

JD Edwards EnterpriseOne Applications

Service Management Implementation Guide

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Describes the Service Management module and discusses how to set up and use the module to manage service agreements and warranties, track parts and labor for service, track all history of customer products, and manage procurement and inventory.

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Preface

Welcome to the JD Edwards EnterpriseOne Applications Service Management Implementation Guide.

Audience

This guide is intended for implementers and end users of the JD Edwards EnterpriseOne Service Management system.

JD Edwards EnterpriseOne Products

This implementation guide refers to these JD Edwards EnterpriseOne products from Oracle:

- JD Edwards EnterpriseOne Service Management.
- JD Edwards EnterpriseOne Capital Asset Management.
- JD Edwards EnterpriseOne Work Order Management.

JD Edwards EnterpriseOne Application Fundamentals

Additional, essential information describing the setup and design of the system resides in companion documentation. The companion documentation consists of important topics that apply to many or all JD Edwards EnterpriseOne product lines:

- *JD Edwards EnterpriseOne Address Book Implementation Guide*
- *JD Edwards EnterpriseOne Capital Asset Management Implementation Guide*
- *JD Edwards EnterpriseOne Contract and Service Billing Implementation Guide*
- *JD Edwards EnterpriseOne CRM Support Applications Implementation Guide*
- *JD Edwards EnterpriseOne Financial Management Solutions Application Fundamentals Implementation Guide*
- *JD Edwards EnterpriseOne Fixed Assets Implementation Guide*
- *JD Edwards EnterpriseOne General Accounting Implementation Guide*
- *JD Edwards EnterpriseOne Work Orders Implementation Guide*
- *JD Edwards EnterpriseOne Tools 8.98 Foundation Guide*

Customers must conform to the supported platforms for the release as detailed in the JD Edwards EnterpriseOne minimum technical requirements. In addition, JD Edwards EnterpriseOne may integrate, interface, or work in conjunction with other Oracle

products. Refer to the cross-reference material in the Program Documentation at <http://oracle.com/contracts/index.html> for Program prerequisites and version cross-reference documents to assure compatibility of various Oracle products.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Related Documents

You can access related documents from the JD Edwards EnterpriseOne Release Documentation Overview pages on My Oracle Support. Access the main documentation overview page by searching for the document ID, which is 1308615.1, or by using this link:

<https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1308615.1>

To navigate to this page from the My Oracle Support home page, click the Knowledge tab, and then click the Tools and Training menu, JD Edwards EnterpriseOne, Welcome Center, Release Information Overview.

Conventions

The following text conventions are used in this document:

Convention	Meaning
Bold	Indicates field values.
<i>Italics</i>	Indicates emphasis and JD Edwards EnterpriseOne or other book-length publication titles.
Monospace	Indicates a JD Edwards EnterpriseOne program, other code example, or URL.

Introduction to JD Edwards EnterpriseOne Service Management

This chapter contains the following topics:

- [Section 1.1, "JD Edwards EnterpriseOne Service Management Overview"](#)
- [Section 1.2, "JD Edwards EnterpriseOne Service Management Integrations"](#)
- [Section 1.3, "JD Edwards EnterpriseOne Service Management Implementation"](#)
- [Section 1.4, "Business Interface Integration Objects"](#)

1.1 JD Edwards EnterpriseOne Service Management Overview

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

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

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

The efficiency and effectiveness of service operations directly affect the 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 enables the organization to meet its service goals by:

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

1.2 JD Edwards EnterpriseOne Service Management Integrations

The JD Edwards EnterpriseOne Service Management system integrates with these JD Edwards EnterpriseOne products:

- JD Edwards EnterpriseOne Address Book
- JD Edwards EnterpriseOne Accounts Receivable
- JD Edwards EnterpriseOne Accounts Payable
- JD Edwards EnterpriseOne General Accounting
- JD Edwards EnterpriseOne Fixed Assets
- JD Edwards EnterpriseOne HR and Payroll
- JD Edwards EnterpriseOne Capital Asset Management
- JD Edwards EnterpriseOne Work Orders
- JD Edwards EnterpriseOne Service Billing
- JD Edwards EnterpriseOne Advanced Pricing
- JD Edwards EnterpriseOne Inventory Management
- JD Edwards EnterpriseOne Sales Order Management
- JD Edwards EnterpriseOne Procurement
- JD Edwards EnterpriseOne Resource Assignments
- JD Edwards EnterpriseOne Condition-Based Maintenance
- JD Edwards EnterpriseOne Equipment Cost Analysis

The JD Edwards EnterpriseOne Service Management system also integrates with this third-party system: Intelligent Graphic Solution (IGS).

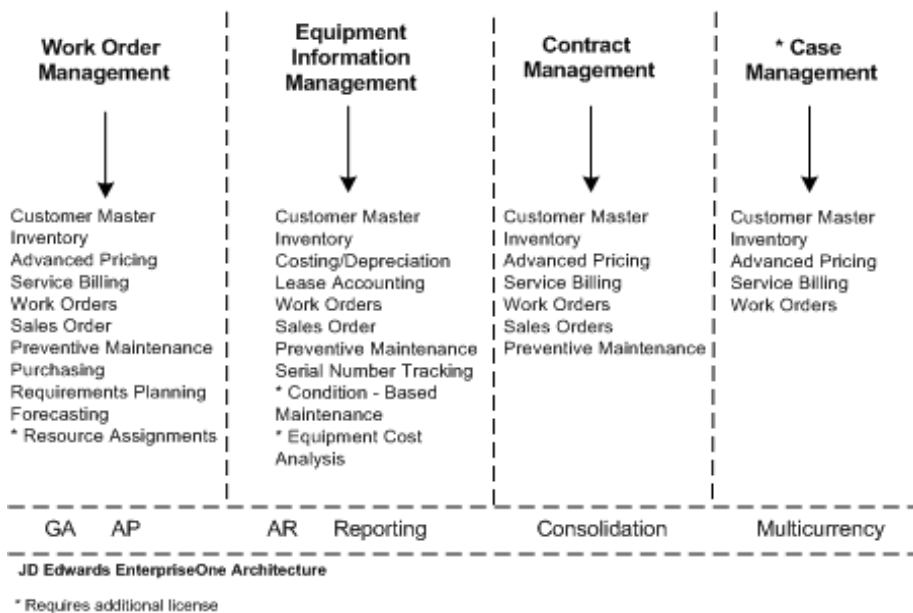
Note: The company might not have licensed all of these systems. Check with the system administrator to verify which systems have been purchased and installed.

Service Management also integrates with other JD Edwards EnterpriseOne product features, including:

- Cases
- Solution Advisor and Scripting
- Returned Material Authorization (RMA)

This graphic illustrates how added features for each of the modules work with existing features of other systems, all based on the JD Edwards EnterpriseOne architecture, to create a complete solution:

Figure 1–1 JD Edwards EnterpriseOne Service Management features



1.2.1 JD Edwards EnterpriseOne Address Book

The JD Edwards EnterpriseOne Address Book system from Oracle contains addresses, tax IDs, adjustment schedules, and pricing information for customers and service providers.

1.2.2 JD Edwards EnterpriseOne Accounts Receivable

The JD Edwards EnterpriseOne Accounts Receivable system from Oracle enables you to receive payment for services provided or for product purchases.

1.2.3 JD Edwards EnterpriseOne Accounts Payable

The JD Edwards EnterpriseOne Accounts Payable system from Oracle enables you to pay service providers.

1.2.4 JD Edwards EnterpriseOne General Accounting

The JD Edwards EnterpriseOne General Accounting system from Oracle enables you to review, approve, and post inventory journal entries to the general ledger.

1.2.5 JD Edwards EnterpriseOne Fixed Assets

The JD Edwards EnterpriseOne Fixed Assets system from Oracle enables you to depreciate company-owned equipment that can be used for loaners, leases, or rentals.

1.2.6 JD Edwards EnterpriseOne Human Resources and Payroll

The JD Edwards EnterpriseOne Human Resources and Payroll systems from Oracle enable you to record time spent assisting a customer on a call or case.

1.2.7 JD Edwards EnterpriseOne Capital Asset Management

The JD Edwards EnterpriseOne Capital Asset Management system from Oracle enables you to set up maintenance schedules for products.

1.2.8 JD Edwards EnterpriseOne Work Orders

The JD Edwards EnterpriseOne Work Orders system from Oracle contains records that you create in Work Order Management.

1.2.9 JD Edwards EnterpriseOne Service Billing

The JD Edwards EnterpriseOne Service Billing system from Oracle enables you to generate and print invoices for contracts, work orders, and cases.

1.2.10 JD Edwards EnterpriseOne Advanced Pricing

The JD Edwards EnterpriseOne Advanced Pricing system from Oracle enables you to apply complex pricing methods to contracts, work orders, and cases.

1.2.11 JD Edwards EnterpriseOne Inventory Management

The JD Edwards EnterpriseOne Inventory Management system from Oracle enables you to record item information and to issue inventory to a work order.

1.2.12 JD Edwards EnterpriseOne Sales Order Management

The JD Edwards EnterpriseOne Sales Order Management system from Oracle enables you to update the Equipment Information Management module to create installed equipment records for new pieces of equipment.

1.2.13 JD Edwards EnterpriseOne Procurement

The JD Edwards EnterpriseOne Procurement system from Oracle enables you to purchase spare parts and supplies.

1.2.14 JD Edwards EnterpriseOne Resource Assignments

Enables you to assign resources to a work order or to specific work order instructions while checking the current availability and assignment of the resources.

1.2.15 JD Edwards EnterpriseOne Condition-Based Maintenance

Enables you to input equipment alerts manually or automatically and then respond to them, based on setup criteria.

1.2.16 JD Edwards EnterpriseOne Equipment Cost Analysis

Enables you to make financial inquiries that are based on account coding. You can also analyze the existing cost information based on equipment coding.

1.2.17 JD Edwards EnterpriseOne Cases

Enables you to store and track cases, which are questions or problems for which a solution is needed. You can use this system both as an internal help desk and as a call

center to receive inbound calls from external customers. The Case program integrates with the Failure Analysis program.

1.2.18 JD Edwards EnterpriseOne Solution Advisor

Enables customers, service agents, and support agents to search the Solution Advisor knowledge base for an appropriate solution to a specific issue.

1.2.19 JD Edwards EnterpriseOne Branch Scripting

Enables you to gather detailed information about a customer or a customer's problem, to assist a contact center agent in resolving issues.

1.2.20 JD Edwards EnterpriseOne Billing for Service Management

Enables you to bill for contracts, service orders, cases, warranty claims, and supplier recovery claims. Service Management uses the same billing programs as the Service Billing system.

1.2.21 JD Edwards EnterpriseOne Voucher Processing for Service Management

Enables you to generate a workfile to complete the voucher process for paying work orders.

1.2.22 Returned Material Authorization (RMA)

Enables you to obtain an approval from suppliers for customers to return inventory for credit, replacement, or repair.

1.2.23 JD Edwards EnterpriseOne Preventive Maintenance Cycle

Enables service departments that maintain customer equipment (whether the customer is internal or external) to plan, monitor, and complete routine maintenance operations to minimize equipment breakdowns and unscheduled repairs.

1.2.24 JD Edwards EnterpriseOne Integration with Intelligent Graphic Solution (IGS)

A third-party product that you can purchase separately. IGS is a graphical tool that can illustrate equipment, buildings, and inventory item assemblies. You can select parts from the graphic, and return the item number to the work order parts list in JD Edwards EnterpriseOne.

1.3 JD Edwards EnterpriseOne Service Management Implementation

This section provides an overview of the steps that are required to implement JD Edwards EnterpriseOne Service Management.

In the planning phase of the implementation, take advantage of all JD Edwards EnterpriseOne sources of information, including the installation guides and troubleshooting information.

When determining which electronic software updates (ESUs) to install for JD Edwards EnterpriseOne Service Management, use the EnterpriseOne and World Change Assistant. EnterpriseOne and World Change Assistant, a Java-based tool, reduces the time required to search and download ESUs by 75 percent or more, and enables you to install multiple ESUs at one time.

See *JD Edwards EnterpriseOne Tools Software Updates Guide*.

For information about the Oracle Business Accelerator solution for implementation of JD Edwards EnterpriseOne Service Management, review the documentation available.

See http://docs.oracle.com/cd/E24705_01/index.htm

1.3.1 Global Implementation Steps

The suggested global implementation steps for JD Edwards EnterpriseOne Service Management are:

1. Set up global user-defined codes.
See *JD Edwards EnterpriseOne Tools Foundation Guide*.
2. Set up companies, fiscal date patterns, and business units.
See "Setting Up Organizations" in the *JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide*.
3. Set up next numbers.
See *JD Edwards EnterpriseOne Tools Foundation Guide*.
4. "Set up accounts, and the chart of accounts" in the *JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide*.
5. "Set up the General Accounting constants" in the *JD Edwards EnterpriseOne Applications General Accounting Implementation Guide*.
6. ".Set up multicurrency processing, including currency codes and exchange rates" in the *JD Edwards EnterpriseOne Applications Multicurrency Processing Implementation Guide*.
7. "Set up ledger type rules" in the *JD Edwards EnterpriseOne Applications General Accounting Implementation Guide*.
8. "Enter address book records" in the *JD Edwards EnterpriseOne Applications Address Book Implementation Guide*.
9. "Set up inventory information such as branch/plant constants, default locations and printers, manufacturing and distribution AAIs, and document types" in the *JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide*.
10. "Set up shop floor calendars" in the *JD Edwards EnterpriseOne Applications Shop Floor Management Implementation Guide*.
11. "Set up manufacturing constants" in the *JD Edwards EnterpriseOne Applications Product Data Management Implementation Guide*.

1.3.2 Service Management Implementation Steps

The suggested application-specific implementation steps for JD Edwards EnterpriseOne Service Management are:

1. Set up Service Management constants.
See [Setting Up Service and Warranty Constants](#).
2. Set up customers and service providers.
See [Setting Up Customers and Service Providers for Service Management](#).
3. Set up suppliers.

- See [Setting Up Suppliers](#).
4. Set up work orders.
See [Setting Up Work Orders](#).
 5. Set up activity rules for work orders.
See [Attaching Activity Rules to Work Orders](#).
 6. Set up standard parts lists.
See [Assigning Parts to a Work Order](#).
 7. Set up work order instructions.
See [Setting Up Work Orders](#).
 8. Set up assessor defaults and rules sequence.
See [Setting Up Assessor Defaults and Rules Sequence](#).
 9. Set up automatic accounting instructions.
See [Setting Up AAI](#)s.
 10. Set up base warranty defaults and rules.
See [Setting Up Base Warranty Defaults and Rules](#).
 11. Set up document type information.
See [Setting Up Document Type Information](#).
 12. Set up inventory information.
See [Setting Up Inventory Information for Service Management](#).
 13. Set up product family and model combinations.
See [Setting Up Product Family and Model Combinations for Service Management](#).
 14. Set up equipment master constants.
See [Setting Up Equipment Master Constants for Service Management](#).
 15. Set up contracts.
See [Setting Up Contracts](#).
 16. Set up preference hierarchies.
See [Setting Up Preference Hierarchies](#).
 17. Set up service and warranty detail groups.
See [Setting Up Service and Warranty Detail Groups](#).
 18. Set up price adjustment definitions.
See [Setting Up Price Adjustment Definitions](#).
 19. Set up adjustment details.
See [Setting Up Adjustment Details](#).
 20. Set up adjustment schedules.
See [Setting Up Adjustment Schedules](#).
 21. Set up repair time schedules.
See [Setting Up Repair Time Schedules](#).

1.4 Business Interface Integration Objects

A business interface is a set of components that implementation teams can use to create an integration between JD Edwards EnterpriseOne and an external system. Business interfaces can include one or more of these business interface components:

- Business Services
- Real-Time Events
- Batch Import and Export Programs

For additional information about business interfaces, and the business objects available for this product area, see these topics in the *JD Edwards EnterpriseOne Applications Business Interface Reference Guide*:

- Business Interfaces Overview
- Supplier Recovery Claim - Warranty Claim
- Work Order - Service

Understanding the JD Edwards EnterpriseOne Service Management Features

This chapter contains the following topics:

- [Section 2.1, "System Features"](#)
- [Section 2.2, "Additional Features"](#)

2.1 System Features

Service Management consists of these modules:

- Equipment Information Management
- Contract Management
- Work Order Management
- Warranty Claims Management
- Supplier Recovery Management
- Customer Self-Service Portal
- Failure Analysis

2.1.1 Equipment Information Management

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

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

2.1.2 Contract Management

The Contract Management module enables 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 the company's needs.

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

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

2.1.3 Work Order Management

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

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

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

2.1.4 Warranty Claims Management

The Warranty Claims Management module enables 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.

2.1.5 Supplier Recovery Management

The Supplier Recovery Management module enables 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.

2.1.6 Customer Self-Service Portal

The Customer Self-Service (CSS) portal provides a simplified, configurable front-end to the Service Management system. The portal provides an easy way for customers to view information related to their service contracts, work orders, and equipment. The portal enables you to further increase customer satisfaction, decrease costs, and free up internal resources to work on higher priority activities through providing customers, dealers, and distributors direct access to this information.

2.1.7 Failure Analysis

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

- 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 case or work order with an analysis and resolution.

See "Working with Failure Analysis" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.

2.2 Additional Features

Service Management uses these additional features:

- Solution Advisor
- Branch Scripting
- Billing for Service Management
- Voucher Processing for Service Management
- Returned Material Authorization (RMA)
- Preventive Maintenance Cycle
- Integration with Intelligent Graphic Solution (IGS)

2.2.1 Solution Advisor

A properly deployed knowledge base will provide a mechanism to share the most up-to-date answers and information across the enterprise by organizing small and disparate bits of information. This information can then be delivered to customers in the form of solutions to the issues they report. Solution Advisor is a knowledge base application that assembles and classifies a wealth of product-specific information. The information is accessible by customers as well as service and support agents, all of whom have the ability to search the knowledge base for an appropriate solution to a specific issue. Solution Advisor provides these benefits:

- Ability to capture and share expertise.
- Quicker agent ramp up time and reduced time to agent productivity.
- Quicker access to relevant solutions.

- Information that is available to all agents to access and use.
- "Level Zero" support, which enables customers to search for their own solutions
- Ability to evaluate the solution repository and make inactive those solutions that have become obsolete.

You can use either Solution Advisor or Failure Analysis, but not both programs.

See "Setting Up Solution Advisor" in the *JD Edwards EnterpriseOne Applications Customer Relationship Management for Support Implementation Guide*

2.2.2 Branch Scripting

Organizations frequently need to gather detailed information about a customer or a customer's problem. This information must be complete and consistent or follow-up interactions with the customer will be required, driving up costs. Designed to assist a contact center agent in resolving issues, Branch Scripting ensures the proper information is captured and stored, thus increasing the probability of success and limiting customer callbacks. Branch Scripting was added as another tool for agents to improve efficiency, effectiveness, consistency and productivity within a contact center. Branch Scripting solution provides these benefits:

- Streamlines data capture by agents.
- Standardizes information gathering, for greater accuracy and consistency.
- Simplifies complex diagnosis, enabling less skilled resources to address complex issues and mirror the abilities of more experienced agents.
- Provides repeatable processes, improving productivity.
- Personalizes data capture interaction for respondents.

See "Setting Up and Managing Scripts" in the *JD Edwards EnterpriseOne Applications Customer Relationship Management for Support Implementation Guide*.

2.2.3 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 transactions into the Billing Detail Workfile (F4812), as follows:

- For contracts, run the Service Contract Workfile Generation (R1732).
- For service orders, run the SWM Work Order Workfile Generation (R1775).
- For cases, run the Case Workfile Generation (R17675).
- For warranty claims, run the Warranty Claims Workfile Generation (R177701)
- For supplier recovery, run the Supplier Recovery Generation (R177701)

The system gathers the corresponding records that are eligible for billing and creates Billing Detail Workfile records (F4812).

See "Processing Invoices" in the *JD Edwards EnterpriseOne Applications Contract and Service Billing Implementation Guide*.

2.2.4 Voucher Processing for Service Management

You must generate a workfile before you can complete the voucher process, using one of these programs:

- SWM Work Order Workfile Generation (R1775)
- Warranty Claim/Supplier Recovery Claim Workfile Generator (R177701)

When you run one of these programs, the system gathers the work orders that are eligible for payment from the Work Order Parts List table (F3111), the Parts Extension table (F31171), the Work Order Routing table (F3112), and the Routing Instructions - Extension table (F31172), and then the system creates records in the Billing Workfile table (F4812).

After you generate a workfile, you run the Voucher Generation program (R48122) to group workfile transactions and assign voucher numbers.

See "Processing Vouchers for Service Billing" in the *JD Edwards EnterpriseOne Applications Contract and Service Billing Implementation Guide*.

2.2.5 Returned Material Authorization (RMA)

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

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

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

See "Generating Returned Material Authorization" in the *JD Edwards EnterpriseOne Applications Sales Order Management Implementation Guide*.

2.2.6 Preventive Maintenance Cycle

Service departments that maintain customer equipment (whether the customer is internal or external) can plan, monitor, and complete routine maintenance operations to minimize equipment breakdowns and unscheduled repairs. When you manage equipment maintenance needs, you define the type and frequency of each maintenance task for each piece of equipment, such as equipment covered under service contracts and warranties.

See "Working with Preventive Maintenance Schedules" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.

2.2.7 Integration with Intelligent Graphic Solution (IGS)

Intelligent Graphic Solution (IGS) is a third-party product that you can purchase separately. IGS is a graphical tool that can illustrate equipment, buildings, and

inventory item assemblies. You can see each item or part in picture format, and in relation to its parents or other components. You can see an entire assembly, select parts from the graphic, and return the item number to the work order parts list in JD Edwards JD Edwards EnterpriseOne.

See "Integrating with Intelligent Graphic Solution" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.

Setting Up Service Management

This chapter contains the following topics:

- Section 3.1, "Understanding Service Management Setup"
- Section 3.2, "Setting Up Service and Warranty Constants"
- Section 3.3, "Setting Up UDCs"
- Section 3.4, "Setting Up System Next Numbers for Service Management"
- Section 3.5, "Setting Up Product Family and Model Combinations for Service Management"
- Section 3.6, "Setting Up Customers and Service Providers for Service Management"
- Section 3.7, "Setting Up Suppliers"
- Section 3.8, "Setting Up Inventory Information for Service Management"
- Section 3.9, "Setting Up AAIs"
- Section 3.10, "Setting Up Assessor Defaults and Rules Sequence"
- Section 3.11, "Setting Up Repair Time Schedules"
- Section 3.12, "Setting Up Document Type Information"

3.1 Understanding Service Management 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.

3.1.1 Common Fields Used in This Chapter

Cost Type

Enter a code that specifies each element of cost for an item. The system retrieves this value and includes it in the parts list on a service order and also uses it with costing. Examples are:

A1: Purchased raw material.

B1: Direct labor detail roll-up.

B2: Setup labor detail roll-up.

C1: Variable burden detail roll-up.

C2: Fixed burden detail roll-up.

Dx: Outside operation detail roll-up.

Xx: Extra add-ons, such as electricity and water.

The optional add-on computations usually operate with the type **Xx** extra add-ons. This cost structure enables you to use an unlimited number of cost components to calculate alternative cost rollups. The system then associates these cost components with one of six user-defined summary cost buckets.

Create Equipment Master Record

Select to specify whether the system creates an equipment record for an item when you run the Equipment Master Update program (R17024). The system creates only the equipment record during the update if you activate this option for the item.

Daylight Savings Rule

Enter a unique name identifying a daylight savings rule. Use daylight savings rules to adjust time for a geographic and political locale.

This field applies to the time zone of the customer, service provider, or supplier.

Default Service Provider

Enter the address book number of the service provider.

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

Flat Rate

Enter a code that specifies whether this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is valid only when you are defining the method of pricing for a service provider. The system uses the blank value to indicate that the service provider is an internal service provider and should not be paid.

Geographic Region

Enter the geographic region of the customer.

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

Responsible BU for Service (responsible business unit for service)

Identifies a separate entity within a business for which you want to track costs, for example, a warehouse location, job, project, work center, or branch/plant. The business unit field is alphanumeric.

You can assign a business unit to a voucher, invoice, fixed asset, and so forth for responsibility reporting. The system provides reports of open accounts payable and accounts receivable by business unit, for example, to track equipment by responsible department.

Business unit security can prevent you from inquiring on business units for which you have no authority.

Repairable

Enter an option that specifies whether an item is repairable.

When you select the Repairable option, the system sends the item to a repairable warehouse if a returned material authorization (RMA) is issued. If the repairable option is cleared and the item is returned, the item is sent to a scrap warehouse.

Subsidiary or Sub

Enter the subsidiary account, which is a subset of an object account. Subsidiary accounts include detailed records of the accounting activity for an object account.

Note: If you are using a flexible chart of accounts and the object account is set to six digits, you must use all six digits. For example, entering **000456** is not the same as entering **456** because if you enter **456**, the system enters three blank spaces to fill a six-digit object.

The system retrieves the GL account number for time entry purposes when you enter time for a case.

Time and Materials

Enter a code that specifies whether this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when you are defining the method of pricing for a service provider. The system uses a blank value to indicate that the service provider is an internal service provider and should not be paid.

Work Order Service Type

Enter a value from UDC 00/TY (Work Order/ECO Type) that specifies the classification of a work order or engineering change order.

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

You can use work order type as a selection criterion for work order approvals.

3.2 Setting Up Service and Warranty Constants

This section provides an overview of Service Management constants and discusses how to:

- Set up Service and Warranty constants.
- Set up the CRM constant for Service Management.

3.2.1 Understanding Service and Warranty 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.

See Also:

- [Setting Up Work Order Constants.](#)
- [Setting Up Contract Constants.](#)
- [Setting Up Equipment Master Constants for Service Management.](#)
- [Checklist for Setting Up Warranty Claims and Supplier Recovery Claims.](#)
- "Setting Up Case Management Fundamentals" in the *JD Edwards EnterpriseOne Applications Customer Relationship Management for Support Implementation Guide.*

3.2.2 Forms Used to Set Up Service and Warranty Constants

Form Name	FormID	Navigation	Usage
S/WM System Constants Revisions	W17001C	Service & Warranty Setup menu (G1740), Service & Warranty Constants Select the General tab.	Set up the service and warranty constants.
CRM Constants	W90CA000C	Service & Warranty Setup menu (G1740), CRM Constants Select the Process tab.	Set up the CRM constant for Service Management.

3.2.3 Setting Up Service and Warranty Constants

Access the SWM System Constants Revisions form. Select the General tab.

Figure 3–1 S/WM System Constants Revisions form: General tab

The screenshot shows the 'Service & Warranty Constants - S/WM System Constants Revisions' form with the 'General' tab selected. The form is divided into three main sections: Defaults, Constants, and Entitle By. The Defaults section contains three input fields: 'Customer Number for Base Warranties' (empty), 'Parent/Child Structure Type' (empty, with 'Accounts Receivable' as a hint), and 'Day Type Code for Holidays' (containing 'H', with 'Holiday' as a hint). The Constants section contains seven checkboxes, all of which are checked: 'S/WM Installed', 'Validate Product Family/Model Combination', 'Check for Previous Cases and Work Orders on Customers', 'Check for Previous Cases and Work Orders on Piece of Equipment', 'Use Failure Analysis Tree for Selecting Failure Analysis Codes', 'Use Workflow for Approving Failure Analysis for Re-Use', and 'Use Graphical Parts Book'. The Entitle By section contains two radio buttons: 'Customer' (selected) and 'Site'.

Customer Number for Base Warranties

Enter a user-defined name or number that identifies an address book record. You can use this number to locate and enter information about the address book record. If you

enter a value other than the address book number (AN8), such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book constants. When the system locates the record, it returns the address book number to the field.

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

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

For example, if address book number 4100 (Total Solutions) has a long address TOTAL and an asterisk (*) distinguishes it from other entries (as defined in the Address Book constants), you could type *TOTAL into the field, and the system would return 4100.

Parent/Child Structure Type

Enter a value from UDC 01/TS (Parent/Child Structure Type) that identifies a type of organizational structure that has its own hierarchy in the Address Book system (for example, email).

When you create a parent/child relationship for the Accounts Receivable system, the structure type must be blank.

Day Type Code for Holidays

Enter a code to indicate the type of day. The system uses this information during the entitlement checking process. Values are:

W: Work Day

E: Weekend

H: Holiday

S/WM Installed (service and warranty management system installed)

Select to indicate the existence of an interface to the Service and Warranty Management system.

Validate Product Family/Model Combination

Select to allow users to enter only the combinations that have been set up in the Product Family/Model Master table (F1790).

If you select this option, the system validates product family and model combinations.

Check for Previous Cases and Work Orders on Customers

Select to specify whether the system locates any previous cases and work orders for the current customer number when you enter cases or work orders.

Check for Previous Cases and Work Orders on Piece of Equipment

Select to specify whether the system locates any previous cases and work orders for the current product (inventory number) when you enter cases or work orders.

Use Failure Analysis Tree for Selecting Failure Analysis Codes

Select to specify whether to use the Failure Analysis Tree to select failure analysis codes.

If you do not select this option, the system allows you to select failures, analyses, and resolutions from the Failure Analysis Codes Search & Select program (P17761S).

Use Workflow for Approving Failure Analysis for Re-Use

Select to specify whether to use workflow to approve failure analysis for reuse.

Use Graphical Parts Book

If you are using Capital Asset Management (CAM), this constant controls the interface between the Manufacturing Work Order Parts List program (P3111) and Intelligent Graphic Solution (IGS).

IGS is a graphical tool that you can use illustrate equipment, buildings, and inventory item assemblies. This integration enables you to link between CAM and IGS to locate parts and documentation for work orders.

Customer and Site

Select an option that specifies which address book number to use to perform entitlement checking when you enter work orders and cases. The values are hard-coded in UDC 17/YN and cannot be changed. Values are:

0: Entitle by customer number

1: Entitle by site number

3.2.4 Setting Up the CRM Constant for Service Management

Access the CRM Constants form, and select the Process tab.

Implicit Save

Enter a value to specify whether the system prompts you for the Save command in most of the CRM applications. Values are:

0: Prompt for Save

1: Implicit Save

3.3 Setting Up UDCs

This section provides a general overview of UDCs and describes the types of UDCs for Service Management.

3.3.1 Understanding UDCs

UDCs enable you to configure the Service Management system for particular business needs. Although a number of predefined codes are provided with the system, you can revise them and set up new codes.

3.3.1.1 UDCs for Equipment Information Management

This table lists the UDCs that you can access from the Equipment User Defined Codes menu (G17411):

UDC	Description
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

UDC	Description
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 entering UDC in the Fast Path field.

3.3.1.2 UDCs for Contract Management

This table lists the UDCs you can access from the Contract User Defined Codes menu (G17441):

UDC	Description
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 the 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 Canadian customers.
H91/TZ	Time Zones
17/TY	Contract Type
17/CO	Contract Status
17/CM	Contract Management Type

3.3.1.3 UDCs for Cases

This table lists the UDCs that you can access from the Case User Defined Codes menu (G17431):

UDC	Description
17/PR	Case Priority
17/CR	Case Reason
17/SC	Case Source
17/ST	Case Status
17/CT	Case Type
17/EN	Environment
17/GR	Geographic Region

UDC	Description
H91/TZ	Time Zones
17/WT	Work Type
17/CB	Call Back
17/TN	Task Name
17/01 through 17/10	Case Category Codes 1 through 10
00/RR	Object In Use Application ID. Use this UDC 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 UDC to check access in the Case 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 RMA module, you must also set up the RMA status UDCs

3.3.1.4 UDCs for Work Order Management

This table lists the UDCs you can access from the Work Order User Defined Codes menu (G17421):

UDC	Description
17/SG	Service Group
17/WT	Time Entry Hour Type

3.3.1.5 UDCs for Failure Analysis

This table lists the UDCs you can access from the Failure Analysis User Defined Codes menu (G17451):

UDC	Description
48/K1 through 48/K5	Failure Analysis Codes CC 1 through 5

3.3.1.6 UDCs for Inventory

This table lists the UDC you can access from the Fast Path field:

UDC	Description
17/RT	Return Policy

3.3.1.7 UDCs for Warranty Claims

This table lists the UDC you can access from the Fast Path field:

UDC	Description
17/DC	Defect Code

3.4 Setting Up System Next Numbers for Service Management

This section provides an overview of next numbers and discusses how to set up system next numbers for Service Management.

3.4.1 Understanding Next Numbers

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

Next numbers is an automatic numbering feature. The Next Numbers program assigns numbers to documents using 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 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.

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. You can also review the next numbers that the system assigns to documents and specify whether to assign check digits for a type of next number. Check digits prevent errors that are 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. You should use check digits for next numbers only when a transposition error is likely to occur during data entry.

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

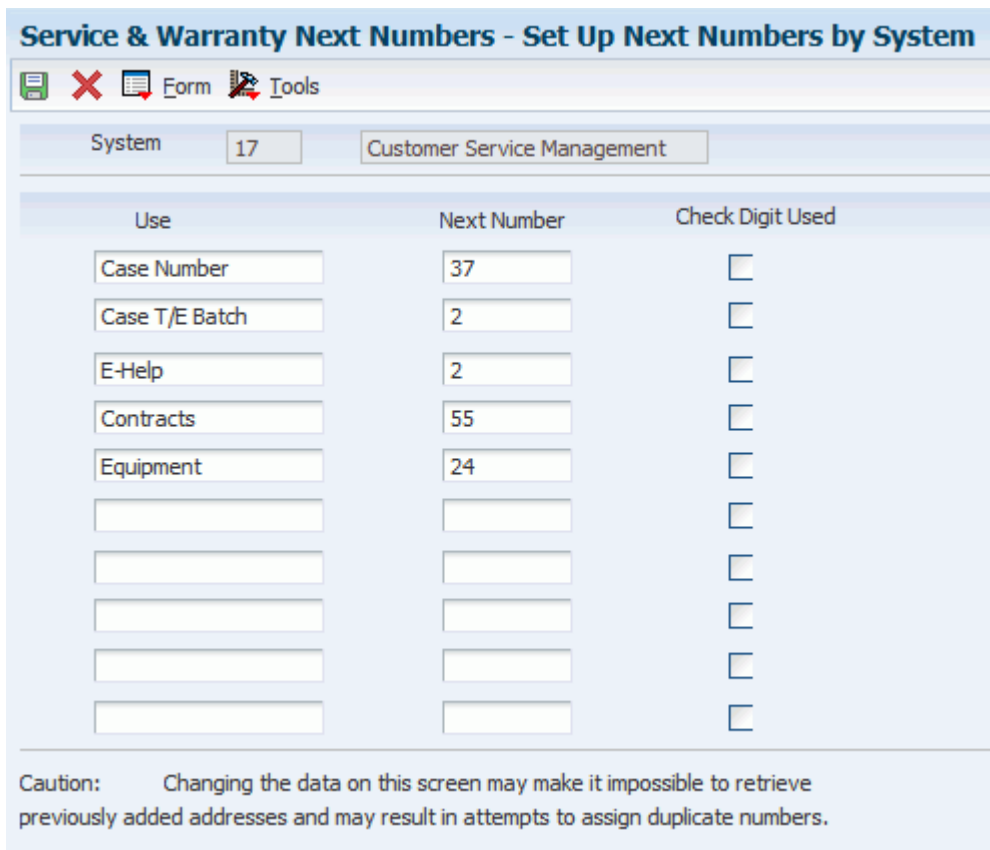
3.4.2 Form Used to Set Up System Next Numbers for Service Management

Form Name	FormID	Navigation	Usage
Set Up Next Numbers by System	W0002C	Service & Warranty Setup (G1740), Service & Warranty Next Numbers On Work With Next Numbers, select the system that you want to review, and click Select.	Set up system next numbers.

3.4.3 Setting Up System Next Numbers for Service Management

Access the Set Up Next Numbers by System form.

Figure 3-2 Set Up Next Numbers by System form



Service & Warranty Next Numbers - Set Up Next Numbers by System

System: 17 Customer Service Management

Use	Next Number	Check Digit Used
Case Number	37	<input type="checkbox"/>
Case T/E Batch	2	<input type="checkbox"/>
E-Help	2	<input type="checkbox"/>
Contracts	55	<input type="checkbox"/>
Equipment	24	<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

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

Next Number Range 1

The number that the system will assign next. The system can use next numbers for voucher numbers, invoice numbers, journal entry numbers, employee numbers, address numbers, contract numbers, and sequential W-2s. You must use the next number types that are already established unless you provide custom programming.

The system uses the starting number that is displayed on Set Up Next Numbers by System (standard next numbers) for each company that you do not set up.

Chk Dgt (check digit)

Select to add a check digit.

This option specifies whether the system adds a number to the end of each next number that is assigned. For example, if you are using check digits and the next number is **2**, the system will add a check digit such as **7**, making the last two numbers **27**. The check digits option provides a method for increasing numbers randomly to prevent the assignment of transposed numbers. In this example, the system would never assign next number **72** while the check digits option is activated.

3.5 Setting Up Product Family and Model Combinations for Service Management

This section provides an overview of product family and model combinations and lists the form used to set up product family and model combinations for Service Management.

3.5.1 Understanding Product Family and Model Combinations

Product family and model combinations are UDCs that enable you to categorize and manage assets, as well as to track failures through a link to the Failure Analysis programs.

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

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

3.5.2 Form Used to Set Up Product Family and Model Combinations for Service Management

Form Name	FormID	Navigation	Usage
Product Family/Model Revisions	W1790C	<p>For Capital Asset Management: Plant & Equipment Management Setup menu (G1341), Product Family/Model Revisions</p> <p>Click Add on Work with Product Family/Model Revisions.</p> <p>For Service Management: Service & Warranty Setup menu (G1740), Product Family/Model Revisions</p> <p>Click Add on Work with Product Family/Model Revisions.</p>	Set up product family and model combinations.

3.6 Setting Up Customers and Service Providers for Service Management

This section provides an overview of customers and service providers and discusses how to:

- Set up customers for Service Management.
- Set up service providers for Service Management.

3.6.1 Understanding Customers and Service Providers

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

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

3.6.1.1 Customer Setup

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

3.6.1.2 Service Provider Setup

Service providers enter cases and fulfill 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 case, a technician on a work order, or an authorized dealer. Set up service providers in the address book.

Note: For CAM, you must set up all users of work order programs to be service providers to ensure that they can enter work orders. The only required field on the Service Provider Revisions form is Time Zone. The remaining fields apply to the Service Management system.

For Service Management, you must set up all users of work orders, contracts, or cases to be service providers.

3.6.2 Forms Used to Set Up Customers and Service Providers for Service Management

Form Name	FormID	Navigation	Usage
Customer Information Revisions	W1782B	<p>For Service Management: Service & Warranty Setup menu (G1740), Address Book Revisions</p> <p>For Capital Asset Management: Plant & Equipment Management Setup menu (G1341), Address Book Revisions</p> <p>Click Add on the Work with Addresses form.</p> <p>Select SWM from the Form menu.</p> <p>Click Add on the Work With Service/Warranty Management Information form.</p> <p>Select Customer on the Service/Warranty Management Information form.</p>	Set up customers.

Form Name	FormID	Navigation	Usage
Service Provider Revisions	W1782C	<p>For Service Management: Service & Warranty Setup menu (G1740). Address Book Revisions</p> <p>For Capital Asset Management: Plant & Equipment Management Setup menu (G1341), Address Book Revisions</p> <p>Click Add on the Work with Addresses form.</p> <p>Select SWM from the Form menu.</p> <p>Click Add on the Work With Service/Warranty Management Information form.</p> <p>Select Service Provider on the Service/Warranty Management Information form.</p>	Set up service provider records.

3.6.3 Setting Up Customers for Service Management

Access the Customer Information Revisions form.

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

Figure 3–3 Customer Information Revisions form

Address Book Revisions - Customer Information Revisions		
<div style="border: 1px solid gray; padding: 2px;"> Form Tools </div>		
Customer Number	<input type="text" value="3003"/>	<i>CSC Corporation</i>
Adjustment Schedules		
Contracts	<input type="text" value="SCHCON"/>	<i>Schedule for Contracts</i>
Work Orders	<input type="text" value="SCHSVO"/>	<i>Schedule for S&WM Serv. Ord.</i>
Case	<input type="text" value="SCHCALL"/>	<i>Schedule for calls</i>
Default Service Provider	<input type="text"/>	
Default Dealer	<input type="text"/>	
Geographic Region	<input type="text"/>	.
Work Order Service Type	<input type="text"/>	.
Time Zone	<input type="text" value="05"/>	<i>Arizona</i>
Daylight Savings Rule	<input type="text"/>	
Standard Carrier	<input type="text"/>	
Shipment Tracking	<input type="text"/>	
Work Center	<input type="text" value="S30"/>	<i>LM Service Center</i>
Responsible Business Unit	<input type="text"/>	

Contracts Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule. When you enter a contract, the system uses the adjustment schedule from the SWM customer additional information. You can override this schedule at the detail line level.

Enter the adjustment schedule for the Advanced Pricing system to use to price contracts.

Work Orders Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that indicates the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor when billing work orders.

Cases Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that indicates the adjustment schedule for the Advanced Pricing system to use to price cases.

Receivables Y/N (receivables yes/no)

Select this option to accept receivables from this customer.

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

3.6.4 Setting Up Service Providers for Service Management

Access the Service Provider Revisions form.

Figure 3–4 Service Provider Revisions form

Inactive

Select this option for service providers who are not active. You can review active or inactive service providers for reporting purposes.

Payables Y/N/M (payables yes/no/miscellaneous)

Enter a code that identifies the address as a supplier. Values are:

Y: Yes, this is a supplier. A processing option specifies whether the supplier master record appears automatically after you add an address.

N: No, this is not a supplier. This code does not prevent you from entering a voucher for the address.

M: This is a miscellaneous, one-time supplier. This code does not prevent you from entering multiple vouchers for the address.

F: This is a supplier with a foreign address. The IRS requires U.S. companies to identify suppliers with foreign addresses for 1099 reporting.

You should assign tax authorities as suppliers. This enables tax payments to be made to tax authorities.

CodeN is informational only unless you set a processing option. In that case, a warning message appears if both the Payables and Receivables fields are N.

ACD Extension (automatic call distribution extension)

Enter a number, without the prefix or special characters such as hyphens or periods, that makes up the telephone number for an entity. You can use any applicable telephone number format for a country. This field is used in conjunction with the Prefix field (AR1), where you enter the first segment of the telephone number, which is called the area code in the United States.

When you search for an address using a phone number, you must enter the number exactly as it is set up in the Address Book system, including any special characters.

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

Mail Box Designator

Enter the mailbox that is associated with the queue that should be used on delivery of the message.

When a case is assigned to a service provider, the system places the case 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

Enter text in this field. If you enter a pager or email address, the system notifies the service provider by page or email when a case or work order is assigned to that service provider.

3.6.4.1 Default Account Number**Home Business Unit**

Enter the number of the business unit in which the employee generally resides.

The system retrieves the GL account number for time entry purposes when you enter time for a case.

3.6.4.2 Adjustment Schedules**Claims**

Enter a value from UDC 40/AS (Schedule Name) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

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

3.6.4.3 Payment/Pricing**Flat Rate, Time and Materials, and None**

Enter a code that specifies whether this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Flat rate. Charges for parts are already included in the flat rate.

T: Actual labor hours. Charges for parts are based on actual parts that are used.

Blank: A blank value is valid only when you are defining the method of pricing for a service provider. The system uses the blank value to indicate that the service provider is an internal service provider and should not be paid.

Credit Memo

Select to indicate the credit memo reimbursement method for approved supplier recovery records.

Account Payable

Select to indicate the accounts payable reimbursement method for approved supplier recovery records.

Pay Service Provider for Parts

Select to indicate that you are paying the service provider for parts that are used for a repair. Values are:

Y or 1: Pay.

N or 0: Do not pay.

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

3.7 Setting Up Suppliers

This section discusses how to set up suppliers for Service Management.

3.7.1 Form Used to Set Up Suppliers for Service Management

Form Name	FormID	Navigation	Usage
Supplier Information Revisions	W1782H	Service & Warranty Setup menu (G1740), Address Book Revisions Click Add on the Work with Addresses form. Select SWM from the Form menu. Click Add on the Work With Service/Warranty Management Information form. Click Supplier on the Service/Warranty Management form.	Set up suppliers.

3.7.2 Setting Up Suppliers for Service Management

Access the Supplier Information Revisions form.

Contracts Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule. When you enter a contract, the system uses the adjustment schedule from the SWM customer additional information. You can override this schedule at the detail line level.

Enter the adjustment schedule for the Advanced Pricing system to use to price contracts.

Work Orders Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that identifies the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor when billing work orders.

Cases Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that identifies the adjustment schedule to use to price cases.

Claims Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that identifies the adjustment schedule to use to price parts and labor for paying suppliers.

Default Dealer

Enter the default dealer for the customer.

Standard Carrier

Enter a unique four-character code to assign to the carrier.

Shipment Tracking

Provides access to a carrier's external shipment tracking function.

Debit Memo and Accounts Receivable

Select these options to specify how a dealer is reimbursed for a claim or how a claim is paid by a supplier. For example, dealers can request payment for a claim through the standard accounts payable process, or they can request credits to their accounts receivable accounts.

3.8 Setting Up Inventory Information for Service Management

This section provides an overview of inventory information for Service Management and lists prerequisites.

3.8.1 Understanding 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.

3.8.1.1 Item Master Creation

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 the 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 that is 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 this information exists:

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

3.8.1.2 Assignment of 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 JD Edwards EnterpriseOne system that retrieves item information searches for the item branch/plant information before using item master information.

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

See "Entering Item Information, Entering Branch, Plant Information" in the *JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide*.

3.8.2 Prerequisites

Before you set up inventory information:

- Enable access to Service Management information by selecting the SWM Installed option on the SWM System Constants Revisions form.

See [Setting Up Service and Warranty Constants](#).

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

See "Setting Processing Options for Item Master (P4101)" in the *JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide*.

- 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.

See "Setting Processing Options for Item Branch Plant (P41026)" in the *JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide*.

3.9 Setting Up AAls

This section provides an overview of AAls and discusses how to set up AAls for Service Management.

3.9.1 Understanding AAls

To record financial transactions, you must identify information about the account structure and specific account values to process transactions properly. You define the account structure and specific account values by using AAls. 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 AAI's to determine how to distribute GL entries that the system generates.

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

Based on the key fields, such as GL 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 writes journal entries. Or you can leave the branch/plant blank. The system identifies the appropriate branch/plant according to the system constants.

These distribution AAI's are contract-related:

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

These distribution AAI's are work order-related:

- 1742, Service Orders
- 1782, Service Order Claims

These distribution AAI's are inventory-related:

- 4124, Expense or COGS
- 4122, Inventory

These distribution AAI's are routing-related:

- 3122, Routing Service Costs
- 3401, Accruals

These distribution AAI's are warranty claim-related:

- 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:

- [Understanding AAls for Contracts Setup.](#)
- [Understanding Work Order-Related AAls.](#)
- [Understanding Warranty Claims Management.](#)

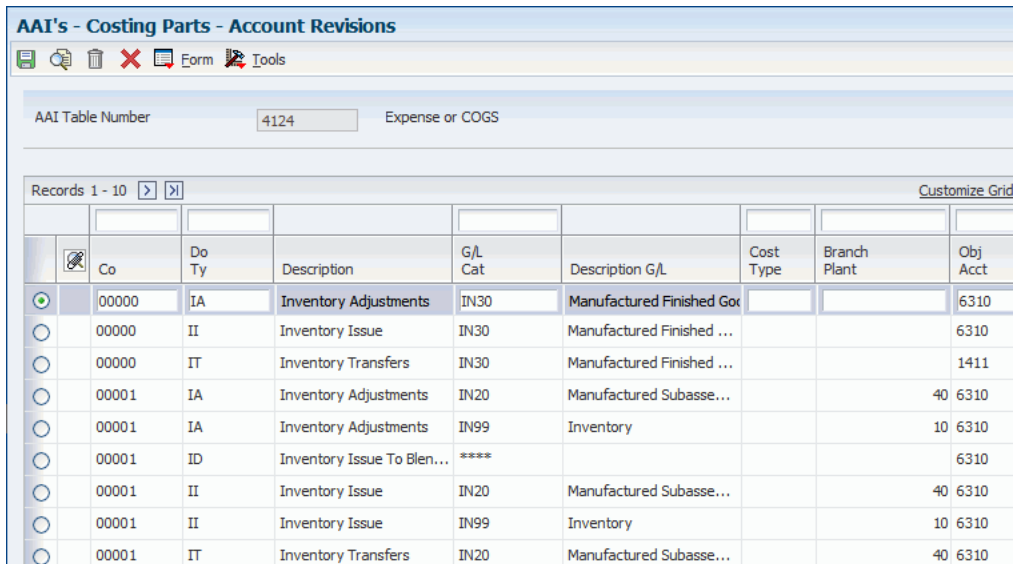
3.9.2 Form Used to Set Up AAls for Service Management

Form Name	FormID	Navigation	Usage
Account Revisions	W40950D	Use one of these navigations: Work Order Setup (G1742), AAls – Costing Parts, Costing Labor, or AAls – Billables/Payables Contract Setup (G1744), AAls – Billables/Amortization Case Setup (G90CG), AAls – Costing or Billing Select an AAI table on the Work With AAls form. Select Details from the Row menu.	Set up AAls for Service Management.

3.9.3 Setting Up AAls for Service Management

Access the Account Revisions form.

Figure 3–5 Account Revisions form



Branch Plant

Enter a business unit on the work order in the Charge to Cost Center field.

Sub

Enter a business unit on the work order in the Cost Code field.

3.10 Setting Up Assessor Defaults and Rules Sequence

This section provides an overview of the Assessor Defaults and Rules Sequence program and discusses how to:

- Set up assessor defaults and rules sequence.
- Set processing options for Assessor Default Entry (P17113).

3.10.1 Understanding the Assessor Defaults and Rules Sequence Program

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.

The way that you set the Activity Types processing option determines how the form title of this program appears. For example, the Work With form can appear as:

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

In addition, selections from form menus, fields, and some column headings in the detail area change.

3.10.2 Forms Used to Set Up Assessor Defaults and Rules Sequence

Form Name	FormID	Navigation	Usage
Work With Assessor Defaults	W17113A	Use one of these navigations: Warranty Claim Setup menu (G1747), Assessor Defaults Supplier Recovery Setup menu (G1748), Assessor Defaults Equipment Master Setup menu (G1741), Assessor Defaults	Review assessor defaults.
Assessor Defaults Revisions	W17113B	Click Add on the Work With Assessor Defaults form.	Set up assessor defaults.
Assessor Defaults Rules Sequence	W17113C	Select Sequence Rules from the Form menu on the Work With Assessor Defaults form.	Set up rules sequence.

3.10.3 Setting Up Assessor Defaults and Rules Sequence

Access the Assessor Defaults Revisions form.

To set up assessor defaults and rules sequence:

1. Complete the fields on the Assessor Defaults Revisions form, and click OK.
2. Select Sequence Rules from the Form menu on Work With Assessor Defaults.
3. On Assessor Default Rules Sequence, enter **Y** or **N** in the fields and click OK.

