 01

4. Category Code 02

5. Category Code 03

6. Category Code 04

7. Category Code 05

8. Category Code 06

9. Category Code 07

10. Category Code 08

11. Category Code 09

12. Category Code 10

13. Repair Date

Blank = Do not default
1 = Default today's date

14. Branch

15. Responsible Business Unit

16. Supplier Recovery Flag
Edits

1. Require Meter Reading 1

Blank = Do Not Require entry for Current Balance for Meter 1.
1 = Require entry for Current Balance for Meter 1.

2. Require Meter Reading 2

Blank = Do Not Require entry for Current Balance for Meter 2.
1 = Require entry for Current Balance for Meter 2.

3. Require Meter Reading 3

Blank = Do Not Require entry for Current Balance for Meter 3.
1 = Require entry for Current Balance for Meter 3.
Versions

1. Product Registration (P17051) Version

Blank = ZJDE0001

2. Return Material Authorization Revisions (P400511) Version

Blank = ZJDE0001

3. Supplier Recovery Claims (P1779) Version

Blank = ZJDE0001

4. Parts Detail (P17710) Version

Blank = ZJDE0001

5. Labor Detail (P17712) Version

Blank = ZJDE0001

6. Create Supplier Recovery Claim (R1776) Version

Blank = XJDE0001

7. Entitlement Inquiry (P1723) Version

Blank = ZJDE0001

8. Work With RMA (P40051) Version

Blank = ZJDE0001
Process

1. Enable the application functionalities related:

Blank = Service Dealers
1 = Assessors
2 = Recovery Managers

2. Product Registration Validation

Blank = Validate Product Registration (soft error)
1 = Validate Product Registration (hard error)
2 = Do not validate Product Registration

3. Service Dealer against the Selling Dealer validation:

Blank = Do not Validate
1 = Validate Service and Selling Dealer (soft error)
2 = Validate Service and Selling Dealer (hard error)

4. Assign Assessor to a claim:

Blank = Automatically assign Assessors
1 = Do not assign Assessor automatically

5. Entitlement Checking:

Blank = Bypass Entitlement Checking
1 = Check Entitlement Checking using the date table (F1791)
2 = Check Entitlement Checking without the date table

6. Allow Defaulted Service Dealer to Change:

 Blank = Do not allow the default to be changed
 1 = Allow the default to be changed

7. Claim status to indicate Approval.

8. Claim status to indicate Denial.

9. Check for duplicate dealer reference

   Blank = Check for duplicate dealer reference (soft error)
   1 = Check for duplicate dealer reference (hard error)
   2 = Do not check for duplicate dealer reference

10. Validate lot numbers for Product.

   Blank = Do not validate lot numbers
   1 = Validate lot numbers

11. Validate lot numbers for Causal Part.

Blank = Do not validate lot numbers
1 = Validate lot numbers

12. Automatically add parts line while adding a claim

 Blank = Do not add
 1 = Add a parts line

13. Automatically add labor line while adding a claim

 Blank = Do not add
 1 = Add a labor line

Supplier Recovery Management

Recovery managers use the Supplier Recovery Claims program (P1779) to enter claim information. The program can use Advanced Pricing to obtain the Claimed Unit Rate and the Approved Unit Rate, considering the terms and conditions that are specified in the contracts with the suppliers.

You can also use this program to create a supplier recovery claim without a warranty claim.

See Also

❑ *Setting Up Activity Rules for Work Orders* in the *Service Management Guide*. In addition to the reasons listed for using activity rules, you need to set up activity rules to specify who has the edit authority to update supplier recovery claims at a certain status.

Entering a Supplier Recovery Claim

Use the Supplier Recovery Claims program (P1779) to enter a new claim or inquire on the status of an existing claim.

▶ **To enter a supplier recovery claim**

From the Supplier Recovery Daily Processing menu (G1718), choose Supplier Recovery Claim Entry.

1. On Work With Supplier Recovery Claims, click Add.

2. On Supplier Recovery Claim Revisions, complete the following fields in the header area:

   • Order Number

   • Service Type

3. On the General tab, complete the following fields:

- Primary / Last Supplier

  This is a required field.

- Status

- Asset Number

- Item Number

- Lot/SN

- Service Dealer

- Supplier Recovery Manager

4. Enter failure information in the following fields under the Failure heading:

- Causal Part

- Defect Code

- Failure Date

- Repair Date

- Component Code - System

- Problem

5. Enter meter reading information in the following fields under the Meter Reading heading:

- Current Balance Meter 1

- Current Balance Meter 2

- Current Balance Meter 3

6. Click the Classification tab, and then complete any of the category code fields.

7. Click the Accounting tab, and then complete the following fields:

- Business Unit

  Business Unit is a required field.

- Subsidiary

- Covered G/L Category

- Non-Covered G/L Category

- Tax Expl Code

- Tax Rate/Area

- Payment Instrument

8. To specify the reimbursement method, click one of the following options under the Reimbursement heading:

   - Accounts Payable

   - Accounts Receivable

9. Click OK.

Processing Options for Supplier Recovery Claims (P1779)

Default

1. Document Type

2. Service Type

3. Branch

4. Business Unit
Edits

1. Require Meter Reading 1

Blank = Do Not Require entry for Current Balance for Meter 1.
1 = Require entry for Current Balance for Meter 1.

2. Require Meter Reading 2

Blank = Do Not Require entry for Current Balance for Meter 2.
1 = Require entry for Current Balance for Meter 2.

3. Require Meter Reading 3

Blank = Do Not Require entry for Current Balance for Meter 3.
1 = Require entry for Current Balance for Meter 3.
Version

1. RMA Revisions (P400511) Version

Blank = ZJDE0001

2. Warranty Claims (P1777) Version

Blank = ZJDE0001

3. Product Registration (P17051) Version

Blank = ZJDE0001

4. Parts Details (P17710) Version

Blank = ZJDE0001

5. Labor details (P17712) Version

Blank = ZJDE0001

6. Meter Reading (P12120) Version

Blank = ZJDE0001

7. Submit Claims (R174801Z2O) Version

Blank = XJDE0001

8. Supplier Contract (P17201) Version

Blank = ZJDE0001

9. Work With RMA (P40051) Version

Blank = ZJDE0001
Process

1. Validate Lot Numbers

 Blank = Do not validate lot numbers.
 1 = Validate lot numbers.

2. Default User to Supplier Recovery Manager in Add Mode

Blank = Do not default
1 = Default supplier

3. Entitlement Checking

Blank = Bypass Entitlement Checking
1 = Check entitlement using the date table (F1791)
2 = Check entitlement without using the date table

Submitting Supplier Recovery Claims

From the Periodic Supplier Recovery Processing menu (G1728), choose Supplier Recovery Workfile Generation.

After you enter supplier recovery claims, you use Supplier Recovery Workfile Generation to submit the claims to the supplier. The program includes the following information in the submittal:

- Supplier recovery claim number
- Supplier details
- Causal part information
- Failure information
- Details of the supplier recovery claim

Processing Options for SWM Warranty Claim/Supplier Recovery Workfile Generation (R177701)

Process

1. Process Warranty Claim/Supplier Recovery

Blank = Warranty Claim
1 = Supplier Recovery

2. Proof or Final Mode

Blank = Proof Mode
1 = Final Mode

3. Write Errors

Blank = Work Center
1 = Report

4. Use Price Adjustment History

Blank = Do NOT use Price Adjustment History
1 = Use Price Adjustment History
Supplier Recovery

1. Billable Subledger Default

Blank = No Default
1 = Supplier Recovery Claim Number
2 = Customer Number
3 = Site Number
4 = Short Item Number
5 = Contract Number
6 = Equipment Number

2. Date Billed

Blank = System Date
1 = Estimated Start Date on Service Order
Warranty Claim

1. Payable Subledger Default

Blank = No Default
1 = Warranty Claim Number
2 = Customer Number
3 = Site Number
4 = Short Item Number
5 = Contract Number
6 = Equipment Number
7 = Service Provider Number

2. Date Paid

Blank = Use System Date
1 = Use Estimated Start Date on Service Order
Vertex (FUTURE)
These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.
Billables:

1. Parts Transaction Type

Blank = Servic

2. Labor Transaction Type

Blank = Servic

3. Flat Rate Billings Transaction Type

Blank = Servic
Payables:

1. Parts Transaction Type

Blank = Servic

2. . Labor Transaction Type

Blank = Servic

3. Flat Rate Payables Transaction Type

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.

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.

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).
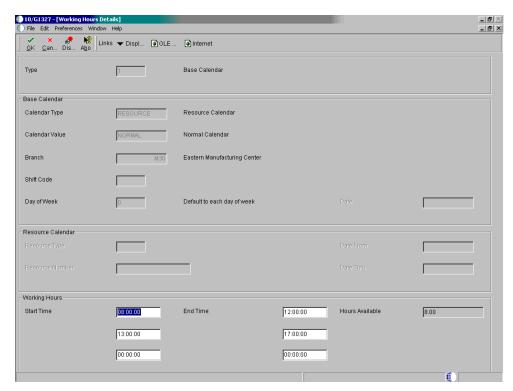
For Enterprise Asset Management, choose Resource Working Hours from the Resource Assignments menu (G1327RA).