3.10.4 Setting Processing Options for Assessor Default Entry (P17113)

Use this processing option to supply the default value for the Assessor Default Entry program.

3.10.4.1 Defaults

This processing option specifies the default value for the activity type.

Activity Types

Specify the activity values for assessor defaults. Values are:

A: Product Registration

B: Warranty Claim

D: Supplier Recovery Claim

Note: These values are hard-coded.

3.11 Setting Up Repair Time Schedules

This section provides an overview of the Standard Repair Time Entry program and lists the form used to set up repair time schedules.

3.11.1 Understanding the Standard Repair Time Entry Program

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.

3.11.2 Form Used to Set Up Repair Time Schedules

Form Name	FormID	Navigation	Usage
Standard Repair Time Revisions	W1771A	Use one of these navigations: Warranty Claim Setup menu (G1747), Repair Time Schedule Supplier Recovery Setup menu (G1748), Repair Time Schedule Click Add on the Work with Standard Repair Time form.	Set up repair time schedules for Service Management.

3.12 Setting Up Document Type Information

This section provides an overview of document type information and discusses how to set up document type information for JD Edwards EnterpriseOne Service Management

3.12.1 Understanding Document Type Information

Document types can have various characteristics associated with them. The system stores this type of information in a 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 UDC lists. This program also updates the User Defined Codes table (F0005).

The Document Type Maintenance program currently maintains information for document types in these UDC 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: Adding information directly into the listed UDC tables updates only the F0005 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 that is included in the Document Type Maintenance program.

3.12.2 Form Used to Set Up Document Type Information

Form Name	FormID	Navigation	Usage
Document Type Revisions	W40040B	Inventory Setup menu (G4141), Document Type Maintenance Click Add on the Work With Document Type form.	Set up document type information.

3.12.3 Setting Up Document Type Information for Service Management

Access the Document Type Revisions form.

Figure 3–6 Document Type Revisions form

To set up document type information:

1. Complete the Document Type field.
2. Select one of the options for Transaction Type on the Inventory tab.
3. Select the Include in Integrity Report option to include the document type in the integrity report.
4. Select the options and complete the field in the Lot Trace/Track heading region.
5. Click the appropriate tabs and complete the fields to set up document type information for Sales Order Management, Procurement, Service Management, Work Orders, or Shipping.

3.12.3.1 Inventory

Ignore, Incoming, Outgoing, and Both

Select an option that specifies whether the transaction type is incoming, outgoing, or both. Options on the Document Type Revisions form are:

Ignore: No transactions.

Incoming: Incoming transactions.

Outgoing: Outgoing transactions.

Both: Incoming and outgoing transactions.

Include in Integrity Report

Select this option if you want the system to include transactions with the appropriate document type in Inventory integrity reporting (R41543 - Item Ledger/Account Integrity report and R41544 - Item Balance/Ledger Integrity report).

Display Lot Trace/Track

Select to display in lot tracing and tracking the inventory transactions with the appropriate document type. If you do not select this option, the system will process inventory transactions with this document type, but the transactions will not appear in lot tracing and tracking.

Consolidate Lot Trace/Track

Select this option for the system to attempt to consolidate inventory transactions.

Nature of Transaction

Select the option that the system uses to instruct the Lot Trace/Track program how to process inventory transactions that have a From side and a To side, as well as Bottom and Top levels.

Examples of From and To transactions are Inventory transfers, inventory reclassifications, and work order issues and completions.

Examples of Bottom/Top transactions are sales orders and purchase receipts. An inappropriate value will cause the inventory transaction to be processed incorrectly.

3.12.3.2 Sales

Order Category

Enter the blanket order types in the Sales Order Management and Procurement systems.

Interbranch Orders

Enter a value of **1** to identify this order type as an interbranch order type.

When you create an interbranch order using the Sales Order Entry program (P4210), the system processes additional order information such as cost markup. You use an interbranch order in a situation in which the customer places an order with a sales office, but the sales office ships the inventory to the customer from a warehouse facility. The system creates accounting transactions and intercompany invoices for interbranch sales orders during the sales update and invoice print processes.

Other Quantity

Specify whether the system updates the Quantity on Other Sales Order 1 field or the 2 field in the Item Location file instead of the Soft Commit field or the Hard Commit field.

Specify whether the system updates the Quantity on Other Purchase Order field in the Item Location file instead of the On Purchase Order field.

Relieve On Hand Inventory at Ship Confirm

Select to relieve the quantity that is committed to this sales order from the on-hand quantity during the shipment confirmation process. If you do not select this option, the shipment confirmation process only hard-commits the quantity that is shipped to the appropriate item location.

Next Number System Code

Enter a value from UDC 98/SY (System Code) that identifies a system. Values include:

01: Address Book

03B: Accounts Receivable

04: Accounts Payable

09: General Accounting

11: Multicurrency

Document Type Next Number

Enter a code that specifies which next number series to use when you are creating order numbers for this order type. Ten Next Number series are available.

This field addresses:

- Purchase requisitions that carry order numbers that are different from bid requests and purchase orders.
- Blanket sales orders that are numbered in a different number range from standard sales orders.

3.12.3.3 Procurement

Commit Procurement Orders

Enter a code that specifies whether the system automatically commits the quantity on a purchase order for a service or a subcontract.

3.12.3.4 S/WM

Contract Type

Enter a document type that specifies a service contract. You can also use the document type to define the specific contract type, such as a regular service contract or a quote for a service contract.

3.12.3.5 Work Order Definition

Order Type

Enter a code that the system uses to determine the type of work order. Values are:

01: Unrelated to work order

02: Manufacturing work order

03: Manufacturing rework work order

04: Equipment work order

05: Service work order

- 06: Warranty claim order
- 07: Supplier recovery order
- 08: Engineering change order
- 09: Engineering change request order
- 10: Property Management order
- 11: Engineer to Order summary order
- 12: Rate schedule order

3.12.3.6 Shipping

Carton Creation Status and Carton Change Status

Enter a value from UDC 46/RS (Carton Recommendations Status) that specifies which status the system uses when creating cartons in the Carton Recommendations table (F4615).

Managing Equipment

This chapter contains the following topics:

- Section 4.1, "Understanding Equipment Information Management"
- Section 4.3, "Setting Up Equipment Master Constants for Service Management"
- Section 4.4, "Setting Up Base Warranty Defaults and Rules"
- Section 4.5, "Creating Equipment Master Records Manually"
- Section 4.6, "Creating Equipment Records From Fixed Assets"
- Section 4.7, "Working with Product Registration"
- Section 4.8, "Working with the Equipment Master Update Program"
- Section 4.9, "Creating Base Warranty Contracts"
- Section 4.10, "Working With Parent and Component Information"
- Section 4.11, "Working with Status History"
- Section 4.12, "Scheduling Maintenance for Installed Equipment"

See Also:

- "Understanding the Equipment Master" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*

4.1 Understanding 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 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 Service Contracts. The system uses a set of default information 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 these methods:

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

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

4.1.1 Terms and Concepts

This table lists the terms and concepts that are related to Equipment Information Management:

Term	Description
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.
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.
Customer number	The address book number of the customer who owns or leases equipment.
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.
Equipment record	Products or equipment that are included in the Equipment Master.
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.
Service package	The combinations of service type and contract coverage that specify the service support to which the customer is contractually entitled.
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.

Term	Description
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.

4.2 Common Fields Used in this Chapter

Customer Price Group

Enter a value from user-defined code (UDC) table 40/PC (Customer Price Groups) that identifies a customer group. You can group customers with similar characteristics, such as comparable pricing. This field is optional.

Equipment Status

Enter a value from UDC 12/ES (Status or Disposal Code) that identifies the equipment or disposal status of an asset, such as available, down, or disposed.

Item Price Group

Enter a value from UDC 40/PI (Item Price Groups) that identifies an inventory price group for an item.

Inventory price groups have unique pricing structures that direct the system to incorporate discounts or markups on items on sales and purchase orders. The discounts or markups are based on the quantity, dollar amount, or weight of the item ordered. When you assign a price group to an item, the item takes on the same pricing structure defined for the inventory price group.

You must assign an inventory price group to the supplier or customer, as well as to the item, for the system to interactively calculate discounts and markups on sales orders and purchase orders. This field is optional.

Line Type

Enter a code that controls how the system processes lines on a transaction. It controls the systems with which the transaction interfaces, such as General Ledger, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management. It also specifies the conditions under which a line prints on reports, and it is included in calculations. This field is optional.

Codes include:

S: Stock item

J: Job cost

N: Nonstock item

F: Freight

T: Text information

M: Miscellaneous charges and credits

W: Work order

Parent Number

Enter the parent number to group related components together. You can associate each item of property and piece of equipment with a parent item. For example, you can associate a mobile telephone with a specific automobile (the parent), a printer with a computer (the parent), or a flat bed with a specific truck chassis (the parent).

Note: If this is a data entry field, the default value is the asset number. For example, if the asset number is **123**, the system assigns **123** as the default parent number.

Proof of Purchase

Enter a code that indicates whether a customer has supplied a proof of purchase. If you leave this field blank, then the system enables the Date field. If you enter a value, the system disables the Date field. If you write a billable contract for an equipment record, the system disables the Proof of Purchase and Date fields.

Ship To Country

Enter a value from UDC 00/CN (Country Codes) that identifies a country. The country code has no effect on currency conversion. The Address Book system uses the country code for data selection and address formatting. This field is optional.

Serial Number

Enter a 25-character alphanumeric number that you can use as an alternate asset identification number. You might use this number to track assets by the manufacturer's serial number. You are not required to use a serial number to identify an asset. Every serial number that you enter must be unique.

Note: This field is required only if a processing option is set accordingly.

Service Package

Enter the user-defined service package which is a combination of service order type and coverage type used to define service support to which the customer is contractually entitled. A service package also contains response time and coverage group. This field is optional.

Subledger Inactive Code

Enter a code that indicates whether a specific subledger is active or inactive. Examples of inactive subledgers are jobs that are closed, employees who have been terminated, or assets that have been disposed. If you want to use subledger information in the tables for reports, but you want to prevent transactions from posting to the record in the Account Balances table (F0902), select the Inactive code.

Unit Number

Enter a 12-character alphanumeric code as an alternate identification number for an asset. This number is not required, nor does the system assign a number if you leave the field blank when you add an asset. If you use this number, it must be unique. For equipment, this is typically the serial number.

Warranty Float in Days

The number of days added to the duration of a base warranty to account for the sales cycle and delivery of a product. For example, for a product with a 90-day warranty and a 30-day warranty float, the warranty contract expires 120 days after the product is confirmed as shipped. If you update the installed base record to indicate the actual date that the end user received the product, the system disregards warranty float and indicates a 90-day warranty period that commences on the date of receipt. This field is optional.

Warranty Life In Days

Enter the number of days from date of sale or delivery until the warranty expires.

4.3 Setting Up Equipment Master Constants for Service Management

This section provides an overview of equipment master constants and discusses how to set up equipment master constants for Service Management.

4.3.1 Understanding 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.

4.3.2 Form Used to Set Up Equipment Master Constants for Service Management

Form Name	FormID	Navigation	Usage
S/WM System Constants Revisions	W17001C	Service & Warranty Setup menu (G1740), Service & Warranty Constants. Select the Equipment Master tab.	Set up equipment master constants.

4.3.3 Setting Up Equipment Master Constants for Service Management

Access the S/WM System Constants Revisions form and select the Equipment Master tab.

Figure 4-1 S/WM System Constants form, Equipment Master tab



Push Site Change To Contract

Select this option to update the site number on all contracts that are related to equipment record installation site changes.

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

Push Installation Date Change to Base Warranty Contract

Select this option to update the start and end dates on base warranty contracts that are only related to equipment record installation date changes.

Date changes do not apply to billable contracts.

Push Inventory Number Change to Contracts

Select this option to update the inventory number on all contracts that are related to equipment record installation inventory number changes.

Push Customer Change to Base Warranty Contract

Select this option to update base warranty contracts with customer changes.

Create One-to-One

Select this option to create equipment records for non-serialized items when you run the Equipment Master Update (R17024).

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

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.

Create Many-to-One

Select this option to create equipment records for non-serialized items when you run the Equipment Master Update (R17024).

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

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.

4.4 Setting Up Base Warranty Defaults and Rules

This section provides an overview of base warranty defaults and discusses how to:

- Set up base warranty defaults for Service Management.
- Set up warranty rules for Service Management.

4.4.1 Understanding Base Warranty Defaults and Rules

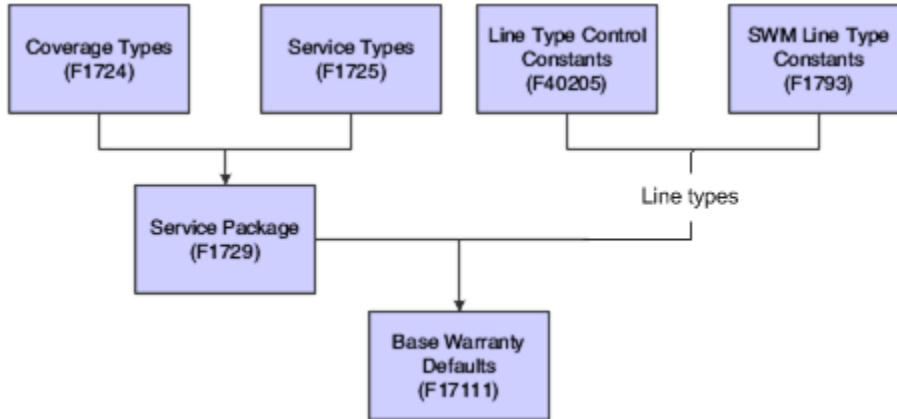
You must provide the system with information about the warranty that you offer for each product or piece of equipment in the Equipment Master, such as the length of time for which the warranty is valid and the type of service package provided by the warranty. You can set up default warranty information 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.

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

The tables that store base warranty default information are:

Figure 4–2 Example of tables storing base warranty default information



4.4.2 Forms Used to Set Up Base Warranty Defaults and Rules for Service Management

Form Name	FormID	Navigation	Usage
Warranty Defaults Revisions	W17111B	Equipment Master Setup menu (G1741), Warranty Default Entry. Click Add on the Work with Warranty Defaults form.	Set up base warranty defaults for Service Management.
Warranty Defaults Rules Sequence	W17111C	Equipment Master Setup menu (G1741), Warranty Default Entry. Select Warranty Rules Seq from the Form menu on the Work with Warranty Defaults form.	Set up warranty rules for Service Management.

4.4.3 Setting Up Base Warranty Defaults for Service Management

Access the Warranty Defaults Revisions form.

Figure 4-3 Warranty Defaults Revisions form

Warranty Default Entry - Warranty Defaults Revisions

Form Tools

Customer Number

Country *Default Country*

Branch/Plant

Inventory Item Number

Product Model .

Product Family *Accessories*

Sales Order Doc Type

Sales Order Line Type

Customer Group *Blank 40/PC*

Item Group *Blank - Pricing Rule 40/PI*

Ship To Country *Default Country*

Service Package *Base Warranty*

Warranty Life In Days *

Warranty Float in Days

Line Type * *Base Warranty*

Max Meter Reading 1

Max Meter Reading 2

Max Meter Reading 3

4.4.4 Setting Up Warranty Rules for Service Management

Access the Warranty Defaults Rules Sequence form.

Figure 4-4 Warranty Defaults Rules Sequence form

Warranty Default Entry - Warranty Defaults Rules Sequence

Tools

Records 1 - 6

	Sequence Number	Customer Number	Country	Branch/Plant	Inv. Item Number	Prod. Model	Prod. Family	Sales Order Doc Type
<input checked="" type="radio"/>	1.00	Y	N	N	N	N	N	
<input type="radio"/>	2.00	N	N	N	Y	Y	Y	
<input type="radio"/>	3.00	N	N	N	N	Y	Y	
<input type="radio"/>	4.00	N	N	N	N	N	Y	
<input type="radio"/>	5.00	N	N	N	Y	N	N	
<input type="radio"/>								

4.5 Creating Equipment Master Records Manually

This section provides an overview of manually creating equipment records, lists prerequisites, and discusses how to:

- Create equipment master records manually: non-CRM users.
- Create equipment master records manually: CRM-users.
- Set processing options for the Work with Equipment Master (P1701) program.
- Set processing options for the Equipment Master Revisions program (P1702).
- Set processing options for the CRM - Manage Equipment program (P90CD001).

4.5.1 Understanding Manual Creation of Equipment Records

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

If you are using the Customer Relationship Management (CRM) system, the interface differs from non-CRM users. After you create an equipment record in the same manner as a non-CRM user, you can then inquire on and revise equipment records using a different interface. The interface provides the same functionality as the current Equipment Revisions program (P1702). You can add, update, delete, and inquire on equipment records. The program provides links to Status History, Customer/Site History, Cases, Work Orders, Service Contracts, and Entitlements.

A processing option indicates whether you are a Non-CRM or CRM user.

When you create equipment records, the system creates records in these 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 the processing options and whether you are creating a base warranty, the system also creates records in the Contract Detail table (F1721). Based on the service or sales contract, the system automatically generates warranty entitlement information for the product.

4.5.2 Prerequisite

Set the Equipment Master Entry (P1701) processing option to indicate that you are a non-CRM or CRM user.

4.5.3 Forms Used to Create Equipment Master Records Manually

Form Name	FormID	Navigation	Usage
Work with Equipment Master	W1701A	Daily Equipment Master Processing menu (G1711), Equipment Master Entry.	Non-CRM and CRM users. Search for or add equipment records.

Form Name	FormID	Navigation	Usage
Equipment Master Revisions	W1702A	<p>Click Add on the Work with Equipment Master form to add an equipment record.</p> <p>Select an equipment record and click Select on the Work with Equipment Master form to access information about an existing equipment record.</p>	<p>Non-CRM users: enter, review, and revise equipment master records.</p> <p>CRM users: enter equipment master records.</p>
Equipment – Manage [equipment description and number]	W90CD001B	<p>Click OK after you add an equipment record on the Equipment Master Revisions form.</p>	<p>CRM users: Review and revise equipment information in the header area, from the links, and on the tabs.</p>
Equipment Master Related Order Information	W17023A	<p>Select the Related Order Detail link on the Equipment – Manage [equipment description and number] form.</p> <p>Select the Sales, Manufacturing, or OEM tabs.</p>	<p>CRM users: Enter or view related order information.</p>
Additional Equipment Master Information	W1702B	<p>Select the Additional Information Detail link on the Equipment – Manage [equipment description and number] form.</p>	<p>CRM users: Enter or view any remarks or tax information.</p>
Related Links for [equipment description and number]	W90CD012A	<p>Select the Related Links Detail link on the Equipment – Manage [equipment description] form.</p> <p>Select the application links to related information. The Related Links Detail link contains all the form exits that are available from the Equipment Master Revisions program (P1702).</p>	<p>CRM users: Enter or view the information as enabled by these links:</p> <ul style="list-style-type: none"> ■ Relationships ■ Costing Analysis ■ Locations ■ Replacement Parts ■ Supplemental ■ Set Up – Flash Messages ■ Set Up – Financials
Equipment – Status History for [equipment description and number]	W90CD003A	<p>Select the Status History tab on the Equipment – Manage [equipment description and number] form.</p>	<p>CRM users: View equipment status and downtime analysis.</p>

Form Name	FormID	Navigation	Usage
Equipment – Customer/Site History for [equipment description and number]	W90CD004A	Select the Customer/Site History tab on the Equipment – Manage [equipment description and number] form.	CRM users: View customer and site history for the equipment, as well as equipment master location and mailing details.
Equipment – Related Objects for [equipment description and number]	W90CD008A	Select the Related Objects tab on the Equipment – Manage [equipment description and number] form. Click one of the links.	CRM users: View work order, case, service contract, or entitlement information for the equipment.
Equipment – Manage Reference for [equipment description and number]	W90CD014A	Select the Reference tab on the Equipment – Manage [equipment description and number] form.	CRM users: Enter or view any additional reference information about the equipment.

4.5.4 Creating Equipment Master Records Manually: Non-CRM Users

Access the Work With Equipment Master form and click Add. On the Equipment Master Revisions form, enter, review, and revise equipment master records.

Figure 4–5 Equipment Master Revisions form (1 of 2)

The screenshot shows the 'Equipment Master Revisions' form. At the top, there are tabs for 'Work with Equipment Master' and 'Equipment Master Revisions'. Below the tabs, there are icons for 'Form' and 'Tools'. The main form area contains several sections:

- Equipment Number:** A text field containing '24740' and a dropdown menu showing 'Vertical Mill'.
- Classification:** A series of tabs labeled 'Classification 1', 'Classification 2', 'Accounting', 'Service', and 'Attachments'. 'Classification 1' is currently selected.
- Customer Section:**
 - Site Number *:** Text field with '200' and a dropdown menu showing 'Manufacturing/Distribution Com'.
 - Customer Number:** Text field with '200' and a dropdown menu showing 'Manufacturing/Distribution Com'.
 - Country:** Text field with a dropdown menu showing 'Default Country'.
 - Terms Accepted Flag:** A checkbox.
 - Registration Status:** A dropdown menu.
- Dates Section:**
 - Date Acquired:** Text field with '01/01/97'.
 - Installation Date:** Text field.
 - Date Disposed or Retired:** Text field.
 - In Service Date:** Text field.

Figure 4–6 Equipment Master Revisions form (2 of 2)

Equipment			
Unit Number	<input type="text" value="VM8"/>	Equipment Status	<input type="text"/>
Serial Number	<input type="text" value="12420853"/>	.	
Parent Number	<input type="text" value="24731"/> <i>Machine Center</i>	<input type="checkbox"/> Company Owned	
Branch	<input type="text"/>	Proof of Purchase	<input type="text"/>
Inventory Item Number	<input type="text" value="E300"/> <i>Vertical Mill Master Parts Lst</i>	Parent Model	<input type="text"/>
Product Model	<input type="text"/> .	Sales Type	<input type="text"/>
Product Family	<input type="text"/> .	<input type="checkbox"/> Meter Reading Required	
Parts List Number	<input type="text" value="24740"/>	<input checked="" type="checkbox"/> Allow Work Order	
More Descriptions	<input type="text" value="12x42"/>	<input type="checkbox"/> Allow Meter Schedules	
	<input type="text"/>		

Select these tabs:

- Customer/Equipment
- Classification 1 and Classification 2
- Accounting
- Service

4.5.5 Creating Equipment Master Records Manually: CRM-Users

Access the Work With Equipment Master form and click Add.

On the Work With Equipment Master form, enter equipment master records and click OK. On the Equipment – Manage [equipment description and number] form, review and revise equipment information in the header area, from the links, and on the tabs.

Figure 4-7 Equipment – Manage [equipment description and number] form

Equipment - Manage AA9 Motor Grader (1001)

Equipment | Status History | Customer/Site History | Related Objects | Reference

Detail | [Related Order](#) | [Additional Information](#) | [Related Links](#)

Save | Undo Changes | Close

Equipment Number: 1001 | Equipment Description: AA9 Motor Grader
 Site Number: 1001 | Equipment Status: AV
 Customer Number: 200 | Branch: M30
 Serial Number: 96U4825 | Inventory Item Number:
 Unit Number: AA9 | Product Model / Family:

Main | Category Code 1 | Category Code 2 | Accounting | Service

Parent Number: 1001 | Date Acquired: 01/01/03
 Parent Model: | Installation Date: 01/01/03
 Country: | Date Disposed:
 Parts List Number: 1001 | In Service Date:
 Registration Status: | Sales Type:
 More Descriptions: Ripper, Power Assist, Push | Proof Of Purchase:
 Block, Scarifier, End Cab
 Meter Reading Required | Terms Accepted Flag
 Allow Work Order | Company Owned
 Allow Meter Schedules

The Equipment and Main tabs appear when you access the Equipment – Manage [equipment description and number] form. Select one of the remaining tabs, depending on the information you want to add or review:

- Category Code 1
- Category Code 2
- Accounting
- Service
- Status History
- Customer/Site History
- Related Objects
- Reference

4.5.6 Setting Processing Options for the Work with Equipment Master Program (P1701)

CRM and non-CRM users: use these processing options to set default values for the Work with Equipment Master program.

4.5.6.1 Categories

These processing options specify default values for category codes.

1. Category Code 1 (Accounting Class), 2. Category Code 2 (Equipment Class), and 3. Category Code 3 (Manufacturer)

Specify the Accounting Class Category Code 1, the Equipment Class Category Code 2, or the Manufacturer Category Code 3 that the system uses to search for the equipment. A blank value selects all.

4. Category Code 4 (Model Year)

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

5. Category Code 5 through 23. Category Code - F/A 23

Enter a value from the appropriate UDC that the system uses to search for the equipment. A blank value selects all.

4.5.6.2 Defaults

These processing options supply default values on the Work with Equipment Master form.

1. Responsible Business Unit

Specify the business unit that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

2. Business Unit - Location

Specify the current physical location of an asset.

3. Equipment Status

Enter a value from UDC 12/ES (Status or Disposal Code) that specifies the status that the system assigns to the equipment record.

4. Company

Specify the company that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

5. Product Family

Enter a value from UDC 17/PA (Product Family) that specifies the default product family.

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

6. Product Model

Enter a value from UDC 17/PM (Product Model) that specifies the default Product Model.

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

4.5.6.3 Process

This processing option specifies whether you are a CRM user.

1. CRM User (customer relationship management user)

Specify whether the system runs the application for the CRM User. Values are:

Blank: Non CRM User

1: CRM User

4.5.6.4 Versions

Specify the versions of programs to access from the equipment records.

1. Equipment Master Revisions (P1702) Version

If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Scheduling Workbench (P48201) Version, 3. Status History (P1307) Version, 4. Equipment Message Log (P1205) Version, 5. Equipment PM Schedule (P1207) Version

If you leave these processing options blank, the system uses the ZJDE0002 version.

6. Cost Summary (P122101) Version

If you leave this processing option blank, the system uses the ZJDE0003 version.

7. Bill of Material Inquiry (P30200) Version and 8. Service Entitlement Inquiry (P1723) Version

If you leave these processing options blank, the system uses the ZJDE0001 version.

9. Case History (P17500) Version

If you leave this processing option blank, the system uses the ZJDE0003 version.

10. Item Master (P4101) Version and 11. Supplemental Data (P00092) Version

If you leave these processing options blank, the system uses the ZJDE0001 version.

12. Equipment Master Related Orders (P17023) Version

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

13. Equipment Master Parent/Child (P12017) Version

If you leave this processing option blank, the system uses the ZJDE0002 version.

14. Location Information (P1201) Version, 15. Work With Locations (P12215) Version, 16. Location Transfer (P12115) Version, 17. Equipment Master Address Locations (P1704) Version, 18. Item Branch (P41026) Version, 19. Equipment Backlog (P13220) Version, 20. PM Orders (P12071) Version, 21. Equipment Parts List (P13017) Version, and 22. Equipment Master (P90CD001) Version

If you leave these processing options blank, the system uses the ZJDE0001 version.

4.5.7 Setting Processing Options for the Equipment Master Revisions Program (P1702)

Non-CRM users: use these processing options to set default values for the Equipment Master Revisions program.

Note: Access these processing options by entering IV (interactive versions) in the Fast Path.

4.5.7.1 Edits

These processing options specify requirements when you add equipment records.

1. Unit Number Required

Specify whether the system requires a unit number when you add an equipment record. Values are:

Blank: Do not require.

1: Require.

Note: This processing option does not apply to the Speed Registration program (P1705).

2. Serial Number Required

Specify whether you are required to enter a serial number when you add an equipment record. Values are:

Blank: Do not require.

1: Require.

3. Inventory Item Number Required

Specify whether you are required to enter an inventory item number when you add an equipment record. Values are:

Blank: Do not require.

1: Require.

4. Base Warranty Contracts

Specify whether to generate a base warranty contract when you add an equipment record. Values are:

Blank: Do not generate.

1: Generate.

5. Base Warranty Contract Start Date

Specify which start date the system uses for the base warranty contract. Values are:

Blank: Installation date.

1: Acquired date.

6. Require Base Warranty

Specify whether the system requires base warranty defaults before you add an equipment record. Values are:

Blank: Do not require.

1: Require.

7. Display Base Warranty

Specify whether the system displays base warranty contracts after you add an equipment record. Values are:

Blank: Do not display.

1: Display.

8. Create Mailing Data

Specify whether the system automatically creates mailing data in the Equipment Master Location Details table (F17311) when you add an equipment record. Values are:

Blank: Do not automatically create.

1: Automatically create.

9. Assessor Default

Specify whether the system assigns the default value for the assessor. Values are:

Blank: Assign.

1: Do not assign.

4.5.7.2 Defaults

These processing options supply default values on the Equipment Master Revisions form.

1. Company and 2. Responsible Business Unit

Specify the company or 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. Cost Center, 4. Account Object, and 5. Account Subsidiary

Specify the business unit component, object component, or 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. Default Cost Account from Parent

Specify whether the parent asset supplies default values for cost account information when you add children assets. Values are:

Blank: Do not default.

1: Default.

7. Create Account Balances Record

Specify whether the system creates an account balances record when you add an equipment record. Values are:

Blank: Do not create.

1: Create.

8. Beginning Equipment Status

Enter a value from UDC 12/ES (Status or Disposal Code) that specifies the initial status that the system assigns to the equipment record.

9. Beginning Registration Status

Enter a value from UDC 17/RS (Product Registration Status) that specifies the initial registration status that the system assigns to the equipment record.

10. Allow Work Order

Specify a default value for the Allow Work Order field when adding an Equipment Master record. Values are:

Blank: Do not allow work orders.

1 or Y: Allow work orders.

11. Location Default

Specify whether the system derives the equipment location from the responsible business unit. Values are:

Blank: No Location.

1: Default location from responsible business unit.

12. Location Start Effective Date

Specify the effective start date for the equipment location. Values are:

Blank: System date

1: Date acquired

4.5.7.3 Process

This processing option specifies whether you are a CRM user.

1. CRM User (customer relationship management user)

Specify whether the system runs the application for the CRM User. Values are:

Blank: Non - CRM User

1: CRM User

4.5.7.4 Export

These processing options supply export values on the Equipment Master Revisions form.

1. Enter the transaction type for the export transaction.

Enter a value from UDC 00/TT (Transaction Type) that specifies the transaction type for the export transaction. If you leave this processing option blank, the system does not perform interoperability processing.

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

Specify which version of APS Outbound Processor (R34A400) the system uses when it performs interoperability processing. If you leave this processing option blank, the system uses the XJDE0002 version.

4.5.7.5 Versions

Specify the versions of programs to launch from the equipment records.

1. Service Entitlement Inquiry (P1723) Version

If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Scheduling Workbench (P48201) Version, 3. Status History (P1307) Version, 4. Equipment Message Log (P1205) Version, and 5. Equipment PM Schedule (P1207) Version

If you leave these processing options blank, the system uses the ZJDE0002 version.

6. Cost Summary (P122101) Version

If you leave this processing option blank, the system uses the ZJDE0003 version.

7. Bill of Material Inquiry (P30200) Version and 8. Quick Customer Add (P01015) Version

If you leave this processing option blank, the system uses the ZJDE0001 version.

9. Case History (P17500) Version

If you leave this processing option blank, the system uses the ZJDE0003 version.

10. Item Master (P4101) Version, 11. Item Branch (P41026) Version, and 12. Equipment Master Related Orders (P17023) Version

If you leave these processing options blank, the system uses the ZJDE0001 version.

13. Equipment Master Parent/Child (P12017) Version

If you leave this processing option blank, the system uses the ZJDE0002 version.

14. Supplemental Data (P00092) Version

If you leave this processing option blank, the system uses the ZJDE0005 version.

15. Location Information (P1201) Version, 16. Location Transfer (P12115) Version, 17. Equipment Parts List (P13017) Version, 18. Equipment Master Address Location (P1704) Version, 19. Work With Locations (P12215) Version, 20. Equipment Backlog (P13220) Version, 21. PM Orders (P12071) Version

If you leave these processing options blank, the system uses the ZJDE0001 version.

22. Accounts (P0901) Version, 23. Contracts (P1720) Version, 24. Parent History Inquiry (P12212) Version, 25. License Information (P1206) History, and 26. Equipment Revisions (P90CD001) Version

If you leave these processing options blank, the system uses the ZJDE0001 version.

4.5.7.6 Data Selection

The Equipment Master Update from Ship Confirm enables additional data selection criteria. These processing options specify the additional criteria.

1. Last Status Code

Enter a value from UDC 40/AT (Activity/Status Codes) that specifies the last status of a sales order that is required to add an equipment record.

2. Country

Enter a value from UDC 00/CN (Country Codes) that specifies the country code of customers whose orders are to be added to the equipment master.

4.5.8 Setting Processing Options for the CRM - Manage Equipment Program (P90CD001)

CRM users: use these processing options to set default values for the CRM – Manage Equipment program.

Note: Access these processing options by entering IV (interactive versions) in the Fast Path.

These processing options are identical to the P1702 program, with these exceptions:

4.5.8.1 Process

There are no Process processing options.

4.5.8.2 Versions

There is no processing option for 26. Equipment Revisions (P90CD001) Version. However, you have the following processing option:

26. Equipment Master Revisions (P1702) Version

If you leave this processing option blank, the system uses the ZJDE0001 version.

See Also:

- [Setting Processing Options for the Equipment Master Revisions Program \(P1702\).](#)

4.6 Creating Equipment Records From Fixed Assets

This section describes how to create equipment master records from fixed assets and discusses how to set processing options for the Create Equipment Master Extension Tables program (P17021).

4.6.1 Understanding 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.

4.6.2 Forms Used to Create Equipment Records From Fixed Assets

Form Name	FormID	Navigation	Usage
Create Equipment Master Extension Tables	W17021A	Periodic Equipment Master Processing (G1721), Create Equip Master from Fixed Assets.	Locate the record.
Equipment Master Revisions	W1702A	Select a record on the Create Equipment Master Extension Tables form, and then select Create Extension from the Row menu.	Enter information such as site number, customer number, date acquired, installation date, serial number, inventory item number, product model, and product family.

4.6.3 Setting Processing Options for the Create Equipment Master Extension Tables Program (P17021)

Use these processing options to supply the default values for the Create Equipment Master Extension Tables program.

4.6.3.1 Defaults

This processing option specifies the beginning registration status.

1. Beginning Registration Status

Enter a value from UDC 17/RS (Product Registration Status) that specifies the initial registration status that the system assigns to the equipment record.

4.6.3.2 Edits

These processing options specify default values for equipment base warranties.

1. Generate Base Warranty Contracts

Specify whether the system generates base warranty contracts when you create an equipment record. Values are:

Blank: Do not generate.

1: Generate.

2. Base Warranty Contract Start Date

Specify which date the system uses as the start date for the base warranty contract. Values are:

Blank: Installation date

1: Acquired date.

3. Display Base Warranty

Specify whether the system displays base warranty contracts after you add an equipment record. Values are:

Blank: Do not automatically display.

1: Automatically display.

4.6.3.3 Versions

Specify the versions of programs to launch from Equipment Master Revisions.

1. Equipment Master Revisions (P1702) version,

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 ZJDE0001.

2. Equipment Master Revisions (P1702) version and 3. Work With Contracts (P1720) version

If you leave these processing options blank, the system uses ZJDE0001.

4.7 Working with Product Registration

This section provides an overview of product registration, lists prerequisites, and discusses how to:

- Enter product registration.
- Set processing options for the Product Registration program (P17051).
- Enter product speed registration.

4.7.1 Understanding Product Registration

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

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).

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.

The Speed Registration Program (P1705) also uses some processing options for the Equipment Master Revisions Program (P1702).

See [Setting Processing Options for the Equipment Master Revisions Program \(P1702\)](#).

4.7.2 Prerequisites

Before you complete the tasks in this section:

- 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.

4.7.3 Forms Used to Work with Product Registration

Form Name	FormID	Navigation	Usage
Product Registration Revisions	W17051B	Daily Equipment Master Processing menu (G1711), Product Registration Entry. Click Add on the Work With Product Registration form. Select the Product tab. Select the Customer tab.	Enter product information.

Form Name	FormID	Navigation	Usage
Quick Product Registration	W1705A	Daily Equipment Master Processing menu (G1711), Speed Registration Entry Select the Customer Defaults tab. Select the Products Default tab.	Enter product speed information.

4.7.4 Entering Product Registration

Access the Product Registration Revisions form.

Figure 4–8 Product Registration Revisions form

Product Registration Entry - Product Registration Revisions

Save X Print Form Tools

Asset Number: 24897 Compressor

Site Number *: 1001 AB Common

Customer Number: 1001 AB Common

Default Dealer:

Product Customer

Serial Number: 9604852

Inventory Item Number:

Product Model: . Installation Date:

Product Family: . In Service Date:

Lot/SN:

Registration Status: 10 Entered Date Acquired: 01/01/97

Assessor Number:

Asset Number

Supplies a Next Number default value if you leave this field blank.

Serial Number

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

Installation Date

Retrieves values for product family and product model information based on the inventory number.

4.7.5 Setting Processing Options for the Product Registration Program (P17051)

Use these processing options to supply the default values for the Product Registration Program.

4.7.5.1 Edits

Use these processing options to supply the edit values for the program.

1. Serial Number Required

Specify whether to require a serial number when you add an equipment record. Values are:

Blank: Do not require

1: Require

2. Inventory Item Number Required

Specify whether to require an inventory item number when you add an equipment record. Values are:

Blank: Do not require

1: Require

3. Base Warranty Contract

Specify whether to generate a base warranty contract when you add an equipment record. Values are:

Blank: Do not create

1: Create

4. Base Warranty Contract Start Date

Specify which start date the system uses for the base warranty contract. Values are:

Blank: Installation date.

1: Acquired date.

5. Require Base Warranty Defaults

Specify whether the system requires default values for the base warranty before you add an equipment record. Values are:

Blank: Do not require

1: Require

6. Assign Assessor Default

Specify whether the system assigns the default value for the assessor. Values are:

Blank: Assign

1: Do not assign

4.7.5.2 Defaults

Use these processing options to supply the default values for the program.

1. Company and 2. Responsible Business Unit

Specify the default company or the default responsible business unit used when creating an equipment master record.

3. Cost Center

Specify the default asset cost center used when creating an equipment master record. The system uses this in conjunction with account object and account subsidiary to create the asset cost account.

4. Account Object

Specify the default asset account object used when creating an equipment master record. The system uses this in conjunction with the cost center and account subsidiary to create the asset cost account.

5. Account Subsidiary

Specify the default asset account subsidiary used when creating an equipment master record. The system uses this in conjunction with the cost center and account object to create the asset cost account.

6. Beginning Equipment Status

Enter a value from UDC 12/ES (Status or Disposal Code) that specifies the default beginning equipment status used when creating an equipment master record.

7. Beginning Equipment Registration Status

Enter a value from UDC 17/RS (Product Registration Status) that specifies the default beginning equipment registration status used when creating an equipment master record.

8. Branch/Plant

Specify the default branch/plant used when creating an equipment master record.

9. Default Address Book Number of User

Specify whether the system uses the user address book number as the default value for the dealer or customer fields. Values are:

Blank: Do not Default

1: Default to Dealer Field

2: Default to Customer Field

10. Allow Work Order

Indicate whether a piece of equipment or asset may be entered on a work order. Values are:

0 or N: Do not allow work order

1 or Y: Allow work order

11. Location Default

Specify whether the system derives the equipment location from the responsible business unit. Values are:

Blank: No Location

1: Default location from responsible business unit

12. Location Start Effective Date

Specify the effective start date for the equipment location. Values are:

Blank: System date

1: Date acquired

4.7.5.3 Versions

Specify the version values for the program.

1. Meter Readings (P12120) Version

If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Work With Contracts (P1720) Version

If you select 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 and the Contract Print program (P1721 and R1733, respectively). If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Quick Customer Add (P01015) Version

If you leave this processing option blank, the system uses the ZJDE0001 version.

4.7.5.4 Process

Use these processing options to supply the process values for the program.

1. Disable Dealer and 2. Disable Customer

Specify whether the system disables the Dealer field or the Customer field. Values are:

Blank: Do not disable

1: Disable

3. Hide Assessor

Specify whether the system hides the Assessor field. Values are:

Blank: Do not hide

1: Hide

4.7.6 Entering Product Speed Registration

Access the Quick Product Registration form.

Figure 4–9 Quick Product Registration form

	Add Row	Site Number	Owner Number	Installation Date	Serial Number	Branch Plant
<input checked="" type="radio"/>	N	1001	1001	06/30/10	5864	M30
<input type="radio"/>	N					

4.8 Working with the Equipment Master Update Program

This section provides overviews of equipment master updates, the Equipment Master Update program, the Equipment Master Global Update program, lists prerequisites, and discusses how to:

- Run the Equipment Master Update program.
- Set processing options for the Equipment Master Update program (R17024).
- Run the Equipment Master Update program for multiple records.
- Set processing options for the Equipment Master Global Update program (P17022).

4.8.1 Understanding Equipment Master Updates

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

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

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

4.8.1.1 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 these 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.

4.8.1.2 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 the customer, you can continue to use the serial numbers to create equipment records in the Service Management system for warranty and service information.

4.8.1.3 Basic Serial Number Processing

If you do not require a serial number for 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 this 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).

4.8.1.4 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 Serial Number Required:N value that is assigned in the Item Branch File table (F4102).

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, select one of these options:

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

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

4.8.1.5 Non-Serialized Items

If you do not require a serial number for items, you can still create equipment records to use for product tracking, customer service, or new product promotions.

Non-serialized items have this 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.

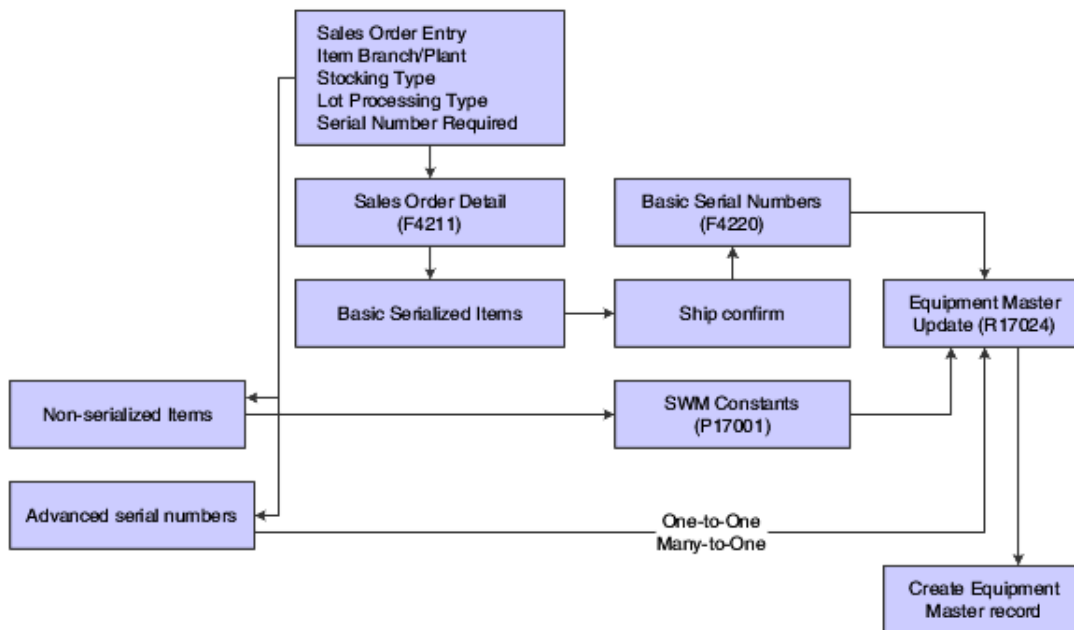
When you create an equipment record for non-serialized items, you can create a record for each single unit in the order detail line or one equipment record for the entire quantity. For example, a sales order detail line exists for 50 bicycles. You can create 50 equipment records for this order detail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

This graphic illustrates the Equipment Master Update process.

Figure 4–10 The Equipment Master Update process



4.8.2 Understanding the Equipment Master Update Program

You can automatically update equipment records directly from sales orders. When you run the Equipment Master Update program (R17024), the system creates equipment records for all 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 these 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 the 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 these 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 UDC 41/I (Stocking Type Code).

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

For purchased goods, including raw materials, the system retrieves purchasing information from these 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 UDC 41/I (Stocking Type Code).

- Item Ledger File (F4111)

4.8.3 Understanding the Equipment Master Global Update Program

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 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.

4.8.4 Prerequisite

Set up equipment constants.

4.8.5 Forms Used to Work with Equipment Master Update Program

Form Name	FormID	Navigation	Usage
Available Versions	W98305WA	Daily Equipment Master Processing menu (G1711), Equipment Master Update. Select the version and run the update.	Run the Equipment Master update for multiple records.
Equipment Master Global Update	W17022A	Periodic Equipment Master Processing menu (G1721), Equipment Master Global Update. Select any of the tabs.	Run the Equipment Master global update for multiple records.

4.8.6 Running the Equipment Master Update Program

To run the Equipment Master Update program, access the Daily Equipment Master Processing menu (G1711), Equipment Master Update.

4.8.7 Setting Processing Options for the Equipment Master Update Program (R17024)

Use these processing options to supply the default values for the Equipment Master Update Program.

4.8.7.1 Process

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

1. Generate Base Warranty

Specify whether you want to generate a base warranty. Values are:

Blank: Do not generate.

1: Generate.

2. Require Base Warranty

Specify whether the system requires base warranty defaults before adding an equipment record. Values are:

Blank: Do not require.

1: Require.

3. Create Mailing Data

Specify whether the system creates mailing data when you create a new equipment record. Values are:

Blank: Do not create.

1: Create.

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:

Verifies the sales order number for the equipment record.

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

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

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

Specify how the system prints detail lines on the report. 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

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. Values are:

Blank: Do not create.

1: Create. 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

Specify how the system prints detail lines for serialized components on the Equipment Master Update report (R17024). 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

Specify whether the system assigns the default value for the assessor. Values are:

Blank: Assign.

1: Do not assign.

4.8.7.2 Defaults

These processing options define the default values that the system uses when you update the Equipment Master. The default values 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 and 2. Business Unit

Specify the company or 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, 4. Asset Cost Account - Object, and 5. Asset Cost Account

Specify the business unit component, the object component, or 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

Enter a value from UDC 12/ES (Status or Disposal Code) that specifies the initial status that the system assigns to the equipment record.

7. Status Code - Next

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 UDC 40/AT (Activity/Status Codes) 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

Enter a value from UDC 17/RS (Product Registration Status) that specifies the initial registration status that the system assigns to the equipment record.

9. Allow Work Order

Specify a default value for the Allow Work Order field when adding an Equipment Master record. Values are:

Blank: Do not allow work order entry.

1 or Y: Allow work order entry.

10. Location Default

Specify whether the system derives the equipment location from the responsible business unit. 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

Specify the effective start date for the equipment location. Values are:

Blank: System date.

1: Acquired date. If you select this value, the system date in the asset master record must be blank.

12. Allow Meter Schedules

Specify a default value for the Meter Used field when adding an Equipment Master record. Values are:

Blank: Meter is not used

1 or Y: Meter is used

4.8.7.3 Versions

These processing options define the versions that the system uses when creating equipment records using this version of Equipment Master Update - Unified. If you select 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)

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 ZJDE0001.

2. Work With Contracts (P1720)

Specify the version of the Work With Contracts program (P1720). If you select 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 ZJDE0001.

4.8.7.4 Select

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

1. Country

Enter a value from UDC 00/CN (Country Code) that specifies sales order detail lines for customers in this country. If you leave this processing option blank, no additional data selection is performed. If a value is entered, the system only selects sales order detail lines for customers in this country.

4.8.8 Running the Equipment Master Update Program for Multiple Records

Access the Equipment Master Global Update form.

Figure 4–11 Equipment Master Global Update form

Equipment Master Global Update - Equipment Master Global Update

✓ ✖ Row Tools

Equipment Master Search **Date Change** **Site Change** **Parent Number** **Location Details** **Mailing** **Additional**

Customer Number: 200 *Manufacturing/Distribution Com* Date Acquired: *

Site Number: Installation Date: *

Inventory Item Number: Order Number: *

Product Model: *

Product Family: *

Default Dealer: Assessor Number: *

Records 1 - 10

<input type="checkbox"/>	Customer Number	Site Number	Inventory Item Number	Serial Number	Date Acquired	Installation Date	Product Model	Product Family
<input type="checkbox"/>	200	200			03/21/03			
<input type="checkbox"/>	200	200			11/17/10	11/17/10		
<input type="checkbox"/>	200	200			01/01/97			
<input type="checkbox"/>	200	200			01/01/97			
<input type="checkbox"/>	200	200			01/01/97			
<input type="checkbox"/>	200	200			01/01/97			
<input type="checkbox"/>	200	200			03/21/03			

To update the Equipment Master for multiple records:

1. Select all the records that you are changing.
2. Select Update from the Row menu.

The system processes the changes and displays the updated information.

- **Update Children**

Select an option that specifies the type of processing for an event.

4.8.9 Setting Processing Options for the Equipment Master Global Update Program (P17022)

Use these processing options to supply the default values for the Equipment Master Global Update Program.

4.8.9.1 Defaults

This processing option specifies the start date for base warranty contracts.

Base Warranty Contract Start Date

Specify which date the system uses as the start date for the base warranty contract. Values are:

Blank: Installation date.

1: Acquired date.

4.8.9.2 Versions

Specify the version of the program.

1. Equipment Master Revisions (P1702)

If you leave this processing option blank, the system uses ZJDE0001.

4.9 Creating Base Warranty Contracts

This section provides an overview and discusses how to create base warranty contracts for Service Management.

4.9.1 Understanding 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).

See Also:

- [Understanding Contracts.](#)
- [Setting Up Contracts.](#)

4.9.2 Form Used to Create Base Warranty Contracts for Service Management

Form Name	FormID	Navigation	Usage
Create Base Warranty Contract	W17212A	Periodic Equipment Master Processing menu (G1721), Create Base Warranty Contracts	Create base warranty contracts.

4.9.3 Creating Base Warranty Contracts for Service Management

Access the Create Base Warranty Contract form.

Figure 4–12 Create Base Warranty Contract form

Create Base Warranty Contracts - Create Base Warranty Contract

Row Tools

Site Number *Continental Incorporated*
 Owner Number
 Order Number
 Product Family
 Product Model
 Inventory Number

Records 1 - 3

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

To create base warranty contracts for Service Management:

1. 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. Select Create B/W Contract from the Row menu.

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

4.10 Working With Parent and Component Information

This section provides an overview of parent and component information and discusses how to:

- Review and revise parent information.
- Review current equipment components.
- Set processing options for the Equipment Master Parent/Child program (P12017).

4.10.1 Understanding Parent and Component Information

You can establish a hierarchy of parent and component relationships among the equipment in the 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:

- 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.

4.10.1.1 Parent Information

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

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

4.10.1.2 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 select a component to review.

For example, after you select an equipment component, you can access these forms:

Form	Description
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.