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

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

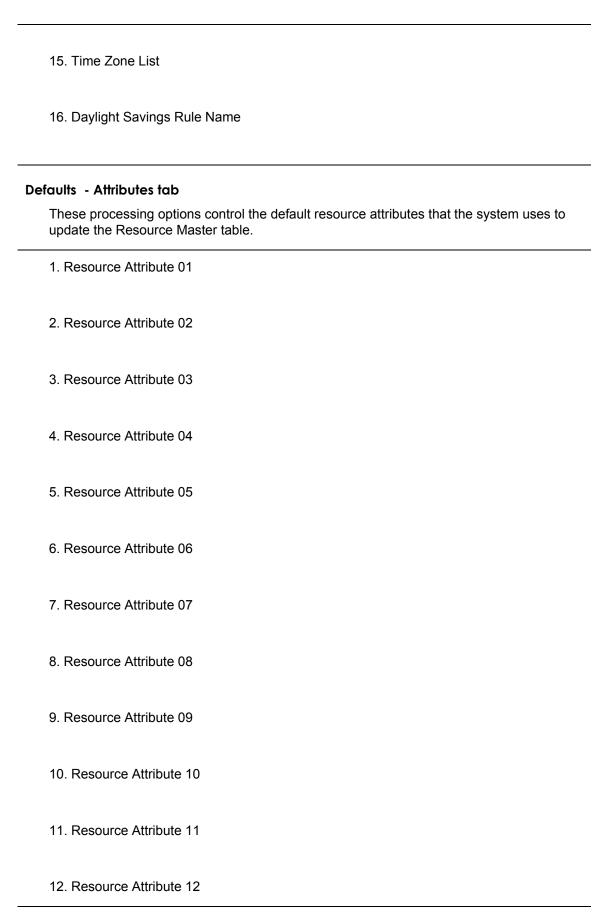Blank = Processing Options

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

20. Resource Attribute 20

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
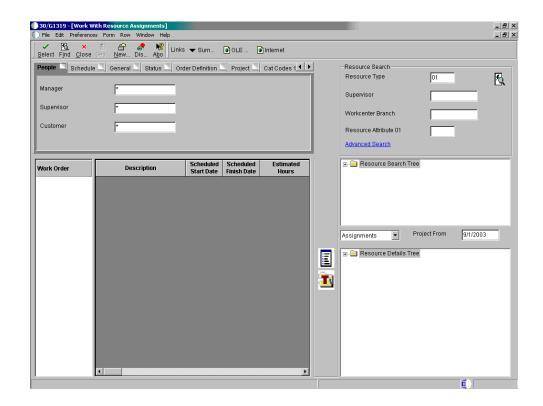
   - Project Number

- 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.
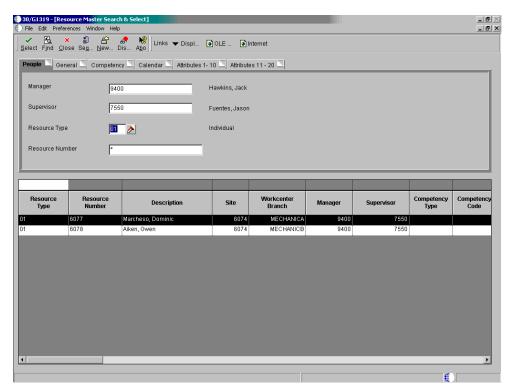
3. To view the availability of the resource for the scheduled period, click the name of the resource.

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.

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 that 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.
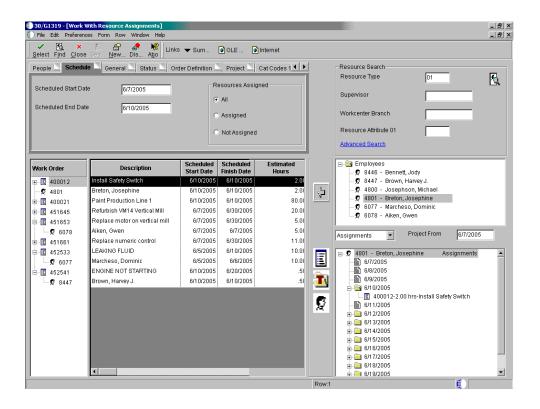
► **To assign resources to tasks**

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.
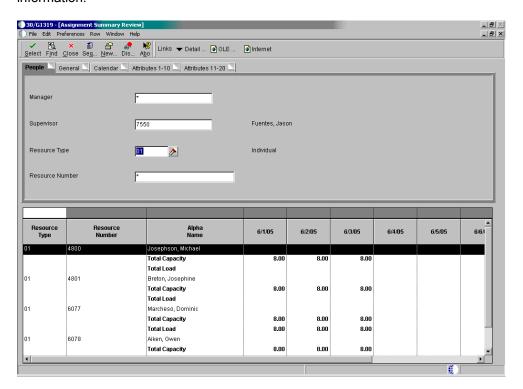
   The resource assignment tree shows the resource to be free, whereas it previously contained an assignment.

► **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.

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3. On Assignment Summary Review, click Find to display the summarized assignment information.

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**

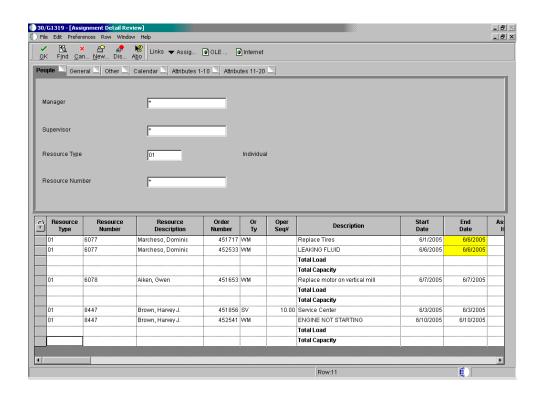*From the Resource Assignment menu (G1319), choose Resource Assignment.*

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.

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.

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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.
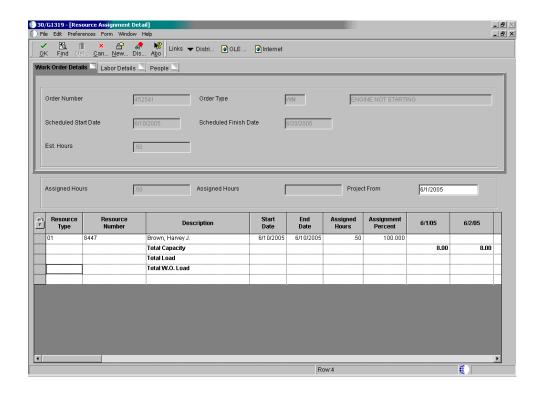
Change the estimated hours for a labor step in the Work Order Labor Detail program (P17732). If you change the estimated hours on a labor detail line, the system uses this value to update the associated individual assignments. If you change the run machine hours, the system updates the associated asset 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.

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.

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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.
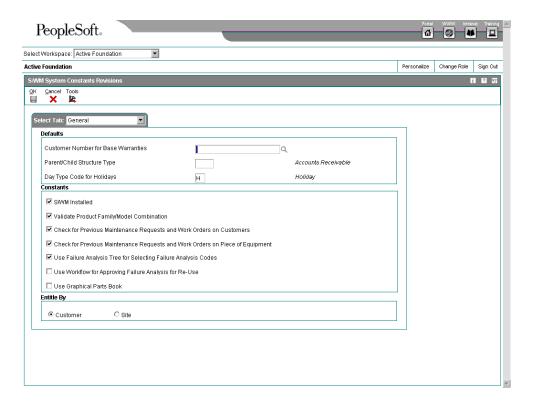
You also need to set up user defined codes for Failure Analysis.

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.

1. On SWM System Constants Revisions, click the following option to enable the interface with other systems:

   - S/WM Installed

2. To require users to choose codes from the failure analysis tree, click the following option:

- Use Failure Analysis Tree for Selecting Failure Analysis Codes

By choosing this option, you protect the failure analysis codes from being overwritten on Failure Analysis Revisions.

3. To provide a method of approving records for re-use, click the following option:

- Use Workflow for Approving Failure Analysis for Re-Use

Note

The actual workflow process is currently reserved for future use. However, you can use a method to approve records by using the Approvals row option in the Work with Failure Analysis program (P17766).

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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

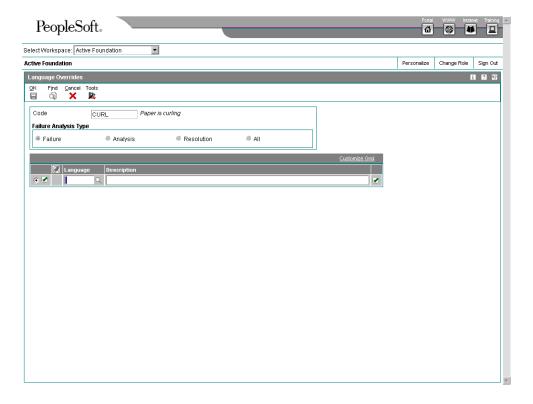- All of the above

► **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

2. On Failure Analysis Code Revisions, complete the following fields:

- Failure Analysis Code

  You can enter up to 15 alphanumeric characters.

- Code Description

3. Complete the following optional fields:

- Start Date

- End Date

- FA Code CC 1

- FA Code CC 2

- FA Code CC 3

- FA Code CC 4

- FA Code CC 5

4. To attach descriptions in foreign languages to failure analysis codes, highlight the code and choose Language from the Row menu.