4.10.2 Forms Used to Work with Parent and Component Information

Form Name	FormID	Navigation	Usage
Work With Parent History	W12212H	Daily Equipment Master Processing menu (G1711), Equipment Master Entry. Select an equipment record on the Work With Equipment Master form, select Equipment Master and then Parent History.	Review and revise parent information.
Asset Master Revisions	W1201G	Select the record on the Work With Parent History form, and then select Asset Master from the Row menu.	Revise parent information.
Parent Change Date	W1201I	Enter the new parent number on the Asset Master Revisions form, and click OK.	Enter the date that the asset changed parents.
Parent/Child Browse	W12017A	Daily Equipment Master Processing menu (G1711), Equipment Parent/Child.	Review current equipment components.

4.10.3 Reviewing and Revising Parent Information

Access the Work With Parent History form.

Figure 4–13 Work With Parent History form

Equipment Master Entry - Work With Parent History

✓ 🔍 🗑️ ✖️ 📄 Form 📊 Row 🖨️ View 🛠️ Tools

Asset Number * 24619 *Western Manufacturing Center*

Date From * Date Thru *

Records 1 - 2 [Customize Grid](#) 📄 🗑️

<input type="checkbox"/>	Parent Number	Description	Begin Date	Ending Date	Duration
<input type="checkbox"/>	24601	The Manufacturing Company	03/21/03		3163
<input type="checkbox"/>	24601	The Manufacturing Company	03/21/03	03/21/03	0

To review and revise parent information:

1. Select either Parent Format or Component Format from the View menu on the Work With Parent History form.
2. Complete these optional fields to limit the information that appears and click Find:

- Date From
 - Date Thru
3. Select the component record, and then select Asset Master from the Row menu to revise the parent information for a component.
 4. Complete the Parent Number field with the new parent number and then click OK on Asset Master Revisions.
 5. Complete the Effective Date field and click OK on the Parent Change Date form.
 6. Click Find to review changes.
 - **Parent Number**

Enter a number that identifies the immediate parent asset in a parent/component relationship. For example, a car phone and radar detector are components that belong to a car. If you leave this field blank, the system uses the asset's primary identification number. If you change the parent number, the system displays a window so you can enter the date on which you assigned the asset a new parent.

4.10.4 Reviewing Current Equipment Components

Access the Parent/Child Browse form.

Figure 4–14 Parent/Child Browse form

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			
+	24643	Central Manufacturing Center			

To review current equipment components:

1. Complete the Parent Equipment Number field and click Find on the Parent/Child Browse form.

The system displays the parent piece of equipment.

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

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.

4.10.5 Setting Processing Options for the Equipment Master Parent/Child Program (P12017)

Use these processing options to supply the default values for processing for the Equipment Master Parent/Child Program.

4.10.5.1 Versions

Specify the versions of programs to launch from the Equipment Master Parent/Child Program.

1. Equipment Master (P1702) Version and 2. Backlog Management (P48201) Version
If you leave these processing options blank, the system uses the ZJDE0001.

4.11 Working with Status History

This section provides an overview of status history and discusses how to:

- Review status history.
- Track mean time between failures for equipment.
- Set processing options for the Status History program (P1307).

4.11.1 Understanding 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 enable 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.

Note: You can access Status History from either equipment records or work orders.

4.11.2 Forms Used to Work with Status History

Form Name	FormID	Navigation	Usage
Work with Equipment Master	W1701A	Daily Equipment Master Processing menu (G1711), Equipment Master Entry.	Locate equipment records.
Work With Status History	W1307A	Select a record on the Work with Equipment Master form and then select Costing/Analysis and then select Status History from the Row menu.	Review status history.
Downtime Analysis	W1307B	Select Analysis from the Form menu on the Work With Status History form.	Track mean time between failures for equipment.

4.11.3 Reviewing Status History

Access the Work With Status History form.

Figure 4–15 Work With Status History form

Status	Status Description	Begin Date	Beginning Time	Ending Date	Ending Time	Remark	Status Hours
AV	Available - On Job Site	03/11/99	11:18:44	04/02/02	10:25:06		26,831.12

On Work with Status History, complete the Equipment Number field and click Find.

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.

4.11.4 Tracking Mean Time Between Failures For Equipment

Access the Downtime Analysis form.

The system displays the mean time between failures.

Equipment Downtime Status

Displays a value from UDC 12/ES (Status or Disposal Code) that identifies the equipment or disposal status of an asset, such as available, down, or disposed.

4.11.5 Setting Processing Options for the Status History Program (P1307)

Use these processing options to supply the default values for the Status History Program.

4.11.5.1 Process

These processing options specify remarks and calendar options.

1. Remarks

Specify whether the system protects the remarks field. 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

Specify the work day calendar that the system uses to calculate the number of days for equipment analysis.

4.11.5.2 Defaults

These processing options specify default values for dates and downtime status.

1. Starting Effective Date

Specify the starting date that the system uses for the for downtime analysis in Status History program (P1307). The system uses this date when calculating the mean time between failures. Values are:

Blank: Use the acquired date from the equipment master.

1: Use the installation date from the equipment master.

Note: If you select 1, but the installation date is blank, the system uses the acquired date.

2. Equipment Downtime Status

Enter a value from UDC 12/ES (Status or Disposal Code) 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.

4.11.5.3 Versions

Specify the programs to launch from the Status History Program.

1. Work Order Revisions (P17714) Version

If you leave this processing option blank, the system uses ZJDE0003.

2. Equipment Master (P1702) Version

If you leave this processing option blank, the system uses ZJDE0001.

4.12 Scheduling Maintenance for Installed Equipment

This section provides an overview of maintenance for installed equipment and the customer reference report, lists prerequisites, and discusses how to:

- Schedule maintenance for installed equipment.
- Set processing options for the Equipment PM Schedule program (P1207).
- Reviewing the customer reference report.

4.12.1 Understanding Maintenance for Installed Equipment

You can use the Preventive Maintenance features in the Plant and Equipment Management module to create preventive maintenance (PM) schedules and to schedule maintenance for the installed product. For example, you can use PM schedules to schedule warranty service and routine maintenance tasks for each piece of equipment in the 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 enable you to define the type and frequency of each maintenance task for each product in the 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.

4.12.1.1 Preventive Maintenance

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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.

4.12.1.2 Linking Service Types

For each piece of equipment in the 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.

See Also:

- "Setting Up Preventive Maintenance" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Working with Preventive Maintenance Schedules" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.

4.12.2 Understanding the 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 these tables:

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

4.12.3 Prerequisites

Before you complete the tasks in this section:

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

4.12.4 Forms Used to Schedule Maintenance for Installed Equipment

Form Name	FormID	Navigation	Usage
Work With Equipment PM Schedule	W1207A	Daily Equipment Master Processing menu (G1711), Equipment Master Entry. Select the record for which you want to schedule maintenance on the Work with Equipment Master form. Select Equipment Master and then select PM Schedules from the Row menu.	Find maintenance tasks for equipment records.

Form Name	FormID	Navigation	Usage
Equipment PM Schedule	W1207B	Click Find on the Work With Equipment PM Schedule form to display all of the maintenance tasks that have been defined for the equipment. Click Add to schedule maintenance for a new task.	Schedule maintenance for installed equipment.
PM Classification	W1207F	Select PM Classification from the Form menu on the Equipment PM Schedule form.	Classify maintenance information, such as priority and downtime.
Available Versions	W98305WA	Equipment Master Processing menu (G1711), Customer Reference Report	Review the Customer Reference report.

4.12.5 Scheduling Maintenance for Installed Equipment

Access the Equipment PM Schedule form.

Service Type

Enter a value from UDC 12/ST (Service Types) that describes the preventive maintenance service to be performed. Examples of codes include CLUTCH for adjust clutch, OIL for change oil, and 10H for 10 hour service.

4.12.5.1 Equipment PM Schedule form: Schedule Interval

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.

Hours

Enter the hours to be expended before you schedule maintenance for each service type for which you did not enter a schedule date. To determine if maintenance is due, the Update PM Schedule Status program uses this quantity and the threshold percent from the maintenance rules table. It calculates the total hours as the service hours plus the hours run as of the last date you performed a maintenance. It then compares this amount to the actual hours from the AA ledger for the AT00 AAI to determine if maintenance is due.

Note: Hours is only an example of a statistical unit. You can define other statistical units appropriate to the organization within the AT00 AAI.

Miles

Enter the number of miles to be expended before you schedule maintenance for each service type for which you did not enter a schedule date. To determine if maintenance is due, the Update PM Schedule Status program (R12807) uses this quantity and the threshold percent from the Maintenance Rules table (F1393). For example, it calculates the total miles as the service miles plus the miles operated as of the last date you performed maintenance. It then compares this amount to the actual miles from the AA ledger for the FMB AAIs to determine if maintenance is due.

Note: You can define other statistical units appropriate to the organization within the FMB AAIs.

Fuel

Enter the amount of fuel to be consumed before you schedule maintenance for each service type for which you did not enter a schedule date. To determine if maintenance is due, the Update PM Schedule Status program (R12807) uses this quantity and the threshold percent from the Maintenance Rules table (F1393). For example, it calculates the total fuel as the service fuel plus the fuel consumed as of the last date you performed a maintenance. It then compares this quantity to the actual fuel consumed from the AA ledger for the FMA AAI to determine if maintenance is due.

Note: You can define other statistical units appropriate to the organization within the FMA AAIs.

Days

Enter the number of days to elapse before you schedule maintenance for each service type for which you did not enter a schedule date.

You can enter a service interval based on service days and schedule date. If you enter both service days and a schedule date, the system schedules the maintenance to come due based on the schedule date.

The system calculates subsequent schedule dates for maintenance based on the last completed date, in conjunction with the service days interval.

Schedule Date

Enter the date that you want to receive a reminder message about an asset for each service type.

This is the future date on which the scheduled maintenance is due. You can enter a service interval based on the schedule date and service days. If you enter both a schedule date and service days, the system schedules the maintenance to come due, based on the schedule date that you indicate.

Subsequent schedule dates for maintenance are calculated, based on the last completed date, in conjunction with the service days interval.

Frequency Indicator

Enter the Frequency Indicator for each service type for each service type. When used in conjunction with Schedule Date, this field indicates the frequency at which the system schedules maintenance. When maintenance is completed, the system automatically schedules the next maintenance according to the value that you enter in this field. Values are:

Blank: No frequency indicator

- 1: Same date each month
- 2: Last date each month
- 3: Same date each quarter
- 4: Same date each year
- 5: Same day each week
- 6: Semi-annually (same date at six month intervals)

Multiple W.O. Code (multiple work order code)

Enter a code, for each service type, which determines whether maintenance service types can be rescheduled and can come due again before the maintenance task for the originally scheduled service type has been completed. Values are:

Blank: One Cycle (default). Maintenance is not rescheduled until the original maintenance task has been completed.

1: Multiple Cycle with Multiple Work Orders. When the service type has come due, it is automatically rescheduled to come due again regardless if the original maintenance is completed. Multiple work orders can accrue.

2: Multiple Cycle. When the service type has come due, it is automatically rescheduled to come due again regardless if the original maintenance is completed. Only one work order can accrue.

3: Maintenance Loop. The Update PM Schedule program assigns the Maintenance Loop code to PM schedules generated through maintenance loops. These PM schedules are not repeated in the PM cycle. Maintenance tasks for all equipment indicated in the maintenance loop are performed under a single work order.

4: Warranty. A code that indicates that the equipment is under warranty. The system provides a warning on the Work Order Inventory Issues form and the Purchase Request form (when accessed from the Work Order Parts List).

When a PM that includes warranty service types is completed, the system includes the warranty service in the PM history record, but does not reschedule the warranty service types.

4.12.5.2 Equipment PM Schedule form: Condition Based Maintenance

You can review the alert level.

Alert Level

Displays the maintenance alert level if you are using the JD Edwards EnterpriseOne Condition-Based Maintenance system.

4.12.5.3 Equipment PM Schedule form: Last Completed

If the maintenance task for the piece of equipment has been performed but this is the first preventive maintenance to be applied to the equipment, complete these fields.

Hours

Enter the number of hours at last maintenance.

Miles

Enter the number of miles at last maintenance.

Fuel

Enter the amount of fuel consumed at last maintenance.

Date

Enter the date of last maintenance.

4.12.5.4 Equipment PM Schedule form: PM Generation and Planning

Specify the information the system uses for PM generation and planning.

Model WO (model work order)

Enter a number that identifies an original document if you use model work orders. This document can be a voucher, a sales order, an invoice, unapplied cash, a journal entry, and so on.

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.

Procedure

Enter a value from UDC 48/SN (Send Record) that indicates a code for a labor procedure.

Occurrences

Enter the estimated number of occurrences per year for the service type. The PM Projections program uses information from this field, in combination with the last completed date, to project future schedule requirements.

You can use processing options to automatically calculate the estimated occurrences, based on:

One year of PM history

Two years of PM history

Inception-to-date PM history

If you use processing options to calculate the estimated occurrences, you cannot manually update this field.

4.12.5.5 PM Classification form

After you complete the applicable fields on the Equipment PM Schedule form, click OK to add the record. Then click Cancel.

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

On the Equipment PM Schedule form, select PM Classification from the Form menu.

On the PM Classification form, complete these optional fields and then click OK.

Maintenance Priority

Enter a code to indicate the relative priority of this maintenance in relation to all other maintenance.

Downtime

Enter the estimated duration of downtime for the piece of equipment in order to do the maintenance.

Business Unit

Enter the planning group (business unit) normally associated with the service type.

PM Cat. Code 1

Enter a value from UDC 13/P1 (PM Category Code 1) that classifies PM schedules.

4.12.6 Setting Processing Options for the Equipment PM Schedule Program (P1207)

Use these processing options to supply default values for the Equipment PM Schedule Program.

4.12.6.1 Default

This processing option specifies how the system calculates estimated occurrences.

1. Calculate Estimated Occurrences

Specify the time period that the system uses to calculate the estimated occurrences of preventive maintenance. Values are:

Blank: Do not calculate estimated occurrences.

1: One year of preventive maintenance history.

2: Two years of preventive maintenance history.

3: Preventive maintenance history from inception to the current date.

4.12.6.2 Versions

Specify the version of the Work Order Revisions program.

1. Work Order (P17714) Version

If you leave this processing option blank, the system uses ZJDE0003 version.

4.12.7 Reviewing the Customer Reference Report

To run the Customer Reference Report, access the Daily Equipment Master Processing menu, (G1711), Customer Reference Report.

Managing Contracts

This chapter contains the following topics:

- [Section 5.1, "Understanding Contracts"](#)
- [Section 5.2, "Setting Up Contracts"](#)
- [Section 5.3, "Managing Contracts"](#)
- [Section 5.4, "Billing for Contracts"](#)
- [Section 5.5, "Working with the Amortization Process"](#)
- [Section 5.6, "Printing Contracts"](#)
- [Section 5.7, "Reviewing Contract Reports"](#)

5.1 Understanding Contracts

This section lists common fields and discusses contract types.

5.1.1 Common Fields Used in This Chapter

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

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.

Base Warranty

Enter a code that specifies whether the contract line entered is a base warranty contract.

This field is a common, single-character entry field for a yes or no response on certain screens.

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

Blanket Contract

Enter a code that specifies whether the contract line entered is a blanket contract.

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

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

Enter a user-defined code that specifies the Coverage Group. The Coverage Group consists of unlimited cost codes and the percentage covered for each cost code.

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

Covered G/L Code (covered general ledger code)

Enter a value from user-defined code (UDC) table 41/9 (G/L Posting Category) that identifies the GL Offset to use when the system is searching for the account to which it will post the covered portion (by warranty or contract) of the accounting transaction. If you do not want to specify a GL Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave this field blank, the system uses the GL Offset from Inventory.

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

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.

Free Contract

Enter a code that specifies whether the contract line entered is a free contract. For service contracts, a contract that is issued at no cost to the customer.

Line Type

Enter a code that controls how the system processes lines on a transaction. It controls the systems with which the transaction interfaces, such as General Ledger, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management. It also specifies the conditions under which a line prints on reports, and it is included in calculations. These codes are included:

S: Stock item

J: Job cost

N: Nonstock item

F: Freight

T: Text information

M: Miscellaneous charges and credits

W: Work order

Non-Covered G/L Code (non-covered general ledger code)

Enter a value from UDC 41/9 (G/L Posting Category) that identifies the GL Offset to use when the system is searching for the account to which it will post the non-covered portion of the accounting transaction. If you do not want to specify a GL Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave the field blank, the system uses the GL Offset from Inventory.

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

Preventive Maintenance Contract

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

Service Type

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.

Enter a value from UDC 00/TY (Work Order/ECO Type) that indicates the classification of a work order or engineering change order.

You can use work order type as a selection criterion for work order approvals.

5.1.2 Contract Types

Contract Management provides you with a way to record and manage these 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 a company to their customer as outlined in the contract.

A supplier contract is a written agreement between a manufacturer and a supplier. It is a nonbillable 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 this pricing flexibility:

- Advanced pricing
- Discounts
- Price overrides

5.2 Setting Up Contracts

This section provides an overview of contract setup and discusses how to:

- Set up contract constants.
- Set up customer service line types.
- Set up billing frequency.
- Set up tax rates.
- Set processing options for the Tax Rate/Areas program (P4008).
- Set up daylight savings rules.
- Enter contract coverage information.

- Set processing options for the Work With Contract Coverage program (P1724).
- Enter service type information.
- Set up cost type percentages.
- Enter service package information.
- Set up entitlement dates.
- Set up contract duration ranges.
- Set up MailMerge documents for contract renewals.

5.2.1 Understanding Contract Setup

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 UDCs for Contract Management.

5.2.1.1 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.

5.2.1.2 Contract Coverage

Contract coverage information enables 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 display 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.

5.2.1.3 Service Types

To charge customers for services, you need to set up service types. Service types enable 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 select a default pricing method (time and material or flat rate).

5.2.1.4 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 cases that are entitled to service under a contract. When you perform billing and costing for work orders and cases, 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 case or work order as 100 percent covered.

5.2.1.5 Service Packages

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

- 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.

5.2.1.6 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 six is within the duration range of one to 12. The program retrieves a 12-month price from advanced pricing, divides that price by 12, and then multiplies it by six. The result is a prorated price for the six-month contract.

5.2.1.7 MailMerge Workbench for Contract Renewal Letters

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

See "Setting Up Web Mail Merge" in the *JD Edwards EnterpriseOne Applications Human Capital Management Fundamentals Implementation Guide*.

See "Working with Web Mail Merge" in the *JD Edwards EnterpriseOne Applications Human Capital Management Fundamentals Implementation Guide*.

5.2.2 Forms Used to Set Up Contracts

Form Name	FormID	Navigation	Usage
SWM System Constants Revisions	W17001C	Service & Warranty Setup (G1740), Service & Warranty Constants.	Set up contract constants.

Form Name	FormID	Navigation	Usage
Line Type Constants Revisions	W40205B	Contract Setup (G1744), Line Type Revisions. Click Add on the Work With Line Types form.	Set up customer service line types.
S/WM Line Type Constants Revisions	W1793B	Select SWM Attributes from the Form menu on the Line Type Constants Revisions form.	Set up customer service line types.
Billing Frequency Code Revisions	W15019B	Contract Setup (G1744), Billing Frequency Codes. Click Add on the Work with Billing Frequency Codes form.	Set up billing frequency.
Work With Tax Rate/ Areas	W4008A	Contract Setup (G1744), Tax/Rate Areas.	Locate and review tax rate areas.
Tax Rate/ Area Revisions	W4008B	Click Add on the Work With Tax Rate/ Areas form.	Set up tax rates.
Work with Batch Versions	W98305A	Select Tax Area Report from the Report menu on the Work With Tax Rate Areas form.	Set up tax rates.
Add Daylight Savings Rule	W00085B	Contract Setup (G1744), Daylight Savings Rules. Click Add on the Work With Daylight Savings Rules form.	Set up daylight savings rules.
Revise Contract Coverage	W1724A	Contract Setup (G1744), Contract Coverage Entry. Click Add on the Work With Contract Coverage form.	Enter contract coverage information.
Revise Contract Services	W1725B	Contract Setup (G1744), Service Type Entry. Click Add on the Work With Contract Services form.	Enter service type information.
Cost Type Percentages Revisions	W1792A	Contract Setup (G1744), Cost Type Percentages Revisions. Click Add on the Work With Cost Type Percentages form.	Set up cost type percentages.

Form Name	FormID	Navigation	Usage
Revise Contract Service Package	W1729C	Contract Setup (G1744), Service Package Entry. Click Add on the Work With Contract Service Package form.	Enter service package information.
Work with Entitlement Date	W1791B	Contract Setup (G1744), Entitlement Date Revisions.	Set up entitlement dates.
Entitlement Date Revisions	W1791D	Click Add on the Work with Entitlement Date form.	Set up entitlement dates.
Entitlement Rules Sequence	W1791A	Select Entitlement Rules from the Form menu on the Work with Entitlement Date form	Set up entitlement dates.
Contract Duration Ranges	W1726A	Contract Setup (G1744), Contract Duration Ranges.	Set up contract duration ranges.
Work With MailMerge Templates	W05WMMWBA	Contract Setup (G1744), MailMerge Template.	Set up MailMerge Template for contract renewals.
Web Mail Merge Template Details	W05WMMWBB	Contract Setup (G1744), MailMerge Template. Click Add on the Work With Web MailMerge Templates form.	Set up MailMerge templates for contract renewals.

5.2.3 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.

Access the Contracts tab of the S/WM System Constants Revisions form.

Figure 5–1 S/WM System Constants Revisions form, Contracts tab

Service & Warranty Constants - S/WM System Constants Revisions

Tools

General Case Work Orders **Contracts** Equipment Master Warranty Claims Supplier Recovery Claims

Defaults

Responsible BU Location *Inventory (F4117/F41171)*

Constants

Recognize Credit When Entered

Use Base Price

Use Contract BU if Responsible BU is Blank

Recognize Credit When Entered

Select this option to move the credit amount to recognized revenue. If you disable this option, the credit amount is recognized over the life of the contract.

Use Base Price

Select this option to specify whether the system uses the base price for pricing a contract for this form.

Use Contract BU if Responsible BU is Blank

Select this option to specify where the system retrieves the responsible business unit for this form. If the responsible business unit is blank in the location indicated by the Responsible BU Location constant, and if you enable this option, the system uses the responsible business unit from the contract. Otherwise, the system uses the responsible business unit from the location in the constant. If the responsible business unit is not set up for the location indicated by the constant, the system displays an error message.

5.2.4 Setting Up Customer Service Line Types

Access the Line Type Constants Revisions form.

Figure 5–2 Line Type Constants Revisions form

Line Type Revisions - Line Type Constants Revisions

Line Type * Base Warranty

<input checked="" type="checkbox"/> G/L Interface	Inv. Interface	<input type="text" value="Y"/>	Inventory Item
<input checked="" type="checkbox"/> A/R Interface	G/L Offset	<input type="text" value="IN30"/>	Manufactured Finished Goods
<input checked="" type="checkbox"/> A/P Interface	Include in Tax 1	<input type="text" value="N"/>	Ln is not subj to applic taxes
<input checked="" type="checkbox"/> S/WM Interface	Sales Journal Col	<input type="text"/>	No Column

- Text Line
- Reverse Sign
- Apply Freight
- Apply Retainage
- Generate Workorder
- Include in Cash Discount
- Include Sales/COGS for Gross Profit
- Voucher Match Variance Account
- Edit Item Master for Non-Stock Item
- Protect Price on Sales Order
- Generate Purchase Order
- Call Materials Issue
- Procurement Receipt Required
- Expense At Voucher
- Non-Billable Retainage
- Procurement Allow Service Units

G/L Offset (general ledger offset)

Enter a value from UDC 41/9 (G/L Posting Category) that identifies the GL offset that the system uses when it searches for the account to which it posts the transaction. If you do not want to specify a class code, enter **** (four asterisks) in this field. The G/L Offset field is required, but the Service Management system does not use the value entered.

You can use automatic accounting instructions (AAIs) to predefine classes of automatic offset accounts for the Inventory Management, Procurement, and Sales Order Management systems. You might assign these GL class codes:

IN20 Direct Ship Orders

IN60 Transfer Orders

IN80 Stock Sales

The system can generate accounting entries based upon a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries similar to these:

Sales-Stock (Debit) xxxxx.xx

AR Stock Sales (Credit) xxxxx.xx

Posting Category: IN80

Stock Inventory (Debit) xxxxx.xx

Stock COGS (Credit) xxxxx.xx

The system uses the class code and the document type to find the AAI.

S/WM Interface

Enter a code that indicates whether this order line appears on the second document in a series of four documents that relate to this order to indicate that this line type interfaces with the Service Management system. For example, it might be necessary to include receiving information in a purchase order that provides instructions about the desired disposition of goods. Although this information is vital to the proper handling of the order, it should not appear on the purchase order that is delivered to the supplier.

Access the S/WM Line Type Constants Revisions form.

Select the Contracts tab.

Figure 5-3 S/WM Line Type Constants Revisions form, Contracts tab

The screenshot shows the 'S/WM Line Type Constants Revisions' form with the 'Contracts' tab selected. The 'Contract Line Type' is 'BW' (Base Warranty). The 'Contract Detail Line Attributes' section includes checkboxes for 'Base Warranty' (checked), 'Blanket Contract', 'Free Contract', 'Require Active Contract', 'Allow User To Modify Start Date' (checked), 'Allow User To Modify End Date' (checked), 'Allow User To Modify Duration' (checked), and 'Allow Entitlement' (checked). The 'Start Date Default' is '2' (Header Start Date) and the 'End Date Default' is '2' (Header End Date). The 'Defaults' section shows 'Responsible Business Unit' as 'S30' (LM Service Center).

Require Active Contract

Indicates that the piece of equipment is required to have an active contract on it before a new contract can be added.

Allow User To Modify Start Date and Allow User To Modify End Date

Indicates that the contract detail line Start Date or the contract detail line End Date can be modified once it has been entered.

Allow User To Modify Duration

Indicates that the contract detail line Billable and Non-Billable Duration can be modified once it has been entered.

Allow Entitlement

Enter a code that specifies whether to use a line type in entitlement checking.

Start Date Default

Enter a hard-coded value from UDC 17/L1 (Contract Line Start Date) that indicates from where the system retrieves the default value for the Contract Line Start Date field. Values are:

1: Last contracted end date (for equipment) + 1.

The system finds the newest contract for this piece of equipment, and adds one day to the detail end date to calculate the new start date. If the system does not find a contract for the piece of equipment (serial, unit) number, the system produces an error if the user cannot modify the start date.

2: Contract header start date.

The system enters the contract header start date as the default value.

3: Base Warranty Start Date

The system enters the detail start date from the first active base warranty (line type) contract for this equipment as the default value. If the system does not find an active base warranty contract for the piece of equipment (serial, unit) number, the system produces an error if the user cannot modify the start date.

4: System date.

The system enters the system date as the default value.

5: None.

The system does not enter a default value. The user is required to enter the detail start date.

End Date Default

Enter a hard-coded value from UDC 17/L2 (Contract Line End Date) that indicates from where the system retrieves the default value for the Contract Line End Date field.

Values are:

1: (Contract Line Start Date field value) + (total duration [billable + nonbillable duration]).

Add the value from the Contract Line Start Date field to billable and nonbillable duration.

2: Contract header end date.

The system enters the contract header end date as the default value.

3: Base Warranty End Date.

The system enters the detail end date from the most recent active base warranty (line type) contract for this equipment as the default value. If the system does not find an active base warranty contract for the piece of equipment (serial, unit) number, the system produces an error if the user cannot modify the end date.

4: System date.

The system enters the system date as the default value.

5: None.

The system does not enter a default value. The user is required to enter the detail end date.

Responsible Business Unit

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

5.2.5 Setting Up Billing Frequency

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

Access the Billing Frequency Code Revisions form.

Figure 5–4 Billing Frequency Code Revisions form

The screenshot shows a software form titled "Billing Frequency Codes - Billing Frequency Code Revisions". The form has a header bar with icons for save, close, form, and tools. Below the header, there are three input fields: "Billing Frequency Code" containing the letter "A", "Description" containing "Annual - December", and "Fiscal Date Pattern" containing the letter "R". To the right of these fields are two radio buttons: "Periodic" (which is selected) and "Weekly". At the bottom of the form, there are 14 checkboxes labeled "Per 1" through "Per 14". The "Per 12" checkbox is checked, while all other checkboxes are unchecked.

Billing Frequency Code

Enter a code that specifies when (how often) to generate billing records. The code that you enter must exist in the Billing Frequency Master table (F15019).

Fiscal Date Pattern

Enter the code to define the date pattern. You can use one of 15 codes. You must set up special codes (letters A through N) for 4-4-5, 13-period accounting, or any other date pattern unique to the environment. An R, the default value, identifies a regular calendar pattern.

Periodic

Select the Periodic option to define a periodic pattern. Contract Entry does not allow a 52-period billing feature.

You can select periods 1 through 14 as applicable, depending on how you want to bill the customer.

5.2.6 Setting Up Tax Rates

You set up tax rate areas to accurately calculate taxes for customers, based on their geographic locations. When you set up a tax rate area, you can apply the tax code to 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.

Access the Tax Rate/Area Revisions form.

Figure 5–5 Tax Rate/Area Revisions form

Tax/Rate Areas - Tax Rate/Area Revisions

Work With Tax Rate/Areas Tax Rate/Area Revisions

Form Tools

Tax Rate/Area * DEN Effective Date 01/01/97

Description Denver, CO Sales/Use Tax Expiration Date 12/31/2041

Tax Authorities

Address	Tax Authority	G/L Offset	Tax Rate	
4020	Denver City & County Tax	TXTX	3.500	
4010	Colorado State Treasurer	TXTX	3.800	<input type="checkbox"/> Compound Tax
				<input type="checkbox"/> VAT Expense
				<input type="checkbox"/> VAT Expense
				<input type="checkbox"/> VAT Expense
TOTAL TAX			7.300	

Inventory/Purchasing/Sales Order

Item Number Maximum Unit Cost

Tax Rate/Area

Enter a code to calculate taxes for a geographic area. This code identifies a tax or geographic area that has common tax rates and tax authorities. The system validates the code you enter against the Tax Areas table (F4008). The system uses the tax rate area in conjunction with the tax explanation code and tax rules to calculate tax and GL distribution amounts when you create an invoice or voucher.

Effective Date

Enter the date when a transaction, contract, obligation, preference, or policy rule becomes effective.

Expiration Date

Enter the date when a transaction, contract, obligation, preference, or policy rule ceases to be in effect.

Tax Auth (tax authority)

Enter the address number of the tax authority for the area. You pay and report sales, use, or VAT taxes to this agency. Examples include states, counties, cities, transportation districts, provinces, and so on. You can specify up to five tax authorities for a single tax area.

You can enter up to five tax authorities.

G/L Offset (general ledger offset)

Enter a code that indicates how to locate the tax account for general ledger entries. This field points to automatic accounting instructions (AAIs) that, in turn, point to the tax account.

Examples are:

PTyyyy - for AP (VAT only)

RTyyyy - for AR (VAT only)

GTyyyy - for GL (VAT only)

4320 - for Sales Orders

4400 and 4410 - for Purchase Orders

When setting up VAT and Canadian GST, PTyyyy, RTyyyy, and GTyyyy are the only values. For the AP system, a second GL Offset (PT_ _ _ _) is required when the tax setup involves VAT plus use taxes (tax explanation code B). Use AAI PT_ _ _ _ to designate the use tax portion of the setup.

For sales taxes, the Accounts Payable and Accounts Receivable systems ignore the values in this field. However, the Sales Order Management and Procurement systems require values in this field.

Tax Rate 1

Enter the percentage for the tax rate in the area. This number identifies the percentage of tax that should be assessed or paid to the corresponding tax authority, based on the tax area.

Enter the percentage as a whole number and not as the decimal equivalent. For example, to specify seven percent, enter 7, not .07.

Compound Tax

For Canadian companies, click this option to calculate PST tax after GST has been added to the product value.

For example, suppose that you have a tax area set up with seven percent GST and eight percent PST, and you select the option to calculate tax on tax. If you enter a voucher for a taxable amount of 1000 CAD, the system calculates the GST as 70 CAD, adds it to the taxable amount, and multiplies the PST by that result (1070 CAD). If you do not use compound taxes, the system calculates PST on the taxable amount only.

Note: This option is valid only for tax explanation codes that begin with the letters B and C. To calculate compound taxes for tax explanation code V, use tax explanation code V+.

This code is available only for the second tax authority (line 2 in the list on this form) and must identify a non-GST tax authority.

VAT Expense

For Canadian companies, select this option to indicate the percent of VAT that is not recoverable. You enter the nonrecoverable percentage in the Tax Rate field to the left of this option. The system multiplies the percentage that you specify by the total tax amount and reduces the amount of VAT that is recoverable from the first tax authority.

Note: This option is valid only with tax explanation codes that begin with the letters C, B, and V.

This code is available only for the third, fourth, fifth tax authorities (lines 3 through 5).

Item Number

Enter the number of the item or item grouping to which the tax applies for inventory and sales order information.

Values for item groupings are 3 through 8.

If you specify a value for an item grouping, you must ensure that the processing option to validate item numbers, which appears on the Edit tab, is set to 0 (off). If this

processing option is not set correctly, the system attempts to validate the item grouping number as an actual item number.

Maximum Unit Cost

Enter a number that identifies the maximum amount that an item can be taxed. If the unit cost of an item is more than the amount that you specify in this field, the maximum unit cost becomes taxable.

Note: This field is used for processing sales and purchase orders only. This field is required for processing taxes in the state of Tennessee.

To run the tax report, select Tax Area Report from the Report menu on Work With Tax Rate Areas.

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

5.2.7 Setting Processing Options for the Tax Rate/Area Program (P4008)

Use these processing options to set default values for the Tax Rate/Area program.

5.2.7.1 Display

This processing option specifies whether certain fields appear.

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

Specify a value to either show or hide the Item Number and Maximum Unit Cost fields. Values are:

1: Show

0: Hide

5.2.7.2 Edits

This processing option specifies whether to validate item numbers.

Enter a value to validate Item Numbers

Specify whether to validate item numbers. Values are:

1: Validate.

0: Do not validate.

5.2.8 Setting Up Daylight Savings Rules

Set up daylight savings rules to define when to convert to the daylight savings rule. Use this criteria:

- Month
- Day of the week
- Hour

Calculations are based on the daylight savings rule setup that is used with the time zone. You define the start and end dates of the daylight savings rule (for example, enter the first Sunday of April at 02:00:00).

Access the Add Daylight Savings Rule form.

Rule Name

Enter a unique name identifying a daylight savings rule. Use daylight savings rules to adjust time for a geographic and political locale.

By Day of Week Instance

Select this option to indicate the method that is used to determine a daylight savings rule.

By Day of Week Instance indicates that daylight savings starts and stops on a certain day of the week for a certain month, such as the first Sunday of April to the first Sunday of October.

By Day of the month

Select this option to indicate the method that is used to determine a daylight savings rule.

By Day of the month indicates that daylight savings starts and stops on a certain day of a certain month, such as April 3 to October 10.

5.2.9 Entering Contract Coverage Information

Access the Revise Contract Coverage form.

Figure 5–6 Revise Contract Coverage form

The screenshot shows a web form titled "Contract Coverage Entry - Revise Contract Coverage". At the top, there are icons for save, delete, and refresh, followed by a "Tools" button. Below this, there are two input fields: "Coverage Type *" with the value "5X8" and "Description *" with the value "5 days/8 hours". A tabbed interface shows "Coverage" as the active tab, with "Category Codes" as an alternative. Below the tabs, there are fields for "Time Zone" and "Rule Name". The main section is titled "Coverage Hours" and contains a table with columns for days of the week (SUN, MON, TUE, WED, THU, FRI, SAT, HOL) and rows for "Beginning Time" and "Ending Time". Each cell in the table contains a time value in HH:MM:SS format.

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

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

Coverage Type

Enter the type of contract coverage.

Rule Name

Enter a unique name identifying a daylight savings rule. Use daylight savings rules to adjust time for a geographic and political locale.

5.2.10 Setting Processing Options for the Work with Contract Coverage Program (P1724)

Use these processing options to specify the default values for the Work with Contract Coverage program.

5.2.10.1 Defaults

Specify the contract coverage start and end times.

1. Default Coverage Start Time Monday through Friday and 2. Default Coverage End Time Monday through Friday

Specify the coverage start time or the coverage end time for service contracts that are covered from Monday through Friday.

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

Specify the coverage start time or the coverage end time for service contracts that are covered for Saturday, Sunday, and holidays.

5. Time Zone

Specify a default time zone.

5.2.11 Entering Service Type Information

Access the Revise Contract Services form.

Figure 5–7 Revise Contract Services form

The screenshot displays the 'Service Type Entry - Revise Contract Services' form. At the top, there is a 'Service Type' field with a dropdown menu showing 'Y' and the label 'On-site Repair'. Below this, there are two tabs: 'Detail' and 'Category Codes'. Under the 'Category Codes' tab, there are two sections: 'GL Codes' and 'Method Of Pricing'. In the 'GL Codes' section, 'Covered G/L Code' is set to 'CS60' with the label 'Onsite Covered', and 'Non-Covered G/L Code' is set to 'CS65' with the label 'Onsite Non-Covered'. In the 'Method Of Pricing' section, there are two radio buttons: 'Flat Rate' (unselected) and 'Time And Materials' (selected). To the right of these radio buttons, there are two input fields: 'Threshold Hours' with the value '.00' and 'Non-Covered Response Time' which is empty.

Flat Rate and Time And Materials

Click this option to determine if this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the Method of Pricing for a service provider. It is used to indicate that the service provider is an internal service provider and should not be paid.

Threshold Hours

Enter a value that represents hours. For a case or work order, the system uses the threshold hours and the time of day to calculate the commitment date and time.

For example, a covered day is set up from eight until five, and you set up a 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 the work day ends in an hour. The commitment time then starts to calculate the response time at the beginning of the next covered day.

5.2.12 Setting Up Cost Type Percentages

Access the Cost Type Percentages Revisions form.

Figure 5–8 Cost Type Percentages Revisions form

Cost Type Percentages Revisions - Cost Type Percentages Revisions	
Work With Cost Type Percentages	
Coverage Group	7525 75% parts/25% labor
Cost Type	A1 Material
Percentage Covered	75.00

Cost Type

Enter a code that designates each element of cost for an item. Examples of the cost object types are:

- A1: Purchased raw material
- B1: Direct labor routing rollup
- B2: Setup labor routing rollup
- C1: Variable burden routing rollup
- C2: Fixed burden routing rollup
- Dx: Outside operation routing rollup
- Xx: Extra add-ons, such as electricity and water

The optional add-on computations usually operate with the type Xx extra add-ons. This cost structure enables you to use an unlimited number of cost components to calculate alternative cost rollups. The system then associates these cost components with one of six user-defined summary cost buckets.

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

Percentage Covered

Enter the percentage covered under warranty or contract. This is used to calculate the amount to bill or the amount to cost for the line item being processed on the service order or call.

5.2.13 Entering Service Package Information

Access the Revise Contract Service Package form.

Figure 5–9 Revise Contract Service Package form

Type of Service	Type of Service Description	Coverage Type	Coverage Type Description	Response Time	Coverage Group
W	Case	5X8	5 days/8 hours	2.00	
X	Depot Repair	5X8	5 days/8 hours ...	4.00	10050
Y	On-site Repair	5X8	5 days/8 hours ...	24.00	
Z	Advanced Exchange	5X8	5 days/8 hours00	

Type of Service

Enter a value from UDC 00/TY (Work Order/ECO Type) that indicates the classification of a work order or engineering change order.

You can use work order type as a selection criterion for work order approvals.

Coverage Type

Enter the type of contract coverage (this defines the days of coverage and the times of day).

Response Time

Enter the guaranteed time during which service will be completed, as provided by a service contract, from the time that a provider logs a case or work order. This unit of time relates to the service type in the Service Contract Services table (F1725). Enter the response time in hours.

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 Case program might have calculated.

G/L Class (general ledger class)

Enter a value from UDC 41/9 (G/L Posting Category) that identifies the GL offset that system uses when it searches for the account to which it posts the transaction. If you do not want to specify a class code, you can enter **** (four asterisks) in this field.

You can use AAs to predefine classes of automatic offset accounts for the Inventory Management, Procurement, and Sales Order Management systems. You might assign these GL class codes:

IN20 Direct Ship Orders

IN60 Transfer Orders

IN80 Stock Sales

The system can generate accounting entries based upon a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries similar to these:

Sales-Stock (Debit) xxxxx.xx

AR Stock Sales (Credit) xxxxx.xx

Posting Category: IN80

Stock Inventory (Debit) xxxxx.xx

Stock COGS (Credit) xxxxx.xx

The system uses the class code and the document type to find the AAI.

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

5.2.14 Setting Up Entitlement Dates

Access the Entitlement Date Revisions form.

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

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

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

To set up entitlement dates:

1. Complete these fields and click OK:
 - Customer Number
 - Country
 - Branch/Plant
 - Inventory Item Number
 - Product Model
 - Product Family
 - Entitlement Start Date
2. The system searches for a date based on rules that you specify. To review or revise these rules, from Work With Entitlement Date, select Entitlement Rules from the Form menu.
3. Define the order that the system uses to search for a date on Entitlement Rules Sequence. The system uses a hierarchical search method, from most specific to most general. To include or exclude fields in the hierarchical search, complete these fields with a Y or N:
 - Sequence Number
 - Customer Number
 - Country
 - Branch/Plant
 - Inv. Item Number

- Prod. Model
- Prod. Family

Country

Enter a value from UDC 00/CN (Country Codes) that identifies a country. The country code has no effect on currency conversion.

The Address Book system uses the country code for data selection and address formatting.

Entitlement Start Date

Enter the date on which an address, item, transaction, or table record becomes active. The meaning of this field differs, depending on the program.

For example, the effective date can represent any of these dates:

The date on which a change of address becomes effective.

The date on which a lease becomes effective.

The date on which a price becomes effective.

The date on which the currency exchange rate becomes effective.

The date on which a tax rate becomes effective.

5.2.15 Setting Up Contract Duration Ranges

Access the Contract Duration Ranges form.

Figure 5–10 Contract Duration Ranges form

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

Note: You should ensure that the data does not have a break in the duration. The first row in the form should be from **.01** through **12.00**. The second row should be **12.01** through **24.00**.

From Billing Duration

The From Billing Duration when specifying a billing duration range in the Contract Billing Duration Range table.

Thru Billing Duration

The Thru Billing Duration when specifying a billing duration range in the Contract Billing Duration Range table.

Billing Duration

The billing duration to be used by Advanced Pricing when specifying a billing duration range in the Contract Billing Duration Range table.

5.2.16 Setting Up MailMerge Documents for Contract Renewals

Access the Web Mail Merge Template Details form.

Figure 5–11 Web Mail Merge Template Details form

The screenshot shows a web form titled "Web Mail Merge Template Details". The form has a header bar with icons for Save, Close, Form, and Tools. Below the header, there are several input fields and controls:

- Template Name ***: A text box containing "RENEWLTR1".
- Description ***: A text box containing "Contract Renewal Letter".
- Data Structure ***: A text box containing "D1701010A" and a link labeled "MailMerge".
- Address Book Field ***: A text box containing "0" and a link labeled "Sort Key". To the right is a checkbox labeled "Use Sort Key" which is checked.
- Output Queue ***: A text box containing "LOCAL" and a red warning icon with the text "C:\B9\export".
- Start Delimiter ***: A text box containing "~" and a button labeled "Use Default Delimiters". To the right is the text "*Invalid Characters: % < >".
- End Delimiter ***: A text box containing "~".
- Document Location**: An empty text box.

MailMerge uses the template to identify the fields that you use in the MailMerge document. The data structure that you designate for the document determines what fields are available.

To set up MailMerge templates for contract renewals:

1. Complete these fields:

- Template Name
- Data Structure Name

Note: If the data structure does not exist in this environment, you need to use a Form exit to Generate DS. This function can generate a data structure from JD Edwards JD Edwards EnterpriseOne into this environment.

- Address Book Field
- Use Sort Key
- Output Queue
- Start Delimiter
- End Delimiter

2. Click the Set Default Delimiters button if you want to reset the start and end delimiters to the default values.

Note: The system displays the location of the output queue in the Document Location field. The first time you add a mailmerge document, the system displays a message that the file does not exist.

3. Select Gen and then Doc File from the Form menu.
The system creates the template, which you can view.
4. Click Cancel, then click Edit Template Doc.
A Microsoft Word template appears. MailMerge uses the template to identify the fields that you use in the MailMerge document. The data structure that you designated for the document determines what fields are available.
5. Type the letter. Cut and paste the delimiter fields that you want to use into the letter. Be sure to paste the complete field with the delimiter symbols, such as «szAlphaName».
6. Select Save As from the File menu. Save the template as a Web Page (.htm) document, then close the template.
7. Select View Doc File from the Form menu. You can view and print the template that you created, and then click Cancel.
8. Click OK on the Web Mail Merge Template Details form.

Template Name

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

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 the MailMerge document. The data structure contains all of the possible fields that you can use in the MailMerge document.

Note: If the data structure does not exist in this environment, you need to use a Form exit to Generate DS. This function can generate a data structure from JD Edwards JD Edwards EnterpriseOne into this environment.

Address Book Field

Use this field to specify the position in the data structure where the Address Book Number (AN8) data item exists. For example, if Address Book Number occupies the third field in the mail merge data structure, then this field should display a **3**. If this field contains a **0**, then the Sort Key (MMSK) in the F980014D record will be used to email and attach letters.

Use Sort Key

Select this option for the system to set the Address Book field value to **0**, which means that the Sort Key (MMSK) in the F980014D record is used to email and attach letters.

Output Queue

Enter the name of the folder on the enterprise server that the program has the ability to access. This entry is the location where the MailMerge documents will be stored.

Start Delimiter and End Delimiter

Accept the default delimiter, unless you want to change it.

Set Default Delimiters

Click this button if you want to reset the Start and End Delimiters to the default values.

Document Location

Displays the location of the output queue. The first time you add a mailmerge document, the system displays a message that the file does not exist.

Note: For this new MailMerge document to work with the contract renewal letters, you must specify the new document in the R1731 processing options.

See *JD Edwards EnterpriseOne Tools Data Structure Design Guide*.

See Also:

- [Setting Processing Options for the Contract Renewal Letters Program \(R1731\)](#)
- [Generating Contract Renewal Letters](#)

5.3 Managing Contracts

This section provides an overview of contract management, lists prerequisites, and discusses how to:

- Enter supplier contract header information.
- Enter supplier contract detail information.
- Enter service contract header information.
- Enter service contract detail information.
- Review service contract information.
- Renew a service contract.
- Copy a service contract.
- Set processing options for the Contract Revisions program (P1721).
- Set processing options for the Work With Contracts program (P1720).
- Define the entitlement rules sequence for service contracts.
- Define the entitlement rules sequence for supplier contracts.
- Review entitlement information for service contracts.
- Review entitlement information for supplier contracts.
- Cancel contracts.
- Suspend contracts.
- Cancel and suspend contract detail lines.
- Credit contract detail lines.
- Create contract prepayment transactions.
- Generate contract renewal letters
- Review contract renewal letters.
- Set processing options for the Contract Renewal Letters program (R1731).

5.3.1 Understanding Contract Management

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

5.3.1.1 Service Contracts

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.

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 select 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.

5.3.1.2 Supplier Contracts

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

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 select whether to view all detail lines of a contract on the detail form.

5.3.1.3 Entitlements

The entitlement rules sequence defines priorities when you assign entitlement rules to contract detail lines. The hierarchy determines the order that the system uses to search for a match between the contract and the entitlement rules. Set up the hierarchy from specific to general. To ensure the best performance, you should set up only necessary sequences.

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

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

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

5.3.1.4 Payment Tracking

To track payments that are prepaid by 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.

5.3.1.5 Contract Cancels, Suspensions, and Renewals

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.

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) can be viewed and printed from View Letters (P05WEBMM).

5.3.1.6 Alternate Tax Rate/Area Assignments for Service Contracts (Release 9.1 Update)

You can set up and use the alternate tax rate/area assignment functionality to assign a specific tax rate/area when the countries of the entities involved in a transaction are in the European Union (EU). For service contracts, the entities are the business unit and the site. When you set up your system to use the alternate tax rate/area assignment functionality, you set up an alternate tax rate/area assignment company constant and alternate tax rate/area definitions. In the company constant, you specify whether the system displays an error or warning message, or displays no message, when the tax ID or an alternate tax rate/area definition does not exist for the entities involved in a transaction.

See "Setting Up Alternate Tax Rate/Area Assignment Functionality" in the *JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide*.

The system uses the company of the business unit on a contract to determine if the alternate tax rate/area assignment functionality is enabled in the alternate tax rate/area assignment company constant. If the functionality is enabled, the system retrieves the alternate tax rate/area for the header of service contracts if these conditions apply:

- An alternate tax rate/area definition is set up for the business unit and site of the contract.
- No errors in retrieving information, such as the Tax ID is missing.
- You do not manually enter a tax rate/area.

You can set a processing option in the Contract Revision program (P1721) to specify whether the system displays the header or detail form for contracts first. You can also specify how the system retrieves the tax rate/area when you copy contracts. This table describes how the system retrieves the alternate tax rate/area based on processing option values and user actions:

Processing**Option or Action Result**

Display Header or Detail First processing option (set to Header)

When you set this processing option to display the header first, the system displays the Service Contract Header form. You can enter or modify the business unit and the site number. You cannot enter or modify the company; the system retrieves the company from the value in the Business Unit field. If you change the business unit or site, the system deletes the existing value for the tax rate/area. You can manually enter a tax rate/area, or click **OK** to have the system retrieve the default tax rate/area. If the alternate tax rate/area assignment functionality is enabled for the company, when you click **OK**, the system retrieves the alternate tax rate/area if the site and business unit are associated with counties in the EU, and no errors occur. If the site or business unit is not in the EU, or an warning occurs due to the validation of the alternate tax rate/area, then the system retrieves the tax rate/area based on the site. If you set up the alternate tax rate/area assignment functionality to return an error when validations fail, then the system does not retrieve a tax rate/area.

The system retrieves the company for the contract based on the business unit. If you change the business unit, you might change the company on which the retrieval of the alternate tax rate/area is based. If the company changes and the new company has the functionality enabled, the system retrieves the alternate tax rate/area based on how you set up the company and the error handling in the Alternate Tax Rate/Area Assignment Constant program (P001001). If the new company does not have the alternate tax rate/area assignment functionality enabled, the system retrieves the tax rate/area based on the site.

Display Header or Detail First processing option (set to Detail)

When you set this processing option to display the header first, the system displays the Contract Revisions form first. If you change the Site in a detail line, the system clears the tax rate/area and retrieves the tax rate/area for the new site when you exit the line. If the alternate tax rate/area assignment functionality is enabled for the company of the business unit, then the system retrieves the alternate tax rate/area according to the error handling that you set up. If the setup enables the company to proceed when an error occurs, then the system retrieves the tax rate/area based on the site.

If you change the site in a detail line to the site in the header, the system:

- Retrieves the alternate tax rate/area if the business unit and site countries are in the EU.
- Retrieves the tax rate/area from the header if the country of the business unit or site is not in the EU. If there is no value for the tax rate/area in the header, then the system retrieves the tax rate/area associated with the site.
- Retrieves the tax rate/area from the header if a validation error occurs and your system is set up to proceed when an error exits. If there is no value for the tax rate/area in the header, then the system retrieves the tax rate/area associated with the site.
- If a validation error occurs and your setup does not enable the system to continue when an error exists, then the system does not retrieve a tax rate/area.

If you change the site in a detail line to the site that is different from the site in the header, the system:

- Retrieves the alternate tax rate/area if the business unit and site countries are in the EU.
- Retrieves the tax rate/area from the site if the country of the business unit or site is not in the EU.
- Retrieves the tax rate/area from the site if a validation error occurs and your system is set up to proceed when a warning exits.

You specify in the company constant for the alternate tax rate/area whether to issue a warning when a validation fails. If set up for a warning, you can override the warning message and proceed with the transaction.

- If a validation error occurs and your setup does not enable the system to continue when an error exists, then the system does not retrieve a tax rate/area.

Tax Information = 1 (retrieve tax rate/area based on Site)

After you copy a contract, you can change values in the header and detail lines. If the alternate tax rate/area assignment functionality is enabled for the company of the business unit, and you change the business unit, then the system uses the alternate tax rate/area based on the functionality setup. If the company of the business unit does not have the alternate tax rate/area assignment functionality enabled, then the system retrieves the tax rate/area based on the site.

If you manually enter a tax rate/area in the header or detail lines, the system does not overwrite the value that you enter even if you change the business unit or site after manually entering a tax rate/area.

See Also:

[Understanding Alternate Tax Rate/Area Assignments for the Service Contract Renewal Report \(Release 9.1 Update\)](#)

5.3.2 Prerequisites

Before you enter service contracts, you must:

- 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.

- Set up the document types used for supplier and service contracts.
- Set up the line types used for supplier and service contracts.
- Add accounts receivable information to the customer record.
- To price contracts, set up advanced pricing information.

Before you create contract prepayment transactions, you must:

- Set up the Payment Instrument UDC (00/PY).
- Set the prepayment processing option on Contract Revisions (P1721) to prepay.

Before you can generate contract renewal letters, you must set up the MailMerge template.

5.3.3 Forms Used to Manage Contracts

Form Name	FormID	Navigation	Usage
Supplier Contract Header	W17201B	Daily Contract Processing (G1714), Supplier Contract Entry. Click Add on the Work with Supplier Contracts form.	Enter supplier contract header information. Enter the document type in the second field next to the Contract field.
Supplier Contract Revisions	W17201C	Daily Contract Processing (G1714), Supplier Contract Detail. Select a contract on the Work with Supplier Contracts form, and click Select.	Enter supplier contract detail information.

Form Name	FormID	Navigation	Usage
Service Contract Header	W1721L	Daily Contract Processing (G1714), Service Contract Entry. Click Add on the Work With Contracts form.	Enter service contract header information.
Contract Revisions	W1721A	Daily Contract Processing (G1714), Service Contract Detail. Select a contract on the Work With Contracts form, and click Select.	Enter service contract detail information.
Contract Detail	W1721J	Select a contract on the Contract Revisions form, and select Contract Detail from the Row menu.	Review service contract information.
Work With Contracts	W1720A	Daily Contract Processing (G1714), Service Contract Entry. Alternatively: Daily Contract Processing (G1714), Service Contract Detail.	Search for existing service contracts. Also copy existing contracts.
Contract Entitlement Rules Sequence	W1720B	Contract Setup (G1744), Entitlement Date Revisions Select Entitlement Rules from the Form menu on the Work with Entitlement Date form.	Define the entitlement rules sequence for service contracts.
Supplier Entitlement Sequence Rules	W17201D	Daily Contract Processing (G1714), Supplier Contract Entry. Alternatively: Daily Contract Processing (G1714), Supplier Contract Detail. Select Rules Sequence from the Form menu on the Work with Supplier Contracts form.	Define the entitlement rules sequence for supplier contracts.
Work With Entitlement Inquiry	W1723D	Daily Contract Processing (G1714), Service Entitlement Inquiry.	Search for and review entitlement information for service contracts.

Form Name	FormID	Navigation	Usage
Work with Supplier Contracts	W17201A	Daily Contract Processing (G1714), Supplier Entitlement Inquiry.	Search for and review entitlement information for supplier contracts.
Cancel Contract	W1721C	Select Cancel Contract from the Form menu on the Contract Revisions form.	Cancel contracts.
Suspend Contract	W1721B	Select Suspend Contract from the Form menu on the Contract Revisions form.	Suspend contracts.
Cancel/Suspend Contract Line	W1721F	Select the row that you are canceling or suspending on the Contract Revisions form, and then select Cancel/Suspend from the Row menu.	Cancel and suspend contract detail lines.
Credit Contract Line	W1721K	Select the detail line that you want to credit on the Contract Revisions form, and then select Credit Line from the Row menu.	Credit contract detail lines.
Enter Prepayment Information	W004201B	Select Prepayments from the Form menu on the Contract Revisions form.	Create contract prepayment transactions.
Available Versions	W98305WA	Periodic Contract Processing (G1724), Contract Renewal Letters.	Generate versions of contract renewal letters.

5.3.4 Entering Supplier Contract Header Information

Access the Supplier Contract Header form.

Figure 5–12 Supplier Contract Header form

Supplier Contract Entry - Supplier Contract Header

Contract: 39 CS 00200 Version: 001 Business Unit: S30 Company: 00200

Contract Header | **Category Codes**

Description: Supp. Contract - 4317 Start Date: 01/01/02
 Supplier: 4317 Appliance Parts and Supply End Date: 12/31/10
 Contract Type: SU Supplier Contract Cancel Date:
 Contract Status: 15 Contract Accepted Cancel Reason Code: .

Contract Type

Enter a value from UDC 17/TY (Contract Type) that specifies the types of available contracts.

Contract Status

Enter a value from UDC 17/CO (Contract Status) that defines the contract status. For example, the contract status might indicate whether the customer has accepted the contract.

Start Date

Enter the date you actually start work on the contract.

End Date

Enter the date you actually completed work on the contract.

To further categorize this contract, complete any of the category code fields on the Category Codes tab.

The system uses Next Numbers to assign a contract number in the Contract field and then displays the Supplier Contract Revisions form, where you can add contract detail.

5.3.5 Entering Supplier Contract Detail Information

Access the Supplier Contract Revisions form.

Figure 5–13 Supplier Contract Revisions form

Supplier Contract Detail - Supplier Contract Revisions

Contract * 39 CS 00200 Version 001 Business Unit S30
 Supplier * 4317 Appliance Parts and Supply Company 00200
 Description * Supp. Contract - 4317 Start Date 01/01/02 End Date 12/31/10

Records 1 - 18

Line No	Line Type	Description	Supplier	Equipment Number	Branch	Item Number	Lot Number	Lot Number Through	Product Model
1.000	EW	Supp. Contract - 4317	4317			7210			W500
2.000	EW	Supp. Contract - 4317	4317			72102			ELECW
3.000	EW	Supp. Contract - 4317	4317			72102A			ELECW
4.000	EW	Supp. Contract - 4317	4317			72102B			ELECW
5.000	EW	Supp. Contract - 4317	4317			72102C			ELECW
6.000	EW	Supp. Contract - 4317	4317			72103			MECHW
7.000	EW	Supp. Contract - 4317	4317			72101			MECHW
8.000	EW	Supp. Contract - 4317	4317			72106			MECHW
9.000	EW	Supp. Contract - 4317	4317			72104			MECHW
10.000	EW	Supp. Contract - 4317	4317			72105			MECHW
11.000	EW	Supp. Contract - 4317	4317			7220			D500
12.000	EW	Supp. Contract - 4317	4317			72202A			ELECD

Lot Number

Enter a number that identifies a lot or a serial number. A lot is a group of items with similar characteristics.

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

Meter Reading 1

Enter the meter reading balance of meter 1.

If applicable, enter meter reading balances in the Meter Reading 2 and Meter Reading 3 fields.

Service Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

You link customers to a price and adjustment schedule through the customer billing instructions. When you enter a sales order, the system copies the schedule attached to the sold to address into the order header. You can override this schedule at the detail line level.

5.3.6 Entering Service Contract Header Information

Access the Service Contract Header form.

Figure 5–14 Service Contract Header form

Service Contract Entry - Service Contract Header

Contract: 1 CM 00200 Version: 001 Company: 00200 Business Unit: S30

Contract Header

Description *: Base Warranty - Cust. 4242 Start Date: 06/01/2017

Contract Type: SV Service Contract End Date: 06/01/2019

Customer *: 4242 Capital System Cancel Date:

Site: 4242 Capital System Contract Status: 40 Renewal Letter Sent

Bill To: 4242 Capital System Base Warranty Flag

Send To: 1 Financial/Distribution Com. Adjustment Schedule: SCHCON

Currency

Currency: USD Base: USD Foreign

5.3.6.1 Contract Header

If you are using multicurrency, review the values in the Currency, Base, and Foreign fields and override them if necessary.

Start Date

Enter the date you actually start work on the contract.

End Date

Enter the date you actually completed work on the contract.

Contract Status

Enter a value from UDC 17/CO (Contract Status) that defines the contract status. For example, the contract status might indicate whether the customer has accepted the contract.

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

Base Warranty Flag

Click the Base Warranty Flag to include the base warranty under this contract when running the Equipment Master Update from Ship Confirm program.

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

Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

You link customers to a price and adjustment schedule through the customer billing instructions. When you enter a sales order, the system copies the schedule attached to the sold to address into the order header. You can override this schedule at the detail line level.

5.3.6.2 Additional Information

Payment Terms

Enter a code that specifies the terms of payment, including the percentage of discount available if the invoice is paid by the discount due date. Use a blank code to indicate

the most frequently-used payment term. You define each type of payment term on the Payment Terms Revisions form. This code prints on customer invoices.

Examples of payment terms include:

Blank: Net 15.

001: 1/10 net 30.

002: 2/10 net 30.

003: Due on the 10th day of every month.

006: Due upon receipt.

Payment Instrument

Enter a value from UDC 00/PY (Payment Instrument) that specifies how payments are made by the customer. For example:

C: Check

D: Draft

T: Electronic funds transfer

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

Renewal Flag

Enter a value from UDC 17/YN (Valid Values) that specifies whether the contract detail line is included in the data selection for contract renewals. Regardless of the value that you enter, this code does not prevent the system from renewing a contract.

Proforma Invoice

Enter an alphanumeric UDC that identifies different versions of the same invoice format. For example, you might use the codes **D** and **F** to differentiate draft formats from final invoice formats.

Tax Expl Code (tax explanation code)

Select a hard-coded value from UDC 00/EX (Tax Explanation Codes) that controls the algorithm that the system uses to calculate tax and GL distribution amounts. The system uses the tax explanation code in conjunction with the tax rate area and tax rules to determine how the tax is calculated. Each transaction pay item can be defined with a different tax explanation code.

Tax Rate/Area

Enter a code that identifies a tax or geographic area that has common tax rates and tax authorities. The system validates the code you enter against the Tax Areas table (F4008). The system uses the tax rate area in conjunction with the tax explanation code and tax rules to calculate tax and GL distribution amounts when you create an invoice or voucher.

(Release 9.1 Update) The system determines whether the company of the business unit is set up to use the alternate tax rate/area. If the alternate tax rate/area assignment functionality is enabled, the system retrieves the alternate tax rate/area. If you change the business unit or site, the system retrieves the alternate tax rate/area for the new combination of business unit and site.

If the alternate tax rate/area functionality is not enabled, then the system retrieves the tax rate/area from the default site setup.

See [Section 5.3.1.6, "Alternate Tax Rate/Area Assignments for Service Contracts \(Release 9.1 Update\)"](#)

Parent Contract Number

Enter the parent contract number to which this particular contract is attached.

Parent Contract Type

Displays the parent contract type to which this particular contract is attached.

Parent Contract Company

Displays the parent contract document company.

Exchange Rate

Enter a number (exchange rate) that the system uses to multiply a foreign currency amount by to calculate a domestic currency amount. The number in this field can have a maximum of seven decimal positions. If more are entered, the system adjusts to the nearest seven decimal positions.

Cancellation Notice Period

Enter the cancellation period associated with a contract.

Factor Type

Enter a code that indicates whether the factor value is a multiplier (%) or an additional/deductible cash amount (\$) when applied to an order's price.

Cancel Fee

The fee billed to a customer when cancelling a contract.

To further categorize this contract, complete any of the category code fields on the Category Codes tab.

The system uses next numbers to enter a default contract number in the Contract field and then displays the Contract Revisions form.

5.3.7 Entering Service Contract Detail Information

Access the Contract Revisions form.

Figure 5–15 Contract Revisions form

Service Contract Detail - Contract Revisions

Contract: 3 CM 00200 Version: 001 Business Unit: S30 Company: 00200

Description: Phone Switch

Customer: 3334 Lewis Enterprises Start Date: 10/07/98

Site: 3334 Lewis Enterprises End Date: 04/19/05

Currency: USD Base: USD Foreign: Contract Total:

Records 1 - 3

Line No	Line Type	Description	Site Number	Customer PO Number	Equipment Number	Install Date	Branch	Item Number	Product Model
.001	BW	Commercial Clothes Washer	3334		34673	04/21/03	S30	7210	W500
.002	BW	Commercial Clothes Dryer	3334		34681	04/21/03	...	7220	D500
.003	BW								

Customer PO Number (customer purchase order number)

Enter an alphanumeric customer PO number. You can modify this field after the contract is billed, if necessary.

Install Date

Enter the date that the contract for the asset became effective.

The install date updates the equipment record date and warranty and enables the Proof of Purchase parameter.

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

Meter Reading 1

Enter the meter reading balance for meter 1.

If applicable, enter meter readings for meters 2 and 3.

Billable Duration

Enter the billing duration associated with a contract.

Non-Billable Duration

Enter the nonbillable duration associated with a contract.

Duration Unit of Measure

Enter a value from UDC 00/UM (Unit of Measure) that identifies the unit of measurement for an amount or quantity as it was billed. For example, it can represent a barrel, box, cubic year, gallon, an hour, and so on.

Unit of Measure

Enter a value from UDC 00/UM (Unit of Measure) that identifies the unit of measurement for an amount or quantity. For example, it can represent a barrel, box, cubic meter, liter, hour, and so on.

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

Contract Line Start Date

Enter the date you actually start work on the contract.

Contract Line End Date

Enter the date you actually completed work on the contract.

Bill From

Enter the from date used to determine if a transaction is billed. The transaction is billed if the general ledger date falls between the from date and the through date.

Bill Through

Enter the through date for billing transactions.

This field is used in the Recurring Billing module as part of a date-oriented billing method, as opposed to period-oriented billing. This field contains the latest date for which billings have been generated for the associated billing line.

If the values in the Bill From and Bill Through 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

Enter a code that specifies how often to generate billing records. The code that you enter must exist in the Billing Frequency Master table (F15019).

Price Effective Date

Enter the date that the price becomes effective. The system uses the Price Effective Date to determine the base price and all advanced price adjustments. The value loaded in this date is stored in the System Constants File (F4009).

Exchange Rate

Enter a number (exchange rate) that a foreign currency amount is multiplied by or divided by to calculate a domestic currency amount.

The number in this field can have a maximum of seven decimal positions. If more are entered, the system adjusts to the nearest seven decimal positions.

Advance Pricing

Enter **0** or **N** to specify that advance pricing was not used. Enter **1** or **Y** to specify advance pricing was used.

Price By Address

Enter a user-defined name or number that identifies an address book record.

The system uses this field for advanced pricing from the Address Book number.

Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

You link customers to an adjustment schedule through the SWM additional information from Address Book. When you enter a service contract, the system copies the schedule attached to the customer into the service contract header. You can override this schedule at the detail line level.

Unit Price

Enter the list or base price you charge for one primary or pricing unit of this item.

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

Discount Type D/P

Indicates whether the system uses a discount percent or an amount.

Discount Percent

Enter the Takeoff Pricing file discount percentage.

Discount Amount

Enter the total amount of the discount.

Line Total

Total dollars is a factor used to calculate average days to pay. The amount is equal to the sum of cash received against valid accounts receivable invoices.

The system updates the Total Dollars amount at the same time that the Weighted Days total is updated.

Recurring Billing Amount

Enter a fixed amount you want to bill with each recurring frequency.

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.

Billing In Advance/Arrears

Enter a code to determine how a contract should be billed.

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

Taxable Y/N (taxable yes/no)

Enter a code that indicates whether the item is subject to sales tax when you sell it. The system calculates tax on the item only if the customer is also taxable.

Tax Explanation

Enter a hard-coded value from UDC 00/EX (Tax Explanation Code) that controls the algorithm that the system uses to calculate tax and GL distribution amounts. The system uses the tax explanation code in conjunction with the tax rate area and tax rules to determine how the tax is calculated. Each transaction pay item can be defined with a different tax explanation code.

Tax Rate/Area

Enter a code that identifies a tax or geographic area that has common tax rates and tax authorities. The system validates the code you enter against the Tax Areas table (F4008). The system uses the tax rate area in conjunction with the tax explanation code and tax rules to calculate tax and GL distribution amounts when you create an invoice or voucher.

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

(Release 9.1 Update) The system determines whether the company of the business unit is set up to use the alternate tax rate/area. If the alternate tax rate/area assignment functionality is enabled, the system retrieves the alternate tax rate/area. If you change the business unit or site, the system retrieves the alternate tax rate/area for the new combination of business unit and site.

If the alternate tax rate/area functionality is not enabled, then the system retrieves the tax rate/area from the default site setup.

No of Days In Contract

Displays the number of days in the contract based on the contract start date and the contract end date.

Daily Amortization Amount

Displays the daily amortization amount. This amount is the contract amount divided by the number of days in the contract.

Renewal Date

Enter a date prior to the contract end date that enables the end user to prepare a renewal notice before the contract end date.

Cancel Date

Enter the date that the order should be canceled if the goods have not been sent to the customer or the goods have not been received from the supplier. This is a memo-only field and does not cause the system to perform any type of automatic processing.

Cancel Reason

Enter a value from UDC 17/CN (Cancellation Reason Code) for defining reasons a contract was canceled.

Suspend Date

Enter the date when a recurring order is no longer to be processed.

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

Cancel Amount

Enter the monetary amount that has been canceled. The monetary amount is expressed in the currency that is set up for the company initiating the transaction.

Credit Amount

Enter the monetary amount the customer has been credited for this order. The monetary amount is expressed in the currency that is set up for the company initiating the transaction.

Price Cap Percentage

For future use.

The price cap percentage associated with a contract.

Service Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

You link customers to an adjustment schedule through the SWM additional information from Address Book. When you enter a service contract, the system copies the schedule attached to the advance pricing schedule for work orders from the customers SWM additional information to the detail line on the contract. You can override this schedule on each detail line.

5.3.8 Reviewing Service Contract Information

Access the Contract Detail form.

Figure 5–16 Contract Detail form

Service Contract Detail - Contract Detail

Contract: 3 CM 00200 001 Line Number: .001 Base Warranty Flag

Description: Base Warranty Line Type: BW

Currency: USD U.S. Dollar Base: USD Foreign

Equipment Data Customer Data Contract Dates Category Codes Pricing Data Billing Data

Equipment Number: 34673 Commercial Clothes Washer

Branch: S30 LM Service Center

Inventory Item Number: 7210 Commercial Clothes Washer

Product Model: W500 Washer - large capacity

Product Family: APP Appliances

Meter Reading 1:

Meter Reading 2:

Meter Reading 3:

Review the information on these tabs, which contain inquiry-only fields:

- Equipment Data
- Customer Data
- Contract Dates
- Category Codes
- Pricing Data
- Billing Data

5.3.9 Renewing a Service Contract

From the Periodic Contract Processing menu (G1724), select 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.

5.3.10 Copying a Service Contract

Access the Work With Contracts form.

1. Locate the contract that you want to copy.
2. Select the contract and click Copy.
3. Modify the information as needed for the new contract on Contract Revisions.
4. Click OK.

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

5.3.11 Setting Processing Options for the Contract Revisions Program (P1721)

Use these processing options to specify the default values for the Contract Revisions program.

5.3.11.1 Defaults

These processing options specify the default values that the system uses when you enter contracts. Although you can override these values for a single contract, you can specify default values (for information such as document type, business unit, company, line type, description, status, duration and quantity unit of measure) that are standard to most contracts that you enter in this version of Contract Revisions.

1. Contract Document Type

Enter a value from UDC 00/DT (Document Type - All Documents) that also indicates the nature of the transaction. Specify the document type to use as the default value when you enter a contract.

2. Contract Key Company

Specify which contract key company the system uses as a default value 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

Specify how the system assigns the contract number when you copy contract information. Values are:

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

4. Contract Line Type

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

Specify the increment by which the system numbers the order lines.

6. Contract Status

Enter a value from UDC 17/CO (Contract Status) that specifies 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.

7. Contract Type

Enter a value from UDC 17/TY (Contract Type) that specifies the contract type for service contracts.

8. Contract Description

Specify the detail line description that the system uses as a default value when you enter a contract. Values are:

Blank: Contract header

- 1: Item number
- 2: Line type
- 3: Product model
- 4: Product family

9. Duration Unit of Measure

Enter a value from UDC 00/UM (Unit of Measure) that identifies the unit of measure to use in the document. Specify the duration unit of measure that the system uses as a default value when you enter a contract.

10. Quantity Unit of Measure

Enter a value from UDC 00/UM (Unit of Measure) that identifies the unit of an amount or quantity. Specify the unit of measure that the system uses as a default value when you enter a contract.

11. Business Unit

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 the terminal or user ID.

5.3.11.2 Process

These processing options define the system processing for this version of Contract Revisions.

1. Customer Number Update

Specify whether the system verifies the customer number in the contract against the customer number for an equipment record on a case, 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. 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

Specify whether the system updates the equipment master when you change the site number for an equipment record on a case, a contract, or a work order. 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

Specify 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. Values are:

Blank: Bypass checking asset numbers.

1: Checks assets numbers on contract detail lines.

4. Subledger Default for credit processing

Specify what the system uses as a default value in the subledger field when you enter a credit or cancellation in a contract. 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 the subledger entry.

5. Reprice Detail Line

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. Values are:

Blank: Do not automatically reprice.

1: Automatically reprice.

6. Advance Price Flag

Specify whether to activate Advance Pricing. Values are:

Blank: Do not activate.

1: Activate.

5.3.11.3 Edits

This processing option defines the editing process that the system performs for this version of Contract Revisions. When you enter quantities, the system verifies whether the item is a serialized item and whether you allow multiple quantities for serialized items.

1. Multiple Quantities for Serialized Items

Specify whether you can enter multiple quantities (quantities that are greater than one) for a serialized item. Values are:

Blank: Do not allow multiple quantities.

1: Allow multiple quantities.

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.

5.3.11.4 Line Type Rule

This processing option defines the line type processing that the system performs for this version of Contract Revisions.

1. Days Unit of Measure

Enter a value from UDC 00/UM (Unit of Measure) that identifies the unit of an amount or quantity. Specify the unit of measure that the system uses as a default value when you enter a contract.

5.3.11.5 Prepayment

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

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

1. Prepayment Processing

Specify whether to activate prepayment processing. 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 select a value of 1, the system updates the prepayment processing tables and enables you to access the Prepayment form.

2. Authorization Process

Specify the method of authorization processing. 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

Specify the settlement processing method. 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.

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

5. Settle Prepayment Transaction (R004202) version.

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

5.3.11.6 Versions

Specify the version of programs to launch from the Contract Revisions form.

1. Work With Equipment Master (P1701) Version, 2. Equipment Master Revisions (P1702) Version, 3. Price History (P4074) Version, 4. A/B Modifications (P01012) Version, and 5. Quick Customer Add (P01015) Version

If you leave these processing options blank, the system uses ZJDE0001.

5.3.11.7 Copy Defaults

These processing options specify the default values that the system uses when you copy contracts.

1. Media Objects

Specify whether the system copies media objects to a new contract. Values are:

Blank: Do not copy.

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

Specify how the system copies specific media objects to new contracts. Values are:

Blank: Copy both internal and external comments.

1: Copy internal comments.

2: Copy external comments.

3. Tax Information

Specify how the system generates tax information for a new contract. Values are:

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

1: Retrieve the tax information from the site number.

See [Alternate Tax Rate/Area Assignments for Service Contracts \(Release 9.1 Update\)](#)

4. Discount Information

Specify whether the system copies the discount information to a new contract. Values are:

Blank: Copy.

1: Do not copy.

5. Currency Code

Specify how the system generates the customer currency. Values are:

Blank: Use the customer currency from the original contract.

1: Use the customer currency from the customer master.

6. Document Type

Specify how the system generates the document type for a new contract. 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

Specify how the system generates the key company for a new contract. 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

Specify how the system generates the header business unit for a new contract. 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

Specify how the system generates the line description for a new contract. 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).

5.3.12 Setting Processing Options for the Work With Contracts Program (P1720)

Use the processing options to specify the default values for the Work With Contracts program.

5.3.12.1 Defaults

These processing options supply default values for reviewing contracts.

1. Default Contract Document Type (Required)

Enter a value from UDC 00/DT (Document Types - All Documents) that specifies the default document type that appears on the Work with Contracts form.

2. Default Key Company

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).

5.3.12.2 Versions

Specifies the versions of programs to launch from the Work With Contracts form. 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 P1721 on the Interactive Versions form.

1. Service Contract Revisions (P1721) version

Specify the version of Contract Revisions (P1721) that the system uses when you add or copy a contract. If you leave this option blank, the system uses ZJDE0001.

2. Contract Print (R1733) version

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 XJDE0001.

5.3.12.3 Process

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

1. Display Header or Detail first

Specify whether the system first displays the header revisions form or the detail revisions form when you add or inquire on a service contract. 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 default values that affect the contract as well as add or review additional header information, such as billing instructions or payment terms.

5.3.13 Defining the Entitlement Rules Sequence for Service Contracts

Access the Entitlement Rules Sequence form.

Figure 5–17 Entitlement Rules Sequence form

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

Enter Y or N in these fields:

- Product Model
- Product Family
- Equipment Number
- Branch/Plant
- Inventory Item Number

5.3.14 Defining the Entitlement Rules Sequence for Supplier Contracts

Access the Supplier Entitlement Sequence Rules form.

Enter Y or N in these fields:

- Product Model
- Product Family
- Equipment Number
- Branch/Plant
- Inventory Item Number

5.3.15 Reviewing Entitlement Information for Service Contracts

Access the Work With Entitlement Inquiry form.

Include Customer Children

Select this option if you want to display all contracts based on a child of the customer number.

Include Equipment Children

Select this option if you want to display all contracts based on a child of the equipment number.

Include Canceled

Select this option if you want to display canceled contracts in the detail area of the form.

Include Suspended

Select this option if you want to display suspended contract lines in the detail area of the form.

Include Expired

Select this option if you want to display expired contract lines in the detail area of the form. An expired contract is one that has an end date less than today's date.

5.3.16 Reviewing Entitlement Information for Supplier Contracts

Access the Work with Supplier Contracts form.

Complete any of the fields on the tabs to define the search criteria, and click Find.

5.3.17 Canceling Contracts

Access the Cancel Contract form.

Figure 5–18 Cancel Contract form

The screenshot shows a web-based form titled "Service Contract Detail - Cancel Contract". At the top, there is a toolbar with a save icon, a close icon, and a refresh icon. Below the toolbar, there are several input fields: "Contract" with the value "4", "CM" with the value "CM", "00200", and "Version" with the value "001". Below these are three more input fields: "Cancel Date", "Cancel Reason Code", and "Service Tax Date".

Cancel Date

Enter the date that the order should be canceled if the goods have not been sent to the customer or the goods have not been received from the supplier. This is a memo-only field and does not cause the system to perform any type of automatic processing.

Cancel Reason Code

Enter a value from UDC 17/CN (Cancellation Reason Code) that defines the reason a contract was canceled.

Service Tax Date

Enter the date that the system uses when calculating taxes during service contract cancellation. If you leave this field blank, the system will use the value in the Price Effective Date field in the service contract detail line.

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

5.3.18 Suspending Contracts

Access the Suspend Contract form.

Figure 5–19 Suspend Contract form

The screenshot shows the 'Service Contract Detail - Suspend Contract' form. At the top, there are icons for save, delete, and tools. Below that, the 'Contract' field contains '4', 'CM', '00200', and 'Version' contains '001'. The 'Suspend Date' and 'Suspension Flag' fields are empty. At the bottom right, there is a 'Reactivate' checkbox.

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.

To reactivate a suspended contract, click the Reactivate option. When you reactivate a suspended contract, the system resumes contract billing.

5.3.19 Canceling and Suspending Contract Detail Lines

Access the Cancel/Suspend Contract Line form.

Figure 5–20 Cancel/Suspend Contract Line form

The screenshot shows the 'Service Contract Detail - Cancel/Suspend Contract Line' form. It includes fields for Contract (4), CM, 00200, Version (001), and Line Number (.001). There are also fields for Currency and Base. Below these are sections for 'Cancel Data' with fields for Cancel Date, Cancel Reason Code, Cancel Amount, and Service Tax Date. The 'Suspend Data' section includes Suspend Date, Suspension Flag, and an 'Add records and bill' checkbox. At the bottom right, there is a 'Reactivate' checkbox.

5.3.20 Crediting Contract Detail Lines

Access the Credit Contract Line form.

Figure 5–21 Credit Contract Line form

The screenshot shows the 'Service Contract Detail - Credit Contract Line' form. It includes fields for Contract (4), CM, 00200, Version (001), and Line Number (.001). There are also fields for Currency and Base. Below these are fields for Current Credit, Service Tax Date, Total Credit, and Available to Credit.

You can credit a detail line on a contract.

Complete the Current Credit field. The credit amount must be equal or less than the billed amount.

5.3.21 Creating Contract Prepayment Transactions

Access the Service Contract Header form.

Click the Additional Information tab.

Figure 5–22 Service Contract Header form, Additional Information tab

The screenshot shows the 'Service Contract Entry - Service Contract Header' form with the 'Additional Information' tab selected. At the top, there are icons for 'Form' and 'Tools'. Below that, the 'Business Unit' is set to 'M30'. The 'Contract' field contains 'CM', 'Version' is '00200', and 'Company' is '00200'. The form is divided into three tabs: 'Contract Header', 'Additional Information', and 'Category Codes'. Under the 'Additional Information' tab, there are two columns of fields. The left column includes: 'Payment Terms' (001, 1/10 Net 30), 'Payment Instrument' (?), 'Renewal Flag' (0), 'Proforma Invoice' (0), 'Tax Expl Code', and 'Tax Rate/Area'. The right column includes: 'Parent Contract Number', 'Parent Contract Type', 'Parent Contract Company', 'Exchange Rate', 'Cancellation Notice Period', 'Factor Type' (%), and 'Cancel Fee'.

To create contract prepayment transactions:

1. Click the Additional Information tab.
2. Change the value in the Payment Instrument field to indicate that this is a prepayment. The special handling code for the payment instrument (UDC 00/PY) must equal one of these values:
 - 11: Cash
 - 12: Check
 - 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.

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

3. Click OK twice.
4. Select Prepayments from the Form menu on Contract Revisions.

You can only enter prepayment information for the contract after you have entered the contract detail lines.
5. Review and update the appropriate information on Enter Prepayment Information.
6. Click OK.

Note: The contract cannot be billed yet to create a transaction.

Depending on processing option setup, the system authorizes or settles transactions after you create prepayments.

5.3.22 Generating Contract Renewal Letters

After you set up Mail Merge templates for contract renewals, you can generate renewal letters.

Select Periodic Contract Processing (G1724), Contract Renewal Letters.

Select the version of the letter that you want to generate.

See Also:

- [Setting Up MailMerge Documents for Contract Renewals.](#)

5.3.23 Reviewing Contract Renewal Letters

Select Periodic Contract Processing (G1724), View Letters.

Select the contract renewal letter that you want to review.

Letter Name

Enter the name of a web mail merge letter, if you want to search on the name.

Letter Description

Enter the description for a web mail merge letter, if you want to search on the description.

5.3.24 Setting Processing Options for the Contract Renewal Letters Program (R1731)

Do not modify JD Edwards JD Edwards EnterpriseOne demo versions, which are identified by ZJDE or XJDE prefixes. Copy these versions or create new versions to change any values, including the version number, version title, prompting options, security, and processing options.

5.3.24.1 Defaults

These processing options specify the default values that the system uses when you create contract renewal letters.

1. Mailing Date

Specify the mailing date that the system prints on renewal letters. If you leave this processing option blank, the system prints the current date.

2. Mailing Address Book Information

Specify the Address Book number that the system prints on renewal letters. Values are:

Blank: Customer number

1: Site number

2: Bill-to number

3: Send-to number

3. Contract Status

Enter a value from UDC 17/CO (Contract Status) that specifies the status that the system assigns to the contract after the system generates a renewal letter.

4. Number of Days

Specify the number of days to use when you print renewal letters. Values are 1 through 999.

5.3.24.2 Process

These processing options specify the default values that the system uses when you process contract renewal letters.

1. Renewal Letter Document (REQUIRED)

Specify which Renewal Letter document the system uses from the MailMerge (P05MMS) application.

5.4 Billing for Contracts

This section provides overviews of the billing process, AAI for contracts setup, contract billing for service management, and contract workfile generation; lists prerequisites; and discusses how to:

- Set processing options for the Service Contract Workfile Generation program (R1732).
- Review contract billing information.

5.4.1 Understanding the Billing Process

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).

You can review billing information for 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.

5.4.2 Understanding AAIs for Contracts Setup

To bill contracts, you must identify information about the account structure and specific account values to process business transactions properly. You define the account structure and specific account values by using 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:

- 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 GL 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 GL class code according to a search hierarchy.

5.4.2.1 Hierarchy for GL Class Codes for Contracts

This hierarchy applies to the GL class codes for contracts:

1. Based on the service package on the contract detail line, the system looks up the GL class code in the Service Contract Service Package table (F1729). If the GL class code is not blank, then the system uses this value to retrieve the GL account from the distribution AAIs.
2. If the GL 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 GL class code from the Item Branch File table (F4102). If the GL class code is not blank, then the system uses this value to retrieve the GL account from the distribution AAIs.
3. If the GL 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 GL class code from the Item Master table (F4101). If the GL class code is not blank, then this is the GL class code used to retrieve the GL account from the distribution AAIs.
4. If the GL class code on the Item Master table is blank, the system uses the line type on the contract detail line to retrieve the GL class code from the Line Type Control

Constants File table (F40205). If the GL class code is not blank, then this is the GL class code.

5. If the GL class code in the Line Type Control Constants File table is blank, then the system uses a blank value to retrieve the GL account from the distribution AAIs.

After the system finds an entry in the Distribution AAIs for company, document type, and GL class code, the system determines the responsible business unit (branch/plant), based on the search hierarchy for responsible business unit for service contracts.

5.4.2.2 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 select one of these options for the system to use to locate the responsible business unit:

Option	Description
Item Branch Master - Service/Warranty Extension (F41171) or Item Master - Service/Warranty Extension (F4117)	<p>The system uses the branch/plant and item number on the contract detail line to find the responsible business unit in the Item Branch Master - Service/Warranty Extension (F41171).</p> <p>If the branch/plant is blank, the system uses the item number on the contract detail line to find the responsible business unit in the Item Master - Service/Warranty Extension (F4117).</p> <p>If the business unit exists in table F41171 or F4117, the system uses this business unit in the resulting accounting journal entry.</p>
Product Family/Model Master (F1790)	<p>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).</p> <p>If the business unit exists in table F1790, the system uses this business unit in the resulting accounting journal entry.</p>
Asset Master File (F1201)	<p>The system uses the equipment number on the contract detail line to find the responsible business unit in the Asset Master File (F1201).</p> <p>If the business unit exists in table F1201, the system uses this business unit in the resulting accounting journal entry.</p>
Address Book Master (F0101)	<p>The system uses the customer number on the contract detail line to find the responsible business unit in the Address Book Master table (F0101).</p> <p>If the business unit for the customer exists in table F0101, the system uses this business unit in the resulting accounting journal entry.</p>

Option	Description
SWM Line Type Constants (F1793) - only used for contracts	<p>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).</p> <p>If the business unit exists in table F1793, the system uses this business unit in the resulting accounting journal entry.</p>

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.

5.4.3 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 customers.

To complete the billing process, you must create AR and GL entries. You first create preliminary AR and GL 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 AR entries using the Create A/R Entries program (R48199). Then you can post the invoices to the general ledger.

5.4.4 Understanding Contract Workfile Generation

From the Periodic Contract Processing menu (G1724), select 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.

Important: 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 AR and GL entries using the Create A/R Entries program (R48199).
- Posting the AR and GL entries using the standard General Ledger Post Report program (R09801).

5.4.5 Prerequisite

Set up distribution AAls.

5.4.6 Forms Used to Bill for Contracts

Form Name	FormID	Navigation	Usage
Available Versions	W98305WA	Periodic Contract Processing (G1724), Service Contract Workfile Generation.	Create billing records.
Billing/Amortization Control Inquiry	W1794A	Periodic Contract Processing (G1724), Billing/Amortization Inquiry.	Review contract billing information.

5.4.7 Setting Processing Options for the Service Contract Workfile Generation Program (R1732)

Use these processing options to specify the default values for the Service Contract Workfile Generation program.

5.4.7.1 Defaults

These processing options supply default values for billing service contracts.

1. Date to bill through.

Specify the bill-through date for service contracts. If you leave this processing option blank, the system uses the current date.

2. Do catch-up billing.

Specify whether the system performs catch-up billing, which is billing for time periods that are before the current billing period. Values are:

Blank: Do not perform.

1: Perform.

3. Subledger Field Default

Specify the default value of the subledger field. Values are:

Blank: No default subledger

1: Contract number

2: Customer number

3: Site number

4: Short item number

4. Address Book Number To Display

Specify which address book number the system displays on the billing report. Values are:

Blank: Customer number

1: Site number

2: Bill-to number

5.4.7.2 Process

These processing options specify default information for reports and error recording.

1. Proof or Final Mode

Specify whether the system processes the Workfile Generation report in proof or final mode. Values are:

Blank: Proof mode.

1: Final mode.

2. Work Center Or Report

Specify where the system records errors. Values are:

Blank: Record errors to the Work Center.

1: Record errors on the report.

5.4.7.3 Vertex

These processing options specify tax default information.

1. Service Contract Tax Type

Specify how to tax service contracts. This processing option only pertains if you are implementing the Vertex Quantum sales and use tax software (third-party tax software). Values are:

LEASE: Lease Tax

PURCH: Purchase Tax

RENTAL: Rental Tax

SALE: Sales Tax

SERVIC: Service Tax

2. Use Site GeoCode if no Business Unit GeoCode

Specify whether the Site GeoCode will be used for Ship From and Order Acceptance if the Business Unit does not have a valid GeoCode defined. If left blank, an error will occur if the Business Unit does not have a valid GeoCode. Values are:

Blank: Do NOT use.

1: Use.

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

5.4.8 Reviewing Contract Billing Information

Access the Billing/ Amortization Control Inquiry form.

Figure 5–23 Billing/Amortization Control Inquiry form

Contract Number	Contract Type	Contract Company	Version	Line No.	Gen. Type	Ctry	FY	Total Amount
20	CM	00200	001	.001	A	20	5	1.37
20	CM	00200	001	.001	B	19	99	1.37
29	CM	00200	001	.001	B	19	99	1,600.00
28	CM	00200	001	.001	B	19	99	1,300.00
27	CM	00200	001	.001	B	19	99	16.00
21	CM	00200	001	.001	C	20	5	163.64
21	CM	00200	001	.001	B	19	99	163.64
21	CM	00200	001	.001	A	20	5	163.64
20	CM	00200	001	.001	C	20	5	1.37
21	CM	00200	001	.002	A	20	5	72.73

Contract Type

Enter a value from UDC 00/DT (Document Type - All Documents) that identifies the type of document. The document types for service contracts are defined in the Document Type Master table (F40039) from the Document Type Maintenance program (P40040).

Contract Company

Enter a number that, along with order number and order type, uniquely identifies an order document (such as a purchase order, a contract, a sales order, and so on).

If you use the Next Numbers by Company/Fiscal Year facility, the Automatic Next Numbers program uses the order company to retrieve the correct next number for that company. If two or more order documents have the same order number and order type, the order company lets you locate the desired document.

If you use the regular Next Numbers facility, the order company is not used to assign a next number. In this case, you probably would not use the order company to locate the document.

Version

Enter the change number of the contract. The change order number of the base contract is always initialized to **000**. Each time you enter a change order for a contract, the system automatically increases the change order number by one.

For example, the base contract is the change order number 000, the first change order is **001**, the second is **002**, and so on.

Line No. (line number)

Displays a number that identifies multiple occurrences, such as line numbers on a purchase order or other document. Generally, the system assigns this number, but in some cases you can override it.

Gen. Type (generation type)

Enter a code that identifies the type of billing transaction. Examples are:

A: Recognized Revenue

B: Long Term Revenue (billing creates)

C: Short Term Revenue

D: Foreign Recognized

E: Foreign Long Term

F: Foreign Short Term

G: Credit Recognized Revenue

H: Credit Long Term Revenue

I: Credit Short Term Revenue

J: Foreign Credit Recognized

K: Foreign Credit Long Term

L: Foreign Credit Short Term

Ctry (century)

Enter the calendar century associated with the year. Enter is the first two digits of the year. For example, **19** indicates any year beginning with 19 (1998, 1999), **20** indicates any year beginning with 20 (2000, 2001), and so on.

FY (fiscal year)

Enter a number that identifies the fiscal year. Generally, you can either enter a number in this field or leave it blank to indicate the current fiscal year (as defined on the Company Setup form).

Specify the year at the end of the first period rather than the year at the end of the fiscal period. For example, a fiscal year begins October 1, and ends September 30. The end of the first period is October 31. Specify the year for the October period.

Total Amount

Displays the total of the amount billed or amortized for that specific record.

5.5 Working with the Amortization Process

This section provides overviews of amortization and amortization workfile generation, lists prerequisites, and discusses how to:

- Set processing options for the Amortization Workfile Generation program (R17321).
- Review amortization records.

5.5.1 Understanding Amortization

Amortization enables 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.

5.5.2 Understanding Amortization Workfile Generation

From the Periodic Contract Processing menu (G1724), select 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 these 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.

5.5.3 Prerequisites

Before you complete the tasks in this section:

- Verify that you have purchased and installed these systems. You must have installed these systems to be able to use amortization for contracts:
 - General Accounting, Accounts Receivable, and Accounts Payable.
 - Address Book.
 - Service Billing.
- Set up fiscal date patterns.
- Set up company information.

- Set up manufacturing AAIs information.

5.5.4 Form Used to Work with the Amortization Process

Form Name	FormID	Navigation	Usage
Billing/Amortization Control Inquiry	W1794A	Periodic Contract Processing (G1724), Billing/Amortization Inquiry.	Review amortization records.

5.5.5 Setting Processing Options for the Amortization Workfile Generation Program (R17321)

Use these processing options to set default values for the Amortization Workfile Generation program.

5.5.5.1 Process

Specify 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

Specify whether to run the workfile generation program in proof or final mode. Values are:

Blank: Proof mode.

1: 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 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

Specify the fiscal period for amortization. If you leave this option blank, the system uses the current fiscal period.

3. Fiscal Year - Amortize Through

Specify the fiscal year for amortization. If you leave this option blank, the system uses the current fiscal year.

4. Subledger Default

Specify whether the system retrieves a value for the subledger field. Values are:

Blank: No subledger value.

1: Contract number.

2: Customer number.

3: Site number.

4: Item number.

5.5.5.2 Print

Specify the values that the system uses when you generate amortization workfiles. For example, you can select 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

Specify where the system writes errors. Values are:

Blank: Write errors to the Work Center.

1: Print errors on the report.

2. Address Number

Specify which address number appears on the report. Values are:

Blank: Customer Number

1: Site Number

2: Bill To Number

5.5.5.3 Versions

Specify the version of the GL Post program that the system uses when you generate amortization records.

1. G/L Post Version (general ledger post version)

If you leave this option blank, the system uses ZJDE0001.

5.5.6 Reviewing Amortization Records

Access the Billing/Amortization Control Inquiry form.

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.

5.6 Printing Contracts

This section discusses how to:

- Print contracts.
- Set processing options for the Print Contracts Report program (R1733).

5.6.1 Printing Contracts

From the Periodic Contract Processing menu (G1724), select Contract Print.

Use the Print Contracts program (R1733) to create printed copies of contracts for suppliers and service providers. The contract information includes equipment number, service package, start and end dates, and total amount.

5.6.2 Setting Processing Options for the Print Contracts Report Program (R1733)

Use these processing options to set default values for printing contracts.

5.6.2.1 Print

Specify the information to print on contracts.

1. Print detail media object.

Specify which media objects the system prints for contract detail lines on the report.
Values are:

Blank: Do not print media objects.

1: Print external media objects.

2: Print internal media objects.

3: Print both internal and external media objects.

2. Print header media object.

Specify whether the system prints media objects for the contract header on the report.
Values are:

Blank: Do not print header media objects.

1: Print external media objects.

2: Print internal media objects.

3: Print both the internal and external media objects.

3. Print detail prices.

Specify whether the system prints prices on the detail lines of contracts. Values are:

Blank: Do not print, unless the summarization option is chosen in processing option #4.

1: Print.

4. Summarize detail.

Specify how the system summarizes detail lines. Values are:

Blank: Do not summarize.

1: Product model.

2: Product family.

3: Contract.

5.7 Reviewing Contract Reports

This section provides an overview of contract reports and discusses how to:

- Review the contract report.
- Set processing options for the Contract Report program (R1734).
- Review the service contract renewal report.
- Review the service contract detail renewal report.
- Review the service contract cancel report.
- Set processing options for the Service Contract Cancel program (R1736).

5.7.1 Understanding Contract Reports

Review contract reports to determine the status of 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.

5.7.2 Reviewing the Contract Report

From the Periodic Contract Processing menu (G1724), select Contract Report.

Run the Contract Report (R1734) to identify contracts and to find any pertinent information. You can set the data selection to define the type of report that you need to review.

5.7.3 Setting Processing Options for the Contract Report Program (R1734)

Use these processing options to set the default values for the Contract Report.

5.7.3.1 Print

Use this processing option to print header or detail information.

Print header or detail

Specify whether the system prints header or detail information on the report. Values are:

Blank: Header information.

1: Detail information.

5.7.4 Reviewing the Service Contract Renewal Report

This section provides overviews of the Service Contract Renewal report and the Alternate Tax Rate/Area for the Service Contract Renewal report; and discusses how to:

- Run the Service Contract Renewal report program.
- Set processing options for Service Contract Renewal (R1730).

5.7.4.1 Understanding the Service Contract Renewal Report

You can run the Service Contract Renewal report to identify contracts that require you to generate renewal contracts and letters. You can set up the processing options to include markup by percentage, to select the pricing to use for the 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.

5.7.4.2 Understanding Alternate Tax Rate/Area Assignments for the Service Contract Renewal Report (Release 9.1 Update)

The values that you specify in the Tax Information processing option and the Header Business Unit processing option determine whether the system retrieves the alternate tax rate /area assignment if the functionality is set up for the company of the business unit.

If errors occur during processing, the error or warning message is sent to the Work Center or included in a section of the report, determined by the value in the Work Center or Report processing option.

This table describes how the system determines the tax rate/area to use based on the values in the processing options:

Value in Tax information Processing Option	Value in Header Business Unit Processing Option	New Company Has Alternate Tax Rate/Area Enabled	Tax Rate/Area
Blank (Copy information)	Blank (copy from original)	Not applicable	From original contract for header and detail lines
Blank	1 (From P1721)	Either enabled and disabled	From original contract for header and detail lines
1 (retrieve from Site number)	Blank	Disabled	Tax rate/area from the site on header and detail lines.
1	Blank	Enabled	Retrieve the alternate tax rate/area based on the entity values for the header and detail lines. For the header area, the company, business unit, and site are the entities. For the detail lines, the company, business unit, and the site are from the copied lines.
1	1	Disabled	The tax rate/area is retrieved based on the site for the header and detail lines.
1	1	Enabled	Retrieve the alternate tax rate/area based on the entity values for the header and detail lines. For the header area, the business unit is based on the value in the Header Business Unit processing option, the company is the company associated with the business unit, and the and the site is from the contract header. For the detail lines, the company is the company associated with the business unit specified in the Header Business Unit processing option, and the business unit and site are from the detail lines copied.

5.7.4.3 Running the Service Contract Renewal Report

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

5.7.4.4 Setting Processing Options for the Service Contract Renewal Program (R1730)

Use these processing options to set the default values for the Service Contract Renewal process.

5.7.4.4.1 Report Option 1. Renewal Options

Specify how the system renews a contract. Values are:

Blank: Do not renew the contract.

1: Create a new contract number.

2: Use the same contract number, and advance the contract change number.

2. Pricing Options

Specify the pricing method that the system uses for pricing renewed contracts. Values are:

1: Base the pricing for renewed contracts on existing contracts.

- 2: Use advanced pricing to obtain new prices for renewed contracts.
- 3: Use mark-up percentages to obtain new prices for renewed contracts.

3. Markup Percentage.

Specify the percentage that the system uses for mark-ups when you are determining new prices for renewal contracts. For example, enter **50.0** to specify a 50 percent mark-up.

Note: Only use this processing option if you entered **3** (percentage-based mark-up) in processing option 2.

4. Lead days for contract expiration

Specify the number of days between the current date and a target date for contract expiration. Contracts that expire within the number of days entered are eligible for renewal.

5. Date to use for Lead Days

Specify the date to use with lead days. If you leave this processing option blank, the system uses the current date.

6. Contract renewal status for old contract

Enter a value from UDC 17/CO (Contract Status) that specifies the status for contracts after you renew them.

7. Contract renewal status for the renewal

Enter a value from UDC 17/CO (Contract Status) that specifies the status for new contracts.

5.7.4.4.2 Versions 1. Work With Contracts (P1720) Version

If you leave this processing option blank, the system uses ZJDE0001.

5.7.4.4.3 Process 1. Proof or Final Process

Specify whether the system processes the Contract Renewal report in proof or final mode. Values are:

Blank: Proof mode.

1: Final mode.

2. Work Center or Report

Specify where the system records errors. Values are:

Blank: Record errors to the Work Center.

1: Record errors on the report.

5.7.4.4.4 Defaults 1. Bill From Date

Specify the bill-from date, which is the date that billing begins for the service contract. If you leave this processing option blank, the system uses the date from the former contract detail line. Values are:

1: Use the bill-from date from the former contract detail line.

2: Use the bill-from date from the first detail line of the contract.

3: Use the start date from the new contract detail line as the bill-from date.

4: Enter a bill-from date.

2. Specify the Bill From Date if '4' is on above.

Specify a specific Bill From Date for the renewed contract.

3. Bill Through Date

Specify the bill-through date, which is the date that billing ends for the service contract. If you leave this processing option blank, the system uses the date from the former contract detail line. Values are:

- 1: Use the bill-through date from the former contract detail line.
- 2: Use the bill-through date from the first detail line of the contract.
- 3: Use the end date from the new contract detail line as the bill-through date.
- 4: Enter a bill-through date.

4. Specify Bill Through Date if '4' is on above.

Specify a specific Bill Through Date for the renewed contract.