5. On Language Overrides, complete the following fields for each language and click OK:

- Language

- Description

6. Click Cancel.

7. On Failure Analysis Code Revisions, click OK.

Processing Options for Failure Analysis Codes (P17761)

Defaults

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
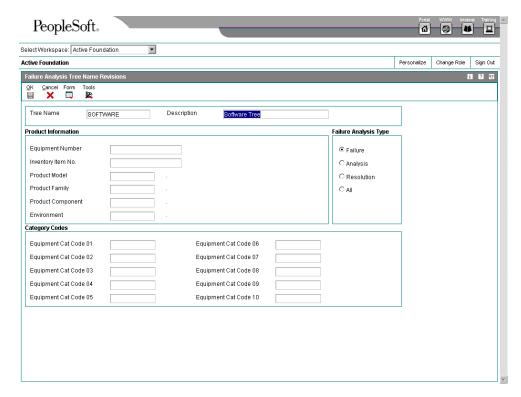
6. Failure Analysis Code CC 5

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.

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.
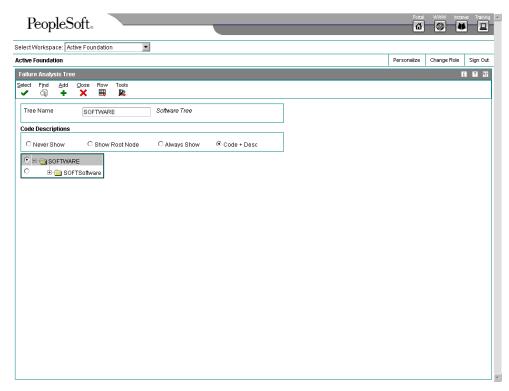
Before You Begin

❑ 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.
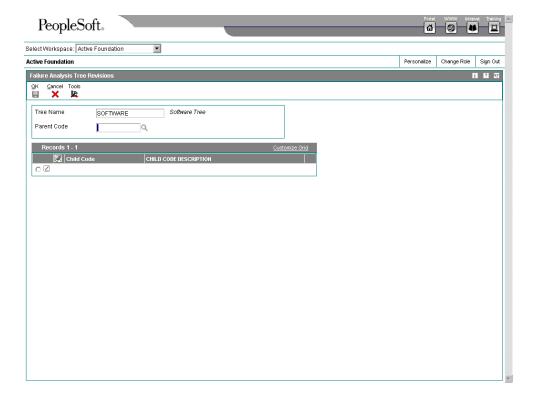
- Always Show
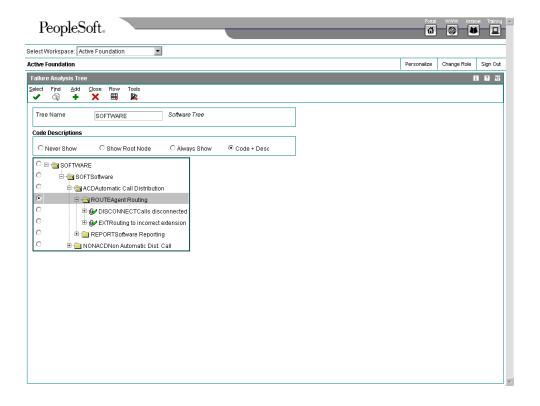
  The system always displays the description.

- Code + Desc

  The system displays the code and description concatenated.

3. Click Add.

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 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:

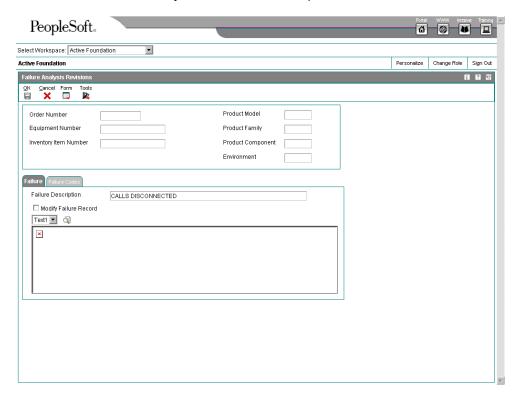 - Text documents

  - Images

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- 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

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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.

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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.

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6. Click OK and then click Cancel.

7. On Work with Failure Analysis, to add an analysis, click the Analysis option and then click Add.

8. Repeat steps 2 through 6 using the Analysis tab and the Analysis Codes tab.

9. On Work with Failure Analysis, to add a resolution, click the Resolution option and then click Add.

10. Repeat steps 2 through 6 using the Resolution tab and the Resolution Codes tab.

11. On Work with Failure Analysis, if you want to add failures, analyses, and resolutions all at the same time, click the All option and then click Add.

12. Repeat steps 2 through 6, using all the tabs as needed.

13. When you finish adding failures, analyses, and resolutions, click OK.
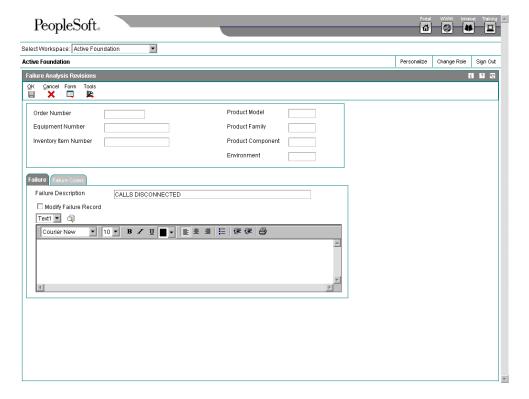

Notes

If the Use Workflow for Approving Failure Analysis for Re-Use option is on in the SWM constants, records must go through the workflow approval process. If the constant is off, records are automatically approved.

When you add records for failures, analyses, and resolutions, the records are separate and not associated with each other. The relationship between records is built only within a work order or a maintenance request.

► **To set up failures, analyses, and resolutions by tree**

From the Failure Analysis Setup menu (G1749), choose Failure Analysis.

1. On Work With Failure Analysis, click the Failure option and then click Add.

2. On Failure Analysis Revisions, to define a failure, complete the following optional fields:

   - Equipment Number

   - Item Number

   - Product Model

   - Product Family

   - Product Component

   - Environment

3. On the Failure tab, complete the following field:

   - Failure Description

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.

7. Click OK, and then click Cancel.

8. On Work with Failure Analysis, to add an analysis, click the Analysis option and then click Add.

9. Repeat steps 2 through 7 using the Tree Name and Analysis Description.

10. On Work with Failure Analysis, to add a resolution, click the Resolution option and then click Add.

11. Repeat steps 2 through 7 using the Tree Name and Resolution Description.

12. On Work with Failure Analysis, if you want to add failures, analyses, and resolutions all at the same time, click the All option and then click Add.

13. Repeat steps 2 through 7, using all the tabs as needed.

14. When you finish adding failures, analyses, and resolutions, click OK.

Notes

If the Use Workflow for Approving Failure Analysis for Re-Use option is on in the SWM constants, records must go through the workflow approval process. If the constant is off, records are automatically approved.

When you add records for failures, analyses, and resolutions, the records are separate and not associated with each other. The relationship between records is built only within a work order or a maintenance request.

Processing Options for Work with Failure Analysis (P17766)

Defaults

1. Failure Analysis Type

Blank = All
1 = Failure
2 = Analysis
3 = Resolution

2. Failure Analysis Approval Flag

3. Order Type

4. Product Family

5. Product Model

6. Product Component

7. Environment
Process

1. Media Object Display

Blank = Display First Generic Text Item
1 = Display First Image Item
2 = Display First OLE Item
3 = Display First URL/File Item (FUTURE)

2. Approvals Access

Blank = Do not allow access to approvals
1 = Allow access to approvals
Versions

1. Failure Analysis Revisions (P17767) Version

Blank = ZJDE0001

Working With Failure Analysis Transactions

When 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.
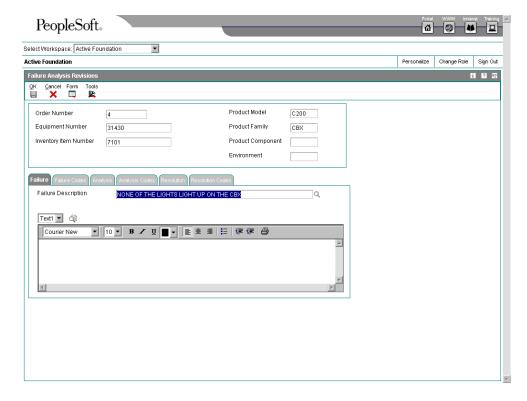
► **To attach failure information to a maintenance request or work order**

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.

3. On the Failure tab of Failure Analysis Revisions, enter a failure description or use the Search btton in the following field:

   - Failure Description

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.

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

10. If you are adding a new failure or modifying existing records, enter the information in the media object text box.

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.

4. On the Analysis tab of Failure Analysis Revisions, choose one of the following actions:

    •   Enter an analysis description or use the Search button in the following field:

    •   Analysis Description

    _____

    Note
    When you use the Search button, an SWM constant controls whether the system uses failure analysis trees, or the search and select program.

    _____

    •   Click the Pareto button, if it appears.

5. Choose one of the following actions:

- If you are using the Search button and if the SWM constant is set to use failure analysis trees, go to step 6.

- If you are using the Search button and if the SWM constant is not set to use failure analysis trees, go to step 8.

- If you are using the Pareto button, go to step 9.