5. Billing Frequency Code

Specify the Billing Frequency that indicates the billing cycle for the renewed contract.

5.7.4.4.5 Base Warranty

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

1. Renew Base Warranty Contract

Specify whether the system includes base warranty contracts in the contract renewal process. Values are:

Blank: Do not renew base warranty contracts.

- 1: Renew base warranty contracts.

2. Company to be used for the renewed contract

Specify the company that will be used for the renewed contract.

3. Contract Document Type

Specify the Contract Document Type for the renewed contract.

4. Renewed Contract Line Type

Specify the Line Type for the renewed contract.

5. Contract Status for the renewed contract

Enter a value from UDC 17/CO (Contract Status) that specifies the status of the new contract. If you leave this processing option blank, the system uses the status that is specified on the Report Option tab.

6. Contract Type

Enter a value from UDC 17/TY (Contract Type) that specifies the contract type for the new contract. If you leave this processing option blank, the system uses the contract type from the processing options for P1721 (Contract Revisions).

7. Customer address number

Specify the Customer Address Number for the renewed contract.

8. Site address number.

Specify the Site Address Number for the renewed contract.

9. Bill To address number.

Specify the Bill To Address Number for the renewed contract.

10. Send To address number.

Specify the Send To Address Number for the renewed contract.

11. Number of days in contract.

Specify the number of days in the renewed contract.

12. Advanced Pricing Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that specifies the Advanced Pricing Adjustment Schedule for the renewed contract.

13. Billable Duration.

Specify the Billable Duration for the renewed contract.

14. Non-billable Duration.

Specify the Non-Billable Duration for the renewed contract.

15. Billable/Non-billable duration Unit of Measure.

Enter a value from UDC 00/UM (Unit of Measure) that identifies the unit of measurement for an amount or quantity as it was billed. Specify the Billable/Non-Billable Duration Unit of Measure.

16. Price By Address

Specify the Price By Address number for the renewed contract lines. If the processing option is left blank, the Customer Number is used.

17. Business Unit

Specify the Business Unit for the renewed contract header. If this processing option is left blank, the Original Business Unit is used.

5.7.4.4.6 Copy Defaults 1. Media Objects

Specify whether the system copies media objects to renewed contracts. 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

Specify which media objects the system copies to renewed contracts. Values are:

Blank: Copy both internal and external comments.

1: Copy internal comments.

2: Copy external comments.

3. Tax Information

Specify how the system generates tax information for renewed contracts. Values are:

Blank: Copy tax information from the original contract to the renewed contract.

1: Retrieve the tax rate and area from the site; retrieve the explanation code from the customer.

(Release 9.1 Update)

Based on the business unit, the system checks the alternate tax rate/area assignment company constant for the corresponding company. If the functionality is enabled, the system retrieves the alternate tax rate/area based on the business unit and site country information. Otherwise, the system retrieves the tax rate/area from the default site setup.

For further information about alternate tax rate/area assignments, please refer to "Setting Up Alternate Tax Rate/Area Assignment Functionality" in the *JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide*.

4. Discount Information

Specify whether the system copies discount information to renewed contracts. Values are:

Blank: Copy.

1: Do not copy.

5. Customer Currency

Specify how the system generates the customer currency for renewed contracts. Values are:

Blank: Copy the customer currency from the original contract.

1: Use the customer currency specified in the customer master.

6. Document Type

Specify how the system generates the document type for renewed contracts. Values are:

Blank: Copy the document type from the original contract.

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

7. Key Company

Specify how the system generates the key company for renewed contracts. Values are:

Blank: Copy the key company from the original contract.

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

8. Header Business Unit

Specify how the system generates the header business unit on renewed contracts. Values are:

Blank: Copy the header business unit from the original contract.

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

9. Line Description

Specify how the system generates line descriptions on renewed contracts. Values are:

Blank: Copy the original contract line description.

1: Retrieve the line description from the processing options for P1721 (Contract Revisions).

5.7.5 Reviewing the Service Contract Detail Renewal Report

From the Periodic Contract Processing menu (G1724), select 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.

5.7.6 Setting Processing Options for the Service Contract Detail Renewal Program (R1735)

Use these processing options supply the default values for Service Contract Detail Renewal.

5.7.6.1 Report Option

Specify the various options to use for contract detail renewals.

1. Renewal Options

Specify how the system renews a contract. Values are:

- 1: Create a new contract for the detail lines.
- 2: Create a new version for the contract
- 3: Add new lines to the contract that is being renewed.
- 4: Add detail lines to the latest version of the contract that is being renewed.
- 5: Add detail lines to a specific contract number and version number.

2. Contract number if renewing to a specific contract number.

Specify the contract number to use for the renewal.

3. Version number if renewing to a specific contract number.

Specify a version of the specific contract number used with the renewed contract.

3. Pricing Options

Specify how the system prices renewed contracts. Values are:

- 1: Use existing prices.
- 2: Use advanced pricing to obtain new prices.
- 3: Use markup percentages to obtain new prices.

4. Markup Percentage.

Specify the percentage to use for mark-ups. For example, to specify a mark-up of 50 percent, enter 50.0. Mark-ups determine the new prices for renewal contracts.

Note: Use this processing option only if you entered the value 3 in processing option 5.

5. Contract renewal status for old contract

Enter a value from UDC 17/CO (Contract Status) that specifies the status that the system assigns to the contract after you renew it.

6. Contract renewal status for the renewal

Enter a value from UDC 17/CO (Contract Status) that specifies the status of the new contract.

5.7.6.2 Versions

Specify the version of the program to launch from Service Contract Detail Renewal.

1. Work With Contracts (P1720) Version

If blank yo leave this processing option blank, the system uses ZJDE0001.

5.7.6.3 Process

Specify proof or final mode processing, and where the system records errors.

1. Proof or Final Process

Specify whether the system runs the Detail Contract Renewal report in proof or final mode. Values are:

Blank: Proof mode.

1: Final mode.

2. Work Center Or Report

Specify where the system records errors. Values are:

Blank: Record errors to the Work Center.

1: Record errors on the report.

5.7.6.4 Base Warranty

Specify renewal options for base warranty contract renewals.

1. Renew Base Warranty records to Billable.

Specify whether the system includes base warranty records in the contract renewal process. Values are:

Blank: Do not renew base warranty records.

1: Renew base warranty records.

2. Line Type for Billable lines.

Specify the Line Type for Billable Lines. If you leave this processing option blank, the system uses the line type from the P1721 processing option.

3. Billable Duration

Specify the Billable Duration for the renewed contract.

4. Non-Billable Duration

Specify the Non-Billable Duration for the renewed contract.

5. Billable/Non-Billable Duration Unit of Measure

Specify the Billable/Non-Billable Unit of Measure. If you leave this processing option blank, the system uses the Duration Unit of Measure from the P1721 processing option.

6. Price By Address

Specify the Price By Address number for the renewed contract. If you leave this processing option blank, the system uses the customer number.

7. Advanced Pricing Adjustment Schedule

Specify the Advanced Pricing Adjustment Schedule for the renewed contract. If you leave this processing option blank, the system uses the value based on the Price By Address Number.

5.7.6.5 Defaults

Specify billing default values.

1. Bill From Date.

Specify the bill-from date, which is the date that billing begins for the detail line on the contract. Values are:

- 1: Use the bill-from date from the former contract detail line.
- 2: Use the bill-from date from the first detail line of the former contract.
- 3: Use the start date from the new contract.
- 4: Enter a bill-from date.

2. Specify Bill From date if '4' is on above.

Specify a specific Bill From Date for the renewed contract. If you leave this processing option blank, the system uses the current date.

3. Bill Through Date.

Specify the bill-through date, which is the date that billing ends for the detail line on the contract. Values are:

- 1: Use the bill-through date from the former contract detail line.
- 2: Use the bill-through date from the first detail line of the former contract.
- 3: Use the end date from the new contract.
- 4: Enter a bill-through date.

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

Specify a specific Bill Through Date for the renewed contract. If you leave this processing option blank, the system uses the current date.

5. Billing Frequency Code

Specify the Billing Frequency Code for the renewed contract.

5.7.6.6 Copy Defaults

Specify the options the system uses to copy to renewed contracts.

1. Copy Media Objects

Specify whether the system copies media objects to renewed contracts. The system copies the header media objects only if you are creating a new contract or a new version when renewing a contract. 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

Specify which media objects the system copies to renewed contracts. Values are:

Blank: Copy both internal and external comments.

1: Copy internal comments.

2: Copy external comments.

3. Tax Information

Specify how the system generates tax information for renewed contracts. If the renewal option is a value other than **12**, the header tax information remains the same. Values are:

Blank: Copy tax information from the original contract to the renewed contract.

1: Retrieve the tax rate and area from the site; retrieve the explanation code from the customer.

(Release 9.1 Update)

Based on the business unit, the system checks the alternate tax rate/area assignment company constant for the corresponding company. If the functionality is enabled, the system retrieves the alternate tax rate/area based on the business unit and site country information. Otherwise, the system retrieves the tax rate/area from the default site setup.

For further information about alternate tax rate/area assignments, please refer to "Setting Up Alternate Tax Rate/Area Assignment Functionality" in the *JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide*.

4. Discount Information

Specify whether the system copies discount information to renewed contracts. Values are:

Blank: Copy.

1: Do not copy.

5. Customer Currency

Specify how the system generates the customer currency for renewed contracts. Values are:

Blank: Copy the customer currency from the original contract.

1: Use the customer currency specified in the customer master.

6. Document Type

Specify how the system generates the document type for renewed contracts. If the renewal option is a value other than **1** or **2**, the header document type remains unchanged. Values are:

Blank: Copy the document type from the original contract.

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

7. Key Company

Specify how the system generates the key company for renewed contracts. If the renewal option is a value other than **1** or **2**, the header key company remains unchanged. Values are:

Blank: Copy the key company from the original contract.

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

8. Header Business Unit

Specify how the system generates the header business unit on renewed contracts. If the renewal option is a value other than **1** or **2**, the header business unit remains unchanged. Values are:

Blank: Copy the header business unit from the original contract.

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

9. Line Description

Specify how the system generates line descriptions on renewed contracts. Values are:

Blank: Copy the original contract line description.

1: Retrieve the line description from the processing options for P1721 (Contract Revisions).

5.7.7 Reviewing the Service Contract Cancel Report

From the Periodic Contract Processing menu (G1724), select 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.

5.7.8 Setting Processing Options for the Service Contract Cancel Program (R1736)

Use these processing options to supply the default values for the Service Contract Cancel program.

5.7.8.1 Defaults

1. Cancellation Reason Code (Required)

Enter a value from UDC 17/CN (Cancellation Reason Code) that specifies the reason code for cancelling a contract. You must enter a value for this processing option.

2. Cancellation date

Specify the date for cancelling a contract. If you leave this processing option blank, the system uses the current date.

3. Tax Date for Contract Cancellations

Specify the date for tax calculation when cancelling a contract. If you leave this processing option blank, the system will use the value in the Price Effective Date field in the service contract detail line.

5.7.8.2 Process

Specify proof or final mode processing, where the system records errors, and the subledger default value for credit processing.

1. Proof or Final Mode

Specify whether to run the Contract Cancel Report in proof or final mode. Values are:

Blank: Proof mode. Do not update the tables.

1: Final mode. Update the tables.

2. Work Center Or Report

Specify where the system records errors. Values are:

Blank: Record errors to the Work Center.

1: Record errors on the report.

3. Subledger Default for credit processing.

Specify a default value for the subledger field. Values are:

Blank: No default value

1: Contract number

2: Customer number

3: Site number

4: Short item number

Managing Work Orders

This chapter contains the following topics:

- Section 6.1, "Understanding Work Order Management"
- Section 6.2, "Understanding Work Order Mass Updates for Service Work Orders"
- Section 6.3, "Common Fields Used in This Chapter"
- Section 6.4, "Setting Up Work Orders"
- Section 6.5, "Creating Work Orders Using the Service Management Workbench Program (P90CD020)"
- Section 6.6, "Creating Work Orders Using the Work Order Entry Programs (P48201/P17714)"
- Section 6.7, "Assigning Parts to a Work Order"
- Section 6.8, "Assigning Labor to a Work Order"
- Section 6.9, "Processing Work Orders"
- Section 6.10, "Billing and Paying Work Orders"
- Section 6.11, "Working with Work Orders on an iPad"

6.1 Understanding Work Order Management

You can create work orders for customer requests that cannot be resolved with a phone call. You enter work orders to request work 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 they track shipments of replacement parts. The majority of service calls are initiated through the Case module, but the repair depot might also create them.

A work order enables 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 service tasks and other projects. You can manage all aspects of a service task or project, including:

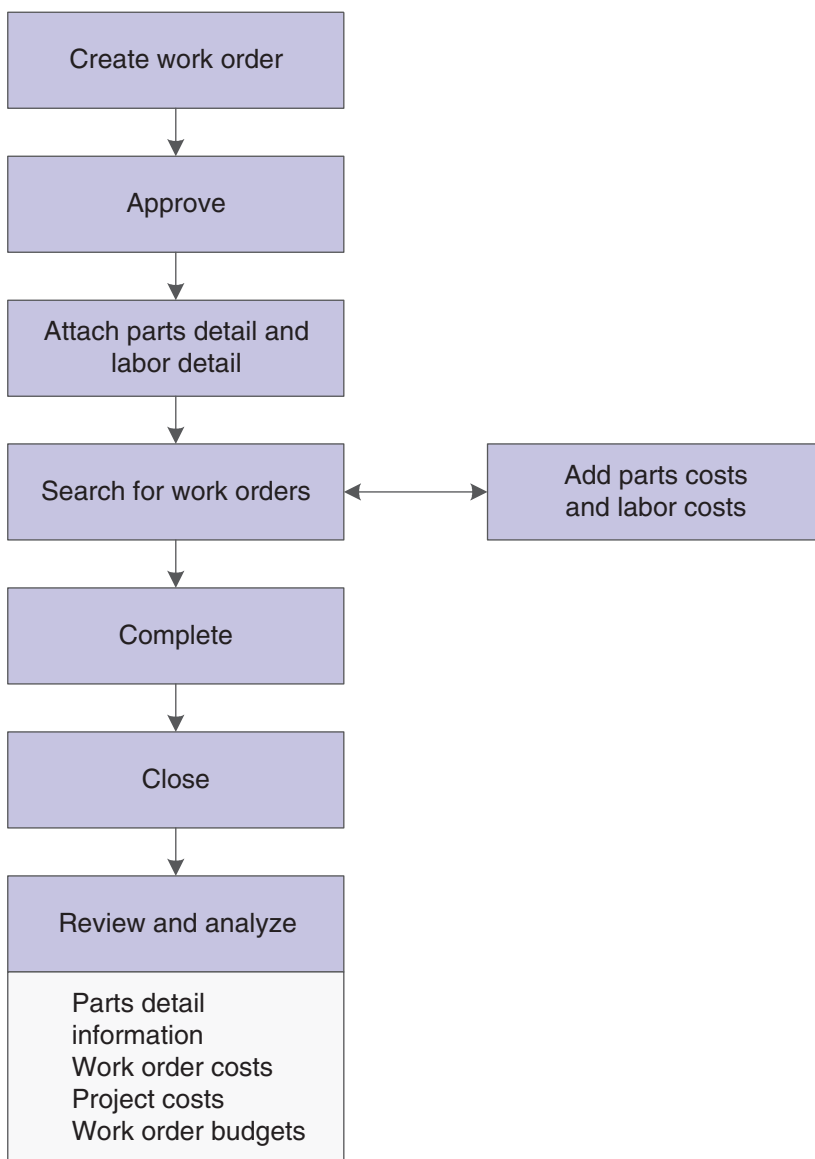
- Creating work orders for preventive and corrective maintenance.
- Committing inventory to a work order.
- Scheduling multiple tasks, such as mechanical, electrical, and so on, in a work order.

- 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.

6.1.1 Work Order Management Process Flow

The steps through which a work order must pass to accurately communicate the progress of the tasks that it represents are the life cycle of the work order. You can select to display the Status Change form each time the work order advances through a step in the life cycle. This flowchart illustrates the flow of a work order through a typical work order life cycle:

Figure 6–1 Example of Work Order Management process flow



6.1.2 Terms and Concepts

These Work Order Management terms and concepts are used in this chapter:

Base Warranty

The warranty that is associated with the equipment. Base warranties are typically included in the purchase price of the equipment and are nonbillable.

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.

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.

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 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.

See Also:

- "Processing Work Orders" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Swapping Components" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Updating the Life Cycle Information of a Work Order" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Reviewing the Status History of a Work Order" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Reviewing Work Order Parts Lists" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Reviewing Work Order Costs" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Reviewing Inventory Issues" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Working with Work Orders on the Web" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.

6.1.3 Mobile Applications for Work Orders (Release 9.1 Update)

The following mobile applications are available, and can be used to manage work orders, and enter and update time entry for service work orders on a mobile device:

- Service WO (Tablet)
- Review Team Work Orders (Smartphone and Tablet)
- Service Order Time Entry (Smartphone and Tablet)
- Manage My Service Orders (Smartphone and Tablet)

These applications require system administrator configuration before they are available to individual users. Contact your system administrator to determine whether these applications are available for use.

Additionally, see the following topics in the *JD Edwards EnterpriseOne Applications Mobile Enterprise Applications Implementation Guide*:

- Create Service Orders Mobile Application
- Review Team Work Orders Mobile Applications
- Service Order Time Entry Mobile Applications
- Manage My Service Orders Mobile Applications

6.2 Understanding Work Order Mass Updates for Service Work Orders

The work order mass update process enables you to select and modify multiple work orders at the same time. You can use the mass update process for service work orders that have a work order type of 05 (service) from the Order Type (48/OT) UDC table.

You use the Search for Work Orders program (P48022) to search for and select the work orders that you want to modify, and then use the Work Order Mass Update program (P48714) to enter the new values that you want to apply to the selected work orders. Alternatively, you can set up templates in the Work Order Mass Update Template program (P48710) to specify default values for the fields that you want to update. After you enter the new values, you run the Work Order Mass Update batch program (R48714) in draft mode, verify the changes that you want to make, and then run the R48714 program in final mode to commit the changes to the database.

See "Using the Work Order Mass Update Process" in the *JD Edwards EnterpriseOne Applications Work Orders Implementation Guide*.

6.2.1 Accessing the Work Order Mass Update Programs

Links to the Work Order Mass Update Template program and the Search for Work Orders program appear on the Periodic Work Order Processing menu (G1722). You access the Work Order Mass Update interactive program from the Search for Work Orders program, and access the Work Order Mass Update batch program from the Work Order Mass Update interactive program.

You can also access the Search for Work Orders program using these access points:

- An option in the Form menu in the CRM Service Order Revisions program (P90CD020).

The system launches the version of the Search for Work Orders program that you specify in the Work Order Mass Update (P48022) Version processing option in the CRM Service Order Revisions program.

See [Setting Processing Options for CRM - Manage Service Orders \(P90CD002\)](#).

- An option on the Form menu in the Work With Work Orders program (P48201).

The system launches the version of the Search for Work Orders program that you specify in the Work Order Mass Update (P48022) Version processing option in the Work With Work Orders program.

See "Setting Processing Options for Work With Work Orders (P48201)" in the *JD Edwards EnterpriseOne Applications Shop Floor Management Implementation Guide*.

6.2.2 Setting Up Your Environment to Use the Work Order Mass Update Process for Service Work Orders

Before you use the work order mass update process, you should set up versions and processing options for the programs used by the process. In addition to the processing options for the Search for Work Orders and Work Order Mass Update programs, the system uses some of the processing options from the versions of service work order management programs that you specify.

This table lists the programs for which you should set up processing options.

Note: This table lists only the programs that have processing options that affect how work orders are processed in the work order mass update process. You will set up and specify versions of other applications if you do not want to use default versions. You specify the versions to use in the processing options of the Search for Work Orders program.

Program	Processing Options
Search for Work Orders (P48022)	<p>You specify the version of this program to use in processing options in the Work With Work Orders (P48201) and CRM - Manage Service Orders (P90CD020) programs.</p> <p>The Search for Work Orders program includes processing options in which you specify the versions of the programs to use when you use Form and Row menu options. You will need to set up versions of those programs if you choose to use a version other than the default version noted in the processing option description.</p> <p>See "Setting Processing Options for Search for Work Orders (P48022)" in the <i>JD Edwards EnterpriseOne Applications Work Orders Implementation Guide</i>.</p>
Work Order Mass Update (P48714)	<p>You specify the version of this program to use in the Search for Work Orders program.</p> <p>See "Setting Processing Options for Work Order Mass Updates (P48714)" in the <i>JD Edwards EnterpriseOne Applications Work Orders Implementation Guide</i>.</p>
CRM - Manage Service Orders (P90CD002)	<p>To use a specific version of the CRM - Manage Service Orders (P90CD002) program), in the processing options for the Search for Work Orders program:</p> <ul style="list-style-type: none"> ■ Enter 3 in the Work Order Revisions Application processing option, ■ Enter 1 (service) in the Work Order Type processing option. ■ Specify the version name of the CRM - Manage Service Orders program to use in the Work Order Revisions Version processing option in the Search for Work Orders program.
Work Order Revisions (P17714)	<p>To use a specific version of the Work Order Revisions program (P17714), in the processing options for the Search for Work Orders program:</p> <ul style="list-style-type: none"> ■ Specify 1 in the Work Order Revisions Application processing option. ■ Specify 1 (service) in the Work Order Type processing option. ■ Specify the version name of the Work Order Revisions program to use in the Work Order Revisions Version processing option.
Work With Work Orders (P48201)	<p>You can access the work order mass update programs from an option on the Form menu in the Work With Work Orders program.</p> <p>Set the Work Order Mass Update (P48022) Version processing option in the Work With Work Orders program to use the appropriate version.</p> <p>See "Setting Processing Options for Work With Work Orders (P48201)" in the <i>JD Edwards EnterpriseOne Applications Work Orders Implementation Guide</i>.</p>
Planning Workbench (P13700)	<p>You can access the work order mass update programs from an option on the Form menu in the Planning Workbench program.</p> <p>Set the Work Order Mass Update (P48022) Version processing option in the Planning Workbench program to use the appropriate version.</p> <p>See "Setting Processing Options for the Planning Workbench Program (P13700)" in the <i>JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide</i>.</p>

6.2.3 Service-Specific Work Order Mass Update Functions

You can use the work order mass update process to update manufacturing, tenant, service, and equipment work orders. When working with work orders for service, you should note that:

- Some of the options available in the work order mass update process are available for only specific work order types.
- Some actions that you can perform when working with individual service work orders are not supported when you work with multiple service work orders.
- Some of the processing options that you set up in the version of the Work Order Revisions program (P17714) and CRM - Manage Service Orders program (P90CD002) that you use when working with work order mass updates affect the processing of the work order mass updates.

This table lists the functions that are specific to working with service work orders, the functions that are not supported when you work with multiple service work orders, and the processing logic in the Work Order Revisions (P17714) and CRM - Manage Service Orders (P90CD002) programs that affect work order mass updates for service work orders.

Function	Description
Craft	When you perform a search using a value in the Craft field, the system populates the grid in the Search for Work Orders program for only the work orders that have labor lines with a work center value that matches the value for the Craft field.
Prepayments	Mass updates for work orders for which prepayment processing is enabled is not supported.
Component change-out	The component change-out function is not supported when you work with mass updates for equipment work orders.
Entitlement checking	<p>Entitlement checking is not supported when you work with mass updates for service work orders. When you set up the processing options for the Search for Work Orders program you must specify versions of these programs that do not have entitlement checking enabled:</p> <ul style="list-style-type: none"> ■ Work Order Revision (P17714) ■ CRM - Manage Service Orders (P90CD002) <p>If you use entitlement checking, the system assumes that the Service Order Entitlement Trigger field in the S/WM System Constants is set to 3 (customer), 6 (branch/plant) or 7 (site number). The work order mass update process verifies that entitlement checking is disabled only when the Service Order Entitlement Trigger field is set to one of these values.</p> <p>Changing the customer, site, or branch for a work order record can also trigger entitlements and require that labor and parts for the work order also be changed. If a work order has associated labor or parts records, you cannot change the customer, site or branch.</p>
Field updates	<p>Some fields that appear in service work orders are not editable when you work with multiple work orders.</p> <p>See "Unsupported Fields by Work Order Type" in the <i>JD Edwards EnterpriseOne Applications Work Orders Implementation Guide</i>.</p>
Default Date and Time for Status processing option	If you set this processing option to 1 to use the current system date and time on status change, the system will use the current system date and time will to update the completed date and time on the work order when you process work order mass updates.

Function	Description
Create Labor Detail processing option	If you set this processing option to <i>1</i> to create labor detail, the system creates the labor detail if the Lead Craft field is populated with an update value and no labor detail lines exist for the work order.
Email Manager/Crew processing option	If you set this processing option to <i>1</i> to send emails, the system sends a message to the manager if you change the value in the Manager field on the Service Work Order Mass Update form.
Create Individual Resource Assignments processing option	If you set this processing option to <i>1</i> to create assignments, the system creates resource assignments when you change the value in the Assigned To field on the Service Work Order Mass Update form.
Status Window on Update processing option	If you set this processing option to <i>1</i> , status related fields are <i>not</i> displayed on Service Work Order Mass Update form. Leave this processing option blank to display and enable status update fields.
Field-level validations	<p>The system uses the same field-level validations for work order mass updates as it uses when you update single work orders. For example, the system validates the currency code when you change the branch or customer number, and validates the tax rate area and tax explanation code when you change the site number.</p> <p>The values that you enter in these fields on the Service Work Order Mass Update form take precedence over the logic used in the field-level validations:</p> <ul style="list-style-type: none"> ▪ Covered G/L Category ▪ Non-Covered G/L Category ▪ Planned Completion Date

6.3 Common Fields Used in This Chapter

Act. Payable Rate (actual payable rate)

Enter the actual payable rate associated with a transaction.

Bill Y/N (bill yes/no)

Enter a value that specifies whether a general ledger account should be billed. Values are:

Y: Yes, the account should be billed.

N: No, it should not be billed.

1: It is eligible only for invoicing.

2: It is eligible only for revenue recognition.

4: It is eligible only for cost.

Note: Codes 1, 2, and 4 relate only to the Service Billing system.

Capacity UOM (capacity unit of measure)

Enter a unit of measure that you use to express the capacity of a production line. Examples of units of measure include hours, number of stampings, coats of paint, and so on.

This item is used for repetitive processing only.

Competency Code

Enter a code that specifies a competency within a competency type. For example, a competency for the competency type **Skill** might be programming in the C computer language or driving a forklift.

Competency Level From

This value set the lowest value to be included in the rule criteria range for a competency level range selection.

Competency Level To

This value set the highest value to be included in the rule criteria range for a competency level range selection.

Competency Type

Enter a code that identifies a competency table or category for which you can track employee competencies. Values are:

01: Training

02: Skill

03: Accomplishment

04: Certification

05: Degree

06: Language

Values are stored in UDC 05/CY (Competency Type), but are hard-coded and cannot be changed. Therefore, each of the competencies that you track must pertain to one of these competency types. Adding additional values to this list requires system customization.

Cost Type

Enter a code that designates each element of cost for an item. Examples of the cost object types are:

A1: Purchased raw material.

B1: Direct labor routing roll-up.

B2: Setup labor routing roll-up.

C1: Variable burden routing roll-up.

C2: Fixed burden routing roll-up.

Dx: Outside operation routing roll-up.

Xx: Extra add-ons, such as electricity and water.

The optional add-on computations usually operate with the type **Xx** extra add-ons. This cost structure enables you to use an unlimited number of cost components to calculate alternative cost roll-ups. The system then associates these cost components with one of six user-defined summary cost buckets.

Coverage Group

Enter a user-defined code that specifies the coverage group. The coverage group consists of unlimited cost codes and the percentage covered for each cost code.

Entitlement Check

Enter a value from UDC 17/ER (Entitlement Check) that indicates the results of an entitlement check.

Values are:

- 0: Not entitled.
- 1: Transaction entitled.
- 2: Contract found, but no existing service type.
- 3: Contract found, but no day and date assigned.
- 4: Covered under default warranty.

Est. Billable Rate (estimated billable rate)

Enter the estimated billable rate associated with a service.

Est. Payable Rate (estimated payable rate)

The estimated payable rate associated with a transaction.

Estimated Payment Amount

The estimated payment amount used in service billing.

Flat Rate

Enter a code used to determine whether a particular type of service is priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the method of pricing for a service provider. It is used to indicate that the service provider is an internal service provider and is not paid for the service.

If you use flat rate as the pricing method, you must associate one labor step with the work order.

Match Rule

Indicates whether the resource must satisfy the requirements that define the rule criteria. Values are:

- 1: The resource must meet the rule criteria.
- 0: The rule criteria are optional.

Message No (message number)

Enter a generic rates and message code (48/SN) that is assigned to a standard note, message, or general narrative explanation. You can use this code to add instructional information to a work order. You set up codes for this field on the Generic Message/Rate Types table (F00191).

Op St (operational step)

Enter a value from UDC 31/OS (Operation Status) that identifies the current status of a work order or engineering change order as the operation steps in the routing are completed.

Oper Seq# (operational sequence number)

Enter a number used to indicate an order of succession.

In routing instructions, a number that sequences the fabrication or assembly steps in the manufacture of an item. You can track costs and charge time by operation.

In bills of material, a number that designates the routing step in the fabrication or assembly process that requires a specified component part. You define the operation sequence after you create the routing instructions for the item. The Shop Floor Management system uses this number in the backflush/preflush by operation process.

In engineering change orders, a number that sequences the assembly steps for the engineering change.

For repetitive manufacturing, a number that identifies the sequence in which an item is scheduled to be produced.

Skip To fields enable you to enter an operation sequence that you want to begin the display of information.

You can use decimals to add steps between existing steps. For example, use 12.5 to add a step between steps 12 and 13.

Pay Price Method

Enter a code used to determine if a particular type of service is priced based on a flat rate or based on actual time and materials.

Values are:

F: Flat rate. Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Time and materials. Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: None. A blank value is only valid when defining the Method of Pricing for a service provider. It is used to indicate that the service provider is an internal service provider and should not be paid.

Payable Adj Schedule (payable adjustment schedule)

Enter a value from UDC 40/AS (Schedule Name) that identifies a price and adjustment schedule. A price and adjustment schedule contains adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule. You link customers to a price and adjustment schedule through the customer billing instructions. When you enter a sales order, the system copies the schedule attached to the sold to address into the order header. You can override this schedule at the detail line level.

Payable Y/N (payable yes/no)

Enter a value that specifies whether a general ledger account should be paid. Values are:

Y: Should be paid.

N: Should not be paid.

Percent of Overlap

Enter a number that indicates the percentage that successive operations can overlap.

The actual overlap percentage entered for the operation sequence is the percent by which that operation overlaps the prior operation. For example, if you enter 80 percent, this indicates that work can begin on the overlapped operation when 20 percent of the prior operation is completed.

Note: Overlapping has no effect on move and queue calculations. The percentage entered must be less than or equal to 100 percent.

Enter percentages as whole numbers; for example, enter five percent as **5.00**.

Percentage Covered

Enter the percentage covered under warranty or contract. This is used to calculate the amount to bill or the amount to cost for the line item being processed on the service order or call.

Piecework Rate

The rate to be paid for the type of component (piece) being produced.

Run Machine

Enter the standard machine hours that you expect to incur in the normal production of this item.

Setup Crew

Enter the number of people who work in the specified work center or routing operation.

The system multiplies the Run Labor value in the Routing Master table (F3003) by crew size during costing to generate total labor amounts.

If the Prime Load Code is **L** or **B**, the system uses the total labor hours for back scheduling. If the Prime Load Code is **C** or **M**, the system uses the total machine hours for back scheduling without modification by crew size.

Subsidiary

Enter a subset of an object account. Subsidiary accounts include detailed records of the accounting activity for an object account.

Note: If you are using a flexible chart of accounts and the object account is set to six digits, you must use all six digits. For example, entering **000456** is not the same as entering **456** because, if you enter **456**, the system enters three blank spaces to fill a six-digit object.

Time and Materials

Enter a code used to determine if this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the method of pricing for a service provider. It is used to indicate that the service provider is an internal service provider and is not paid.

If you use time and materials to price, both parts and labor are priced.

The values for the Flat Rate and Time and Materials fields come from the service contract's service package, based on the type of service on the work order.

The system retrieves tax rate and area information based on the service address number. Tax rate and area information is based on where the work is completed, not on the location of the customer.

6.4 Setting Up Work Orders

This section provides overviews of work-order related automatic accounting instructions (AAIs) and work order setup, lists prerequisites, and discusses how to:

- Set up work order constants.
- Set up work order history.
- Set processing options for the Work With Work Order History program (P17715).
- Attach activity rules to work orders.

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 part of the web environment.

See Also:

- "Working with Work Orders on the Web" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*

6.4.1 Understanding Work Order-Related AAIs

To bill and pay for work orders and process business transactions correctly, you must identify information about the account structure and specific account values. You define the account structure and values by using AAIs. The system stores the AAI values in the Distribution/Manufacturing - AAI Values table (F4095). Whenever a program performs an accounting function, it accesses this table.

When you define AAIs, you establish how the system processes transactions for various programs. Distribution and Manufacturing AAIs define the rules by which Service Management interacts with the General Ledger system. Accounting AAIs define the rules by which Service Management interacts with the Accounts Receivable system.

The work order-related distribution AAIs are:

- 1742: Work Orders (Billing).
- 1782: Work Order Claims (Paying).

Based on key fields, the system retrieves the general ledger account to use when creating an entry in the Billing Detail Workfile (F4812). The key fields are:

- Company
- Doc Type
- GL Class Code
- Cost Type

Based on these key fields, the system creates journal entries by using this information:

- Branch/Plant
- Object Account
- Subsidiary

The system retrieves the company, document type, GL class code, and cost type from the work order. If you enter four asterisks (****) in the Distribution AAIs for the GL class code, the system ignores the GL class code and uses the company, document type, and cost type.

If the business unit for the AAI is blank, the system locates the responsible business unit, based on the value that is specified in the Responsible Business Unit field, which is located on the Work Orders tab in the Service and Warranty Management (SWM) constants.

6.4.1.1 Hierarchy for GL Class Codes for Work Orders

The system identifies the proper GL category codes according to this hierarchy:

- Based on the service type on the work order, the system looks up the covered GL code and noncovered GL code in the Service Contract Services table (F1725).
- The covered GL code is used to locate the appropriate distribution AAIs for amounts that are covered by contract.
- The noncovered GL code is used to locate the appropriate distribution AAI for amounts that are not covered by contract.
- If GL codes (both covered and noncovered) in the Service Contract Services table are blank, then the system uses the AAIs that are set up with the four-asterisk wildcard (****).

Based on the company, document type, GL 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 the four-asterisk wildcard is entered in the distribution AAIs for the GL class code, then the system ignores the GL class code and uses the company, document type, and cost type.

6.4.1.2 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 Responsible Business Unit field, which is located on the Work Orders tab in the SWM constants.

In the SWM constants, you can select one of these options for the system to locate the responsible business unit:

Option	Description
Item Branch Master - Service/Warranty Extension (F41171)	<p>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 table (F41171).</p> <p>If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.</p>
Item Master - Service/Warranty Extension (F4117)	<p>The system uses the item number on the work order to look up the responsible business unit in the Item Master - Service/Warranty Extension table (F4117).</p> <p>If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.</p>

Option	Description
Product Family/Model Master (F1790)	<p>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).</p> <p>If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.</p>
Asset Master File (F1201)	<p>The system uses the equipment number on the work order detail line to look up the responsible business unit in the Asset Master File table (F1201).</p> <p>If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.</p>
Customer Master (F0301)	<p>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).</p> <p>If the business unit exists for the customer in the table, the system uses this business unit in the resulting accounting journal entry.</p>

Note: If you assign a project business unit to the responsible business unit in the Business Unit Master table (F0006), the system uses the project business unit as the business unit for the account.

See [Setting Up AAs](#).

6.4.2 Understanding Work Order Setup

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 UDCs for Work Order Management.

6.4.2.1 Work Order Constants

To define default information that applies to 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.

6.4.2.2 Work Order History

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 links within the work order entry program to indicate previous customer or product cases.

Default dates and status codes are defined by processing options. You can override default information by entering new dates and statuses. Links appear at the top of the work order entry forms to alert you to existing customer or product history. Click the links to see detailed information.

You access the processing options for the Work Order History - Customer (or Equipment) program (P17715) to specify how to set up work order history.

6.4.2.3 Work Order Activity Rules

You can set up rules that specify the statuses or steps through which a work order must pass. In addition, you can specify that certain statuses initiate events in the work order life cycle, such as:

- Updating the maintenance status.
- Locking the work order.
- Completing the Subledger Inactive Code field for the work order.

See "Setting Up Activity Rules for Work Orders" in the *JD Edwards EnterpriseOne Applications Work Orders Implementation Guide*.

You can attach work order 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.

6.4.2.4 Work Order Approvals

You can specify the individuals who are responsible for approving work orders at various points in the work order life cycle. Use approval routing to create various approval routes.

See "Defining Approval Routes" in the *JD Edwards EnterpriseOne Applications Work Orders Implementation Guide*.

6.4.3 Prerequisites

Before you complete the tasks in this section:

- 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](#).

- 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.

6.4.4 Forms Used to Set Up Work Orders for Service Management

Form Name	FormID	Navigation	Usage
S/WM System Constants Revisions form	W17001C	Service & Warranty Setup menu (G1740), Service & Warranty Constants. Select the Work Orders tab.	Set up work order constants.

Form Name	FormID	Navigation	Usage
Customer (or Equipment) - Work With Work Order History	W17715A	Work Order Setup (G1742), Work Order History - Customer (or Work Order History - Equipment).	Locate work orders by customer or equipment and review history.
Work Order Activity Rules	W4826D	Daily Work Order Processing menu (G1712), Work Order Entry Locate and select the work order to which you are attaching activity rules on the Work With Work Orders form. Select Supplemental, and then WO Activity Rules from the Row menu.	Attach activity rules to work orders.

6.4.5 Setting Up Work Order Constants

Access the S/WM System Constants Revisions form.

Figure 6–2 S/WM System Constants Revisions form: Work Orders tab

The screenshot displays the 'Service & Warranty Constants - S/WM System Constants Revisions' form, specifically the 'Work Orders' tab. The form is divided into 'Defaults' and 'Constants' sections. In the 'Defaults' section, the following fields are visible: 'Provider Group Search Type' with a dropdown set to 'SVQ' (Service Order Queue), 'Responsible BU Location' with a dropdown set to '1' (Inventory (F4117/F41171)), 'Message Provider Group for Escalation' with an empty text box, 'Mail Box for Escalation' with an empty text box, and 'Service Order Entitlement Trigger' with a dropdown set to '4' (Equipment Number). The 'Constants' section contains four checkboxes: 'Who's Who Required' (unchecked), 'Use Base Price' (checked), 'Use Solution Advisor for Equipment Work Orders' (unchecked), and 'Use Solution Advisor for Service Work Orders' (unchecked).

Provider Group Search Type

Enter a value from UDC 01/ST (Search Type) that identifies the kind of Address Book record that the system selects when you search for a name or message, such as suppliers, customers, or employees.

Responsible BU Location (responsible business unit location)

Enter a code that specifies from which tables the system retrieves the responsible business unit (that is, the business unit to which work orders are billed).

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).

The default value is **1**. Values are:

- 1: Item Master-Service/Warranty Extension table (F4117) and the Item Branch Master-Service/Warranty Extension table (F41171)
- 2: Product Family/Model Master table (F1790)
- 3: Equipment Master Extension table (F1217)
- 4: Address Book Master table (F0101)
- 5: S/WM Line Type Constants table (F1793)
- 6: S/WM Customer Number (F1797)

Mail Box for Escalation

Enter a value from UDC 02/MB (Electronic Mail Boxes) that specifies the provider group mailbox that the system uses to deliver the message.

Service Order Entitlement Trigger

Enter a value from UDC 17/ET (Entitlement Check Trigger) that specifies which field should trigger entitlement checking when you enter a work order.

Who's Who Required

Enter an option that specifies whether the work order customer must have Who's Who records. If this option is enabled, you cannot add the work order unless the work order customer and all additional contacts reside in the Address Book-Who's Who table (F0111).

You must select a customer number from the window. The system returns the short identifier that is associated with the Who's Who record.

Use Base Price

Select this option to specify whether to use the base price when pricing a work order from advanced pricing. If you enable this option, the system uses the base price.

Use Solution Advisor for Equipment Work Orders

Applies to the CAM - Manage Equipment Work Orders program (P13714). P17714 does not reference this constant.

Use Solution Advisor for Service Work Orders

Select this option to specify whether the system uses JD Edwards JD Edwards EnterpriseOne Solution Advisor to search for and maintain solutions to problems for service work orders. If you do not enable this option, the system uses Failure Analysis.

Applies to the Service Management Workbench program (P90CD020). P17714 does not reference this constant.

6.4.6 Setting Up Work Order History

Access the P17715 processing options using one of these navigations:

- Select Work Order Setup (G1742), Work Order History - Equipment.
- Select Work Order Setup (G1742), Work Order History - Customer.

6.4.7 Setting Processing Options for the Work With Work Order History Program (P17715)

Use these processing options to supply the default values for the Work With Work Order History program.

The values that you enter for these processing options determine whether the system displays a link 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 link if a work order falls within the status range and was entered 30 days before the system date.

6.4.7.1 Process

Specify the default values for work order history.

1. Beginning Status for History

Specify the beginning status in the range of work order statuses that the system displays.

2. Ending Status for History

Specify the ending status in the range of work order statuses that the system displays.

3. Number of Days of History to Display

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

Enter a value from UDC 00/TY (Work Order/ECO Type) that specifies the type of work orders to display.

5. Repair Date From

Specify the From repair date for the range of work order repair dates.

6. Repair Date Through

Specify the To repair date for the range of work order repair dates.

6.4.8 Attaching Activity Rules to Work Orders

Access the Work Order Activity Rules form.

Figure 6–3 Work Order Activity Rules form

Work Order Entry - Work Order Activity Rules									
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Row <input type="checkbox"/> Tools									
Order Type		WM	Maintenance Work Order						
WO Type		1	Maintenance Order						
Records 1 - 10 <input type="checkbox"/> <input type="checkbox"/>									
<input type="checkbox"/>	<input type="checkbox"/>	WO Status	WO Status Description	Next Status	Allowed Status 1	Allowed Status 2	Allowed Status 3	Allowed Status 4	Allowed Status 5
<input type="checkbox"/>	<input type="checkbox"/>	M	Maintenance Work Request	M*	MA	MR			
<input type="checkbox"/>	<input type="checkbox"/>	M*	MWO Waiting Manager Approval	MA	ME	MG	MI	MR	
<input type="checkbox"/>	<input type="checkbox"/>	MA	MWO Approved	MB	MD	ME	MI	MM	
<input type="checkbox"/>	<input type="checkbox"/>	MB	MWO Material Issued	MG	MH	MJ	MM		
<input type="checkbox"/>	<input type="checkbox"/>	MC	W/O In Planning	ME	MF	MG	MI	MJ	MM
<input type="checkbox"/>	<input type="checkbox"/>	MD	W/O Plant Shutdown	ME	MF	MG	MI	MJ	MM
<input type="checkbox"/>	<input type="checkbox"/>	ME	W/O Waiting for Parts	MF	MG	MH	MJ	MM	
<input type="checkbox"/>	<input type="checkbox"/>	MF	W/O Parts Staged and Ready	MG	MH	MJ			
<input type="checkbox"/>	<input type="checkbox"/>	MG	W/O Ready to Schedule	MH	MJ				
<input type="checkbox"/>	<input type="checkbox"/>	MH	W/O Issued & Released	MJ					

WO Status (work order status)

Enter a value from UDC 00/SS (Work Order Status) that describes the status of a work order, rate schedule, or engineering change order. Any status change from 90 through 99 triggers the system to automatically update the completion date.

WO Status Description (work order status description)

Enter a user-defined name or remark.

Next Status

Displays the next status for a work order, according to the work order activity rules, as the work order moves through the approval route.

You must define a status code as a work order status in the Work Order Activity Rules table before you can use it as a next status.

Allowed Status 1

(Optional) Indicates a status that can be assigned as the next step in the order process. Although this is not the preferred or expected next step, this status is an allowed override. The system does not allow you to initiate an order line step or status that is not defined as either the expected next status or an allowed status. Other allowed status codes enable you to bypass processing steps. In processing options, these codes are often referred to as *override next status codes*.

You must define a status code as a work order status in the Work Order Activity Rules table before you can use it as a next status or another allowed status.

Maint. Status (maintenance status)

Enter a value from UDC 12/MS (Maintenance Status) that indicates the maintenance status of a piece of equipment, such as **50** for maintenance due or **60** for waiting for parts.

Note: Status code **98** is reserved for canceled maintenance. Status code **99** is reserved for completed maintenance. Status code **01** (default) is reserved for initial maintenance setup.

Subledger Inactive

Select this option to indicate that a specific subledger is inactive. Examples of inactive subledgers are jobs that are closed, employees who have been terminated, or assets that have been disposed.

Select this option to indicate that a subledger is inactive. If a subledger becomes active again, clear this option.

If you want to use subledger information in the tables for reports, but you want to prevent transactions from posting to the record in the Account Balances table (F0902), select this option.

Lock Flag

Enter a code that determines whether a work order can be changed at a particular status. The lock applies to records in both the Work Order Master table (F4801) and the Work Order Instruction table (F4802). Values are:

Blank: Do not lock the work order.

1: Lock the work order.

2: Lock the work order with a completion date.

3: Do not lock the work order with a completion date.

- 4: Lock the work order, the parts list, and the routings.
- 5: Lock the work order, the parts list, and the routings with a completion date.
- 6: Lock the order type and the work order type only.

6.5 Creating Work Orders Using the Service Management Workbench Program (P90CD020)

This section provides an overview of work orders and the service management workbench, list prerequisites, and discusses how to:

- Enter work orders using the workbench.
- Set processing options for the Service Management Workbench program (P90CD020).
- Set processing options for the CRM - Manage Service Orders program (P90CD002).

6.5.1 Understanding Work Orders

You create work orders to formally request and schedule corrective maintenance, such as emergency repairs, and to record and communicate information about all of the details pertaining to the maintenance task. Circumstances for which you create a work order include:

- 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 create work orders for equipment covered by warranties. When you create a work order for a piece of equipment that is under warranty, a message appears to alert you that a warranty is in effect. You indicate a piece of equipment is under warranty by creating preventive maintenance (PM) service types for the warranty.

Work orders contain basic information such as the work order number, description, and the business unit to which the work order is charged. You can enter additional information, such as category codes, to further identify the work order. You can assign record types to work orders and then enter descriptive information into each record type, to communicate important information about a task to others who are involved. For example, you might want to include special instructions and information about the parts and tools that are needed to complete the task.

In addition, you can copy parts from a standard parts list or assign nonstandard parts to a work order. You can also assign detailed labor routing instructions to a work order. For example, you can:

- Identify each work center that is needed to perform 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 these 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.

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 to Service Management work orders, the Work Order Master Tag File table (F4801T).

See Also:

- "Defining Work Orders" in the *JD Edwards EnterpriseOne Applications Work Orders Implementation Guide*.
- "Setting Processing Options for Work With Work Orders (P48201)" in the *JD Edwards EnterpriseOne Applications Work Orders Implementation Guide*.

6.5.2 Understanding the Service Management Workbench

The Service Management Workbench provides an interface that improves usability and navigation. You can add and revise service orders, as well as parts and labor, without having to access the programs separately using Row menus. Instead, programs are available from tabs and detail links from the Service Work Order - Manage {work order description} form.

If the organization is using Scripting, use the Script Runtime program (P90CF180) to guide you through a script that enables you to find a solution to a work order. A script is a predefined set of questions or statements that are joined in a particular order and used to gather information from respondents.

See "Setting Up Solution Advisor" in the *JD Edwards EnterpriseOne Applications Customer Relationship Management for Support Implementation Guide*.

See "Setting Up and Managing Scripts" in the *JD Edwards EnterpriseOne Applications Customer Relationship Management for Support Implementation Guide*.

6.5.3 Prerequisites

Before entering work orders, complete these tasks:

- Create a branch/plant.
- Set up Address Book SWM service provider information for the person entering work orders.
- Set up work order activity rules.

See [Setting Up Service Providers for Service Management](#).

See "Setting Up Activity Rules for Work Orders" in the *JD Edwards EnterpriseOne Applications Work Orders Implementation Guide*.

6.5.4 Forms Used to Enter Work Orders (P90CD020)

Form Name	FormID	Navigation	Usage
Search For Service Work Orders	W90CD020B	Daily Work Order Processing (G1712), Service Management Workbench.	Search for or add work orders.

Form Name	FormID	Navigation	Usage
Add Work Order	W90CD002A	Click Add on the Search for Service Work Orders form to create a work order.	Add service work orders.
Service Work Order - Manage [work order description].	W90CD002B	<p>Do one of these options:</p> <p>Click Save and Continue on the Add Work Order form, to continue with the work order and make additional changes or start to add the parts and labor.</p> <p>Click Save and Exit on the Add Work Order form, to save the work order and return to the Search for Service Work Orders form.</p> <p>Select a work order on the Search for Service Work Orders form, and click Select to view or revise work order information</p>	<p>Enter, view, or revise work orders.</p> <p>Select the Order Detail, Planning, Classification, Accounting, or Attachment tabs.</p>
Service Work Order - Related Links for [work order description].	W90CD002C	Select the Related Links detail link on the Service Work Order - Manage [work order description] form.	<p>Maintain or view the work order information as enabled by these links:</p> <ul style="list-style-type: none"> ■ Work Order ■ Customer ■ Equipment ■ Related Orders
Work With Work Order History	W17715A	Select the Equipment History detail link on the Service Work Order - Manage [work order description] form.	View or revise equipment history for work orders.
Service Work Order Parts - Manage [work order description].	W90CD015A	Select the Parts tab on the Service Work Order - Manage [work order description] form.	View or revise parts detail for work orders.
Service Work Order Labor - Manage [work order description].	W90CD018A	Select the Labor tab on the Service Work Order - Manage [work order description] form.	View or revise labor detail for work orders.

Form Name	FormID	Navigation	Usage
Service Work Order Solution - Manage [work order description], Attempted Solutions.	W90CD017A	Select the Solution tab on the Service Work Order - Manage [work order description] form.	View, revise, or assign solutions for work orders. Note: These Solution items are only applicable if you are using Solution Advisor. Otherwise, access is not available.
Service Work Order Solution - Manage [work order description], Frequently Used.	W90CD017B	Select the Frequently Used link on the Service Work Order - Manage [work order description] form.	Find frequently used solutions for work orders and assign a solution to a work order if applicable.
Service Work Order Solution - Manage [work order description], Search.	W90CD017C	Select the Search link on the Service Work Order - Manage [work order description] form.	Search for similar solutions for work orders.
Service Work Order Solution - Manage [work order description], Create New.	W90CD017D	Select the Create New link on the Service Work Order - Manage [work order description] form.	Create new work order solutions and add them to the solution database.
Service Work Order Status History - Manage [work order description].	W90CD003B	Select the Status History tab on the Service Work Order - Manage [work order description] form.	View status history for work orders.
Service Work Order Related Actions - Manage [work order description].	W90CD019A	Select the Related Actions tab on the Service Work Order - Manage [work order description] form.	Associate a script with a work order.