- If you are entering an analysis description manually, go to step 12.

6. On Failure Analysis Tree Name Search and Select, select a tree name that applies to your specific issue.

Note
If you set up failure analysis sequences by using the Failure Analysis Sequences program (P17769), the system might not display the Failure Analysis Tree Name Search and Select form if an exact tree match is found.

7. On Failure Analysis Tree Search and Select, browse through the tree to find a tree node that is similar to your issue, and then go to step 9.

8. On Failure Analysis Search and Select, browse through the information to find a record that is similar to your issue, and then go to step 9.

9. On Failure Analysis Pareto Analysis, locate a record that is similar to your issue.

10. Choose the analysis and click Select.

11. On Failure Analysis Revisions, to add information to an existing issue, click the following option:

- Modify Analysis Record

Note
A processing option controls whether you are allowed to modify existing records. If you are not allowed to modify them, the option is disabled.

12. If you are adding a new analysis or modifying existing records, enter the information in the media object text box.

13. On the Analysis Codes tab, choose an existing code or enter a new code in any of the Failure Analysis Code IDs.

Note
You do not need to enter information on the Analysis Codes tab if you used a standard, reusable analysis. The system supplies the default codes from the reusable record.

14. On the Resolution tab of Failure Analysis Revisions, choose one of the following actions:

- Enter a resolution description or use the visual assist in the following field:

  - Resolution Description

  Note
  When you use the visual assist, an SWM constant controls whether the system uses failure analysis trees, or the search and select program.

- Click the Pareto button, if it appears.

15. Repeat steps 5 through 13, entering resolution information instead of analysis information, and using the Resolution tab and the Resolution Codes tab. Then go to step 16.

  Note
  If you make a mistake while adding an analysis or a resolution record, you can start over by choosing the Clear Analysis or the Clear Resolution option from the Form menu.

16. Click OK.

Setting Up Advanced Pricing for Service Management

Setting up advanced pricing for contracts, work orders, and maintenance requests allows you to price items and services by using an advanced pricing structure, and allows you to streamline pricing setup and maintenance.

Advanced pricing provides flexibility when defining pricing. You can easily adjust prices for each contract, work order, or maintenance request; and then combine the adjustments into a pricing structure or schedule. Within each schedule, you can define unlimited price adjustments. The adjustment schedule attaches to the customer record and, therefore, is used for any contract, work order, or maintenance request for that customer.

Setting Up Preference Hierarchies

The system applies pricing adjustments to service contracts, work orders, and maintenance requests in the order that you determine on the pricing hierarchy. The system uses the pricing structure to calculate price adjustments and updates. For this reason, you should set up your hierarchy to search from specific combinations to general combinations.

Setting Up a Preference Master

Before you define each pricing hierarchy, you must create a master record called the preference master. You can create as many different preference hierarchies as you need.

You define the hierarchy and then attach it to an adjustment definition. You can create a hierarchy for each adjustment definition, or you can use a single hierarchy for many adjustment definitions. J.D. Edwards recommends that you set up a few hierarchies that can be used for multiple adjustment definitions.

► **To set up a preference master**

From the Adjustment Set Up menu (G174613), choose Preference Hierarchy.

1. On Work With Preference Hierarchy, click Add.

2. On Preference Hierarchy Revisions, choose Master Revision from the Form menu.

3. On Preference Master Revision, complete the following fields and click OK:

    •   Preference Type

    •   Description

    •   Preference Classification

    •   Sequence Number

4. If applicable, click either of the following options:

    •   Enable Effective Dates

    •   Enable Effective Quantity

5. Click OK.

Defining a Pricing Hierarchy

A preference hierarchy allows you to specify the order in which pricing adjustments are applied. You identify the pricing hierarchy by typing numbers at the intersections of the rows and columns. The pricing search begins at the intersection where you type 1 and looks for records defined for that customer and item combination. If no adjustment details are found for that combination, the system moves to the next combination in the hierarchy, identified by the number 2 in the intersection, and so on.

The system selects the first combination found during a search. Therefore, you should set up the most specific method of pricing first in your hierarchy and then continue defining the hierarchy to the most general pricing.

Although you can enter as many as nine numbers, searching takes system time and resources, so you should limit your hierarchy to three or four numbers. Each number represents a system search and increases system processing time. The Sold To and All Customer rows are the only fields that Service Management can recognize.

Note

For Service Management, only the information that is attached to the Sold To and All Customer rows is currently applicable.

Before You Begin

❑ Verify that a master record has been created for the preference hierarchy.

▶ **To define a pricing hierarchy**
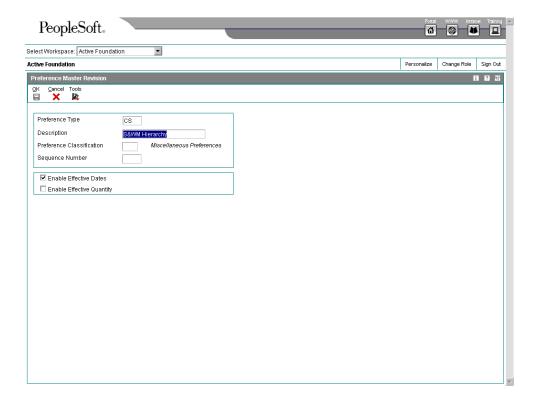
From the Adjustment Set Up menu (G174613), choose Preference Hierarchy.

1. On Work With Preference Hierarchy, click Add.

2. On Preference Hierarchy Revisions, complete the following field:

   • Preference Type

3. Beginning with 1, enter numbers in the intersections to indicate search order. When you define the pricing hierarchy, start with 1 and do not skip any numbers.

4. Click OK.

Setting Up Service and Warranty Detail Groups

You can use order detail groups to create adjustments to the pricing line of a contract, work order, or maintenance request. When you set up your system, you need to consider the information that is standard for each contract, work order, or maintenance request. For example, if all contracts or all work orders contain a customer number and a model number, you can set up advanced pricing information based on the customer number and model number fields.

▶ **To set up service and warranty detail groups**

From the Adjustment Set Up menu (G174613), choose Service and Warranty Detail Group.

1. On Work with Price Group Definition, click Add.

   The system imports the price group type code, based on your processing option selection. When you click Find, the system displays only those groups of that price group type code. To override the system default, type a new price group type code in the field and click Find or Add. The system retrieves the appropriate form, based on this type code.

2. On SWM Order Detail Price Group Definition, define a user defined code to complete the following field:

   - Price Group

3. If the price group is for a service contract, indicate the fields that you want to use to price service contracts by typing the numbers 1 through 3 next to three of the following fields:

- Business Unit

- Company

- Line Type

- Country

- Payment Terms

- Payment Instrument

- Product Model

- Product Family

- Contract Service Package

- Contract Bill Duration

- Billing Frequency Code

- Billing In Advance/Arrears

- Contract Non-Bill Duration

- Contract Total Duration

- Contract Cat Code 01

- Contract Cat Code 02

- Contract Cat Code 03

- Contract Cat Code 04

4. If the price group is for a work order, indicate the fields that you want to use to price work orders by typing the numbers 1 through 3 next to three of the following fields:

- Business Unit

- Company

- Cost Code

- Pricing Method

- Country

- Payment Terms

- Payment Instrument

- Product Model

- Product Family

- Type of Service

- Work Order Cat Code 01

- Work Order Cat Code 02

- Work Order Cat Code 03

- Work Order Cat Code 04

5. If the price group is for a maintenance request, indicate the fields that you want to use to price maintenance requests by typing the numbers 1 through 3 next to three of the following fields:

- Business Unit
- Company
- Cost Code
- Pricing Method
- Country
- Payment Terms
- Payment Instrument
- Product Model
- Product Family
- Contract Service Package
- Type of Service
- Request Type – 1
- Request Queue
- Maintenance Request Priority
- Maintenance Request Language
- Maintenance Request Environment
- Maintenance Request Cat Code 01
- Maintenance Request Cat Code 02
- Maintenance Request Cat Code 03
- Maintenance Request Cat Code 04

6. Click OK.

Setting Up Price Adjustment Definitions

Once you have created SWM order detail groups and defined pricing hierarchies, you can attach them to adjustments. An adjustment is a record that describes a special pricing situation, such as a pricing plan or promotion. Before you can add an adjustment to a schedule, you must create adjustment definitions to specify the characteristics of the adjustment. These characteristics determine the following:

- The sequence that the system uses to search for prices

- Whether the adjustment is based on quantity

- Whether the adjustment is an override price, manual add or change, or a mandatory adjustment

Before You Begin

❑ Set up price adjustment names (user defined code 40/TY).

❑ Set up preference hierarchies.

❑ Set up service and warranty detail groups.

► **To set up price adjustment definitions**

From the Adjustment Set Up menu (G174613), choose Price Adjustment Definitions.

1. On Work with Adjustment Types, click Add.

2. On Modify Adj. Controls, complete the following field:

- Adjustment Name

3. Click the following option under the Target Application heaing:

- Service and Warranty Management

4. Click one of the following options under the Adjustment Control Code heading:

- Do not Print on Document

- Accrued to G/L

5. Click the following option under the Adjustment Level heading, and then click OK:

- Line Level Adjustment

6. On the Options tab of Price Adjustment Definition, complete the following fields to attach price groups:

- Item Price Group

- Customer Price Group

- Order Detail Group

Note
This field is required for Advanced Pricing to work in Service Management.

7. To attach a price adjustment hierarchy, complete the following fields:

- Preference Hierarchy

- Subledger in G/L

- G/L Offset

8. Click any of the following options:

- Override Price

- Manual Add/Change

- Mandatory Adjustment

- Apply Absolute Value

For Level Break Type, the system applies the Quantity Level Break default.

9. On the Additional Options tab, complete any of the optional Reporting Codes 1 through 6.

10. Click OK.

The following fields are not applicable to Service Management:

- Rebate Beneficiary
- Line Type
- Exclude from A/R Discount
- Weight Level Break
- Amount Level Break
- Basket Level Adjustment
- Order Level Adjustment

Setting Up Adjustment Schedules

After you define a price adjustment, you attach it to a schedule. An adjustment schedule contains one or more price adjustment types for which a customer or an item might be eligible. An adjustment schedule consists of price adjustment definitions and adjustment details.

You assign customers to adjustment schedules so that the system can calculate prices. In the adjustment schedule, you specify the sequence that the system uses to apply price adjustment types to the order being priced.

Each adjustment schedule can contain an unlimited number of price adjustments. You can add adjustments at any time. You link customers to an adjustment schedule through the SWM address book extension. If necessary, you can override the adjustment schedule on the order (contract, work order, or maintenance request).

Before You Begin

❑ Set up adjustment schedule names (user defined code 40/AS).

❑ Set up price adjustment definitions.

► **To set up adjustment schedules**

From the Adjustment Set Up menu (G174613), choose Price & Adjustment Schedule Revisions.

1. On Work With Adjustment Schedules, click Add.

2. On Price Adjustment Schedule Revisions, complete the following fields and click OK:

- Adjustment Schedule

- Adjustment Name

Setting Up Adjustment Details

You can use the Price & Adjustment Detail Revisions program (P4072) to set up prices for adjustments.

Note

You set up prices for adjustment names rather than adjustment schedules.

▶ **To set up adjustment details**

From the Advanced Pricing Set Up menu (G174613), choose Price & Adjustment Detail Revisions.

1. On Work with Adjustment Detail, complete the following field and click Find:

   • Adjustment Name

2. Click Add.

3. On Preference Hierarchy Selection, choose the appropriate description and click Select.

   Your choices on the Preference Hierarchy Selection form and the selections within the price group determine the fields that appear on the Price and Adjustment Detail Revisions form (retrieved from the Preference Hierarchy and the Order Detail group).

4. On Price Adjustment Detail Revisions, complete the following field:

   - Item Number

5. To enter quantity breaks, complete the following field:

   - From Level

   For service contracts, the unit of measure for an item, not duration, must match the unit of measure on the contract.

6. To define the adjustment price, enter a price or percentage in the following field:

   - Factor Value Numeric

   By entering a negative value in the Factor Value Numeric field, you can apply a discount.

7. Enter the Basis Code in the following field:

   - B C

   For Service Management, you can enter one of the following values for Basis Code:

   - 2, which represents a percent markup or markdown (percent of the current net price)

   - 3, which represents a percent of the cost

   - 4, which represents the cost plus the amount

   - 5, which represents an addition to or subtraction from the current price

The Basis Code value in the first detail line must be a 3, 4, or 5 to indicate the start amount. Service Management does not use the base prices from Inventory.

8. To apply the price adjustment to a customer, complete the following field:

   - Customer Number

9. To specify the currency that applies to the amount entered in the Factor Value Numeric field, complete the following field:

   - Cur Cod

10. To override the price adjustment start and end dates, complete the following fields:

    - Effective Date

    - Expired Date

    The system uses the system date as the default value in the Effective Date field.

11. Enter N in the following field:

    - F G

    Service Management does not use the Free Goods field to associate the price adjustment with free goods. Use the following guidelines:

    - To define a free contract in Service Management, enter 0 in the Unit Price field on the Contract Revisions form, or define the line type in the contract as a base warranty or free contract.

    - To define a free part or labor for a work order, enter 0 in the Actual Billable Amount field on the work order labor detail or parts list form.

    - To define a free maintenance request, enter 0 in the Actual Billable Amount field on the maintenance request or maintenance request time entry record.

Depending on your selection in the Preference Hierarchy, the fields for your Order Detail Groups appear at the end of the detail area.

Attaching Adjustment Schedules

After you completed the setup tasks that are associated with advanced pricing, you can apply an adjustment schedule to a service contract, work order, or maintenance request.

► To attach an adjustment schedule to a customer record

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

1. On Work With Addresses, click Find, choose the customer record, and then click Select.

2. On Address Book Revision, choose SWM from the Form menu.

3. On Work With Service/Warranty Management Information, choose the information type record for the customer and click Select.

4. On Customer Information Revisions, complete one of the following fields to attach a schedule to a contract, work order, or maintenance request; and then click OK.

   - Contracts

   - Work Orders

   - Maintenance Requests

► To attach an adjustment schedule to a service provider record

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

1. On Work With Addresses, click Find, choose the address book record for the service provider, and then click Select.

2. On Address Book Revision, choose SWM from the Form menu.

3. On Work With Service/Warranty Management Information, choose the information type record for the service provider and click Select.

4. On Service Provider Revisions, click the Adjustment Schedules tab.

5. Complete the following field and click OK:

   - Claims

► To activate an adjustment schedule for a contract

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

If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the contract. You can override the default value in the contract.

1. On Work With Contracts, click Find, choose the contract, and then and click Select.

2. On Contract Revisions, complete the following fields, and then click OK:

- Advance Pricing

- Adjustment Schedule

► To activate an adjustment schedule for a work order

From the Daily Work Order Processing menu (G1712), choose Work Order Entry.

If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the work order. You can override the default value in the work order.

1. On Work With Work Orders, click Find, choose the work order, and choose Parts Detail from the Row menu.

2. On Work Order Parts List Revisions, complete the following fields, if necessary, and then click OK:

- Bill Adj. Schedule

   The system retrieves this value from the SWM Customer information in Address Book.

- Pay Adj. Schedule

   The system retrieves this value from the SWM Service Provider information in Address Book.

► To activate an adjustment schedule for a maintenance request

From the Maintenance Request menu (G1713), choose Maintenance Request Entry.

Note

You must enable the Bill for Maintenance Requests processing option to activate adjustment schedules for maintenance requests. Use the Interactive Versions (IV) fast path to access the processing options for P1700140 and enable the processing option on the Process tab.

If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the maintenance request. You can override the default value in the maintenance request.

1. On Work With Maintenance Requests, click Find, choose the maintenance request, and then click Select.

2. From the Form menu on Maintenance Request Entry, choose Billing, and then Billing Information.

3. On Billing Information, click the Pricing Info tab.

4. Complete the following field (Adjustment Schedule):

- Maintenance Requests

Reviewing Price History

You can review the history of price adjustments and add price adjustments for contracts, work orders, warranty claims, and supplier recovery claims.

► **To review price history**

From the Daily Work Order Processing menu (G1712), choose Work Order Entry

Note

As an example, this task documents one method to review price history for work orders.

1. On Work With Work Orders, locate a work order for which you want to review price history.

2. Choose the work order and then choose Labor Detail from the Row menu.

3. On Work Order Labor Details, choose a record, and then choose one of the Price History options from the Row menu. For this example, choose Price History and then Est. Billable.

4. On Price History, review the price adjustment history. You can also add price adjustments on this form.

Billing for Service Management

Service Management uses the same billing programs as the Service Billing system.

Before you can complete the billing process, you must generate any of the following workfiles:

- For contracts, the Service Contract Workfile Generation (R1732)

- For service orders, the SWM Work Order Workfile Generation (R1775)

- For maintenance requests, the Maintenance Request Workfile Generation (R17675)

The system gathers the corresponding records that are eligible for billing and creates Billing Detail Workfile records (F4812).

Before You Begin

❑ Generate the workfile for contracts, work orders, and maintenance requests.

Generating the Invoice Workfile

After you generate the workfile, the system creates records in the Billing Detail Workfile (F4812). When you run the Invoice Processing program, the system groups workfile transactions and assigns invoice numbers to records in table F4812.

When you run the Invoice Processing program, the system creates pay item records and invoice documents. Pay items are the billing lines that summarize one or more workfile transactions. The pay items for a specific invoice make up the total amount of the invoice. The system stores pay item information in the Invoice Summary Work File (F4822). The program also updates the workfile transaction records with the new invoice information, and the sequence and summarization key information.

After you run the Invoice Generation program, the system generates a report that includes the following information:

- Invoice number and related pay items

- Totals by invoice

- Batch number

- Any applicable tax information

- Sequence and summarization code

Before You Begin

- ❑ Generate workfile transactions.

- ❑ Define the sequence and summarization of the invoice information.

- ❑ If you want to print invoices during generation, define an invoice format. See *Setting Up Invoice Formats* and *Defining Sequence and Summarization Rules* in the *Service Billing Guide*.

Processing Options for Service Billing Invoice Generation (R48121)

Defaults Tab

1. Document Type

Blank = Use document type from Billing Constants

Use this processing option to define the default document type for invoice generation. Enter a document type to use as the default or select it from the Select User Defined Code form. Valid values are:

Blank Use default document type from Billing Constants

UDC 00/DI

2. G/L Date

Blank = Use system date

Use this processing option to enter the G/L Date for invoice generation. The system assigns this date during invoice generation, and it is used when posting the invoices to the general ledger files. If you leave this field blank, the application uses the system date. This date is validated against the current fiscal period identified in the company constants.