6.5.5 Entering Work Orders Using the Workbench

Access the Service Work Order - Manage [work order description] form.

Figure 6–4 Service Work Order - Manage [work order description] form

You enter additional information on this form after you enter basic work order information on the Service Management Workbench - Add Work Order form.

6.5.6 Setting Processing Options for Service Management Workbench (P90CD020)

Use these processing options to set default values for the Service Management Workbench program.

6.5.6.1 Defaults

Specify the default values for service work orders.

1. Originator

Specify the Address Book number of the person who originated the change request. The system verifies this number against the Address Book.

2. Assigned To

Specify the Address Book number of the person assigned to do the work.

3. Categories - Work Order 01

Enter a value from UDC 00/W1 (Phase/System Codes) that 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.

Note: Some forms contain a processing option that enables you to enter a default value for this field. If you enter a default value on a form for which you have set this processing option, the system displays the value in the appropriate fields on any work orders that you create. The system also displays the value on the Project Setup form. You can either accept or override the default value.

4. Categories - Work Order 02 and 5. Categories - Work Order 03

Enter a value from UDC 00/W2 (Work Order Category Code 2) or 00/W3 (Work Order Category Code 3) that indicates the type or category of a work order.

6. Priority

Enter a value from UDC 00/PR (Work Order Priority) that indicates the relative priority of a work order or engineering change order in relation to other orders.

7. Order Type

Enter a value from UDC 00/DT (Document Type - All documents) that identifies the type of document. This code also indicates the origin of the transaction. JD Edwards has reserved document type codes for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.) These document types should not be changed:

P: Accounts payable.

R: Accounts receivable.

T: Payroll.

I: Inventory.

O: Purchase order processing.

J: General accounting/joint interest billing.

S: Sales order processing.

8. Type - W.O. (type work order)

Enter a value from UDC 00/TY (Work Order/ECO Type) that indicates the classification of a work order or engineering change order. You can use work order type as a selection criterion for work order approvals.

9. Status Code (From) and 10. Status Code (To)

Enter a value from UDC 00/SS (Work Order Status) that identifies the status of a work order, rate schedule, or engineering change order. Any status change from 90 through 99 triggers the system to automatically update the completion date.

11. Requested Date (From) and 12. Requested Date (To)

Specify the date that an item is scheduled to arrive or that an action is scheduled for completion.

13. Start Date (From) and 14. Start Date (To)

Specify the start date for the order. You can enter this date manually, or have the system calculate it using a back-scheduling routine. The routine starts with the required date and offsets the total lead time to calculate the appropriate start date.

15. Completed Date (From) and 16. Completed Date (To)

Specify the date that the work order or engineering change order is completed or canceled.

6.5.6.2 Versions

Specify the version of the Service Work Order Revisions program.

1. Service Work Order Revisions (P90CD002) Version.

If you leave this processing option blank, the system uses ZJDE0001.

2. Work Order Mass Update (P48022) Version

Specify the version of the Work Order Mass Update program that the system uses when you work with mass updates. If you leave this processing option blank, the system uses version ZJDE0002.

6.5.7 Setting Processing Options for CRM - Manage Service Orders (P90CD002)

Use these processing options to set default values for the CRM - Manage Service Orders program.

6.5.7.1 Defaults

Specify the default values that the system uses when you revise or enter work orders on the Work Order Revisions form.

1. Work Order Document Type

Specify the default document type that the system uses when you enter a work order; enter a value from UDC 00/DT (Document Type - All Documents). This code also indicates the origin of the transaction.

2. Work Order Type

Specify the type classification of a work order or engineering change order; enter a value from UDC 00/TY (Work Order Type). You can use work order type as a selection criterion for work order approvals.

3. Work Order Priority

Enter a value from UDC 00/PR (Work Order Priority) that indicates the priority of a work order or engineering change order in relation to other orders.

4. Customer

Specify an Address Book number for employees, applicants, participants, customers, suppliers, tenants, and any other address book members that the system uses as a default value. An Address Book number is a number that identifies an entry in the Address Book system.

5. Manager

Specify the Address Book number of a manager or a planner that the system uses as a default value when you enter a work order.

6. Supervisor

Specify the Address Book number of the supervisor that the system uses as a default value when you enter a work order.

7. Assigned 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

Specify the Address Book number of an inspector that the system uses as a default value when you enter a work order.

9. Type Bill of Material

Enter a value from UDC 40/TB (Bill Type) that the system uses as a default value. The system reads the bill of material type code on the work order header to know which bill of material to use to create the work order parts list.

10. Type of Routing

Enter a value from UDC 40/TR (Routing Type) that the system uses as a default value. The system reads the routing type code on the work order header to determine which routing to use to create the work order labor instructions.

11. Failure Description

Specify the information type that the system retrieves for the failure description when you enter a work order. Values are:

Blank: Do not enter a failure description.

1: Use the default service type description.

2: Use the entitlement description.

3: Use the default method of pricing.

4: Use the default Work Order description

12. Supplier Recovery

Specify whether the system displays the supplier recovery fields. Values are:

Blank: Do not display.

1: Display.

13. Supplier Recovery Vendor

Specify which supplier or vendor the system uses when it creates a supplier recovery claim from a work order or a warranty claim.

14. Default Date and Time for Status

Specify whether the system displays the Actual Finish Date and Time or the system date and time. Values are:

- Blank: The system displays the Actual Finish Date and Time. If there are no values in the Actual Finish Date and Time fields on the work order, the system displays the current system date and time on the Status Change form.
- 1: The system displays the current system date and time.

6.5.7.2 Edits

These processing options define which information is required when you enter a work order. When you activate these processing options, the system verifies that you have entered the appropriate information in the corresponding fields before it creates a work order. If you have activated any of these processing options and you do not have a value in a corresponding field, the system generates a hard error and does not allow you to enter a work order.

1. Required Equipment Number

Specify whether you are required to enter an equipment number when you create a work order. Values are:

Blank: Do not require.

1: Require. If you do not enter an equipment number, the system generates an error and stops processing until the error is corrected.

2. Warn if Business Unit does not match BU associated with the Equipment Number

Specify whether the system issues a warning if the responsible business unit does not match the business unit that is associated with the equipment number. Values are:

Blank: Do not issue.

1: Issue.

3. Tax Rate/Area Edit

Specify whether the system allows a blank value for the Tax Rate/ Area field. Values are:

Blank: Do not allow.

1: Allow.

4. Start Date Default

Specify whether to use the current date as the default if you leave the Start Date field blank. Values are:

Blank: Do not use.

1: Use.

5. Date Edits

Specify whether the system verifies dates when you enter or change a work order. 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.

6. Required Caller Number

Specify whether the system requires you to enter the Address Book number for a caller when you are entering an order. Values are:

Blank: Not required.

1: Required.

7. Update Pricing Method

Specify whether you want to prevent the system from updating the pricing method. Values are:

Blank: Update.

1: Do not update.

8. Required Phone Number

Specify whether to require an area code and phone number when you create a work order. Values are:

Blank: Do not require.

1: Require.

9. Edit Case Number

Specify whether the system verifies that the request number on the work order exists in the Case table (F1755). Values are:

Blank: Do not verify.

1: Verify.

6.5.7.3 Process

Specify 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

Specify the default values for manager and supervisor addresses on the work order. Values are:

Blank: The system does not supply default values for the manager and supervisor addresses.

1: The system uses default values for the manager and supervisor addresses based on this hierarchy:

Specify the default values for manager and supervisor addresses on the work order. Values are:

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

Specify whether the system automatically recalculates the start date (STRT) and the request date (DRQJ) for the labor detail, and the request date (DRQJ) for the parts detail. Values are:

Blank: Do not recalculate.

1: Automatically recalculate.

3. Work Order Approval Type

Enter a value from UDC 48/AP (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.

4. Work Order Cross Reference

Specify the work order cross-reference, which the system uses to determine the default parent equipment number. Values are:

Blank: The equipment's immediate parent.

1: The top-level parent.

2: The value from the parent work order.

5. Entitlement Checking

Specify whether the system performs entitlement checking and the preferred method.

Values are:

Blank: Bypass entitlement checking.

1: Check entitlements using the Entitlement Dates table (F1791).

2: Check entitlements without using the Entitlement Dates table.

6. Failure Analysis

Specify whether the system requires you to perform failure analysis when you enter a work order. Values are:

Blank: Do not perform.

1: Perform.

7. Display Entitlement Inquiry

Specify whether the system displays the Entitlement Inquiry form following an entitlement check. Values are:

Blank: Do not display.

1: Display.

8. Create Labor Detail

Specify whether the system creates labor detail when you create a work order. Values are:

Blank: Do not create.

1: Create.

9. Create Parts Detail

Specify whether the system automatically creates a parts list when you add a work order. Values are:

Blank: Do not automatically.

1: Automatically create.

10. Display Who's Who Search

Specify whether the system displays the Who's Who Search & Select form when you continue beyond the Customer Number field and the Caller Name field is blank.

Values are:

Blank: Do not display.

1: Display.

11. Work Order Status Window

Specify whether the system automatically displays the work order status window when you add a work order. Values are:

Blank: Do not automatically display.

1: Automatically display.

12. E-mail Service Provider

Specify whether the system sends an email message to the primary service provider when you create a work order. Values are:

Blank: Do not send.

1: Send.

13. Create Individual Resource Assignments

Specify whether 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). Values are:

Blank: Do not create.

1: Create.

14. Status Window on Update

Specify whether the system displays the Status Change form when you update a work order. Values are:

- Blank: The system displays the Status Change form each time a work order is updated.
- 1: The system hides the Status Change form when a work order is updated.

If the Status Window on Update processing option is set to hide the Status Change form, and you update the work order status, the system writes a history record to the F1307 table with the date and time specified in the Default Date and Time for Status processing option on the Defaults tab.

6.5.7.4 Equipment Master

These processing options define whether the system updates information in a corresponding equipment record to match the information in a work order.

1. Customer Number Update and 2. Site Number Update

Specify how the system updates the Equipment Master when you change the customer number or site for an equipment record on a call, a contract, or a work order. Values are:

Blank: Do not update.

1: Display a prompt to update.

2: Automatically update.

6.5.7.5 Versions

Specify the versions of other programs that the system uses when you require additional information about the work orders.

1. Work Order Parts (P90CD015) Version, and 2. Work Order Labor (P90CD018) Version

If you leave these processing options blank, the system uses ZJDE0001.

3. Work Order Print (R17714) Version

If you leave this processing option blank, the system uses XJDE0001.

4. Work Order Status History (P90CD003) Version, and 5. Product Repair History (P17715) Version

If you leave these processing options blank, the system uses ZJDE0001.

6. Customer Repair History (P17715) Version

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 ZJDE0002.

7. Equipment Repair History (P17715) Version

Specify the version of Service Order History (P17715) that the system uses for equipment repair history. If you leave this processing option blank, the system uses ZJDE0003.

8. Work with RMA (P40051) Version, 9. RMA Revision (P400511) Version, and 10. Work With Contracts (P1720) Version

If you leave these processing options blank, the system uses ZJDE0001.

11. CRP/RCCP Regeneration (R3382) Version

Specify the version of the CRP Regeneration (R3382) to use. If you leave this processing option blank, the system uses XJDE0001.

12. Manager Address Book (P01012) Version, 13. Failure Analysis (P17767) Version, 14. Work with Failure Analysis (P17766) Version, 15. Failure Analysis Tree Search and Select (P17763S), 16. Failure Analysis Search and Select (P17768) Version, 17. Equipment Master Revisions (P90CD001 Version, 18. Equipment PM Schedule (P1207) Version

If you leave this processing option blank, the system uses ZJDE0001.

19. Equipment Status History (P1307) Version, 20. Credit Check (P42050) Version, 21. Quick Customer/Contact Add (P01015) Version, 22. Site Address Book (P01012) Version, 23. Equipment Search/Select (P17012S) Version, 24. Work With Work Order History (P17715) Version

If you leave these processing options blank, the system uses ZJDE0001.

25. Work Order Quote (P17717) Version

Specify the version of the Online Work Order Quote Inquiry program (P17717) that the system uses after you enter the work order.

26. Resource Assignment Workbench (P48331) Version, 27. Component Changeout (P17STAT) Version, 28. Status Change (P17714) Version, 29. Customer Detail (P90CA080) Version, 30. Item Detail (P90CA100) Version, and 31. Case Update (P90CG501) Version

If you leave these processing options blank, the system uses version ZJDE0001.

32. Work with Labor Master (P3003) Version and 33. Bill of Material Revisions (P3002) Version

Specify the version of the Work with Routing Master program (P3003) and the Bill of Material Revisions program (P3002) that the system uses for model work orders.

6.5.7.6 Category Codes

Specify the default category code values.

1. Category Code 1 through 10. Category Code 10

Enter the value for category codes 1 through 10 that the system uses as a default value. These category codes indicate 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 UDC 00/W1 through 00/W0.

11. Category Code 11 through 20. Category Code 20

Enter the value for category codes 11 through 20 that the system uses as a default value. You must enter a value that has been defined in UDC 00/X1 through 00/X0.

6.5.7.7 Prepayment

These processing options control whether you can record payment information for work orders.

Prepayment of a work order takes place when a seller receives a form of payment from the customer at the time of order entry. Many types of prepayments exist that a customer can use, such as cash, check, and credit card. When a prepayment takes place, the system records transaction information and indicates the payment on the invoice.

1. Prepayment Processing

Specify whether to activate Prepayment Processing. Values are:

Blank: The system does not update prepayment processing files.

1: The system updates prepayment processing files.

2. Authorization Processing

Specify the method of processing. Values are:

Blank: The system does not process.

1: Interactively.

2: Batch or subsystem mode, based on the version.

3. Settlement Processing

Specify the settlement processing method. Values are:

Blank: The system does not process.

1: Interactively.

2: Batch or subsystem mode, based on the version.

4. Authorize Prepayment Transaction (R004201) version

Specify the version to be used for the Authorize Prepayment Transaction UBE (R004201). If you leave this processing option blank, the system uses XJDE0001.

5. Settle Prepayment Transaction (R004202) version

Specify the version to be used for the Settle Prepayment Transaction (R004202). If you leave this processing option blank, the system uses XJDE0001.

6.6 Creating Work Orders Using the Work Order Entry Programs (P48201/P17714)

This section provides an overview of work order entry, lists prerequisites, and discusses how to:

- Enter work orders (P48201/P17714).
- Set processing options for the Work Order Revisions program (P17714).

See "Setting Processing Options for Work With Work Orders (P48201)" in the *JD Edwards EnterpriseOne Applications Work Orders Implementation Guide*.

6.6.1 Understanding Work Order Entry

When you set processing options for Work With Work Orders (P48201), enter an Address Book number in the Originator field on the Defaults 3 tab. 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.

For the Service Management system, you can enter the document type that you want the system to use for work orders on the Defaults 2 tab. This document type can be overridden if the work order is entitled by a contract.

Note: You can access the processing options for the Work Order Revisions program by retrieving P17714 in the Interactive Versions application.

6.6.2 Prerequisites

The prerequisites for the Work Order Entry programs are the same as for the Service Management Workbench.

6.6.3 Forms Used to Enter Work Orders (P48201/P17714)

Form Name	FormID	Navigation	Usage
Work With Work Orders	W48201F	Daily Work Order Processing (G1712), Work Order Entry	Locate or add work orders.
Work Order Revisions	W17714A	Click Add on the Work With Work Orders form.	Enter a work order.

6.6.4 Entering Work Orders (P48201/P17714)

Access the Work Order Revisions form. Select the Order Detail, Planning, Classification, and Accounting tabs.

Figure 6–5 Work Order Revisions form

Branch

Enter a code that represents a high-level business unit. Use this code to refer to a branch or plant that might have departments or jobs, which represent lower-level business units, subordinate to it. For example:

- Branch/Plant (MMCU)
- Dept A (MCU)
- Dept B (MCU)
- Job 123 (MCU)

Business unit security is based on the higher-level business unit.

The branch default value is derived from the equipment record and defines the branch/plant from which inventory is issued.

Failure Description

Enter a description of the customer issue.

If you are accessing this form from the Case 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.

Actual Finish Date

Enter the date that the work order or engineering change order is completed or canceled. If the status of the work order is at a complete status, the system uses the current date as the default value.

Assigned To

Enter the address book number of the person assigned to do the work. For Service Management, the assigned-to person represents the primary technician.

Category 02 and Category 03

Enter a value from user-defined code (UDC) table 00/W2 (Work Order Category Code 2) or UDC 00/W3 (Work Order Category Code 3) that indicates the type or category of a work order.

Note: A processing option for some forms lets you enter a default value for this field. The system enters the default value automatically in the appropriate fields on any work orders that you create on those forms and on the Project Setup form. You can either accept or override the default value.

Category 04, Category 05 and Category 10

Enter values from UDCs 00/W4 (Work Order Category Code 4), 00/W5 (Work Order Category Code 5), or 00/W0 (Work Order Category Code 10) that indicate the type or category of the work order.

Covered G/L Category

Enter a value from UDC 41/9 (G/L Posting Category) that identifies the general ledger offset to use when the system is searching for the account to which it posts the covered portion (by warranty or contract) of the accounting transaction. If you do not want to specify a general ledger offset, you can enter four asterisks in this field or you can leave this field blank. If you leave this field blank, the system uses the general ledger offset from Inventory.

Est. Hours or Estimated Hours

Enter the standard hours of labor that you expect to incur in the normal production of the item or for the work order

The run labor hours in the Routing Master table (F3003) are the total hours that it takes the specified crew size to complete the operation. The hours are multiplied by the crew size during shop floor release and product costing.

Est. Labor (estimated labor)

This is the estimated labor cost of a work order.

Est. Material (estimated material)

This is the estimated material cost of a work order.

Est. Other (estimated other)

Amount - Estimated Other.

If you associate routings with a work order, the system retrieves default values for the Labor Hours and Labor Amount fields. If you associate a parts list with a work order, the system retrieves default values for the Material Amount field. When you add a routing list, a parts list, or both, the program updates the cost to the work order header.

Alternatively, to update the actual costs of a work order, you can run a batch program called Update W.O. Actual Amounts (R13800). This program summarizes transactions for labor and material, and updates the actual cost fields of the work order.

Estimated Downtime Hours

The estimated duration of a work order. It defines how long the piece of equipment might be out of service to complete the work order. This is different than total estimated hours.

Experience Level

Enter a value from UDC 00/W9 (PS Consulting Experience Lvl) that indicates the type or category of the work order.

Geographic Region

Enter the geographic region of the customer.

Inspector

Enter the Address Book number of the inspector. For Service Management, the inspector represents the secondary technician.

Language

Enter a value from UDC 01/LP (Language) that specifies the language to use on forms and printed reports. Before you specify a language, a code for that language must exist either at the system level or in the user preferences.

Manager

For Service Management, the manager represents the primary service provider.

Non-Covered G/L Category

Enter a value from UDC 41/9 (G/L Posting Category) that identifies the general ledger (GL) offset to use when the system is searching for the account to which it posts the noncovered portion of the accounting transaction. If you do not want to specify a general ledger offset, you can enter four asterisks (****) in this field, or you can leave the field blank. If you leave the field blank, the system uses the general ledger offset from Inventory.

The values for the Covered G/L Category and Non-Covered G/L Category fields come from the service contract's service package, based on the type of service on the work order.

Originator

Enter the Address Book number of the person who originated the change request. The system verifies this number against the Address Book.

Parent W.O. No (parent work order number)

Identifies the parent work order. You can use this number to:

Enter default values for new work orders, such as type, priority, status, and manager.

Group work orders for project setup and reporting.

Payment Amount

In the Accounts Payable system, the amount of the payment.

In the Accounts Receivable system, the amount of the receipt. This amount must balance to the total amount applied to the invoice pay items.

Phase

Enter a value from UDC 00/W1 (Phase/System Codes) that 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.

Note: Certain forms contain a processing option that enables you to enter a default value for this field. If you enter a default value on a form for which you have set this processing option, the system displays the value in the appropriate fields on any work orders that you create. The system also displays the value on the Project Setup form. You can either accept or override the default value.

Priority

Enter a value from UDC 00/PR (Work Order Priority) that indicates the relative priority of a work order or engineering change order in relation to other orders.

A processing option for some forms lets you enter a default value for this field. The value then appears automatically in the appropriate fields on any work order you create on those forms and on the Project Setup form. You can either accept or override the default value.

Reference

Enter an alphanumeric value used as a cross-reference or secondary reference number. Typically, this is the customer number, supplier number, or job number.

Requested Finish Date

Enter the date that the work order or engineering change order is planned to be completed.

This date can be calculated based on contract coverage.

Skill Type

Enter a value from UDC 00/W8 (Country Code) that indicates the type or category of the work order.

Status

Enter a value from UDC 00/SS (Work Order Status) that describes the status of a work order, rate schedule, or engineering change order. Any status change from **90** through **99** triggers the system to automatically update the completion date.

Status

Enter a value from UDC 00/W6 (Consulting Status) that indicates the status of the work order.

Status Comment

Enter a brief description to explain the status of the work order.

Supervisor

Enter the Address Book number of the supervisor. For Service Management, the supervisor represent the secondary service provider.

Type Bill of Material

Enter a value from UDC 40/TB (Bill Type) that designates the type of bill of material. You can define different types of bills of material for different uses. For example:

M: Standard manufacturing bill

RWK: Rework bill

SPR: Spare parts bill

The system enters bill type **M** in the work order header when you create a work order, unless you specify another bill type. The system reads the bill type code on the work

order header to know which bill of material to use to create the work order parts list. MRP uses the bill type code to identify the bill of material to use when it attaches MRP messages. Batch bills of material must be type **M** for shop floor management, product costing, and MRP processing.

Type of Routing

Enter a value from UDC 40/TR (Routing Type) that indicates the type of routing. You can define different types of routing instructions for different uses. For example:

M: Standard manufacturing routing

RWK: Rework routing

RSH: Rush routing

You define the routing type on the work order header. The system then uses the specific type of routing that you define in the work order routing.

Product Costing and Capacity Planning systems use only **M** type routings.

W.O. Flash Message (work order flash message)

Enter a value from UDC 00/WM (Work Order Flash Message) that indicates a change in the status of a work order. The system indicates a changed work order with an asterisk in the appropriate report or inquiry form field. The system highlights the flash message in the Description field of the work order.

6.6.5 Setting Processing Options for the Work Order Revisions Program (P17714)

Use these processing options to supply default values for the Work Order Revisions program. The processing options for Work Order Revisions are the same as the CRM - Manage Service Orders program (P90CD002) except where noted.

See [Setting Processing Options for CRM - Manage Service Orders \(P90CD002\)](#).

6.6.5.1 Defaults

These processing options are identical to CRM - Manage Service Orders program (P90CD002).

6.6.5.2 Edits

2. Require Customer Address Number

Specify whether to require a customer address number when you enter a work order. Values are:

Blank: Do not require.

1: Require.

6.6.5.3 Process

These processing options define the processing that the system performs for this version of the Work Order Revisions program (P17714).

12. Create Work Order Tag files (future)

Specify whether the system creates the interoperability table (F4801Z). Values are:

Blank: Do not create.

1: Create.

14. Hide Scheduling Tab, 15. Hide Classification Tab, 16. Hide Accounting Tab, and

17. Hide Attachment Tab

Specify whether to hide the Scheduling, Classification, Accounting, or Attachment tab on the Work Order Revisions form. Values are:

Blank: Do not hide.

1: Hide.

6.6.5.4 Equipment Master

These processing options are identical to CRM - Manage Service Orders program (P90CD002).

6.6.5.5 Versions

These processing options specify the versions of other programs that the system uses when you require additional information about the work orders. You can access these programs from Form and Row menu selections on the Work Order Revisions form.

1. Work Order Parts Detail (P17730) version and 2. Work Order Labor Detail (P17732) version

If you leave these processing options blank, the system uses ZJDE0001.

4. Equipment Work Order Report (R48425) version

If you leave this processing option blank, the system uses XJDE0001.

5. Work Order Status History (P1307) version

If you leave this processing option blank, the system uses ZJDE0002.

12. Work With Labor Master (P3003) version and 13. Bill of Material Revisions (P3002) version

If you leave these processing options blank, the system uses ZJDE0001.

6.6.5.6 Category Codes

These processing options are identical to CRM - Manage Service Orders program (P90CD002).

6.6.5.7 Prepayment**6. Override Next Status for Authorized Transactions (future)**

Specify the override next status code for authorized transactions. The override status is another enabled step in the process.

7. Override Next Status for Settled Transactions (future)

Specify the next status code for settled transactions. The override status is another enabled step in the process.

6.6.5.8 Self Service

Specify the default values for working with self-service processing on the web.

1. Default Responsible Business Unit

Specify the default responsible business unit that system uses when you enter a customer self-service work order.

2. Default Branch

Specify the default branch that the system uses when you enter a customer self-service work order.

3. Enable Customer Number Field

Specify whether the system enables the customer number field on the Customer Self Service form. Values are:

Blank: Do not enable.

1: Enable.

4. Default Customer Number

Specify whether to use the user address book number as the default customer when you create a work order for Customer Self Service. Values are:

Blank: Do not use a default customer.

1: Use the user address book number as the default customer.

6.6.5.9 Rentals (Release 9.1 Update)

This processing option works with the JD Edwards EnterpriseOne Rental Management system.

1. Status after Contract Line Cancel

Specify the status that the system assigns to rental contract work orders when you cancel a rental contract that has associated work orders. The value that you enter must exist in the Work Order Status UDC table (00/SS).

See Also:

- [Setting Processing Options for CRM - Manage Service Orders \(P90CD002\)](#).

6.7 Assigning Parts to a Work Order

This section provides an overview of parts assignment, lists prerequisites, lists the forms used to assign parts to a work order, and discusses how to:

- Set processing options for the CRM - Manage Work Order Parts program (P90CD015).
- Set processing options for the Work Order Parts Detail program (P17730).

6.7.1 Understanding Parts Assignment

You can assign parts to a work order to satisfy parts requirements for maintenance tasks. Depending on how you set up the system, you can indicate how and when it commits inventory to satisfy a work order's parts requirements. For example, you can use Workflow Management to direct the system to commit inventory to a work order only at a particular work order status.

You can assign parts from a standard parts list that you enter when you create the work order. In addition, you can assign inventory parts that do not appear on a standard parts list, such as when you are creating a work order for an unanticipated emergency repair. You can also assign parts for which you do not maintain an inventory master, such as special order parts that you rarely need.

You can also assign parts to a work order from a standard parts list. This action is especially useful when you create work orders for routine maintenance tasks that require identical parts.

Note: You can access the processing options for the CRM - Manage Work Order Parts and Work Order Parts Detail program by entering **P90CD015** and **P17730** in the Interactive Versions application.

6.7.2 Prerequisites

Verify that you have purchased and installed these systems. You must have installed these JD Edwards JD Edwards EnterpriseOne systems to use work order parts lists:

- System 30: Product Data Management.
- System 31: Shop Floor Management.
- System 40: Inventory Base and Order Processing.
- System 41: Inventory Management.
- System 43: Procurement.

Verify that standard parts lists are set up.

6.7.3 Forms Used to Assign Parts to a Work Order

Form Name	FormID	Navigation	Usage
Service Work Order Parts - Manage [work order description]	W90CD015A	Daily Work Order Processing (G1712), Service Management Workbench. Select the work order record on the Search for Service Work Orders form. Select the Parts tab on the Service Work Order - Manage [work order description] form.	Assign parts to a work order.
Work With Work Orders	W48201F	Daily Work Order Processing (G1712), Work Order Entry.	Locate work orders.
Work Order Parts List Revisions	W17730A	Select a record on the Work With Work Orders form, and then select Parts Detail from the Row menu.	Assign parts from a standard parts list. Accept the values or enter different values for parts lists.
Copy Screen	W17730D	Select the Copy BOM link on the Service Work Order - Manage [work order description] form. Select the Copy BOM link on the Work Order Parts List Revisions form.	Copy bill of material information.

6.7.4 Setting Processing Options for the CRM - Manage Work Order Parts Program (P90CD015)

Use these processing options to supply the default values for the CRM - Manage Work Order Parts program.

6.7.4.1 Display

Specify whether to display certain fields.

1. Billable Amounts Fields, 2. Payable Amounts Fields, and 3. Supplier Recovery

Specify whether to hide the billable-related fields, payable-related fields, or the fields related to supplier recovery information in the parts detail area. Values are:

Blank: Hide.

1: Display.

6.7.4.2 Process

Specify the default values for processing work order parts detail.

1. Labor Details

Specify whether the system creates labor detail records when you create parts detail lines for a work order. Values are:

Blank: Do not create.

1: Create.

2. Substitute Processing Method

Specify the substitute processing method that the system uses when attaching parts detail information to a work order. Values are:

Blank: Do not use substitutes for shortages.

1: Use substitutes for shortages.

2: Display the Substitute Availability form when the substitute quantity can cover the shortage.

3. Commitment Processing

Specify whether the system generates component commitments when the parts detail is attached to the work order.

This feature is based on the commitment control settings that are stored in the Job Shop Manufacturing Constants table (F3009). Values are:

Blank: Use the commitment control settings in the Job Shop Manufacturing Constants table.

1: Do not use commitment processing.

4. Component's generic text

Specify whether to copy the text attachment for a component line item to the work order parts detail. Values are:

Blank: Do not copy.

1: Copy.

5. Prior Revision Levels

Specify whether to allow the attachment of prior revision levels. Values are:

Blank: Do not allow.

1: Allow.

6. Inventory search form exit

Specify which form the system accesses when you select the Form exit to search for inventory. Values are:

Blank: Item Search by Branch

1: Item Search by Supplier / Item

7. Material Status To

Specify the status code that the system uses to update the material status of components on the work order parts detail; enter a value from UDC 31/MS (Material Status).

6.7.4.3 Warehousing

Specify the default values to use with the warehousing options for parts.

1. Request Processing Mode

Specify whether the system generates a warehouse pick request for the items on the parts detail. Values are:

Blank: Do not generate a pick request.

1: Generate a pick request only.

2: Generate a pick request and process it via the subsystem.

Note: To use this processing option, you must complete all warehouse setup and ensure that warehouse control is turned on in the Branch/Plant Constants program (P41001).

2. Version for Location Selection Driver (R46171)

If processing pick requests through the subsystem, specify the version of Location Selection to use if processing pick requests through the subsystem. If you leave this processing option blank, the system uses XJDE0007.

3. Default staging location

Specify the default staging location for releasing warehouse goods. When you set the Request Processing Mode processing option to generate pick requests, the system stages the pick requests at the location that you enter here.

4. Default Staging Location for Availability

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. Values are:

Blank: Do not verify part availability.

1: Verify part availability.

Note: This processing option applies to parts without an assigned work center location.

6.7.4.4 Versions

1. Work Order Labor Details - P90CD018 and 2. Work Order Inventory Issues - P31113

Specify the version of the programs to use. If you leave these processing options blank, the system uses ZJDE0001.

6.7.4.5 EM Edits

Equipment Maintenance processing options specify default values for purchase order options.

1. Purchase Order Creation

Specify whether the system allows you to create a purchase order from the Work Order Parts Detail program (P17730). Values are:

Blank: Do not allow

1: Allow.

2. Purchase Order Message Consolidation by Vendor

Specify, when creating purchase orders, whether the system creates an order for each detail line or consolidates the detail lines by vendor onto an order. Values are:

Blank: Do not consolidate all detail lines.

1: Consolidate all detail lines.

3. Line Type for Non-Catalogued Items

Specify the line type that the system uses when copying noncatalogued parts from the Intelligent Graphic Solution (IGS) program to the work order parts detail. Enter a line type code from the Line Type Constants program (P40205). If you leave this processing option blank, the system uses line type defined within IGS.

6.7.4.6 EM Versions

1. Supplier Master - P04012 (Not applicable in this release)

Specify the version of the Supplier Master program (P04012). If you leave this processing option blank, the system uses ZJDE0001.

2. Open Order Inquiry - P4310

Specify the version for the Purchase Order Inquiry program (P430301). If you leave this processing option blank, the system uses ZJDE0006.

3. Supply and Demand Inquiry - P4021

Specify the version for the Supply and Demand Inquiry program (P4021). If you leave this processing option blank, the system uses ZJDE0003.

4. Item Availability by Time - P3413

Specify the version of the MPS Time Series program (P3413). If you leave this processing option blank, the system uses ZJDE0002.

5. Purchase Order Entry - P4310

Specify the version of the Purchase Orders program (P4310). If you leave this processing option blank, the system uses ZJDE0001.

6. Equipment Parts List Search and Select - P13017S

Specify the version of the Equipment Parts List Search and Select Inquiry program (P13017S) that you access from the Work Order Parts Detail form. If you leave this processing option blank, the system uses ZJDE0001.

7. Work Order Pick List - R13415

Specify the version of the Work Order Pick List program (R13415) that you access from the Work Order Parts Detail form. If you leave this processing option blank, the system uses XJDE0001.

6.7.4.7 Export

Specify the default values for export and change transactions.

1. Transaction Type for the export transaction

Enter a value from UDC 00/TT (Transaction Type) that the system uses for export processing or for supply chain scheduling and planning. If you leave this processing option blank, the system does not use export processing.

2. Before Image Processing (Future)

Specify whether the before image of the record is to be written for change transactions. Values are:

Blank: Do not write.

1: Write.

6.7.4.8 IGS

Specifies the mode to use when calling the IGS product.

1. Enter value for the IGS Mode when calling the IGS URL.

Specify the mode to use when calling the IGS product. Values are:

Blank: assy (assembly)

toplevel

item

asset

bom

6.7.5 Setting Processing Options for the Work Order Parts Detail Program (P17730)

Use these processing options to supply the default values for the Work Order Parts Detail program. The processing options for the Work Order Parts Detail program are the same as the CRM - Work Order Parts program (P90CD015) except where noted.

6.7.5.1 Display

These processing options are identical to CRM - Work Order Parts program (P90CD015).

6.7.5.2 Process

Specify the default values for processing work order parts detail.

5. Allow selection of components (S1773008)

Specify whether the system includes all components when you copy orders. Values are:

Blank: All components.

1: Selected components.

6.7.5.3 Warehousing

These processing options are identical to CRM - Work Order Parts program (P90CD015).

6.7.5.4 Versions

1. Work Order Labor Details - P17732

Specify the version to use of the Work Order Labor Details program. If you leave this processing option blank, the system uses ZJDE0001.

6.7.5.5 EM Edits

These processing options are identical to CRM - Work Order Parts program (P90CD015).

6.7.5.6 EM Versions

These processing options are identical to CRM - Work Order Parts program (P90CD015).

6.7.5.7 Export

These processing options are identical to CRM - Work Order Parts program (P90CD015).

6.7.5.8 IGS

These processing options are identical to CRM - Work Order Parts program (P90CD015).

See Also:

- [Setting Processing Options for the CRM - Manage Work Order Parts Program \(P90CD015\).](#)

6.8 Assigning Labor to a Work Order

This section provides an overview of labor assignment, lists prerequisites, and discusses how to:

- Copy labor details from standard instructions.
- Manually assign labor details.
- Set processing options for the CRM - Manage Work Order Labor program (P90CD018).
- Set processing options for the Work Order Labor Detail program (P17732).

6.8.1 Understanding Labor Assignment

When you know in advance the labor requirements for a particular task, you can set up standard labor instructions (labor details) for the task. You can copy from these instructions when you need to assign labor details for similar tasks.

After you create a work order, you can manually assign labor details for any task for which you have not set up standard 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 necessary to complete each task.

You can delete any work order from the system unless it has any of these characteristics:

- It is used as a parent work order.
- It has any account ledger transactions associated with it.
- It has a parts list or labor detail attached.

Note: You can access the processing options for the CRM - Manage Work Order Labor and Work Order Labor Detail programs by entering **P90CD018** and **P17732** in the Interactive Versions application.

6.8.2 Prerequisites

To use labor detail for work orders, verify that you have purchased and installed these required JD Edwards JD Edwards EnterpriseOne 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.

6.8.3 Forms Used to Assign Labor to a Work Order

Form Name	FormID	Navigation	Usage
Service Work Order Labor - Manage [work order description]	W90CD018A	Daily Work Order Processing (G1712), Service Management Workbench. Select the work order record on the Search for Service Work Orders form. Select the Labor tab on the Service Work Order - Manage [work order description] form.	Manually assign labor details.
Work With Work Orders	W48201F	Daily Work Order Processing menu (G1712), Work Order Entry	Locate work orders.
Work Order Labor Details	W17732D	Locate a record on the Work With Work Orders form, and then select Labor Detail from the Row menu.	Manually assign labor details.

Form Name	FormID	Navigation	Usage
Copy by Item	W17732A	<p>Select the Copy by Item link on the Service Work Order - Manage [work order description] form.</p> <p>Select Copy by Item from the Form menu on the Work Order Labor Details form.</p>	<p>Copy labor detail information from standard instructions. You can accept the values or enter different values. The system completes the Work Order Labor Details form with values from the standard labor instructions.</p>

6.8.4 Copying Labor Details from Standard Instructions

Access the Copy by Item form.

1. Click OK to copy the standard instructions for the displayed item and branch/plant to the work order labor details.
The system completes the labor details with values from the standard instructions.
2. Accept the values on the Copy by Item form or enter different values.
The system completes the labor details with values from the standard labor instructions.
3. Make additional changes and save the record.

6.8.5 Manually Assigning Labor Details

Access the Service Work Order Labor - Manage [work order description] form.

Figure 6–6 Service Work Order Labor - Manage [work order description] form

Service Management Workbench - Service Work Order Labor - Manage BAD CONNECTIONS IN THEIR ACD. (451741/SV)

Service Work Order | Parts | Labor | Status History | Related Actions

Detail

Save Changes | Undo Changes | Close

Work Order Detail

Equipment Number: 32521 | Branch / Plant: M30 Eastern Manufacturing Center
 Inventory Item Number: 7250 | Required By Date: 02/24/99
 Customer Number: 4271 | Site Number: 4271

Billable Currency Information

Currency: USD | Exchange Rate: | Base: USD | Foreign:

Labor Detail

More Form Actions: -- Select One -- | More Row Actions: -- Select One --

Records 1 - 5	Work Center	Oper Seq#	Op St	Description	Run Machine	Estimated Hours	Setup Crew	Est Dur	Actual Hours
<input checked="" type="radio"/>	200-901	10.00		Assembly			1.0		1.00
<input type="radio"/>	200-146	20.00		Clean			1.00	1.0	1.00
<input type="radio"/>	200-911	30.00		Test / Inspect			3.00	1.0	3.00
<input type="radio"/>	200-920	40.00		Package			1.00	1.0	1.00

Select the applicable instructions to attach to the work order and click Save Changes.

6.8.6 Setting Processing Options for the CRM - Manage Work Order Labor Program (P90CD018)

Use these processing options to supply default values for the CRM - Manage Work Order Labor program.

6.8.6.1 Process

Specify the default values for labor processing.

1. Parts Detail

Specify whether the system creates parts detail records when you create labor detail lines for a work order. Values are:

Blank: Do not create.

1: Create. The system stores the parts detail information in the Work Order Parts List table (F3111).

2. Operation's Generic Text

Specify whether the system copies the generic text of an operation and attaches it to a work order labor detail record. Values are:

Blank: Do not copy.

1: Copy and attach the generic text.

3. Queue and Move Hours

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). 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

Enter a value from UDC 01/ST (Search Type) that identifies employees. If you leave this processing option blank, the system uses the value E.

6.8.6.2 Defaults

Specifies the time basis code.

1. Time Basis Code

Enter a value from UDC 30/TB (Time Basis Code). If you leave this processing option blank, the system uses the value U.

6.8.6.3 Display

Specify whether the system displays particular fields.

1. Billable Fields and 2. Payable Fields

Specify whether the system displays the billable-related fields or payable-related fields in the labor detail area. Values are:

Blank: Display.

1: Hide.

3. Contract-related fields

Specify whether the system displays the contract-related fields, such as Customer Number, Site Number, Entitlement Check, Coverage Group, and Percentage Covered. Values are:

Blank: Display.

1: Hide.

6.8.6.4 Export

Specifies the export transaction type.

1. Transaction Type

Enter a value from UDC 00/TT (Transaction Type) that the system uses for export processing or for supply chain scheduling and planning. If you do not want to use export processing, leave this processing option blank.

6.8.6.5 Versions

Specify the versions of programs to launch from the Work Order Labor Details form.

1. 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. Equipment Master Workbench (P1701)

If you leave this processing option blank, the system uses ZJDE0001.

6.8.7 Setting Processing Options for the Work Order Labor Detail Program (P17732)

Use these processing options to supply default values for the Work Order Labor Detail program. The processing options for Work Order Labor Detail are the same as the CRM - Manage Work Order Labor program (P90CD018) except where noted.

6.8.7.1 Versions

Specify the versions of programs to launch from the Work Order Labor Details form.

2. Work With Activity Based Costing Workbench (P1640) and 4. Work Order Process Resource Revisions (P3111P) (Future)

If you leave this processing option blank, the system uses ZJDE0001.

See Also:

- [Setting Processing Options for the CRM - Manage Work Order Labor Program \(P90CD018\).](#)

6.9 Processing Work Orders

This section provides an overview of work order processing, lists prerequisites, and discusses how to:

- Generate and print quotes for work orders.
- Set processing options for the Work Order Quote program (R17711).

- Create work order prepayment transactions.
- Issue material from a single location.
- Issue material from multiple locations.
- Set processing options for the Work Order Inventory Issues program (P31113).
- Review and approve inventory journal entries.
- Enter time.
- Set processing options for the Work Order Time Entry program (P311221).
- Update hours and quantities.
- Set processing options for the W.O. Hours and Quantity Update program (R31422).
- Review and approve cost routing journal entries.
- Post cost routing journal entries to the general ledger.

6.9.1 Understanding Work Order Processing

After you have created work orders and made any necessary revisions, you can complete a number of tasks associated with processing work orders.

6.9.1.1 Quotes for Work Orders

You can generate quotes for work orders and print them for customers. The Work Order Quote program (R17711) displays the estimated quantities and amounts for all parts and labor, including taxes and the total amount of the work order.

See [Generating and Printing Quotes for Work Orders](#).

6.9.1.2 Work Order Prepayment Transactions

To track a 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.

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 nonstandard parts to a work order. You can also assign detailed labor routing instructions to a work order. You can perform these 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 these 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.

6.9.1.3 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.

Note: When you set processing options for Work Order Inventory Issues (P31113), locate the Work Order Number processing option on the Equipment Management tab. For Service Management, enter **1** for equipment issue entries.

6.9.1.4 Inventory Journal Entries: Review and Approval

When you review journal entries for posting, you can display a list of batches based on the batch type, number, date, status, or user ID. For example, you can 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 batch of journal entries. For example, you can review the number of journal entries within a batch. You can also select a particular journal entry for review.

After you enter and review a batch of journal entries, you might need to approve it before posting can occur. Based on the company requirements as defined by the general accounting constants, the system assigns either a pending or an approved status to the batch.

6.9.1.5 Cost Routing Journal Entries: Review and Approval

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 user ID. For example, can 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 batch of journal entries. For example, you can review the number of journal entries within a batch. You can also select a particular journal entry for review.

After you enter and review a batch of journal entries, you might need to approve the batch before it can be posted. Based on the company requirements as defined by the general accounting constants, the system assigns either a pending or an approved status to the batch.

6.9.1.6 Time Entry

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 this 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.

6.9.1.7 Hours and Quantities

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.

6.9.1.8 Work Order Workfile Generation Program

Generating the work order workfile enables you to:

- Bill customers for services that you provided to them.
- Pay service providers for services that they provided to the company.

The system retrieves the billing information from the parts and routing detail lines.

This table lists the tables that the system accesses when you generate the work order workfile:

Table	Description
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 Extension (F31171)	Contains parts list information that is specific to Service Management.
Work Order Routing (F3112)	Contains general routing and instruction information.

Table	Description
Routing Instructions - Extension (F31172)	Contains information about routings and instructions that is specific to Service Management.

This table lists the tables that the system creates or updates when you generate the work order workfile:

Table	Description
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 noncovered expense.
Parts Extension (F31171)	Based on the processing involved, it is possible for the system to update these fields: <ul style="list-style-type: none"> ■ 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 these fields: <ul style="list-style-type: none"> ■ Date Billed ■ Date Paid ■ Actual Billable Rate ■ Actual Payable Rate ■ Actual Billable Amount ■ Actual Payable Amount

See Also:

- "Working with Work Orders on the Web" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Posting Inventory Issues to the General Ledger" in the *JD Edwards EnterpriseOne Applications Capital Asset Management Implementation Guide*.
- "Posting Journal Entries" in the *JD Edwards EnterpriseOne Applications General Accounting Implementation Guide*.

6.9.2 Prerequisites

Before you complete the tasks in this section:

- Set up work order document types in the Document Type Maintenance program (P40040) from the Work Order Setup menu (G1742).
- Set up inventory AAIs to track inventory cost.
- Ensure that the document type on the work order is set to 1 in the Work Order field on the Document Type Maintenance program (P40040).
- Set up AAIs to cost routings.
- Complete the parts and labor details for the applicable work orders.
The prices for the parts and the cost of the labor are the basis for quotes.
- Define the processing options for the CRM - Manage Service Orders program (P90CD002) or the Work Order Revisions program (P17714) to process prepayment transactions.

6.9.3 Forms Used to Process Work Orders

Form Name	FormID	Navigation	Usage
Work Order Quote Inquiry	R17711	Daily Work Order Processing (G1712), Work Order Quote	Generate and print quotes for work orders.
Service Work Order - Manage [work order description]	W90CD002B	Daily Work order Processing (G1712), Work Order Entry Select the record, and then select the Accounting tab.	Create work order prepayments.
Work Order Revisions	W17714A	Daily Work order Processing (G1712), Work Order Entry Select the Accounting tab.	Create work order prepayments.
Inventory Issues Revision	W31113A	Daily Work Order Processing (G1712), Work Order Inventory Issues Complete the Skip to Order Number field and click Find. Select an item.	Issue material from a single location.
Select Multiple Locations	W42053B	Daily Work Order Processing (G1712), Work Order Inventory Issues	Issue materials from multiple locations.
Work With Work Order Time Entry	W311221B	Daily Work Order Processing (G1712), Work Order Time Entry Click Add to enter hours and quantities.	Enter time for work orders.

6.9.4 Generating and Printing Quotes for Work Orders

Access the Work Order Quote Inquiry form.

1. Locate and select a work order for which you want to create a quote.
2. Select Costing/Analysis, and then select Work Order Quote from the Row menu.
3. Review the quote on Online Work Order Quote Inquiry.
The system displays the estimated quantities and amounts for all parts and labor, including taxes and the total amount of the work order.
4. Select Print Quote from the Form menu to print the quote.

6.9.5 Setting Processing Options for the Work Order Quote Program (R17711)

Use these processing options to supply the default values for the Work Order Quote program.

6.9.5.1 Display

1. Currency to Print

Specify which currency to print. Values are:

F: Foreign

D: Domestic

2. Print Non-Billable Lines

Specify which detail lines appear on the report. Values are:

Blank: Print all detail lines.

1: Do not print detail lines that are designated as nonbillable by the Bill Y/N field.

6.9.5.2 Vertex

These processing options only pertain if Vertex's Quantum sales and use tax software (third-party tax software) has been implemented.

6.9.5.3 Billables

1. Parts Transaction Type, 2. Routing Transaction Type, and 3. Flat Rate Billing Transaction Type

Enter a value from UDC 73/TY (Vertex Transaction Type) that the system uses when you tax billable parts. If you leave this processing option blank, the system uses the default value **SERVIC**.

6.9.6 Creating Work Order Prepayment Transactions

Access the Service Work Order - Manage [work order description] form or the Work Order Revisions form.

Complete the payment information on the Accounting tab.

6.9.7 Issuing Material from a Single Location

Access the Inventory Issue Revisions form.

Figure 6-7 Inventory Issue Revisions form

Work Order Inventory Issues - Inventory Issue Revisions

Form Row Tools

Basic Information | Additional Details | Filters

Order Number/Type: 451910 SE Branch/Plant: M30
 Phone messages not understanda G/L Date: 11/18/11
 Qty Ordered/UOM: 1 EA Account Number:
 Issue Material For/UOM: 1 EA
 Issue To: 4243 Custom Brokers
 Production Number:

Records 1 - 3

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Issue 1/0	Item Number	Description	Account Number	Issues
<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	7185	Compressed Air		1
<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	7184	Replacement Bulb		1
<input type="checkbox"/>	<input checked="" type="checkbox"/>	0				

Skip to Order Number

Enter a number identifying the original document. This can be an invoice number, work order number, sales order number, journal entry number, and so on.

Issue Material For/UOM (issue material for/unit of measure)

Enter the total quantity requested.

Issue To

Enter a number that identifies an entry in the Address Book system, such as employee, applicant, participant, customer, supplier, tenant, or location.

Mt St (material status)

Enter a value from UDC 31/MS (Material Status) that identifies the current status of a particular component on the work order.

Quantity Ordered

Enter the quantity of units affected by the transaction.

UM (unit of measure)

Enter a value from UDC 00/UM (Unit of Measure) that identifies the unit of measurement for an amount or quantity. For example, it can represent a barrel, box, cubic meter, liter, hour, and so on.

On this form, if you leave this field blank, the system uses the value from the Parts List table and updates the quantities in the Item Location table in the primary unit of measure.

Location

Enter the storage location from which goods will be moved.

Lot Serial Number

Enter a number that identifies a lot or a serial number. A lot is a group of items with similar characteristics.

6.9.8 Issuing Material from Multiple Locations

Access the Select Multiple Locations form.

1. Complete the Skip to Order Number field and click Find.
2. Select an item and click Select.
3. Complete the Issues field on Inventory Issue Revisions.
4. Select an item and then select Multi-Location from the Row menu.
5. Review the default information on the Select Multiple Locations form:
 - Quantity
 - Location
 - Lot / Serial
 - Branch/Plant

Issues

Enter the total quantity requested.

Quantity

Enter the number of units committed for shipment in Sales Order Entry, using either the entered or the primary unit of measure defined for this item.

In the Manufacturing system and Work Order Time Entry, this field can indicate completed or scrapped quantities. The quantity type is determined by the type code entered.

Location

Displays the area in the warehouse where you receive inventory. The format of the location is user-defined and you enter the location format for each branch/plant.

Lot / Serial

Enter a number that identifies a lot or a serial number. A lot is a group of items with similar characteristics.

6.9.9 Setting Processing Options for the Work Order Inventory Issues Program (P31113)

Use these processing options to supply default values for the Work Order Inventory Issues program.

6.9.9.1 Edits

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

1. Document Type

Enter a value from UDC 00/DT (Document Type - All Documents) that the system enters when issuing inventory. The document type identifies the origin and purpose of the document. Enter the document type to use as the default value or select it from the Select User Defined Codes form.

2. Work Order Status Code

Enter a value from UDC 00/SS (Work Order Status) that identifies the status of the work order that the system uses when a material issue has been performed. If you

leave this field blank, the system does not update the work order header status code.