3. Invoice Date

Blank = Use system date

Use this processing option to enter the Invoice Date for invoice generation.

The system assigns this date to the invoices during invoice generation. If you leave this field blank, the application uses the system date. This date is validated against the G/L Date. If the Invoice Date is greater than the G/L Date, the system issues a warning.

Select Tab

1. Bill From Date

Blank = No From Date used

Use this processing option to enter the Bill From Date for invoice generation.

The application uses this date to select billing detail transactions. If this date is left blank, all billing detail transactions with a Table Basis Date less than the Bill Through Date are selected for invoice generation.

2. Bill Through Date

Blank = Use system date

Use this processing option to enter the Bill Through Date for invoice generation. The application uses this date to select billing detail transactions. If this date is left blank, all billing detail transactions with a Table Basis Date greater than or equal to the system date are selected for invoice generation.

Process Tab

1. Invoice Sequence/Summarization Key (Required)

Use this processing option to enter the Invoice/Pay Item Structure key. You must use this key to identify the level breaks and sequencing when assigning the invoice/pay item information to the billing detail transactions.

2. Invoice Journal Generation Version (R48131)

Use this processing option to control whether the system generates journals in proof mode. Enter the version of the Invoice Journal Generation (R48131) to run. If you leave this field blank, the Invoice Journal Generation will not be run.

NOTE: If you enter a version, the system will ignore any version entered for Create A/R Entries.

3. Create A/R Entries Version (R48199)

Use this processing option to control whether the system generates journals in final mode. Enter the version of the Create A/R Entries (R48199) to run. If you leave this field blank, the Create A/R Entries will not be run.

NOTE: If you enter a version for Invoice Journal Generation, the system will ignore any version entered here.

Print Tab

1. Invoice Print Version (R48504)

Use this processing option to control the printing of the invoice. Enter the version of the

Invoice Print program (R48504). If you leave this field blank,the system will not print invoices during invoice generation.

Currency Tab

1. Exchange Rate Date Basis

1 = Use invoice date (Default)

2 = Use G/L date

Use this processing option to identify the date the system uses to retrieve the exchange rate for invoice generation. Valid values are:

1   Use the Invoice date (default).

2   Use the G/L date.

Printing Invoices

After you generate and review invoices, you can print invoices for your customers.

Processing Options for Invoice Print Selection (R48504)

Select Tab

1. Invoice Format Type (Required)

Use this processing option to specify the invoice format type that the system uses to retrieve the invoice version UBE and the invoice version.

Print Tab

1. Invoice Version UBE

Use this processing option to specify an invoice print UBE to be used instead of the invoice version set up in the Invoice Print Cross Reference Table (F48S58). Valid values are:

R48506

Invoice Print UBE

R48507

Invoice Print with Smart Field

Note: If you specify an invoice print UBE in this processing option, you must also enter a valid version for that UBE in the Invoice Version processing option.

2. Invoice Version

Use this processing option to specify the version of the invoice print UBE specified in the

Invoice Version UBE processing option to be used instead of the invoice version set up in the Invoice Print Cross-Reference table (P4858). Complete this processing option only if you also complete the Invoice Version UBE processing option.

3. Invoice Workfile Detail Selection

Use this processing option to specify which workfile or workfile history records are processed as individual line items during invoice printing. Valid values are:

Blank

Include base, burden, and component records

1

Include base records only

2

Include base and burden records only

3

Include base and component records only

4. Invoice Format Name

Use this processing option to override the invoice format name set up in the Invoice Print Version Cross Reference table (F48S58) or retrieved from the Contract Master table (F5201).

Currency Tab

1. Currency

Use this processing option to control in which currency the system prints the monetary amounts on an invoice. Valid values are:

Blank

Use the currency of the invoice to determine in which currency to print monetary amounts.

0

Print the monetary amounts in the domestic currency.

1

Print the monetary amounts in the foreign currency.

Note: This value affects only monetary amounts printed using the 'Retrieve Amounts' Smart Field.

Working with A/R and G/L Entries

You complete the billing process by creating the following journal entries that are related to a batch of invoices:

- The credit for the account that you specify in the distribution AAIs (automatic accounting instructions) which you define for your system. The system stores the credit entry temporarily in the Billing Detail Journal Workfile table (F48S910) and the Summarized Journal Workfile table (F48S911).

- The debit for the account that you specify in the G/L offset rules (accounting AAIs) which you define for your system. This AAI is RC (Accounts Receivable Class) in the Chart of Accounts AAIs. The system stores the debit entry in the Invoice Summary Work File table (F4822).

J.D. Edwards strongly recommends that you create and carefully review preliminary G/L entries before you create the final entries that post to the general ledger. If you post out-of-balance records to the general ledger, the only way to correct these balances is to void and regenerate the invoice.

Before You Begin

- ❑ Generate invoices.

Creating Preliminary A/R and G/L Entries

You complete the billing process by creating journal entries. You first create preliminary A/R and G/L entries. When you create the entries, the system prints the Invoice Journal Generation report. You can also set a processing option to print the Service Billing Journal Register. You should carefully review these reports to ensure that you do not create final journal entries that create out-of-balance records in the general ledger.

When you run Invoice Journal Generation, the system:

- Creates preliminary journal entries from the transactions in the Billing Workfile. The distribution AAIs define which accounts the system assigns to the credit side of the journal entries.

- Updates the batch status description for the batch.

- Prints the Invoice Journal Generation report with accounting rule information and journal entry detail.

- Compresses the detail journal workfile information and stores it temporarily in the Billing Detail Journal Workfile (F48S910) and the Summarized Journal Workfile (F48S911) tables.

- Prints the Service Billing Journal Register with the compressed information as a summary of the journal entry detail.

► To create preliminary A/R and G/L entries

From the Invoice Processing menu (G48S21), choose Batch Review.

1. On Work With Batches, locate your batch of invoices.

2. Choose the batch and choose Journal Generation from the Row menu.

Reviewing Preliminary A/R and G/L Entries

From the Invoice Processing menu (G48S21), choose Batch Review.

When the system creates preliminary A/R and G/L entries, you can review the batch status on Batch Review to determine whether the entries were generated with errors. To verify the information for the general ledger journal before you create the final A/R and G/L entries, you can review the following reports:

- Invoice Journal Generation Report, to review the detail of all of the cost transactions that make up the pay items for your invoices and the accounting rules for the transactions

- Billing Journal Register, to review journal entry details summarized by business unit, object, subsidiary, and subledger

Review the Billing Journal Register first for errors and warnings. You can also run the Billing Journal Register to print additional copies of the journal register after you have created preliminary G/L entries.

If you find errors on the reports, you do not always need to delete the batch and regenerate the invoices. Once you identify the errors, you can correct them and run Invoice Journal Generation again. Common errors include:

- Incorrect dates related to the general ledger

- Invalid accounts related to the general ledger

Creating Final A/R and G/L Entries

You complete the billing process within the billing system when you create the final A/R and G/L entries. To complete the overall invoice process, you then post the journal entries to the general ledger and accounts receivable.

When you create final A/R and G/L entries for a batch of invoices, the system:

- Changes the journal status for the related workfile transactions

- Moves the transactions out of the active Billing Detail Workfile table (F4812) and into the Billing Workfile History table (F4812H)

- Removes the batch header number for the invoice journals

- Deletes the records in the Billing Detail Journal Workfile (F48S910) and the Summarized Journal Workfile (F48S911)

When you create A/R and G/L entries, the system displays processing options before submitting the job for processing. Use the processing options to specify the batch of invoices for which you want to create entries.

Caution

Before you create final A/R and G/L entries, ensure that the invoice amounts and journal transactions are correct. To make any changes after you create A/R and G/L entries, you must either void the invoices or create an adjusting invoice batch.

► To create final A/R and G/L entries

From the Invoice Processing menu (G48S21), choose Batch Review.

1. On Work With Batches, locate your batch of invoices.

2. Choose the batch and choose Create A/R from the Row menu.

Processing Options for Create A/R Entries (R48199)

Default Tab

1. Retainage Pay Status

   Blank = Use 'H' to hold the retainage

   Use this processing to assign a pay status to retainage records. Valid values are stored in UDC 00/PS. Leave this processing option blank to use status H (Held/Pending Approval) to hold the retainage.

2. Retainage Due Date

   Blank = use the last day of the

   century year

   Use this processing to assign a due date for retainage records. Leave this processing option blank to use the last day of the century to derive the due date. The century year is identified as the allowed value in the data item Century Cutoff Year (DCYR).

Versions Tab

1. Invoice Journal Generation Version (R48131)

   Blank = XJDE0001

   Use this processing option to specify the version of the Journal Generation program (R48131) for journal batch processing. If you leave this processing option blank, the system uses version XJDE0001.

2. A/R Batch Draft Version (R03B671)

   Blank = XJDE0007

   Use this processing option to specify the version of the A/R Batch Draft Creation program (R03B671) for prepayment processing. If you leave this processing option blank, the system use version XJDE0007.

3. Journal Edit Register Version (R48300)

Blank = XJDE0001

Use this processing option to specify the version of the Journal Edit Register program (R48300) to run. If you leave this processing option blank, the system uses version XJDE0001.

4. Automatic G/L Post Version - Invoice Batch (R09801)

Blank = No Auto Post

Use this processing option to specify the version of the General Ledger Post Report program (R09801) to use for automatic posting of the invoice batch. If you leave this processing option blank, the invoice batch is not automatically posted to the general ledger. You can post it later using the General Ledger Post Report program (R09801).

5. Automatic G/L Post Version - G/L Batch (R09801)

Blank = No Auto Post

Use this processing option to specify the version of the General Ledger Post Report program (R09801) to use for automatic posting of the G/L Batch. If you leave this processing option blank, the G/L batch is not automatically posted to the general ledger. You can post it later using the General Ledger Post Report program (R09801).

Batch Approval Tab

1. Invoice Batch Approval

    Blank = A/R Constant Default

        1 = Approved

Use this processing option to specify the batch status to apply to invoice batches that are created through this batch process. Valid values are:

Blank

Set the batch status according to the Accounts Receivable constant.

1

Set the batch status to approved, regardless of the Accounts Receivable constant.

2. G/L Batch Approval

   Blank = G/A Constant Default

      1 = Approved

Use this processing option to specify the batch status to apply to G/L batches that are created through this batch process. Valid values are:

Blank

Set the batch status according to the General Accounting constant.

1

Set the batch status to approved, regardless of the General Accounting constant.

Reviewing Preliminary A/P and G/L Entries

From the Voucher Processing - SWM Only menu (G48S23), choose Batch Review and locate your batch.

When the system creates preliminary A/P and G/L entries, you can review the batch status on Batch Review to determine whether the entries were generated with errors. Based on the processing options for Journal Generation, you can review the following reports to verify the information for the general ledger journal before you create the final A/P and G/L entries:

- Journal Edit Register (R48300), to review journal entry details that are summarized by business unit, object, subsidiary, and subledger

- Journal Generation report (R48131), to review the detail of all cost transactions that make up the pay items for your vouchers and the accounting rules for the transactions

Review the Journal Edit Register first for errors and warnings. You can also run the Journal Edit Register to print additional copies of the journal register after you have created preliminary G/L entries.

Use the Journal Generation report to locate errors. If you find errors on the reports, you do not always need to delete the batch and regenerate the vouchers. Once you identify the errors, you can correct them and run Voucher Journal Generation again. Common errors might include incorrect dates or invalid accounts that are related to the general ledger.

Reviewing and Posting Journal Entries

From the Invoice Processing menu (G48S21), choose Post Invoices to G/L.

After you create the final A/R and G/L entries, you complete the overall billing process by reviewing, approving, and posting the journal entries.

The journal review and post programs are the same programs that you use in the Accounts Receivable and General Accounting systems.

Voucher Processing for Service Management

Service Management uses the billing programs from the Service Billing system as the primary billing programs.

Before you can complete the voucher process, you must generate a workfile. When you run SWM Work Order Workfile Generation (R1775), the system gathers the work orders that are eligible for payment from the Work Order Parts List table (F3111), the Parts List - Extension table (F31171), the Work Order Routing table (F3112), and Routing Instructions - Extension table (F31172); and then creates Billing Workfile table (F4812) records.

Generating the Voucher Workfile

From the Voucher Processing - SWM Only menu (G48S23), choose Voucher Generation.

Run the Voucher Generation program (R48122) to group workfile transactions and assign voucher numbers.

When you run the Voucher Generation program, the system creates pay item records. Pay items are the payable lines that summarize one or more workfile transactions. The pay items for a specific voucher make up the total amount of the voucher. The system stores pay item information in the Voucher Summary table (F4823). The program also updates the workfile transaction records with the new voucher information.

After you run the Voucher Generation program, the system generates a report that includes the following information:

- Voucher number and related pay items

- Totals by voucher

- Batch number

- Any applicable tax information

Before You Begin

❑ Generate workfile transactions.

Working with A/P and G/L Entries

J.D. Edwards strongly recommends that you create and carefully review preliminary G/L entries before you create the final entries that post to the general ledger. If you post out-of-balance records to the general ledger, the only way to correct these balances is to void and regenerate the voucher.

Before You Begin

❑ Generate vouchers.

Creating Preliminary A/P and G/L Entries

You complete the voucher process by creating journal entries. You first create preliminary A/P and G/L entries. When you run the Journal Generation program (R48131), the system creates the preliminary entries and prints the Journal Generation report. You can also set a processing option to print the Journal Edit Register. You should carefully review these reports to ensure that you do not create final journal entries that create out-of-balance records in the general ledger.

When you run Journal Generation, the system:

- Creates preliminary journal entries from the transactions in the Billing Detail Workfile table (F4812)

- Updates the batch status description for the batch

- Prints the Journal Generation report with accounting rule information and journal entry detail.

- Compresses the detail journal workfile information and stores it temporarily in the Summarized Journal Workfile (F48S911).

- Prints the Service Billing Journal Edit Register with the compressed information as a summary of the journal entry detail.

► To create preliminary A/P and G/L entries

From the Voucher Processing - SWM Only menu (G48S23), choose Batch Review.

1. Locate and choose your voucher batch.
2. Choose Journal Generation from the Row menu.

Creating Final A/P and G/L Entries

You complete the voucher process when you create the final A/P and G/L entries. After you create A/P entries, you then post the journal entries to the general ledger and accounts payable ledger.

When you create final A/P and G/L entries for a batch of vouchers, the system:

- Changes the journal status for the related workfile transactions

- Moves the transactions out of the active Billing Detail Workfile table (F4812) and into the Billing Workfile History table (F4812H)

- Removes the batch header number for the voucher journals

- Deletes the records in the Detail Journal Workfile and the Summarized Journal Workfile (F48S911)

When you create final entries, the system displays processing options before submitting the job for processing.

► **To create final A/P and G/L entries**

From the Voucher Processing - SWM Only menu (G48S23), choose Batch Review.

1. Locate and choose your batch.

2. Choose Create A/P from the Row menu.

Reviewing and Posting Journal Entries

After you create the final A/P and G/L entries, you complete the overall payment process by reviewing, approving, and posting the journal entries.

The journal review and post programs are the same programs that you use in the Accounts Payable and General Accounting systems.

► **To review and post journal entries**

From the Voucher Processing - SWM Only menu (G48S23), choose Post Vouchers to G/L.

1. Locate and choose your batch.

2. Choose Post by Batch from the Row menu.

Working with Prepayments

To track your customer's payments that are prepaid, you can use prepayment processing. Customers can prepay by using cash, check, or credit card. If a customer has already paid for a service contract or work order, the invoice reflects that the contract or work order has been prepaid.

The two types of prepayment transactions are:

Two-party prepayment
Two-party prepayments are typically cash or check transactions that occur between you and your customer. When an order is prepaid with cash or a check, the system indicates the prepayment form, transaction, and total on the invoice.

Three-party prepayment
Three-party prepayments are typically credit card transactions that occur between you, your customer, and the credit card company.

In the system, the transaction is an electronic transmission of transaction information between your bank, the credit card company, and the credit card processor.

The prepayment processing system provides an interface between J.D. Edwards software applications and a seller's designated credit card processor. With the prepayment processing system, you can integrate credit card authorizations and final settlements with your business processes.

For three-party payment transactions, J.D. Edwards does not provide middleware or credit card transaction processors. To complete credit card prepayment processes, you must select a credit card processor, a third-party vendor, or a middleware solution with which you can transmit information between the software, the credit card company, and your bank.

Authorizing Prepayment Transactions

From the Prepayment Processing menu (G1726), choose Authorize Prepayment Transactions.

When you enter a prepayment on a work order or contract, you capture the customer's credit card transaction information and transmit the order amount through your middleware solution-- a credit card processor. The processor then checks the cardholder's accounts for available funds and places a hold equivalent to the prepayment amount on the customer's credit line. The credit card processor and then returns the authorization code to you.

When you run the transaction authorization program, the system reads over the transaction table and groups into a batch of all of the prepayment transactions that are at Ready to Authorize status. The system assigns each batch a number, and each transaction within the batch has the Batch Number field on the Prepayment Transaction table. If the authorization is successful, the system updates the status of the transactions in the Prepayment Transaction Table (F004201).

When the batch is settled, the system updates the Batch Header record and the individual prepayment transaction records to Authorized status. Settled transactions are not eligible for changes and updates.

Processing Options for Work with Prepayment Processing information (P004201)

Defaults
Enter the Next Status Override Code for:

1. Authorized Lines
Holds

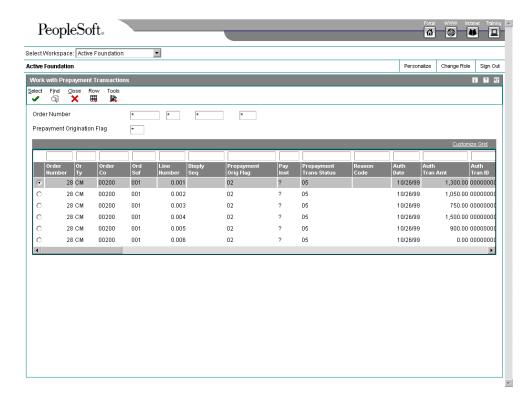1. Authorization Hold for Prepayment Processing

Working with Prepayment Transactions

After you enter a prepayment for a contract or work order, you can access the Prepayment Transaction Revisions program to enter check number or credit card information. The system retrieves the order amount, plus the calculated taxes as the prepayment amount. When you enter prepayment information, the system creates a record in the Prepayment Transaction Table (F004201).