3. Material Status Code

Enter a value from UDC 31/MS (Material Status) that identifies the status of the material to use when the system issues material. If you leave this field blank, the system does not enter a material status code.

4. Work Order Status Code Limit

Specify the default status code that the system assigns to the work order header, at or beyond which the system cannot issue material.

5. Negative Quantity on Hand

Specify whether the system displays an error message when the material issued sets the on-hand quantity to a negative amount. Values are:

Blank: Does not display.

1: Displays.

6. Item Sales History

Specify whether the system updates the Item Sales History table (F4115) when you issue material. Values are:

Blank: Does not update the Sales Item History table.

1: Updates the Sales Item History table.

7. Unplanned Issues

Specify if the system processes unplanned issues for work orders.

Blank: The system does not process unplanned issues.

1: The system processes unplanned issues.

8. Purchase Order Document Type

Enter a value from UDC 00/DT (Document Type - All Documents) that specifies the default document type of the purchase order associated with the simultaneous issue and receipt of material.

The purchase order document type identifies the document type that the system uses when searching for an open purchase order. If you leave this processing option blank, the system uses **OP** as the document type.

9. Enter Allowed Lot Status Group to validate

Lot Group is the name of a user-defined list of allowed non-blank lot status codes. Entry of a Lot Group name in the Processing Option will enable this application to process lots whose lot status code is defined within the specified Lot Group Name.

6.9.9.2 Display

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

Specify whether the system displays all components or only components with a valid issue type code. Values are:

Blank: Displays components of all issue type codes.

1: Displays only components with valid issue type codes.

2. Lot Number

Specify whether the system protects the Lot Number field from entry. Values are:

Blank: Allows you to enter a value in the Lot Number field.

1: Does not allow you to enter a value in the Lot Number field.

3. Issue Material For

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. Values are:

Blank: Does not enter the quantity.

1: Automatically enters the quantity.

4. Apply Shrink to Issue Quantity

Specify whether the system applies a parent item's shrink factor to the recommended issue quantity of a component item. Values are:

Blank: Does not apply the shrink factor to the issue quantity.

1: Applies the shrink factor to the issue quantity.

5. Apply Yield to Issue Quantity

Specify whether the system applies operation scrap percentage to the recommended issue quantity of a component item. Values are:

Blank: Does not apply the operation scrap percent to the issue quantity.

1: Applies the operation scrap percent to the issue quantity.

6. Select All Lines for Issue on Entry

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. Values are:

Blank: Process.

1: Do not process.

7. Display Only Open Lines

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. Values are:

Blank: All lines.

1: Open lines.

6.9.9.3 Versions

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

1. Shortage Maintenance (P3118)

Specify the version that the system uses when you select 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.

2. Open Purchase Orders (P3160W)

Specify the version that the system uses when you select 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.

3. PO Receipts (P4312) (purchase order receipts)

Specify the version that the system uses when you select 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.

4. Movement and Disposition (P43250)

Specify the version that the system uses when you select 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.

6.9.9.4 Equipment Management

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

Specify whether to process maintenance work orders in the Run Equipment/Plant Management processing option. Also, 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. Values are:

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

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

6.9.9.5 Interop

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

Enter a value from UDC 00/TT (Transaction Type) that the system uses for export processing. If you leave this processing option blank, the system does not use export processing.

2. Work Order Transaction Type

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

3. Work Order Header Before Image

Specify whether the system writes the before image for the work order header. Values are:

- Blank: The system does not include the image.
- 1: The system includes the image.

6.9.10 Reviewing and Approving Inventory Journal Entries

Access the Daily Work Order Processing menu (G1712), G/L Journal Review.

The G/L Journal Review program displays and updates information in the Batch Control Records (F0011) and the Account Ledger (F0911) tables. You can review information at different levels before posting journal entries. You can:

- Review a list of journal entry batches.
- Revise journal entry detail.

6.9.11 Entering Time

Access the Time Entry Revisions form.

Figure 6–8 Time Entry Revisions form

Order Number	Employee Number	Oper #	Ty Hrs	Shift Code	Begin Time	End Time	Hours	Quantity	UM	St	Employee Name
453544	6001	1.00	1	1			.04			30	Allen, Ray
453544	6001	1.00	1	1			.35			20	Allen, Ray
453544	6001	1.00	4	1					1 EA	30	Allen, Ray
453544	6001	1.00	4	1					10 EA	20	Allen, Ray

Work Date

Enter a date that identifies the financial period to which the transaction is to be posted.

The company constants specify the date range for each financial period. You can have as many as 14 periods. Generally, period 14 is used for audit adjustments. The system validates this field for PBCO (posted before cutoff), PYEB (prior year ending balance), PACO (post after cutoff), and WACO (post way after cutoff) messages.

Order Number

Displays a number identifying the original document. This can be an invoice number, work order number, sales order number, journal entry number, and so on.

On this form, you can specify the order number or employee number in the processing options for the Hours and Quantities program.

Ty Hrs (type hours)

Enter a code that indicates the type of time entered. Values are:

- 1: Run labor hours.
- 2: Setup labor hours.
- 3: Machine hours.
- 4: Quantities completed.
- 5: Quantities scrapped.
- 9: Miscellaneous (such as piece rate bonus).

Quantity

Enter the number of units committed for shipment in Sales Order Entry, using either the entered or the primary unit of measure defined for this item.

In the Manufacturing system and Work Order Time Entry, this field can indicate completed or scrapped quantities. The quantity type is determined by the type code entered.

UM (unit of measure)

Enter a value from UDC 00/UM (Unit of Measure) that indicates the quantity in which to express an inventory item, for example, CS (case) or BX (box).

St (status)

Enter a value from UDC 31/OS (Operation Status) that identifies the current status of a work order or engineering change order as the operation steps in the routing are completed.

6.9.12 Setting Processing Options for the Work Order Time Entry Program (P311221)

Use these processing options to supply default values for the Work Order Time Entry program.

6.9.12.1 Display

Specifies how the system displays forms.

1. Display

Specify whether the system displays forms by employee number or order number. Values are:

Blank: Employee Format Display

1: Order Number Format Display

6.9.12.2 Defaults

Specify document types and status codes.

1. Enter the Document Type associated with Shop Floor Activity.

Enter a value from UDC 00/DT (Document Type - All Documents) that is associated with shop floor activity. You define document type codes in the Document Type Maintenance program (P40040).

2. Work Order Status Code

Enter a value from UDC 00/SS (Work Order Status) that the system assigns to 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.

6.9.12.3 Edits

Specify system edits.

1. Enter the Status Code beyond which Shop Floor Activity cannot be entered.

Enter a value from 00/SS (Work Order Status) that identifies the status of a work order beyond which shop floor activity cannot be entered.

2. Quantity Verification

Specify whether the system verifies if the quantity complete and the quantity scrapped exceeds the quantity at operation.

Blank: Disable Quantity Verification

1: Enable Quantity Verification

3. Employee Rate

Specify whether the system displays the employee rate. Values are:

Blank: Display

1: Hide

4. Apply Yield to Completed Quantity

Specify whether the system applies the operation yield percentage to the quantity that the user completes at an operation. The yield percentage determines the scrap quantity. Values are:

Blank: Do not apply

1: Apply

5. Apply Shrink to Completed Quantity

Specify whether the system applies the parent item's shrink factor to the recommended issue quantity of a component item. Values are:

0: The system does not apply the shrink factor to the quantity of a component item.

1: The system applies the shrink factor to the quantity of a component item.

6.9.12.4 Versions

Specify the versions of programs to launch. Enter the version for each application.

1. Test Results Revisions (P3711), 2. Manufacturing Scheduling Workbench (P31225), and 3. Production Status (P31226)

Specify a user-defined set of specifications that control how applications and reports run. You use versions to group and save a set of user-defined processing option values and data selection and sequencing options. Interactive versions are associated with applications (usually as a menu selection). Batch versions are associated with batch jobs or reports. To run a batch process, you must select a version. If you leave these processing options blank, the system uses ZJDE0001.

4. Hours and Quantities Update (R31422)

Specify a group of items that can be processed together such as reports, Business Unit, or subledgers. If you leave this processing option blank, the system uses XJDE0001.

5. Case Entry Add Mode (P90CG504)

Specify the version that you want to use when calling the Case Entry program (P90CG504) in Add mode. The system uses this version when entering a case for scrapped quantity. If you leave this processing option blank, the system uses version ZJDE0001.

6.9.12.5 Interop

Specify default values for transaction type and work order header.

1. Work Order Transaction Type

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

2. Work Order Header Before Image

Specify whether the system writes the before image for the work order header. Values are:

Blank: Do not include the image

1: Include the image

6.9.13 Updating Hours and Quantities

To run the Hours and Quantities Proof program, select Daily Work Order Processing (G1712), Hours and Quantities Proof.

To run the Hours and Quantities Update program, select Daily Work Order Processing menu (G1712), Hours and Quantities Update.

6.9.14 Setting Processing Options for the W.O. Hours and Quantity Update Program (R31422)

Use these processing options to supply default values for the W.O. Hours and Quantity Update program.

6.9.14.1 Interop**1. Transaction Type**

Specify the transaction type for the hours and quantities the system uses when processing outbound transactions. If you leave this processing option blank, the system does not perform outbound processing.

2. Outbound Subsystem UBE (outbound subsystem universal batch engine)

Specify whether the system calls the subsystem after the Hours and Quantities Update program (P31422) successfully processes the outbound transactions. Values are:

Blank: Does not call.

1: Calls.

6.9.14.2 SWM**1. S/WM Journal Entries**

Specify whether the system creates journal entries for SWM Work Orders. Values are:

Blank: Does not create.

1: Creates.

2. Flex Accounting

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. Values are:

Blank: Does not use flex accounting.

1 Uses flex accounting.

3. General Ledger Date

Specify the date that appears on journal entries. If you leave this processing option blank, the program uses the system date.

4. Subledger

Specify whether the system uses the work order number as the default value in the Subledger field. Values are:

Blank: Does not supply a default value.

1: Uses the work order number as the value.

5. Document Type

Specify the default document type that the system enters for journal entries on extra cost components if you do not use routings. 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**.

6.9.14.3 Defaults

1. Work Order Status Code

Enter a value from UDC 00/SS (Work Order Status) 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.

6.9.15 Reviewing and Approving Cost Routing Journal Entries

To run the General Journal Review program, select Daily Work Order Processing (G1712), G/L Journal Review.

The General Journal Review program (P0911B) updates and displays information in the Batch Control (F0011) and the Account Ledger (F0911) tables. You can review information at different levels before posting journal entries.

You can:

- Review a list of journal entry batches.
- Revise journal entry detail.

6.9.16 Posting Cost Routing Journal Entries to the General Ledger

To post cost routing journal entries to the general ledger, select Daily Work Order Processing (G1712), Post Inventory to G/L.

After you enter, review, and approve cost routing journal entries (batch type equal to 0), post them to the general ledger. You can use various methods to post journal entries.

6.10 Billing and Paying Work Orders

This section provides an overview of work order billing and paying and discusses how to:

- Generate the work order workfile.
- Set processing options for the S/WM Work Order Workfile Generation program (R1775).

6.10.1 Understanding Work Order Billing and Paying

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. The typical payment process includes accumulating work orders for payment, creating and printing invoices, and recording journal entries for payables.

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 perform work order billing, you create accounts receivable entries for customers who you invoice. You also create accounts payable entries for service providers whom you pay. Based on a processing option in the SWM Work Order Workfile Generation program (R1775), you can select whether to process billable and payable records at the same time or perform one process before the other.

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 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 these sources:

Source	Currency Information
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.

6.10.1.1 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 these tables:

- Work Order Master File (F4801).
- Service Order Extension (F4817).
- Work Order Parts List (F3111).
- Parts Extension (F31171).

- Work Order Routing (F3112).
- Routing Instructions - Extension (F31172).

The system then creates records in the Billing Detail Workfile table (F4812).

After you generate the work order workfile, you must continue the standard billing process, which includes:

- Generating the invoice workfile using the Service Billing Invoice Generation program (P48121).
- Printing invoices using the Invoice Print Selection program (R48504).
- Generating the Invoice Journal using the Journal Generation program (R48131).
- Creating accounts receivable (AR) and GL entries using the Create A/R Entries program (R48199).
- Posting the AR and GL entries using the General Ledger Post Report program (R09801).

Run the Service Billing Invoice Generation program to group workfile transactions and assign invoice numbers. When you run the this program, the system summarizes one or more workfile transactions into pay item records. Pay items are the billing lines that make up the total amount of a specific invoice. The system stores pay item information in the Invoice Summary Work File table (F4822), and updates the workfile transaction records with the new invoice information and the sequence and summarization key information.

After you run the Service Billing Invoice Generation program, you can print invoices for customers for services provided to them.

To complete the billing process, you must create accounts receivable and general ledger entries. You first create preliminary accounts receivable and general ledger entries using the Journal Generation program (R48131). When the system creates preliminary accounts receivable and general ledger 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 accounts receivable entries, using Create AR Entries, and then post invoices to the general ledger.

6.10.1.2 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 AP and GL entries using the Billing Vouchers A/P - G/L Journal Generation program (R48197).
- Posting the AP and GL entries using the General Ledger Post Report program (R09801).

Run the Voucher Generation program to group workfile transactions and assign voucher numbers. The system stores pay item information in the Voucher Summary

table (F4823). In addition, the system updates the workfile transaction records with the new voucher information and the sequence and summarization key information.

To complete the voucher process, you must create accounts payable and general ledger entries. You first create preliminary accounts payable and general ledger entries using the Journal Generation program (R48131). After the system creates preliminary accounts payable and general ledger entries, you can determine whether the entries were generated with errors by reviewing the associated reports, the Journal Edit Register and the Journal Audit Report. After you ensure that the batch contains no errors, you can create the final accounts payable entries by running the Create A/P Entries program (R48197). You then post vouchers to the general ledger, by running the standard General Ledger Post Report program.

6.10.2 Generating the Work Order Workfile

To run the Work Order Workfile, access the Periodic Work Order Processing menu (G1722), Work Order Workfile Generation.

6.10.3 Setting Processing Options for the SWM Work Order Workfile Generation Program (R1775)

Use these processing options to supply default values for the SWM Work Order Workfile Generation program.

6.10.3.1 Process

Specify default values for generating work orders.

1. Proof or Final Mode

Specify whether to run the program in proof or final mode. Values are:

Blank: Proof Mode

1: Final Mode

2. Work Center or Report

Specify where the system writes errors. Values are:

Blank: Write errors to work center.

1: Write errors to Report.

3. Bill Work Orders

Specify whether to bill work orders. Values are:

Blank: Bill

1: Do not bill

4. Pay Work Orders

Specify whether to pay work orders. Values are:

Blank: Pay

1: Do not pay

5. Use Price Adjustment History

Specify whether the system uses price adjustment history information from the Price Adjustment Ledger File table (F4074) for detailed adjustments. Values are:

Blank: Do not use

1: Use

6.10.3.2 Billables

Specify billing default information.

1. Parts/Labor Pricing

Specify how the system should price billable parts and labor. Values are:

Blank: No actual billable amounts

1: All

2: Do not calculate

2. Billable Subledger Default

Specify the default value of the subledger field for billables. Values are:

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

Specify which date the system uses to update the date billed when you run the report in final mode. Values are:

Blank: System Date

1: Estimated Start Date on Service Order

6.10.3.3 Payables

Specify payables default information.

Processing options 1 and 2 are identical to those for specifying billing default information.

3. Date Paid

Specify which date the system uses to update the date paid when you run the report in final mode. Values are:

Blank: Use System Date

1: Use Estimated Start Date on Work Order

6.10.3.4 Vertex

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

6.11 Working with Work Orders on an iPad

This document provides an overview of field service work orders and discusses how to:

- Work with work orders on an iPad.
- Set processing options for field service work orders.

6.11.1 Understanding Field Service Work Orders

Field technicians often travel to a site to perform service and do not have access to a desktop or laptop but may be able to connect wirelessly on an iPad. They must be able to see their work assignments, know where they must go to perform the service, know the contact information of the service location, understand the nature of the problem, and have access to information that will help them perform the service. They must be able to access all of this information easily from the JD Edwards EnterpriseOne system. They must also be able to update the status of the work easily with minimal or no typing.

The Field Service Work Order application for JD Edwards EnterpriseOne was built to run on an iPad to support these unique needs of field service technicians while leveraging the features of an iPad. The Field Service Work Order application includes:

- The Field Service Inquiry program (P48100).
- The Field Service Revisions program (P17100).

You use these programs to review work orders and associated information, such as labor details, parts details, address book details, and so on. You set a processing option to view either service or equipment type work orders, depending on whether you are performing maintenance on customer-owned equipment or company-owned equipment. You can also set a processing option to view only work orders that are assigned to you. You can view information helpful in performing the service through media objects (text, documents, images, and so on). The system enables you to view maps of customer and service locations.

6.11.1.1 Updating the Status of a Work Order

You can easily update the status of a work order after you have finished working on it using push button functionality. When you choose this button, the system advances the work order status with the next status based on the work order activity rules and displays the text of the next status on the button. If work order activity rules are not applicable for your work order or if the status is complete and no more statuses are available, then this button does not appear.

Note: If you get an error message in the Field Service Revisions program that the selected work order is locked, that means the work order is opened for editing in another program (record reservation).

6.11.2 Forms Used to Work With Work Orders on an iPad

Form Name	FormID	Navigation	Usage
Work With Field Service	W48100A	Enter P48100 in the Fast Path field.	<p>You can:</p> <ul style="list-style-type: none"> Search and select work orders. Choose the Customer Number link to view a map of the customer's location. Choose the Site Number link to view a map of the service location.
Work With - Manage Work Order	W17100A	On the Work With Field Service form, select a work order and choose Select.	<p>You can:</p> <ul style="list-style-type: none"> Update work order status. Choose the Customer link to view a map of the customer's location. Choose the Site link to view a map of the service location. View, add, update, or delete media objects.
Work Order Parts Inquiry	W17100B	On the Work With - Manage Work Order form, choose the Parts button.	Review parts details for work orders.
Work Order Labor Inquiry	W17100C	On the Work With - Manage Work Order form, choose the Labor button.	Review labor details for work orders.

6.11.2.1 Updating Work Orders

Access the Work With - Manage Work Order form.

Note: Choose the Advance Status button to advance the work order to the next status as set up in the Work Order Activity Rules. If Work Order Activity Rules are not applicable for the work order or if the work order is at completed status and no more statuses are available, this button does not appear.

Customer

The system populates this field with a number that identifies an entry in the Address Book system, such as employee, applicant, participant, customer, supplier, tenant, or location.

Choose the Customer link to view a map of the customer's location.

Site

The system populates this field with a unique numeric identifier for a physical location at which utility service is delivered. A service address often corresponds to a parcel of land or a unit in an apartment building. The system assigns this identifier through Next Numbers if it is not provided when a new service address is added.

Choose the Site link to view a map of the site location.

Contact Name

The system populates this field with the name of the customer or a contact person.

Prefix

The system populates this field with the first segment of a telephone number. In the U.S., the prefix is the three-digit area code.

Contact Phone

The system populates this field with a phone number without the prefix or special characters, such as hyphens or periods, that makes up the telephone number for an entity. You can use any applicable telephone number format for a country. This field is used in conjunction with the Prefix field (AR1).

When you search for an address using a phone number, you must enter the number exactly as it is set up in the JD Edwards Address Book system, including any special characters.

Equipment Number

The system populates this field with an identification code that represents an asset. The identification code can be in any one of these formats:

Asset number (a computer-assigned, eight-digit, numeric control number).

Unit number (a 12-character alphanumeric field).

Serial number (a 25-character alphanumeric field).

Failure Description

The system populates this field with a description of the customer's issue.

Priority

The system populates this field with a value from UDC 00/PR (Work Order Priority) that indicates the relative priority of a work order in relation to other orders.

Status

The system populates this field with a value from UDC 00/SS (Work Order Status) that describes the status of a work order.

Any status change between 90 through 99 triggers the system to automatically update the completion date.

Requested Finish Date

The system populates this field with the date on which the work order is planned to be completed.

This date can be calculated based on contract coverage.

Requested Finish Time

The system populates this field with the time that the work order is scheduled to be completed.

6.11.3 Setting Processing Options for Field Service Work Orders

This table lists the processing options that you use to set up Field Service Work Orders.

Note: To access the processing options, enter IV in the Fast Path field. On the Work with Interactive Versions form, enter P48100 in the Interactive Application field. Select your version from the grid and select Processing Options from the Row menu.

1. Work Order Type

Specify the type of work order that the system returns when you search for valid work orders. Values are:

- 1: Service
- 2: Equipment

2. Only Show User's Work Orders

Specify whether the system should show only the work orders that are assigned to you. Values are:

Blank: Show only work orders that are assigned to you.

- 1: Show all work orders.

The default value is Blank.

Working with Warranty Claims and Supplier Recovery Claims

This chapter contains the following topics:

- [Section 7.1, "Understanding Warranty Claims and Supplier Recovery Claims"](#)
- [Section 7.2, "Managing Warranty Claims"](#)
- [Section 7.3, "Managing Supplier Recovery Claims"](#)

See Also:

- "Processing Interoperability for Service Management" in the *JD Edwards EnterpriseOne Applications Interoperability Fundamentals Implementation Guide*.

7.1 Understanding Warranty Claims and Supplier Recovery Claims

This section provides overviews of:

- Warranty claims and supplier recovery claims.
- Multicurrency transactions for warranty claims and supplier recovery claims.
- Checklist for setting up warranty claims and supplier recovery claims.

7.1.1 Common Fields Used in This Chapter

Causal Part

Enter the item number of the part that caused the problem.

Component Code - System

In the first field, enter a value from user-defined code (UDC) table 17/C6 (Component Code - System) that indicates a specific system, such as the air conditioning system, that is associated with a piece of equipment. The system uses the UDCs for the system, the assembly, and the part to identify a particular position within the equipment.

In the second field, enter a value from UDC 17/C7 (Component Code - Assembly) that indicates the location of a specific assembly, such as the air conditioning compressor, within a piece of equipment.

In the third field, enter a value from UDC 17/C8 (Component Code - Part) that indicates the location of a specific part, such as the fuse to the air conditioning compressor clutch, within a piece of equipment.

Contract Number/Type

Enter a number that identifies the original document, such as a voucher, invoice, or journal entry. On entry forms, you can assign the document number or let the system assign it using the Next Numbers program (P0002).

Matching document numbers (DOCM) identify related documents in the Accounts Receivable and Accounts Payable systems. Examples of original and matching documents are:

Accounts Payable:

Original document - voucher

Matching document - payment

Accounts Receivable:

Original document - invoice

Matching document - receipt

Note: In the Accounts Receivable system, these transactions simultaneously generate original and matching documents: deductions, unapplied receipts, chargebacks, and drafts.

Covered G/L Category (covered general ledger category)

Enter a value from UDC 41/9 (G/L Posting Category) that identifies the GL Offset to use when the system is searching for the account to which it will post the covered portion (by warranty or contract) of the accounting transaction. If you do not want to specify a GL Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave this field blank, the system uses the GL Offset from Inventory.

Current Balance Meter 1

Enter the current balance of meter 1.

Defect Code

Enter a value from UDC 17/DC (Defect Code) that indicates the type of defect.

Failure Date

Enter the date of the equipment failure.

Lot/SN (lot/serial number)

Enter a number that identifies a lot or a serial number. A lot is a group of items with similar characteristics.

Non-Covered G/L Category (non-covered general ledger category)

Enter a value from UDC 41/9 (G/L Posting Category) that identifies the GL Offset to use when the system is searching for the account to which it will post the non-covered portion of the accounting transaction. If you do not want to specify a GL Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave the field blank, the system uses the GL Offset from Inventory.

Paper Button

An button that runs the entitlement.

You can set a processing option on Supplier Recovery Claims (P1779) to automatically check entitlements.

If a supplier contract exists to cover this claim, the system displays the contract number on the Accounting tab of the supplier recovery claim. The system also displays the percent covered on the parts list and the labor detail of the claim.

Payment Instrument

Enter a value from UDC 00/PY (Payment Instrument) that specifies how payments are made by the customer. For example:

C: Check

D: Draft

T: Electronic funds transfer

Status

Enter a value from UDC 00/SS (Work Order Status) that describes the status of a work order, rate schedule, or engineering change order. Any status change from 90 through 99 triggers the system to automatically update the completion date.

Important: The Status Code must be correct for the Document Type and the Service Type. The system checks the status of the equipment against the product registration status (Product Registration Activity Rules, P17052) to determine whether the equipment is eligible for a supplier recovery claim.

7.1.2 Warranty Claims and Supplier Recovery Claims

Manufacturers commonly sell their products through a network of distributors and service their products through a network of authorized service dealers. The manufacturer provides the base and extended warranties, while the distributor provides the actual service.

If the product fails, the distributor provides and pays for the service. The distributor then creates a claim to the manufacturer to recover some or all of the service cost.

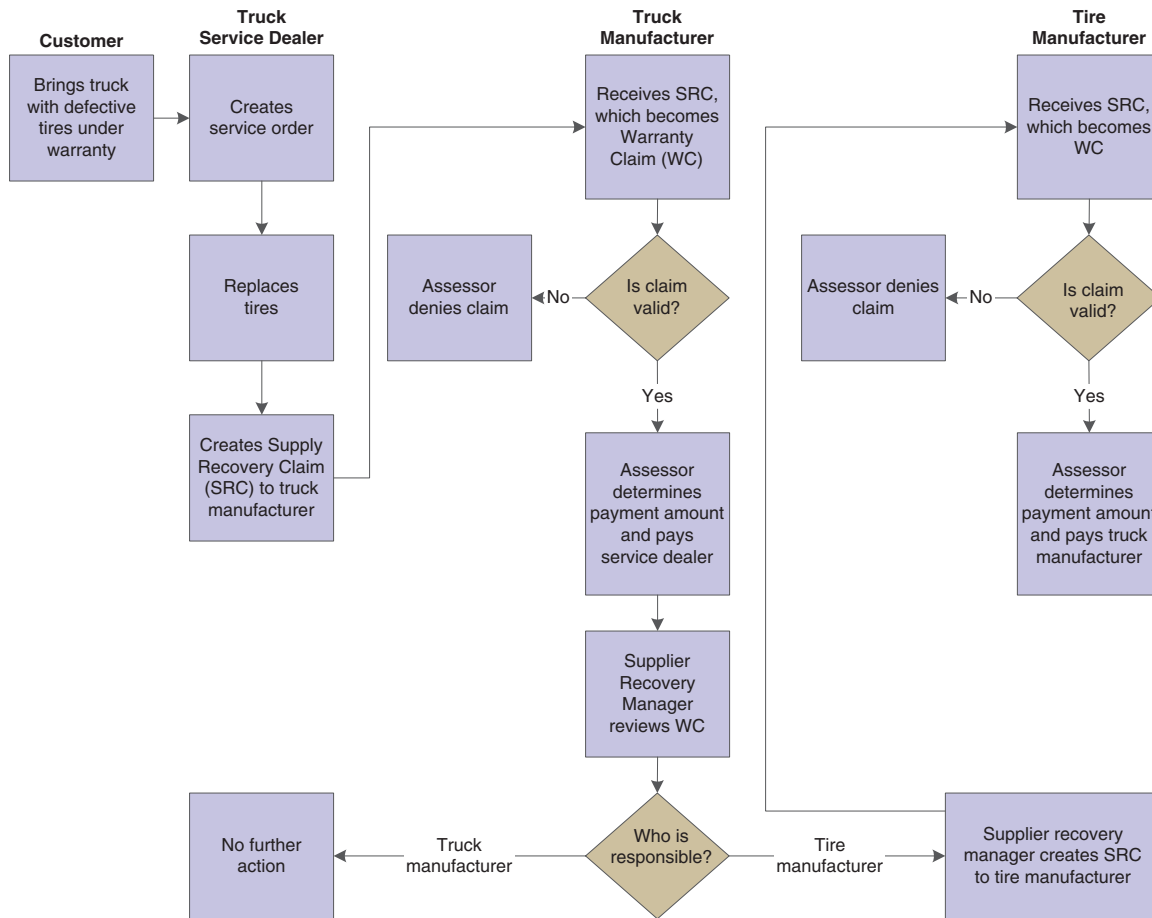
The supplier provides parts to the manufacturer. The supplier might warranty those parts. If a product or part fails, the manufacturer creates a claim to the supplier to recover some or all of the parts cost.

Service dealers and assessors use the warranty claims programs to enter and manage warranty claims. Features include the assessment, approval, or rejection of claims, as well as the generation of supplier recovery claims from warranty claims.

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

This graphic illustrates an example of the process for a claim involving defective tires:

Figure 7-1 Example of supplier recovery claim and warranty claim



In this example, a customer brings his truck to the service dealer for tire replacement. Note that supplier recovery claims are always outbound transactions, whereas warranty claims are inbound transactions.

7.1.2.1 Warranty and Supplier Recovery Terms

These terms and concepts relate to warranty claims and supplier recovery claims:

Manufacturer

A business that manufactures products and sells them to dealers or directly to customers.

Dealer

A business that sells products to the end customer and that provides service on those products. Also known as a distributor.

Supplier

A business that supplies parts to the manufacturer. Suppliers often warranty their parts by way of supplier contracts.

Product Registration

A program in Service Management that enables the dealer or the end customer to register ownership. This registration usually marks the beginning of the warranty period.

Warranty Claim

A claim entered by the dealer to the manufacturer to recover costs (such as parts and labor) incurred in the repair of the product.

Supplier Recovery Claim

A claim entered by the manufacturer to the supplier to recover parts costs, if the supplier's parts failed.

Service Contract

A warranty provided by the manufacturer that applies to the product purchased by the end customer.

Supplier Contract

A contract between the manufacturer and the supplier that indicates the coverage for parts that are used in the manufacture of the end product.

Assessor

An employee of the manufacturer who reviews and then approves or denies warranty claims from the dealer.

Supplier Recovery Manager

An employee of the manufacturer who reviews warranty claims to determine the costs that can be recovered from the supplier. The recovery manager enters the supplier recovery claims.

7.1.3 Multicurrency Transactions for Warranty Claims and Supplier Recovery Claims

Effective with the JD Edwards JD Edwards EnterpriseOne 8.9 release, if a parts or labor record exists for a warranty claim or a supplier recovery claim, you cannot change the dealer for a warranty claim or the supplier for a supplier recovery claim, if that change would result in different currency codes.

Two types of labor lines are specified by the Source field (LSRCE) value from the Labor Detail program (P17712), as follows:

- L-source = labor lines.
- T-source = third-party invoice lines, which have the flexibility to contain different currency information, if needed.

These currency values are consistent between the header, parts lines, and L-source labor lines:

- Base Currency field or Currency Code field.
- Transaction Currency (To Currency Code field or Currency field).
- Foreign/Domestic Mode.
- Exchange Rate.

7.1.3.1 Considerations for Header Fields

Keep in mind these considerations for header fields and multicurrency:

- The base currency default value is derived from the company.
 - The company can be derived from the responsible business unit. You cannot change the value in the Base Currency field.
- The system supplies the transaction currency default value from:
 - The service dealer's AR record for a warranty claim.

- The supplier's AP record for a supplier recovery claim.

You can change the value in the transaction currency fields until you attach parts detail or labor detail.

- If currencies are different, the system supplies the Foreign default value in the Foreign/Domestic Mode field.

You can change the value in this field until you attach parts detail or labor detail.

- If currencies are the same, the system supplies the Domestic default value in the Foreign/Domestic Mode field.

You cannot change the value in this field. Also, the default value of the exchange rate is zero, which you cannot change.

- The system supplies the default exchange rate based on the two currencies from the Currency Exchange Rates table (F0015).

You can change the value in this field until you attach parts detail or labor detail.

- After you attach parts detail or labor detail, you cannot change the service dealer for a warranty claim or the supplier for a supplier recovery claim.

7.1.3.2 Considerations for Parts and Labor Fields

Keep in mind these considerations for Parts and Labor fields and multicurrency:

- You can change the transaction currency, exchange rate, and foreign/domestic mode:

- If no existing parts lines exist.
- If no existing L-source labor lines exist.

When you save the parts and labor lines, the system writes any changes (to the transaction currency, exchange rate, or foreign/domestic mode) back to the header of the claim.

- If you do not enter values for T-source labor lines, the values for transaction currency, exchange rate, and foreign/domestic mode are the same as the values for the L-source labor lines.

You can change the T-source labor lines until you save the record.

7.1.4 Checklist for Setting Up Warranty Claims and Supplier Recovery Claims

You must complete these setup checklist for warranty claims and supplier recovery claims.

7.1.4.1 User-Defined Codes (UDCs)

Complete the UDCs setup:

- Set up the service types (UDC 00/TY).

You also must set up document types for warranty claims and supplier recovery claims. See Document Type Maintenance under the G1740 heading.

- Set up the status codes (UDC 00/SS) for warranty claims and supplier recovery claims.

Status codes control the document status in relation to the Work Order Activity Rules (P4826). The status of the warranty claim indicates which user (service dealer, assessor, or supplier recovery manager) can make changes to certain fields.

7.1.4.2 From the Service & Warranty Setup menu (G1740):

Complete the service and warranty setup:

- Service & Warranty Constants, Warranty Claims tab and Supplier Recovery Claims tab: set the Use Base Price field.
- Document Type Maintenance, for both warranty claims and supplier recovery claims document types:
Work Order Definition tab: set up the work order types (UDC 48/OT).
- Address Book Revisions, Supplier Information Revisions and Service Provider Revisions: set up the adjustment schedule for claims and the reimbursement method.

If you pay suppliers, they must have supplier master records. If you invoice customers, they must have customer master records.

7.1.4.3 From the Warranty Claim Setup menu (G1747):

Complete the warranty claim setup:

- Assessor Defaults: set up the assessor for warranty claims and supplier recovery claims (controlled through the Activity Types processing option).
- Set up the Assessor Default Rules sequence for each.

The time appears on warranty claims and supplier recovery claims. Assessors can use the time to determine the generally acceptable amount of time required to repair the equipment.

- Work Order Activity Rules: set up rules that control who can alter values on warranty claims at a given status.

Valid roles for the Edit Authority field include dealer, assessor, or supplier recovery manager.

Important: If you do not set up the edit authority, you will not be able to process warranty claims.

7.1.4.4 From the Equipment Master Setup menu (G1741):

Complete the equipment master setup:

- Product Registration Status Rules: set up the status rules that control which claims you can add to an equipment record, including claim eligibility.
- Warranty Default Entry: set up the base warranty default values for service contracts.

7.1.4.5 From Interactive Versions (IV):

Set the processing options for these programs:

- Parts Detail (P17710).
- Set the Labor Detail (P17712).

7.1.4.6 From the Daily Contract Processing menu (G1714):

Service Contract Entry: set up the entitlement rules sequence for warranty claims (Warranty Claims form exit).

7.1.4.7 From the Supplier Recovery Daily Processing menu (G1718):

Set the Supplier Recovery Claims (P1779) processing options as follows:

- Default tab: set the document type.
- Versions tab: set the parts details version and labor details version.

7.1.4.8 From the Daily Warranty Claim Processing menu (G1717):

Set the Warranty Claim Entry (P1777) processing options as follows:

- Defaults tab: set the document type.
- Versions tab: if you are creating supplier recovery claims from warranty claims, be sure to set up the correct version of R1776 (PO to create supplier recovery claim version).

Important: Process tab: set the processing option for enabling functions related to service dealers, assessors, or supplier recovery managers. Programs are hard-coded to enable certain user roles (such as assessors) to view or edit claims. If you do not set this processing option correctly, users will not have the correct permissions to perform their roles.

- Supplier Recovery Claim Generation: set the Create Supplier Recovery Claims (R1776) batch version processing options as follows:

Defaults tab: set the supplier recovery document type, service type, and current status.

7.2 Managing Warranty Claims

This section provides an overview of warranty claims management, lists prerequisites, and discusses how to:

- Enter warranty claims.
- Set processing options for the Warranty Claims program (P1777).
- Submit warranty claims.
- Set processing options for the SWM Warranty Claim/Supplier Recovery Workfile Generation program (R177701).

7.2.1 Understanding Warranty Claims Management

Service dealers and assessors use the Warranty Claims program (P1777) differently to perform their tasks. The warranty claim is entitled against the customer's service contract.

Service dealers use this program to enter new warranty claims and inquire on the status of outstanding claims. The program requires minimal data to enter a claim, including any repair details.

Assessors use this program to evaluate submitted warranty claims so that they can approve or reject them. The program provides the information that is needed to make a claim approval decision, and assessors enter details about the claim approvals or rejections. The program is also an entry point for creating and maintaining Returned Material Authorizations (RMAs) for returned parts.

The program can use Advanced Pricing to obtain the Claimed Unit Rate and the Approved Unit Rate, taking into consideration the terms and conditions that are specified in the service contracts with the customers.

7.2.1.1 Setting Up Automatic Accounting Instructions for Warranty Claims

You must create Automatic Accounting Instructions (AAIs) for each unique combination of company, document type, and GL class (GL offset account), and cost type that you want to use. Each AAI is associated with a specific GL 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. These distribution AAIs are warranty claims-related:

- 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, GL Class Code, and Cost Type, the system retrieves the GL Account to use when creating an entry in Workfile Revisions (P4812).

7.2.1.2 Warranty Claims Processing

After you enter warranty claims, you use the Warranty Claim Workfile Generation program (R177701) to generate the payables or receivables records for the dealer. Warranty claims and supplier recovery claims use the same workfile generation program; only a processing option setting on the Process tab differs. (You set it either for warranty claims or for supplier recovery claims.) The program includes this information in the submittal:

- Warranty claim number
- Dealer details
- Causal part information
- Failure information

See Also:

- "Setting Up Activity Rules for Work Orders" in the *JD Edwards EnterpriseOne Applications Work Orders Implementation Guide*.

7.2.2 Prerequisite

Complete the checklist for setting up warranty claims and supplier recovery claims.

See [Checklist for Setting Up Warranty Claims and Supplier Recovery Claims](#).

7.2.3 Form Used to Manage Warranty Claims

Form Name	FormID	Navigation	Usage
Warranty Claim Revisions	W1777C	Daily Warranty Claim Processing menu (G1717), Warranty Claim Entry. Click Add on the Work With Warranty Claims form. Select the General tab. Select the Classification tab. Select the Accounting tab	Enter a warranty claim.

7.2.4 Entering Warranty Claims

Access the Warranty Claim Revisions form.

Figure 7–2 Warranty Claim Revisions form

7.2.5 Setting Processing Options for the Warranty Claims Program (P1777)

Use these processing options to set default values for the Warranty Claims program.

7.2.5.1 Defaults

Specify default values for warranty claims.

1. Document Type

Enter a value from UDC 00/DT (Document Type - All Documents) that specifies the default document type that the system uses when entering a claim. This code also indicates the origin of the transaction.

2. Service Type

Enter a value from UDC 00/TY (Work Order/ECO Type) that specifies the order type that the system uses when entering a claim. The order type indicates the type classification of a claim.

3. Category Code 01

Enter a value from UDC 00/W1 (Category Code 01) that the system uses as a default value. This category code indicates the current stage or phase of development for a claim. You can assign a claim to only one phase code at a time.

4. Category Code 02 through 12. Category Code 10

Enter values from the appropriate UDCs for Category Codes 02 through 10 as needed.

13. Repair Date

Specify whether the system uses the current date as the default repair date. Values are:

Blank: Use.

1: Do not use.

14. Branch

Specify a value for the Branch that the system uses as a default value for new claims.

15. Responsible Business Unit

Specify a value for the Responsible Business Unit that the system uses as a default value when entering new claims.

16. Supplier Recovery Flag

Specify a default value for the Supplier Recovery Flag. This field specifies whether a work order or warranty claim is eligible as a source for a supplier recovery claim. This code also specifies the supplier against whom the claim is created.

7.2.5.2 Edits

Specify default requirements for meter readings.

1. Require Meter Reading 1, 2. Require Meter Reading 2, and 3. Require Meter Reading 3

Specify whether the system requires a value in the first, second, or third meter reading fields. Values are:

Blank: Do not require a value.

1: Require a value.

7.2.5.3 Versions

Specify the versions of programs to launch from Warranty Claims.

1. Product Registration (P17051) Version, 2. Return Material Authorization Revisions (P400511) Version, 3. Supplier Recovery Claims (P1779) Version, 4. Parts Detail (P17710) Version, 5. Labor Detail (P17712) Version

If you leave these processing options blank, the system uses ZJDE0001.

6. Create Supplier Recovery Claim (R1776) Version

Specify the version of the Create Supplier Recovery Claims program (R1776). If you leave this processing option blank, the system uses XJDE0001.

7. Entitlement Inquiry (P1723) Version and 8. Work With RMA (P40051) Version

If you leave these processing options blank, the system uses ZJDE0001.

7.2.5.4 Process

Specify the default values used in processing warranty claims.

1. Enable the application functionalities related

Specify who can use the application for creating or updating a warranty claim. Values are:

Blank: Service dealers

- 1: Assessors
- 2: Supplier recovery managers

2. Product Registration Validation

Specify whether the system validates the registration status of the equipment number against the product registration activity rules. These rules indicate whether equipment at a particular status is eligible for a warranty claim. Values are:

Blank: Validate the product registration. If the equipment is not eligible for a warranty claim, the system generates a warning but does not pause processing.

- 1: Validate the product registration. If the equipment is not eligible for a warranty claim, the system generates an error and pauses processing until the error is corrected.
- 2: Do not validate the product registration.

3. Service Dealer against the Selling Dealer validation

Specify how the system processes information if the service dealer on the warranty claim is different from the selling dealer on the equipment master record. Values are:

Blank: Do not check for differences.

- 1: Determine whether the selling and service dealers are the same. If not, the system generates a warning but does not pause processing.
- 2: Determine whether the selling and service dealers are the same. If not, the system generates an error and pauses processing until the error is corrected.

4. Assign Assessor to a claim

Specify whether the system assigns the assessor to the new warranty claim based on information from the Assessor Defaults table (F17113). Values are:

Blank: Assign.

- 1: Do not assign.

5. Entitlement Checking

Specify whether the system performs entitlement checking and which method to use. Values are:

Blank: Do not perform entitlement checking.

- 1: Use the Entitlement Dates table (F1791) to check entitlements.
- 2: Check entitlements, but do not use the Entitlement Dates table.

6. Allow Defaulted Service Dealer to Change

Specify whether the system allows changes to the Service Dealer field. Values are:

Blank: Do not allow changes.

1: Allow changes.

7. Claim status to indicate Approval

Enter a value from UDC 00/SS (Work Order Status) that specifies the approval status.

8. Claim status to indicate Denial

Enter a value from UDC 00/SS (Work Order Status) that specifies the denial status.

9. Check for duplicate dealer reference

Specify whether the system checks for a duplicate dealer reference number in other warranty claim records. Values are:

Blank: Check for a duplicate dealer reference. If such a reference exists, the system generates a warning but does not pause processing.

1: Check for a duplicate dealer reference. If such a reference exists, the system generates an error and pauses processing until the error is corrected.

2: Do not check for a duplicate dealer reference.

10. Validate lot numbers for Product and 11. Validate lot numbers for Causal Part

Specify whether the system verifies if a lot number exists in the Lot/Serial Number field or the Supplier Lot field. Values are:

Blank: Does not verify.

1: Verifies.

Note: If you enter 1, the system only verifies that a lot number has been entered. It does not verify whether the lot number is valid.

12. Automatically add parts line while adding a claim

Specify whether the system adds a default parts line with the causal part when you create a warranty claim. Values are:

Blank: Does not add.

1: Adds.

13. Automatically add labor line while adding a claim

Specify whether the system adds a default labor line for the standard repair time when you create a warranty claim. You can use the Standard Repair Time Entry program (P1771) to maintain the standard repair time for a combination of these fields:

Item Number

Product Model

Product Family

Component Code System

Component Code Assembly

Component Code Parts

Values are:

Blank: Do not add.

1: Add.

7.2.6 Submitting Warranty Claims

To run the SWM Warranty Claim/Supplier Recovery Workfile Generation program, access the Periodic Warranty Claim Processing menu (G1727), Warranty Claim Workfile Generation.

7.2.7 Setting Processing Options for the SWM Warranty Claim/Supplier Recovery Workfile Generation Program (R177701)

Use these processing options to set default values for the workfile generation program.

7.2.7.1 Process

1. Process Warranty Claim/Supplier Recovery

Specify whether the system processes a warranty claim or a supplier recovery record. Values are:

Blank: Warranty claim records.

1: Supplier recovery records.

2. Proof or Final Mode

Specify whether to run this program in proof or final mode. Both modes print the records that are processed, but only final mode updates the tables. Values are:

Blank: Proof mode

1: Final mode

3. Write Errors

Specify whether the system writes errors to the Work Center or to the report. Values are:

Blank: Write errors to the Work Center

1: Write errors to the report

4. Use Price Adjustment History

Specify whether the system uses price adjustment history information from the Price Adjustment Ledger File table (F4074) for detailed adjustments. Values are:

Blank: Use the GL class code from the detail line or work order.

1: Use the GL class code from the price adjustment history records.

7.2.7.2 Supplier Recovery

Specify default values for supplier recovery claims.

1. Billable Subledger Default

Specify the value of the subledger field for billables. Values are:

Blank: No default

1: Work order number

2: Customer number

- 3: Site number
- 4: Short item number
- 5: Contract number
- 6: Equipment number

2. Date Billed

Specify which date the system uses to update the date billed when you run the report in final mode. Values are:

Blank: System date

- 1: Estimated start date on the work order

7.2.7.3 Warranty Claim

Specify default values for warranty claims.

1. Payable Subledger Default

Specify the value of the subledger field for payables. Values are:

Blank: No default

- 1: Work order number
- 2: Customer number
- 3: Site number
- 4: Short item number
- 5: Contract number
- 6: Equipment number

2. Date Paid

Specify which date the system uses to update the date paid when you run the report in final mode. Values are:

Blank: System date

- 1: Estimated start date on the work order

7.2.7.4 Vertex (FUTURE)

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

7.2.7.5 Billables

1. Parts Transaction Type, 2. Labor Transaction Type, and 3. Flat Rate Billings Transaction Type

Specify which type of transaction the system uses when taxing billable parts, billable labor, or flat rate billings. Enter a value from UDC 73/TY. If you leave these processing options blank, the system uses the **SERVIC** value.

7.2.7.6 Payables

Specify Vertex payables default values. These processing options are identical to those for specifying Vertex billing default values.

7.3 Managing Supplier Recovery Claims

This section provides an overview of supplier recovery management, lists prerequisites, and discusses how to:

- Enter supplier recovery claims.
- Set processing options for the Supplier Recovery Claims program (P1779).
- Submit supplier recovery claims.

7.3.1 Understanding Supplier Recovery Management

Recovery managers use the Supplier Recovery Claim Entry program (P1779) to enter claim information. The program can use Advanced Pricing to obtain the Claimed Unit Rate and the Approved Unit Rate, considering the terms and conditions that are specified in the contracts with the suppliers. You can also use this program to create a supplier recovery claim without a warranty claim.

7.3.1.1 Supplier Recovery Claims Processing

Recovery managers use the Supplier Recovery Claim Entry program (P1779) to enter a new claim or inquire on the status of an existing claim. The supplier recovery claim is entitled against the supplier's contract.

Supplier recovery claims (SRCs) are outbound transactions. When a part that is covered under warranty needs to be replaced, the supplier recovery manager of the original equipment manufacturer (OEM) creates an outbound SRC against the supplier of the part.

After you enter supplier recovery claims, you use the Supplier Recovery Workfile Generation program (R177701) to generate the payables or receivables records from the supplier. Warranty claims and supplier recovery claims use the same workfile generation program; only a processing option on the Process tab differs. (You set it either for warranty claims or for supplier recovery claims.) The program includes this information in the submittal:

- Supplier recovery claim number.
- Supplier details.
- Causal part information.
- Failure information.
- Details about the supplier recovery claim.

7.3.1.2 Examples

Consider these examples of supplier recovery claims:

- A bus company creates an order for repair work on an air conditioner and an engine.
Both parts are covered by supplier contracts. From some of the detail lines of the work order, the bus company creates two claims to send to two vendors.
- A car manufacturer creates SRCs for causal parts and peripheral parts damage due to faulty tires.
From all parts included in the header of the work order, the manufacturer creates a claim to send to the tire supplier.

7.3.2 Prerequisite

Complete the checklist for setting up warranty claims and supplier recovery claims. See [Checklist for Setting Up Warranty Claims and Supplier Recovery Claims](#).

7.3.3 Form Used to Enter Supplier Recovery Claims

Form Name	FormID	Navigation	Usage
Supplier Recovery Claims Revisions	W1779D	Supplier Recovery Daily Processing menu (G1718), Supplier Recovery Claim Entry. Click Add. Select the General tab. Select the Classification tab. Select the Accounting tab.	Enter supplier recovery claims.

7.3.4 Entering Supplier Recovery Claims

Access the Supplier Recovery Claims Revisions form.

Figure 7–3 Supplier Recovery Claims Revisions form

The screenshot shows the 'Supplier Recovery Claim Entry - Supplier Recovery Claim Revisions' form. At the top, there are icons for Save, Cancel, Form, and Tools. Below that, there are input fields for 'Order Number' (containing 'SH'), 'Service Type *' (containing 'Y'), and 'On-site Repair'. The form is divided into several sections: 'General' (with sub-tabs for Classification, Accounting, and Attachment), 'Failure', and 'Meter Reading'. The 'General' section contains fields for 'Primary / Last Supplier *' (4317), 'Status' (S1), 'Equipment Number' (24619), 'Inventory Item Number' (1001), 'Lot/SN', 'Service Dealer' (8204), and 'Supplier Recovery Manager' (5577). The 'Failure' section includes 'Causal Part' (2001), 'Defect Code' (MM), 'Failure Date *' (07/18/11), 'Repair Date *' (07/20/11), 'Component Code - System', and 'Failure Description *' (DENT IN FRAME). The 'Meter Reading' section has three 'Current Balance Meter' fields (1, 2, and 3).

7.3.5 Setting Processing Options for the Supplier Recovery Claims Program (P1779)

Use these processing options to set default values for the Supplier Recovery Claims program.

7.3.5.1 Default

1. Document Type

Specify the default order when creating a supplier recovery claim; enter a value from UDC 00/DT (Document Type - All Documents).

2. Service Type

Specify the default service type when creating a supplier recovery claim; enter a value from UDC 00/TY (Work Order/ECO Type).

3. Branch

Specify the default branch when creating a supplier recovery claim.

4. Business Unit

Specify the default business unit when creating a supplier recovery claim.

7.3.5.2 Edits

Specify whether meter readings are required.

1. Require Meter Reading 1, 2. Require Meter Reading 2, and 3. Require Meter Reading 3

Specify whether the system requires a value in the first, second, or third meter reading fields. Values are:

Blank: Do not require a value.

1: Require a value.

7.3.5.3 Version

Specify the program versions to use with supplier recovery claims.