You can review prepayment status for a particular customer or status.

► **To work with prepayment transactions**

From the Prepayment Processing menu (G1726), choose Work with Prepayment Transaction.

1. On Work with Prepayment Transactions, to locate prepayment transactions, complete the following fields and click Find:

    *   Order Number

    *   Or Ty

    *   Ord Suf

    *   Program ID

2. Select the transaction and choose Revisions from the Row menu.

3. On Prepayment Transaction Revisions, review the transaction information.

4. To manually update the prepayment status, complete the following field:

- Prepayment Trans Status

Settling Prepayment Transactions

From the Prepayment Processing menu (G1726), choose Settle Prepayment Transactions.

Final settlement occurs between you and the credit card company by way of your selected middleware software solution. At this time, you transmit all authorized transactions to the credit card processor who is requesting funds.

For contracts, the transaction can be moved to settled status when the authorization is received. For work orders, the transaction can be moved to settled status when the approval is received.

When you run the transaction settlement program, the system reads over the transaction table and groups into a batch all of the prepayment transactions that are at Ready to Settle status. The system assigns a number to each batch, and each transaction within the batch has the Batch Number field on the Prepayment Transaction Table (F004201).

When the batch is settled, the system updates the Batch Header record and the individual prepayment transaction records to Settled status. Settled transactions are not eligible for changes and updates. You can set up your processing options to purge all settled transactions from the Prepayment Transaction History table.

Processing Options for Settle Prepayment Transactions (R004202)

Defaults
Enter a Next Status Override Code for:

1. Settled Lines
Holds

1. Settlement Hold for Prepayment Processing

Running the A/R Draft Collection for Prepayments Program

From the Prepayment Processing menu (G1726), choose A/R Draft Collection for Prepayments.

After the settlement process occurs successfully, you can generate drafts for receivables from the credit card company's bank.

Your bank collects the funds for the draft from the credit card company's bank on the due date of the draft. On or after the due date, both you and the credit card company recognize the transfer of cash. You update the status of the draft in your records to show that it has been collected.

Some companies prefer to close the draft on the settlement date while others wait until the payment appears on the bank statement. Depending on your company policy, use the A/R Draft Collection for Prepayments to do one of the following:

- Run Status Update with Journal Entries on the draft due dates to create journal entries.

- Run Status Update without Journal Entries on the draft due dates, using a pay status code of something other than P (paid). After you verify that payments have been collected, run Status Update with Journal Entries.

Additionally, the credit card company might assess fees for authorizations. You account for all fees by creating a separate journal entry in the Journal Entries program (P0911).

You can run the batch process in either proof or final mode.

Proof mode	In proof mode, the system:

- Selects drafts with a remitted to bank status, that is, drafts that have been remitted but not yet collected.
- Prints a report that shows the drafts to be updated. It shows all drafts that have a payment status of G (drafts deposited not due) with a due date that you specify in a processing option.

Final mode	In final mode, the system works in the same way as proof mode except that it also:

- Changes the pay status of drafts to P (paid) or to another value that you choose.
- Closes your drafts and creates a journal entry to debit a cash account and credit drafts remitted.
- Clears the account of drafts that were created with a contingent liability.

The process updates records in the Accounts Receivable Ledger (F0311), Receipts Register, and Receipts Application Detail tables; and creates records in the Receipts Application Detail table.

Processing Options for A/R Draft Collection (R03B680)

Proof/Final Tab

1. Final Mode

Blank = Print report only

1 = Run in final mode

Use this processing option to specify whether to process drafts for collection in proof or final mode. In proof mode, the system generates a report of the drafts that are eligible for collection. In final mode, the system generates a report, changes the payment status of the draft from G (draft deposited not due) to P (paid in full), and creates journal entries. Valid values are:

Blank

Proof mode

1

Final mode

As Of Date Tab

1. "As Of" Date

Blank = Use current system date

Use this processing option to specify the date for the system to use to process drafts for collection. The system selects all drafts with a due date on or before the date specified that are eligible for collection. If you leave this processing option blank, the system uses the system date.

G/L Date Tab

1. Journal Entry G/L Date

Blank = Use system date

Use this processing option to specify the G/L date for the system to assign to the journal entry it generates for collected drafts. If you leave this processing option blank, the system assigns the system date.

2. G/L Date From Bank Account Float Day

Blank = Use option 1

1 = Add Float Days of G/L bank account to Draft Due Date

Use this processing option to specify whether to add the float days specified for the G/L bank account in the Bank Transit Master table (F0030) to the draft due date used as the G/L date on the journal entry that the system generates for draft collection. Valid values are:

Blank

Use the date from the previous processing option.

1

Add the number of float days specified for the G/L bank account to the due date.

Note: The system generates a separate journal entry for each G/L date that the system calculates.

3. G/L Date from Float Day Entered

Blank = Use option 1 or 2

1 = Add Float Day in option 4 below to Draft Due Date and select drafts by Pay Instruments. Number of Float Day must be entered. Ignore options 1 and 2

Use this processing option to specify whether to use a different number of float days to add to the due date used as the G/L date, instead of the days specified for the bank account in the Bank Transit Master table (F0030). Valid values are:

Blank

Do not specify float days. Use one of the previous processing options to determine the G/L date.

1

Use the float days specified in the next processing option to determine the G/L date and to select draft records. If you do not specify the float days in the next processing option, the system uses one of the previous processing options or the system date.

4. Number of Float Days

Blank = Option 3 will be ignored

Use this processing option to specify the number of float days for the system to add to the due date used as the G/L date on the journal entry that the system generates for draft collection. You must specify a value in this processing option if you specified 1 in the previous processing option.

5. Payment Instrument

Use this processing option to specify the payment instrument for the system to use to select draft records. Use this processing option only if you specified 1 in processing option 3 (G/L Date from Float Day Entered). Otherwise, the system does not select draft records by payment instrument. You are not required to complete this processing option.

Pay Status Tab

1. Pay Status Code

Blank = Update Draft Pay Status to "P" (Paid)

Use this processing option to specify the payment status code for the system to assign to collected drafts. The code that you specify must be set up in the Payment Status Codes UDC (00/PS). If you leave this processing option blank, the system assigns the payment status code P (Paid in Full).

Note: This processing option works in conjunction with the Close Draft processing option. If you choose to update the pay status to P, but do not close the draft, the system considers the draft open and:

o Does not create Receipts Detail records (F03B14) for the R1 draft records.

o Does not update the pay status of the R1 draft records to P; it updates the pay status to A.

o Creates an empty batch header record for batch type RB. You can either post the empty batch header record or run the Batch to Detail integrity report (R007031) to delete it.

2. Close Draft

Blank = Close the draft

1 = Leave draft open

Use this processing option to specify whether to remove the open amount from the R1 draft invoice record (F03B11) if one exists. Valid values are:

Blank

Remove the open amount from the R1 invoice draft records.

1

Do not remove the open amount.

Note: This processing option works in conjunction with the Pay Status Code processing option. If you choose to update the pay status to P, but do not close the draft, the system considers the draft open and:

o Does not create Receipts Detail records (F03B14) for the R1 draft records.

o Does not update the pay status of the R1 draft records to P; it updates the pay status to A.

o Creates an empty batch header record for batch type RB. You can either post the empty batch header record or run the Batch to Detail integrity report (R007031) to delete it.

Exchange Rate Tab

1. Exchange Rate Override

(*** Effective only if draft has been remitted

without Contingent Liability***)

Blank = Derive rate from exchage rate information

Use this processing option to specify the exchange rate to use for drafts that pay foreign invoices. The system applies the exchange rate that you specify to all drafts regardless of the invoice currency. If you leave this processing option blank, the system locates the exchange rate from the Currency Exchange Rates table (F0015).

Note: This processing option is applicable only to drafts remitted without contingent liability.

Reviewing Prepayment Journal Entries

From the Prepayment Processing menu (G1726), choose Journal Entries.

After you create the final prepayment journal entries, you complete the overall billing process by reviewing, approving, and posting the journal entries.

The journal review and post programs are the same programs that you use in the General Accounting system.

Running the Prepayment Transaction Report

From the Prepayment Processing menu (G1726), choose Prepayment Transaction Report.

When you run the Prepayment Transaction Report, you can determine the statuses of your transactions. Based on your data selection, you can view prepayments that are authorized but not settled, or transactions that are in error.

Processing Options for Prepayment Transaction Report (R004203)

Purge

1. Purge Prepayment Transactions
   Blank = Prepayment transactions will
          not be purged.
    '1' = Settled Prepayment
       Transactions will be purged.

Vertex Quantum for Sales and Use Tax

If your company wants to apply sales taxes automatically, you can use the Vertex Quantum for Sales and Use Tax system with the following J.D. Edwards systems:

- General Accounting
- Accounts Receivable
- Accounts Payable
- Sales Order Management
- Procurement
- Customer Service Management System (CSMS)
- Contract Billing
- Service Billing

Caution

If you are using the J.D. Edwards Payroll system, you are required to use the Quantum for Payroll Tax System. See *Setting Up Tax Information* in the *Payroll Guide*.

See Also

❑ *Interface to Vertex Quantum for Sales and Use Tax Guide* for information about using the Vertex Quantum for Sales and Use Tax product