1. RMA Revisions (P400511) Version, 2. Warranty Claims (P1777) Version, 3. Product Registration (P17051) Version, 4. Parts Details (P17710) Version, 5. Labor details (P17712) Version, 6. Meter Reading (P12120) Version, 7. Submit Claims (R174801Z20) Version, 8. Supplier Contract (P17201) Version, and 9. Work With RMA (P40051) Version

If you leave these processing options blank, the system uses ZJDE0001.

7.3.5.4 Process

Specify default values for lot numbers, supplier recovery manager, and entitlements.

1. Validate Lot Numbers

Specify whether the system verifies if a lot number exists in the Lot/Serial Number field. Values are:

Blank: Does not verify.

1: Verifies.

Note: If you enter **1**, the system verifies only that a lot number has been entered. It does not verify whether the lot number is valid.

2. Default User to Supplier Recovery Manager in Add Mode

Specify whether the system uses the user number as the default value for the supplier. Values are:

Blank: Do not use the user number as the default value.

1: Use the user number as the default value.

3. Entitlement Checking

Specify whether the system performs entitlement checking and which method to use. Values are:

Blank: Do not use check entitlements.

1: Use the Entitlement Dates table (F1791) to check entitlements.

2: Check entitlements, but do not use the Entitlement Dates table.

7.3.6 Submitting Supplier Recovery Claims

To run the SWM Warranty Claim/Supplier Recovery Workfile Generation program, access the Periodic Supplier Recovery Processing menu (G1728), Supplier Recovery Workfile Generation.

See Also:

- [Setting Processing Options for the SWM Warranty Claim/Supplier Recovery Workfile Generation Program \(R177701\)](#).

Using the Customer Self-Service Portal

This chapter contains the following topics:

- [Section 8.1, "Understanding the Customer Self-Service Portal"](#)
- [Section 8.2, "Adding Equipment"](#)
- [Section 8.3, "Viewing Equipment"](#)
- [Section 8.4, "Viewing Work Orders"](#)
- [Section 8.5, "Viewing Contracts"](#)

8.1 Understanding the Customer Self-Service Portal

Providing self-service applications to customers facilitates collaboration that results in increased profitability and customer satisfaction. The Customer Self-Service (CSS) portal provides a simplified, configurable front-end to the Service Management system. The portal provides an easy way for customers to view information related to their service contracts, work orders, and equipment. The portal enables you to further increase customer satisfaction, decrease costs, and free up internal resources to work on higher priority activities through providing customers, dealers, and distributors direct access to this information.

The portal entry points are intended to be simple and, therefore, are not intended to provide the same full functionality as the traditional Service Management applications. These entry points are additional front-end forms that access and update the same tables.

The CSS for Service portal entry points are:

- Add Equipment
- View Equipment
- View Work Orders
- View Contracts

8.2 Adding Equipment

The Add Equipment form appears when you select Add Equipment (P90CD920).

The Add Equipment portal entry point enables customers to add equipment records from a single form.

If an equipment record does not already exist in the system, a customer can add the equipment for Product Registration purposes. However, if an equipment record

already exists, a customer cannot use the portal to update an existing record with the new owner information. Existing equipment records are only available for inquiry.

8.3 Viewing Equipment

The View Equipment form appears when you select View Equipment (P90CD920).

The View Equipment portal entry point enables customers to view various pieces of equipment information from a single form. This feature reduces the amount of time customers spend searching for their equipment information.

When customers select this entry point, the system displays all their equipment records. To narrow their search, customers can search by product model and by a status code or range of status codes. They can select a record to see the equipment detail in the lower portion of the form, such as site numbers, inventory item numbers, serial numbers, and installation dates.

Customers can also add equipment from this form. They cannot make revisions to existing equipment records.

8.4 Viewing Work Orders

The View Service Work Orders form appears when you select View Work Orders (P90CD910).

The View Work Orders portal entry point enables customers to quickly locate a specific work order or group of work orders. Customers can only view their own work orders. They can search on the order number, equipment number, order type, originator, priority, and status. The system only displays work orders that are defined as service work orders (in document type maintenance) as well as the detail information of these work orders. The detail information includes the work order number, description, business unit to be charged, and dates to perform the work. Parts and labor detail do not appear.

The information is for view only. You cannot add work orders from this form.

8.5 Viewing Contracts

The View Service Contracts and Entitlements form appears when you select View Contracts (P90CD900).

The View Contracts portal entry point enables customers to view detailed information about their contracts and entitlements, such as terms and expiration dates.

This information is for view only.

Setting Up JD Edwards EnterpriseOne Advanced Pricing for JD Edwards EnterpriseOne Service Management

This chapter contains the following topics:

- [Section 9.1, "Understanding JD Edwards EnterpriseOne Advanced Pricing"](#)
- [Section 9.2, "Setting Up Preference Hierarchies"](#)
- [Section 9.3, "Setting Up Service and Warranty Detail Groups"](#)
- [Section 9.4, "Setting Up Price Adjustment Definitions"](#)
- [Section 9.5, "Setting Up Adjustment Schedules"](#)
- [Section 9.6, "Setting Up Adjustment Details"](#)
- [Section 9.7, "Attaching Adjustment Schedules"](#)
- [Section 9.8, "Reviewing Price History"](#)

9.1 Understanding JD Edwards EnterpriseOne Advanced Pricing

Setting up JD Edwards EnterpriseOne Advanced Pricing for service contracts, work orders, warranty claims, supplier recovery, and cases enables you to price items and services by using an advanced pricing structure. It also enables you to streamline pricing setup and maintenance.

JD Edwards EnterpriseOne Advanced Pricing provides flexibility when defining pricing. You can easily adjust prices for each contract, work order, or case; 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 case for that customer.

9.2 Setting Up Preference Hierarchies

This section provides an overview of preference hierarchy setup, lists prerequisites, and discusses how to:

- Set up a preference master.
- Define a pricing hierarchy.

9.2.1 Understanding Setup of Preference Hierarchies

The system applies pricing adjustments to service contracts, work orders, warranty claims, supplier recovery and cases 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 the hierarchy to search from specific combinations to general combinations.

Before you define each pricing hierarchy, you must create a master record called the preference master. You can create as many different preference hierarchies as you need.

You define the hierarchy and then attach it to an adjustment definition. You can create a hierarchy for each adjustment definition, or you can use a single hierarchy for many adjustment definitions. Although you can create as many different preference hierarchies as you need, we recommend that you set up the fewest number of hierarchies possible to accommodate all of the adjustment definitions that the company requires.

A preference hierarchy enables 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 the 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 the 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.

9.2.2 Prerequisite

Verify that a master record has been created for the preference hierarchy.

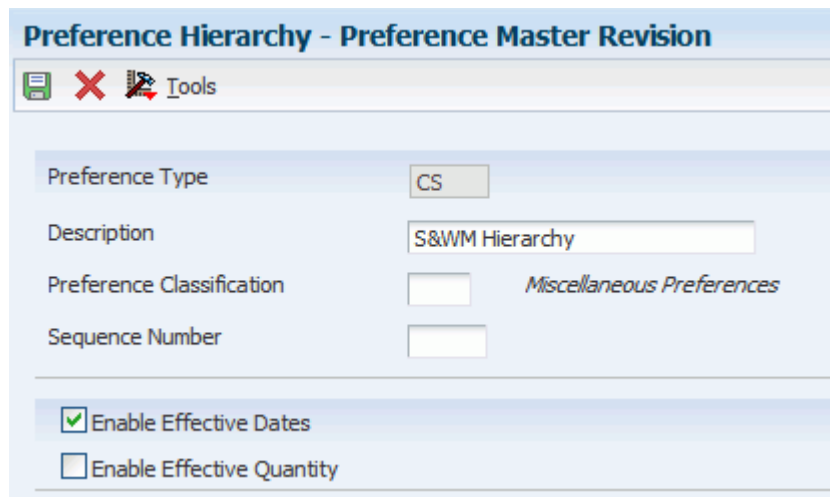
9.2.3 Forms Used to Set Up Preference Hierarchies

Form Name	FormID	Navigation	Usage
Preference Master Revision	W40070D	Adjustment Set Up (G174613), Preference Hierarchy Click the Add button on the Work With Preference Hierarchy form. Select Master Revision from the Form menu on the Preference Hierarchy Revisions form. Complete the fields and click OK.	Set up preference hierarchies and a preference master.
Preference Hierarchy Revisions	W40073D	Complete the Preference Type field. Beginning with 1, enter numbers in the intersections of the fields to indicate the search order. When you define the pricing hierarchy, start with 1 and do not skip any numbers.	Define a pricing hierarchy.

9.2.4 Setting Up a Preference Master

Access the Preference Master Revision form.

Figure 9–1 Preference Master Revision form



Preference Hierarchy - Preference Master Revision

Preference Type: CS

Description: S&WM Hierarchy

Preference Classification: Miscellaneous Preferences

Sequence Number:

Enable Effective Dates

Enable Effective Quantity

Preference Type

Enter a value from user-defined code (UDC) table 40/PR (Preference Profiles) that identifies a preference type or a price adjustment hierarchy.

In UDC 40/PR, a **1** in the Special Handling Code field identifies a preference that JD Edwards supports. This field is hard-coded for each preference.

For Agreement Penalty Schedules, first set up a UDC of PN (for penalty), and then enter it in this field.

Preference Classification

Enter a classification or title that the system uses to group preferences on the Preference Profile form (P4007).

Sequence Number

Enter the sequence by which users can set up the order in which their valid environments appear for JD Edwards JD Edwards EnterpriseOne.

For JD Edwards JD Edwards World, enter a sequence or sort number that the system uses to process records in a user-defined order.

Enable Effective Dates

Enter a code that indicates whether the system displays fields for effective date ranges for a preference. You might want the system to display effective date ranges if you enter effective dates and effective quantities for a preference. Values are:

Y: Display effective date fields on the Preference Profile Revisions forms for this preference.

N: Do not display effective date fields for this preference.

Enable Effective Quantity

Enter a code that indicates if you want to use quantity ranges for this preference. Values are:

Y: Yes, display the Quantity From and Quantity Thru fields on the Preference Profile Revisions forms (P40300 and P40300EC) for this preference.

N: No, do not enable or display the quantity range fields.

Effective quantity fields are optional fields that you can disable before setting up any preference records, but not after you have created preference records.

If you assign effective quantity, you must assign effective dates.

9.2.5 Defining a Pricing Hierarchy

Access the Preference Hierarchy Revisions form.

9.3 Setting Up Service and Warranty Detail Groups

This section provides an overview of service and warranty detail groups and discusses how to set up service and warranty detail groups.

9.3.1 Understanding Service and Warranty Detail Groups

You can use order detail groups to create adjustments to the pricing line of a service contract, work order, warranty claim, supplier recovery, or case. When you set up the system, you need to consider the information that is standard for each contract, work order, or case. 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.

9.3.2 Form Used to Set Up Service and Warranty Detail Groups

Form Name	FormID	Navigation	Usage
S/WM Order Detail Price Group Definition	W4092B	Adjustment Set Up (G174613), Service and Warranty Detail Group Click the Add button on the Work with Price Group Definition form.	Set up service and warranty detail groups. The system imports the price group type code based on the processing option selection. When you click Find, the system displays only those groups of that price group type code. To override the system default value, 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.

9.3.3 Setting Up Service and Warranty Detail Groups

Access the S/WM Order Detail Price Group Definition form.

Figure 9–2 S/WM Order Detail Price Group Definition form

Price Group

Enter a numerical value that specifies the sequence of category codes within Group Codes. The value must be equal to or between 1 and 4, and you cannot slip sequence values. For example, do not enter sequence 3 unless you have already entered sequence numbers 1 and 2.

Line Type

Enter a code that controls how the system processes lines on a transaction. The line type controls the systems with which the transaction interfaces, such as General Ledger, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management. It also specifies the conditions under which a line prints on reports, and it is included in calculations. Codes include:

S: Stock item

J: Job cost

N: Nonstock item

F: Freight

T: Text information

M: Miscellaneous charges and credits

W: Work order

Contract Bill Duration

Enter the billing duration associated with a contract.

Billing Frequency Code

Enter a code that specifies when (how often) to generate billing records. The code that you enter must exist in the Billing Frequency Master table (F15019).

Billing In Advance/Arrears

Enter a code to determine how a contract should be billed.

Contract Non-Bill Duration

Enter the duration associated with a contract.

Contract Total Duration

Enter the duration of sale or contract promotion.

Contract Cat Code 01

Enter up to 10 reporting codes that you can assign to a service contract detail line. Use these codes to identify contract lines for reports. Category codes are UDCs 17/D1 through 17/D0.

Cost Code

Enter a code that designates each element of cost for an item. Examples of the cost object types are:

A1: Purchased raw material.

B1: Direct labor routing rollup.

B2: Setup labor routing rollup.

C1: Variable burden routing rollup.

C2: Fixed burden routing rollup.

Dx: Outside operation routing rollup.

Xx: Extra add-ons, such as electricity and water.

The optional add-on computations usually operate with the type Xx extra add-ons. This cost structure enables you to use an unlimited number of cost components to calculate alternative cost rollups. The system then associates these cost components with one of six user-defined summary cost buckets.

Pricing Method

Enter a code used to determine if this type of service should be priced based on a flat rate or based on actual Time and Materials. Values are:

F: Flat Rate. Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Time and Materials. Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: None. A blank value is only valid when defining the Method of Pricing for a service provider. It is used to indicate that the service provider is an internal service provider and should not be paid.

Type of Service

Enter a value from UDC 00/TY (Work Order/ECO Type) that indicates the classification of a work order or engineering change order.

You can use work order type as a selection criterion for work order approvals.

9.4 Setting Up Price Adjustment Definitions

This section provides an overview of price adjustment definitions, lists prerequisites, and discusses how to set up price adjustment definitions.

9.4.1 Understanding Price Adjustment Definitions

Once you have created 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 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.
- Whether the adjustment uses a price matrix.
- Whether a minimum and maximum price is to be paid for an item.

See "Working with the Price Matrix" in the *JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide*.

See "Understanding Adjustment Definitions" in the *JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide*.

9.4.2 Prerequisites

Before you complete the tasks in this section:

- Set up price adjustment names (UDC 40/TY).
- Set up preference hierarchies.
- Set up service and warranty detail groups.

9.4.3 Forms Used to Set Up Price Adjustment Definitions

Form Name	FormID	Navigation	Usage
Modify Adj. Controls	W4071C	Adjustment Set Up (G174613), Price Adjustment Definitions Click the Add button on the Work with Adjustment Types form.	Set up price adjustment definitions.
Price Adjustment Definition	W4071A	Complete the fields on the Modify Adj. Controls form and click OK.	Set up price adjustment definitions.

9.4.4 Setting Up Price Adjustment Definitions

Access the Modify Adj. Controls form.

Figure 9-3 Modify Adj. Controls form

Adjustment Name

Enter a value from UDC 40/TY (Adjustment/Preference Name) that identifies an adjustment definition. You define adjustments on Price Adjustment Names.

For Agreement Penalty Schedules: Add a definition for each of the four types of penalties:

Minimum quantity

Maximum quantity

Under commitment

Over commitment

Service and Warranty Management

Click any of the options in the Target Application region to indicate the JD Edwards JD Edwards EnterpriseOne system that the price adjustment supports, such as Sales Order Management and Procurement.

Do not Print on Document

Click this option if you do not want to print the adjustment on the invoice or the purchase order print document. The system adds the adjustment amount to the unit price.

Print on Document

Click this option to print the adjustment on the invoice or the purchase order print document. The system adds the adjustment amount to the unit price.

Add to Sales Detail File

Click this option to update the Sales Order Detail File table (F4211) with adjustment detail line information. The system will not include this type of adjustment when it calculates the current net price. Use this code for order-level adjustments only.

Accrued to G/L (accrued to general ledger)

Click this option to create an accrual adjustment. The system updates the Price Adjustment Ledger File table (F4074) and posts the adjustment to the general ledger during the Sales Update process.

Rebate

Click this option to create a rebate adjustment. The system updates the Rebate Transaction Summary table (F4078) with the quantity, weight, and amount of the order detail line.

Print on Invoice - Detached

Click this option to print the adjustment on the invoice. The system adds the adjustment to the order total but does not include it in the unit price. The system will post separate GL and AR entries for this adjustment during Sales Update.

Supplier Proof of Sales

Click this option to create a supplier proof of sale rebate adjustment. The system updates the Rebate Transaction Summary table with the quantity, weight, and amount of the order detail line and posts the adjustment to the general ledger during Sales Update.

Rounding Adjustment

Click this option to create a rounding adjustment based on the rounding rules set up in the Price Adjustment Detail Revisions program (P4072). The system adds the adjustment amount to the unit price.

Line Level Adjustment

Click this option to specify that the system calculate the adjustment based on information in the sales order detail line.

Basket Level Adjustment

(Not applicable to Service Management.)

Order Level Adjustment

(Not applicable to Service Management.)

Volume Level Adjustment

Click this option to specify that the system calculate the adjustment based on the accumulated value of multiple sales orders. The accumulated value is based on how you define the adjustment in the Price Adjustment Type program (P4071).

If you are working with the Agreement Management system, for Agreement Penalty Schedules enter **1** to calculate the penalty at the sales order detail-line level.

Price Matrix

Select to use a price matrix to maintain a price adjustment.

9.4.4.1 Price Adjustment Definition - Options

Access the Price Adjustment Definition form and click the Options tab.

These fields are not applicable to Service Management:

- Exclude from AR Discount
- Weight Level Break
- Amount Level Break
- Basket Level Adjustment
- Order Level Adjustment
- Apply on Override Price

Item Price Group

Enter a value from UDC 40/PI (Item Price Groups) that identifies an inventory price group for an item.

Inventory price groups have unique pricing structures that direct the system to incorporate discounts or markups on items on sales and purchase orders. The discounts or markups are based on the quantity, dollar amount, or weight of the item ordered. When you assign a price group to an item, the item takes on the same pricing structure defined for the inventory price group.

You must assign an inventory price group to the supplier or customer, as well as to the item, for the system to interactively calculate discounts and markups on sales orders and purchase orders.

Customer Price Group

Enter a value from UDC 40/PC (Customer Price Groups) that identifies a customer group. You can group customers with similar characteristics, such as comparable pricing.

Order Detail Group

Enter a value from UDC 40/SD (Sales Detail Groups) that identifies a sales order detail group. You use sales order detail groups to create pricing that is based on a field in the Sales Order Detail file (F4211).

On the Modify Adj. Controls form: if you enter a code in this field, the system uses this adjustment only for orders with details that match the criteria of the order detail group.

Note: This field is required for advanced pricing to work in Service Management.

Preference Hierarchy

Enter a value from UDC 40/PR (Preference Profiles) that identifies a preference type or a price adjustment hierarchy.

When you define pricing hierarchies, you identify each table with this code.

Later, when you create adjustments, you use this code to identify the hierarchy that you want the system to follow for this adjustment.

Subledger in G/L (subledger in general ledger)

Enter a value from UDC 40/SI (Subledger Information) that identifies the type of information that you want the system to use to update the Subledger field in the General Ledger file (F0911) when you use this adjustment type to price a sales order.

G/L Offset (general ledger offset)

Enter a value from UDC 41/9 (G/L Posting Category) that identifies the G/L offset that system uses when it searches for the account to which it posts the transaction. If you do not want to specify a class code, you can enter **** (four asterisks) in this field.

You can use automatic accounting instructions (AAIs) to predefine classes of automatic offset accounts for the Inventory Management, Procurement, and Sales Order Management systems. You might assign GL class codes as follows:

IN20: Direct Ship Orders

IN60: Transfer Orders

IN80: Stock Sales

The system can generate accounting entries based upon a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries such as:

Sales-Stock (Debit) xxxxx.xx

A/R Stock Sales (Credit) xxxxx.xx

Posting Category: IN80

Stock Inventory (Debit) xxxxx.xx

Stock COGS (Credit) xxxxx.xx

The system uses the class code and the document type to find the AAI.

Override Price

Select this option to indicate how the adjustment affects the price of a sales order line.

A check mark indicates that the override price overrides the base price. No check mark indicates that the adjustment is used to calculate a discount or markup to the base price.

For Agreement Penalty Schedules, leave the override price disabled (no check mark).

Manual Add/Change

Select this option to specify whether the adjustment type can be manually added to or changed from the Price Adjustments form (P4074W) when you enter sales orders.

Mandatory Adjustment

Select this option to specify that an adjustment is mandatory.

Apply Absolute Value

Select this option to specify that the system disregard whether an order quantity is positive or negative when determining an applicable level break. This option affects negative values, such as those found on credit orders.

If you enable this option, the system disregards whether the order quantity is negative.

If you disable this option, the system honors the negative value (do not disregard the sign) of the order quantity.

For example, assume that the option is enabled (the system disregards whether the order quantity is negative) and these level breaks are set up in JD Edwards EnterpriseOne Advanced Pricing:

Quantities of 1 to 49 = 100 USD each

Quantities of 50 to 99 = 85 USD each

Quantities of 100 and over = 75 USD each

When you enter a credit order for -200 EA, the system disregards the sign before checking for a level break. In this example, the order line qualifies for the 75 USD level break.

9.4.4.2 Price Adjustments Definition - Additional Options

Click the Additional Options tab.

The Rebate Beneficiary field is not applicable to Service Management.

Reporting Code 1 through Reporting Code 6

Enter a value from UDC 45/P2 (Price Reporting Code 02) through 45/P6 (Price Reporting Code 06) that is one of six reporting codes that can be associated with a price adjustment definition. Use this reporting code to group adjustments.

Min Adjustment

Select to indicate there is a minimum price for this adjustment.

Max Adjustment

Select to indicate there is a maximum price for this adjustment.

Min/Max Rule

Enter **1** for purchasing contracts or leave blank for none. You *cannot* use **2** for the Service Management system.

9.5 Setting Up Adjustment Schedules

This section provides an overview of adjustment schedules, lists prerequisites, and discusses how to set up adjustment schedules.

9.5.1 Understanding 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, service providers, or suppliers to an adjustment schedule through the Service and Warranty Management (SWM) JD Edwards EnterpriseOne Address Book extension. If necessary, you can override the adjustment schedule on the order (contract, work order, warranty claim, supplier recovery or case).

You can also set up the sequence of the adjustment definitions that the system uses when applying prices. You can use the Skip-To field to indicate that the system skips or bypasses adjustment definitions. As the system sequentially processes each adjustment definition, the system either:

- Applies the qualifying adjustment definition, processes the value in the Skip-To field, bypasses the appropriate adjustment definitions, and proceeds to processes the adjustment definition of the number in the Skip-To field.
- Bypasses the nonqualifying adjustment definition, bypasses the Skip-To field, and proceeds to processes the next adjustment definition.

For example, your adjustment schedule includes a:

- Minor product item group discount adjustment at sequence 10.
- Major product item group discount adjustment at sequence 20.
- Price override adjustment at sequence 30.

You enter **30** in the Skip-To field of the minor product item group discount adjustment line to bypass the major product item group discount adjustment at sequence 20.

Alternatively, you can select the Skip-To End field for an adjustment definition and the system will bypass all subsequent adjustment definitions and process the last adjustment definition in the schedule.

You might choose to do this to bypass mutually exclusive adjustments. Using the Skip-To field functionality can also improve system performance when calculating prices.

Note: You cannot use the Skip-To field functionality with Buying Structures, Direct Price Adjustments, and Advanced Preferences.

If you use minimum or maximum price adjustment, you can enter this price adjustment at any point in the schedule and the system will validate the price adjustment and calculate the unit price at that point in the schedule.

Additionally, on the Price Adjustment Schedule Revisions form, you can use the Set New Base Price selection on the Row menu to create a new base price for the item. You can select this feature for only one adjustment definition in the adjustment schedule. The system determines the new base price by calculating all of the adjustment definitions in the schedule through and including the row with the New Base Price selection.

9.5.2 Prerequisites

Before you set up adjustment schedules, you must:

- Set up adjustment schedule names (UDC 40/AS).
- Set up price adjustment definitions.

9.5.3 Form Used to Set Up Adjustment Schedules

Form Name	FormID	Navigation	Usage
Price Adjustment Schedule Revisions	W4070C	Adjustment Set Up (G174613), Price & Adjustment Schedule Revisions Click the Add button on the Work With AdjustmentSchedules form.	Set up adjustment schedules.

9.5.4 Setting Up Adjustment Schedules

Access the Price Adjustment Schedule Revisions form.

Figure 9-4 Price Adjustment Schedule Revisions form

Adjustment Schedule

Enter a value from UDC 40/AS (Schedule Name) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule. You link customers to a price and adjustment schedule through the customer billing instructions. When you enter a sales order, the system copies the schedule attached to the sold to address into the order header. You can override this schedule at the detail line level.

For Agreement Management, this is the Agreement Penalty Schedule. The information in the Agreement Penalty Schedule provides the system with the criteria for an agreement to have penalty conditions.

Skip To

Enter the sequence number of an existing adjustment definition in the adjustment schedule that the system processes next in the sequence. For example, the system applies the qualifying adjustment definition, processes the value in this field, bypasses the appropriate adjustment definitions, and proceeds to processes the adjustment definition with the number in this field.

Note: You cannot use the Skip-To field functionality with Buying Structures, Direct Price Adjustments, and Advanced Preferences.

Skip To End

Select to skip (bypass) all subsequent adjustment definitions in the adjustment schedule. If the system processes the current adjustment definition, it does not process any further adjustment definitions when this field is active.

New Base Price

Indicates the system uses this adjustment definition as the new base price. The system determines the new base price by calculating all of the adjustment definitions in the schedule sequentially and finishes with the row with the New Base Price selection.

Note: You cannot use this field with this functionality: rebates, tiered rebates, accruals, print on invoice - detached, supplier proof of sales, rounding rules, advanced preferences, volume based up-selling.

9.6 Setting Up Adjustment Details

This section provides an overview of adjustment details and discusses how to set up adjustment details.

9.6.1 Understanding Adjustment Details

This section provides an overview of adjustment details and discusses how to set up adjustment details.

Adjustment details provide the parameters for calculating price adjustments. Adjustment details contain basis codes that add pricing flexibility. You can define adjustment details when you add adjustment definitions to adjustment schedules. Adjustment details enable you to define special processing such as free goods, pricing formulas, or variable tables. The pricing hierarchy defines in what order the system uses the adjustments you list in the adjustment details. After you define adjustment details you can create a price matrix to add or change multiple adjustment detail records.

For all price adjustments using basis codes, you must enter information in the Basis Code, Factor Value, and Formula Name fields on the Price Adjustment Detail Revisions form before the system can calculate the adjustments. If you use formulas for pricing, you can access the Price Formula Revisions form to create a formula and also base a formula on an adjustment detail record using the Price Adjustment Detail Search and Select form. You can also base formulas on fields in various tables.

If you have set up a minimum or maximum price adjustment based on adjustment details, you setup the minimum or maximum price rule on the Price Adjustment Details form. You can set up this adjustment for a particular item, customer, item group, customer group or combinations. The default value for the Basis Code field for a minimum or maximum price adjustment is 5 (add on amount) and the system does not accept any other basis code. The amount you enter in the Factor Value Numeric field is in the currency that you define for the adjustment detail. The system converts the currency if the adjustment detail is setup in a difference currency than the transaction currency.

See "Understanding Basis Codes for Sales Adjustments" in the *JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide*.

Note: You set up prices for adjustment names rather than adjustment schedules.

9.6.2 Form Used to Set Up Adjustment Details

Form Name	FormID	Navigation	Usage
Price Adjustment Detail Revisions	W4072A	Advanced Pricing Set Up (G174613), Price & Adjustment Detail Revisions Find an adjustment name on the Work with Adjustment Detail form, and click Add. Select a description on the Preference Hierarchy Selection form, and click Select.	Set up adjustment details. The 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).

9.6.3 Setting Up Adjustment Details

Access the Price Adjustment Detail Revisions form.

Figure 9–5 Price Adjustment Detail Revisions form

From Level	Threshold UM	Factor Value Numeric	B C	Basis Code	FV UM	Price Partial	Cur Cod	Effective Date
1.0000	EA	1,200.0000	5	Add on Amc	1	USD	01/01/99	

Depending on the selection in the Preference Hierarchy, the fields for the Order Detail Groups appear at the end of the detail area.

Effective Date

The system uses the system date as the default value in the Effective Date field.

From Level

For service contracts, the unit of measure for an item, not duration, must match the unit of measure on the contract.

Item Number

A number that the system assigns to an item. It can be in short, long, or third item number format.

Factor Value Numeric

Enter a code that indicates how the system adjusts an order line. The value in this field works in conjunction with the Basis field (BSCD). How you define the Basis field determines whether you enter a number or a code in this field.

If the Basis Code is:

1 - 5: Enter a positive number for markups; for example, **10**. Enter a negative number for discounts; for example, **10-**.

6: You want to base the adjustment on a variable table. Enter the code that identifies the variable table in the Formula Name column.

7: You want to use a formula to calculate the price. Enter the code that identifies the formula in the Formula Name column.

8: You want to calculate the adjustment using a custom program. Enter the program ID in the Formula Name column.

By entering a negative value in the **Factor Value Numeric** field, you can apply a discount.

For Agreement Penalty Schedules: Because the basis code for penalties is 5, enter a number as the factor value. Most agreement penalties are for a currency amount. The system multiplies the factor you enter by each unit of measure to calculate the penalty.

B C (basis code)

Enter a code that specifies how the system uses the factor value to calculate the adjustment or penalty schedule. The Basis Code field works with the Factor Value field. Values are:

0: Calculate the new base price on all adjustment definitions in the adjustment schedule through and including the adjustment definition with the New Base Price selection.

1: Multiply the base price by the factor value. The adjusted price is a percentage of the base price.

2: Multiply the current net price by the factor value. The adjusted price is a percentage of the current net price.

3: Multiply the item cost by the factor value. The adjusted price is a percentage of the item cost. You cannot use this basis code for a basket-level or order-level adjustment.

4: Add the factor value to the item cost. You cannot use this basis code for a basket-level or order-level adjustment.

Note: If you use basis code 3 or 4, specify the item cost that you want to use in the calculation in the Cost Method field (LEDG) in the detail area of the Price Adjustment Detail form.

5: Adjust the price by the factor value. If the value is positive, it increases the price by that amount; if the value is negative, it decreases the price by that amount.

6: Use the adjustment amount from the variable table. You specify the variable table in the Factor Value field.

7: Use a formula to calculate the adjustment. You specify the name of the formula in the Factor Value field.

8: Use a custom, user-defined program to calculate the adjustment. You specify the program ID in the Object Library field.

Note: If you define an adjustment that uses a custom program, the program must be one that you developed for this purpose and are prepared to support. JD Edwards is not responsible for providing custom programs or for supporting programs that you have developed.

9: Calculate the adjustment so that the resulting unit price has a gross profit margin equal to the factor value. You cannot use this basis code for a basket-level or order-level adjustment, or for a sliding rate adjustment.

For Agreement Penalty Schedules, enter **5** for all penalty schedules.

For Service Management, you can enter one of these values in the Basis Code field:

- **2:** Represents a percent markup or markdown (percent of the current net price).
- **3:** Represents a percent of the cost.
- **4:** Represents the cost plus the amount.
- **5:** 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.

Cur Cod (currency code)

Enter a code that identifies the currency of a transaction.

F G (free goods)

If a price adjustment is associated with any free goods information, this option is set to **Y**. Moreover, the option field in the Price Adjustment Detail Revisions will appear in reverse image to signify that the record is associated with free goods information.

Service Management does not use the Free Goods field to associate the price adjustment with free goods. Use these 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 case, enter **0** in the Actual Billable Amount field on the case or case time entry record.

9.7 Attaching Adjustment Schedules

After you completed the setup tasks that are associated with JD Edwards EnterpriseOne Advanced Pricing, you can apply an adjustment schedule to a service contract, work order, or case.

This section discusses how to:

- Attach an adjustment schedule to a customer record.
- Attach an adjustment schedule to a service provider record.
- Attach an adjustment schedule to a supplier record.
- Activate an adjustment schedule for a service contract.

- Activate an adjustment schedule for a work order.
- Activate an adjustment schedule for a warranty claim.
- Activate an adjustment schedule for a supplier recovery claim.
- Activate an adjustment schedule for a case.

9.7.1 Forms Used to Attach Adjustment Schedules

Form Name	FormID	Navigation	Usage
Work With Addresses	W01012B	Service & Warranty Setup (G1740), Address Book Revisions	Find address book records.
Address Book Revision	W01012A	Locate an address book record on the Work With Addresses form, and click Select.	Revise address book records.
Work With Service/Warranty Management Information	W1782G	Select SWM from the Form menu on the Address Book Revision form.	Select an information type record.
Customer Information Revisions	W1782B	Select an information type record on the Work With Service/Warranty Management Information form, and click Select.	Attach an adjustment schedule to a customer's contract, work order, or case.
Service Provider Revisions	W1782C	Locate the address book record for the service provider on the Work With Addresses form, and click Select. Select SWM from the Form menu on the Address Book Revision form. Select the information type record for the service provider on the Work With Service/Warranty Management Information form, and click the Select button.	Attach an adjustment schedule to a service provider record.

Form Name	FormID	Navigation	Usage
Supplier Information Revisions	W1782H	Locate the address book record for the supplier on the Work with Addresses form, and click Select. Select SWM from the Form menu on the Address Book Revision form. Select the information type record for the supplier on the Work With Service/Warranty Management Information form, and click the Select button.	Attach an adjustment schedule to a supplier record.
Work With Contracts	W1720A	Daily Contract Processing (G1714), Service Contract Detail	Find a contract.
Contract Revisions	W1721A	Locate a contract on the Work With Contracts form, and click Select.	Activate an adjustment schedule for a contract. 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.
Work With Work Orders	W48201F	Daily Work Order Processing (G1712), Work Order Entry	Find work orders.
Work Order Parts List Revisions	W17730A	Locate a work order on the Work With Work Orders form, and select Parts Detail from the Row menu.	Activate an adjustment schedule for a work order, in the detail area of the form. 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.
Work With Case Management	W17500A	Daily Case Processing (G17132), Case Entry	Find and select cases.
Manage Case	W90CG501J	Locate a case on the Work With Case Management form, and click Select.	Activate an adjustment schedule.

Form Name	FormID	Navigation	Usage
Billing Information	W90CG501B	Click the Billing detail link on the Manage Case form, and then select the Pricing Info tab.	<p>Activate an adjustment schedule for a case.</p> <p>If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the case. You can override the default value in the case.</p>
Work With Warranty Claims	W1777A	Daily Warranty Claim Processing (G1717), Warranty Claim Entry	Find warranty claims.
Warranty Claims Parts Detail	W17710A	Locate a warranty claim on the Work With Warranty Claims form, and select Parts Detail from the Row menu.	<p>Activate an adjustment schedule for a warranty claim in the detail area of the form.</p> <p>If you have attached an adjustment schedule to the service provider, the system retrieves the adjustment as the default value in the warranty claim. You can override the default value in the warranty claim.</p>
Labor Detail Revisions	W17712A	Locate a warranty claim on the Work With Warranty Claims form, and select Labor Detail from the Row menu.	Activate an adjustment schedule for a warranty claim in the detail area of the form.
Work With Supplier Recovery	W1779A	Supplier Recovery Daily Processing (G1718), Supplier Recovery Claim Entry	Find supplier recovery claims.
Supplier Recovery Parts Detail	W17710A	Locate a supplier recovery claim on the Work With Supplier Recovery Claims form, and select Parts Detail from the Row menu.	<p>Activate an adjustment schedule for a supplier recovery claim in the detail area of the form.</p> <p>If you have attached an adjustment schedule to the supplier, the system retrieves the adjustment as the default value in the supplier recovery. You can override the default value in the supplier recovery.</p>

Form Name	FormID	Navigation	Usage
Labor Detail Revisions	W17712A	Locate a supplier recovery claim on the Work With Supplier Recovery Claims form, and select Labor Detail from the Row menu.	Activate an adjustment schedule for a supplier recovery claim in the detail area of the form.

9.7.2 Attaching an Adjustment Schedule to a Customer Record

Access the Customer Information Revisions form.

Complete one of these fields to attach a schedule to a contract, work order, or case:

- Contracts
- Work Orders
- Cases

9.7.3 Attaching an Adjustment Schedule to a Service Provider Record

Access the Service Provider Revisions form.

Select the Adjustment Schedules tab, complete the Claims field, and click OK.

This information is used for warranty claims.

9.7.4 Attaching an Adjustment Schedule to a Supplier Record

Access the Supplier Information Revisions form.

Under the Adjustment Schedules region, complete the Claims field.

This information is used for supplier recovery.

9.7.5 Activating an Adjustment Schedule for a Service Contract

Access the Contract Revisions form.

Complete these fields:

- Advance Pricing
- Adjustment Schedule

9.7.6 Activating an Adjustment Schedule for a Work Order

Access the Work Order Parts List Revisions form.

Complete these fields, as necessary:

- Bill Adj. Schedule
The system retrieves this value from the SWM Customer information in JD Edwards EnterpriseOne Address Book.
- Pay Adj. Schedule
The system retrieves this value from the SWM Service Provider information in JD Edwards EnterpriseOne Address Book.

9.7.7 Activating an Adjustment Schedule for a Warranty Claim

Access the Warranty Claims Parts Detail form or the Labor Detail Revisions form.

Activate an adjustment schedule for a warranty claim in the detail area of the form.

9.7.8 Activating an Adjustment Schedule for Supplier Recovery Claim

Access the Supplier Recovery Parts Detail form or the Labor Detail Revisions form.

Activate an adjustment schedule for a supplier recovery claim in the detail area of the form.

9.7.9 Activating an Adjustment Schedule for a Case

Access the Billing Information form.

Click the Pricing Info tab, and complete the pricing information fields.

Note: You must enable the Bill for Cases processing option to activate adjustment schedules for cases. Use the Interactive Versions (IV) fast path to access the processing options for P90CG501, and enable the processing option on the Process tab.

9.8 Reviewing Price History

This section discusses how to review price history.

You can review the history of price adjustments and add price adjustments for contracts, work orders, warranty claims, and supplier recovery claims.

9.8.1 Forms Used to Review Price History

Form Name	FormID	Navigation	Usage
Work Order Labor Details	W17732D	Daily Work Order Processing (G1712), Work Order Entry Select a work order on the Work With Work Orders form, and select Labor Detail from the Row menu.	Access price history.
Price History	W4074C	Select a record on the Work Order Labor Details form, and select a Price History option from the Row menu.	Review price history.

9.8.2 Reviewing Price History

Access the Price History form.

Figure 9-6 Price History form

Price History

Form Row Tools

Currency Code: USD Foreign Line Number:

Address Number: 4253 City Light & Power Branch/Plant: M30

Ship To: 4253 City Light & Power Price Effective: 02/23/2011

Item Number: 7253 Service Center Adjustment Schedule:

Quantity From: 1 Pricing UOM:

Exchange Rate:

Records 1 - 1

<input type="checkbox"/>	<input type="checkbox"/>	Seq No.	New Base Price Flag	Adj Name	Desc Adj Name	Factor Value Numeric	Unit Price	B C	Desc BC	Factor Value UM
<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>					<input type="checkbox"/>		

Unit Cost: Unit Price: Profit Margin:

Review the price adjustment history. You can also add price adjustments on this form.

Note: The Reviewing Price History task is one method of reviewing price history for work orders. You can review contracts, warranty claims, and supplier recovery claims on their corresponding forms.

Working with Prepayments

This chapter contains the following topics:

- [Section 10.1, "Understanding Prepayment Processing"](#)
- [Section 10.2, "Authorizing Prepayment Transactions"](#)
- [Section 10.3, "Working with Prepayment Transactions"](#)

10.1 Understanding Prepayment Processing

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

The two types of prepayment transactions are:

- **Two-party prepayment**

Two-party prepayments are typically cash or check transactions that occur between you and the customer. When an order is prepaid with cash or a check, the system indicates the prepayment form, transaction, and total amount on the invoice.
- **Three-party prepayment**

Three-party prepayments typically are credit card transactions that occur between you, the customer, and the credit card company. In the system, the transaction is an electronic transmission of transaction information between the bank, the credit card company, and the credit card processor.

The prepayment processing system provides an interface between JD Edwards EnterpriseOne software applications and a seller's designated credit card processor. With the prepayment processing system, you can integrate credit card authorizations and final settlements with the business processes.

For three-party payment transactions, JD 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 the bank.

10.2 Authorizing Prepayment Transactions

This section provides an overview of prepayment-transaction authorization and discusses how to set processing options for the Authorize Prepayment Transactions program (R004201).

10.2.1 Understanding Prepayment-Transaction Authorization

From the Prepayment Processing menu (G1726), select 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 the middleware solution — a credit card processor. The processor then checks the cardholder's accounts for available funds and places a hold equivalent to the prepayment amount on the customer's credit line. The credit card processor then returns the authorization code to you.

When you run the transaction authorization program, the system reads over the transaction table and groups into a batch 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.

10.2.2 Setting Processing Options for the Authorize Prepayment Transactions Program (R004201)

These processing options supply the default values for the Work with Prepayment Processing Information program.

10.2.2.1 Defaults

Specifies the override code for the next status.

1. Authorized Lines

Enter a value from user-defined code (UDC) table 40/AT (Activity/Status Code) that indicates the next step in the order flow of the line type.

10.2.2.2 Holds

Specifies the hold authorization.

1. Authorization Hold for Prepayment Processing

Enter a value from UDC 42/HC (Hold Codes) that specifies the reason that an order is on hold.

10.3 Working with Prepayment Transactions

This section provides overviews of prepayment transactions, settlement of prepayment transactions, the process of running the A/R Draft Collection for Prepayments program, the process of reviewing prepayment journal entries, and the process of running the Prepayment Transaction Report program, and discusses how to:

- Work with prepayment transactions.
- Set processing options for the Settle Prepayment Transactions program (R004202).
- Set processing options for the A/R Draft Collection program (R03B680).
- Set processing options for the Prepayment Transaction Report program (R004203).

10.3.1 Understanding 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.

10.3.2 Understanding Settlement of Prepayment Transactions

From the Prepayment Processing menu (G1726), select Settle Prepayment Transactions.

Final settlement occurs between you and the credit card company by way of the 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 the processing options to purge all settled transactions from the Prepayment Transaction History table.

10.3.3 Understanding the Process of Running the A/R Draft Collection for Prepayments Program

From the Prepayment Processing menu (G1726), select 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.

The 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 to record 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 the company policy, use the AR Draft Collection for Prepayments to:

- 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).

This table describes how you can run the batch process in either proof or final mode:

Mode	Description
Proof mode	<p>In proof mode, the system:</p> <ul style="list-style-type: none"> ■ Selects drafts with a remitted to bank status, that is, drafts that have been remitted but not yet collected. ■ Prints a report that displays the drafts to be updated. It displays 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	<p>In final mode, the system works in the same way as proof mode except that it also:</p> <ul style="list-style-type: none"> ■ Changes the pay status of drafts to P (paid) or to another value that you select. ■ Closes the 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 (F03B11), Receipts Register, and Receipts Application Detail tables; and creates records in the Receipts Application Detail table.

10.3.4 Understanding the Process of Reviewing Prepayment Journal Entries

From the Prepayment Processing menu (G1726), select 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.

10.3.5 Understanding the Process of Running the Prepayment Transaction Report Program

From the Prepayment Processing menu (G1726), select Prepayment Transaction Report.

When you run the Prepayment Transaction Report, you can determine the statuses of the transactions. Based on the data selection, you can view prepayments that are authorized but not settled, or transactions that are in error.

10.3.6 Forms Used to Work With Prepayment Transactions

Form Name	FormID	Navigation	Usage
Work with Prepayment Transactions	W004201A	Prepayment Processing (G1726), Work with Prepayment Transaction.	Locate prepayment transactions.
Prepayment Transaction Revisions	W004201E	Select a transaction on the Work with Prepayment Transactions form, and select Revisions from the Row menu.	Review or revise prepayment transactions.

10.3.7 Working With Prepayment Transactions

Access the Work with Prepayment Transactions form.

Figure 10–1 Work with Prepayment Transactions form

The screenshot shows the 'Work with Prepayment Transaction - Work with Prepayment Transactions' form. It features a toolbar with icons for save, print, delete, and row actions. Below the toolbar are search fields for 'Order Number' and 'Prepayment Origination Flag'. A table displays a list of records with the following columns: Order Number, Or Ty, Order Co, Ord Suf, Line Number, Disply Seq, Prepayment Orig Flag, Pay Inst, Prepayment Trans Status, and Reason Code. The first record is selected, showing Order Number 28, Or Ty CM, Order Co 00200, Ord Suf 001, Line Number .001, Disply Seq 02, Prepayment Orig Flag 02, Pay Inst ?, Prepayment Trans Status 05, and Reason Code.

Order Number	Or Ty	Order Co	Ord Suf	Line Number	Disply Seq	Prepayment Orig Flag	Pay Inst	Prepayment Trans Status	Reason Code
28	CM	00200	001	.001	02	02	?	05	
28	CM	00200	001	.002	02	02	?	05	
28	CM	00200	001	.003	02	02	?	05	
28	CM	00200	001	.004	02	02	?	05	
28	CM	00200	001	.005	02	02	?	05	
28	CM	00200	001	.006	02	02	?	05	
29	CM	00200	001	.001	02	02	!		
29	CM	00200	001	.002	02	02	!		
29	CM	00200	001	.003	02	02	!		
29	CM	00200	001	.004	02	02	!		

Or Ty (order type)

Enter a value from UDC 00/DT (Document Types - All Documents) that identifies the type of document. This code also indicates the origin of the transaction. JD Edwards has reserved document type codes for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.)

These document types are defined by JD Edwards JD Edwards EnterpriseOne and should not be changed:

P: Accounts Payable

R: Accounts Receivable

T: Payroll

I: Inventory

O: Purchase Order Processing

L: General Accounting/Joint Interest Billing

S: Sales Order Processing

Ord Suf (order suffix)

In the AR and AP systems, this code corresponds to the pay item. In the Sales Order and Procurement systems, this code identifies multiple transactions for an original order.

For purchase orders, the code is always **000**.

For sales orders with multiple partial receipts against an order, the first receiver used to record receipt has a suffix of **000**, the next has a suffix of **001**, the next **002**, and so on.

Program ID

Enter the number that identifies the batch or interactive program (batch or interactive object). For example, the number of the Sales Order Entry interactive program is P4210, and the number of the Print Invoices batch process report is R42565.

The program ID is a variable length value. It is assigned according to a structured syntax in the form TSSXXX, where:

- **T:** The first character of the number is alphabetic and identifies the type, such as P for Program, R for Report, and so on. For example, the value P in the number P4210 indicates that the object is a program.
- **SS:** The second and third characters of the number are numeric and identify the system code. For example, the value 42 in the number P4210 indicates that this program belongs to system 42, which is the Sales Order Processing system.
- **XXX:** The remaining characters of the number are numeric and identify a unique program or report. For example, the value 10 in the number P4210 indicates that this is the Sales Order Entry program.

Prepayment Trans Status

On Prepayment Transaction Revisions, you can manually update the status of the prepayment transaction.

10.3.8 Setting Processing Options for the Settle Prepayment Transactions Program (R004202)

Use these processing options to supply the default values for the Settle Prepayment Transactions program.

10.3.8.1 Defaults

Specifies the override code for the next status.

1. Settled Lines

Enter a value from UDC 40/AT (Activity/Status Code) that indicates the next step in the order flow of the line type.

10.3.8.2 Holds

Specifies the hold authorization.

1. Settlement Hold for Prepayment Processing

Enter a value from UDC 42/HC (Hold Codes) that specifies the reason that an order is on hold.

10.3.9 Setting Processing Options for the A/R Draft Collection Program (R03B680)

Use these processing options to supply the default values for the A/R Draft Collection program.

10.3.9.1 Proof/Final

Specifies the default value for the final mode.

1. Final Mode

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. Values are:

Blank: Proof mode

1: Final mode

10.3.9.2 As Of Date

1. As Of Date

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.

10.3.9.3 G/L Date

These processing options specify the default values for GL processing.

1. Journal Entry G/L Date (journal entry general ledger date)

Specify the GL 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 (general ledger date from bank account float day)

Specify whether to add the float days specified for the GL bank account in the Bank Transit Master table (F0030) to the draft due date used as the GL date on the journal entry that the system generates for draft collection. Values are:

Blank: Use the date from the previous processing option.

1: Add the number of float days specified for the GL bank account to the due date.

Note: The system generates a separate journal entry for each GL date that the system calculates.

3. G/L Date from Float Day Entered (general ledger date from float day entered)

Specify whether to use a different number of float days to add to the due date used as the GL date, instead of the days specified for the bank account in the Bank Transit Master table (F0030). Values are:

Blank: Do not specify float days. Use one of the previous processing options to determine the GL date.

1: Use the float days specified in the next processing option to determine the GL 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

Specify the number of float days for the system to add to the due date used as the GL 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

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.

10.3.9.4 Pay Status

These processing options specify the default values for the payment status.

1. Pay Status Code

Enter a value from UDC 00/PS (Payment Status code) that specifies the payment status code for the system to assign to collected drafts. 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 select to update the pay status to **P** but do not close the draft, the system considers the draft open and:

Does not create Receipts Detail records (F03B14) for the R1 draft invoice records.

Does not update the pay status of the R1 draft records to **P**. It updates the pay status to **A**.

Creates an empty batch header record for batch type DB. You can either post the empty batch header record or run the Batch to Detail integrity report (R007031) to delete it.

2. Close Draft

Specify whether to remove the open amount from the R1 draft invoice record (F03B11) if one exists. 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 select to update the pay status to **P** but do not close the draft, the system considers the draft open and:

Does not create Receipts Detail records (F03B14) for the R1 draft records.

Does not update the pay status of the R1 draft records to **P**. It updates the pay status to **A**.

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.

10.3.9.5 Exchange Rate

This processing option specifies the default value for the exchange rate.

1. Exchange Rate Override

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.

10.3.10 Setting Processing Options for the Prepayment Transaction Report Program (R004203)

Use this processing option to supply the default value for the Prepayment Transaction Report program.

10.3.10.1 Purge

Specifies the default value for the purge program.

1. Purge Prepayment Transactions

Specify whether the system purges prepayment transactions. Values are:

Blank: Do not purge.

1: Purge.

Understanding Vertex Sales Tax Q Series

This chapter contains the following topics:

- [Section 11.1, "Vertex Sales Tax Q Series"](#)

11.1 Vertex Sales Tax Q Series

To apply sales taxes automatically, you can use the Vertex Sales Tax Q Series system with these JD Edwards JD Edwards EnterpriseOne systems:

- General Accounting
- Accounts Receivable
- Accounts Payable
- Sales Order Management
- Procurement
- Service Management
- Contract Billing
- Service Billing

Important: If you are using the Payroll system, you are required to use the Vertex for Payroll Tax system.

See "Setting Up Tax Information" in the *JD Edwards EnterpriseOne Applications Human Capital Management Fundamentals Implementation Guide*.

See Also:

- "Setting Up the Interface to Vertex Sales Tax Q Series" in the *JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide*.

Delivered Workflow for JD Edwards EnterpriseOne Service Management

This appendix contains the following topic:

- [Section A.1, "Delivered Workflows for JD Edwards EnterpriseOne Service Management"](#)

See Also:

- *JD Edwards EnterpriseOne Tools Workflow Tools Guide.*

A.1 Delivered Workflows for JD Edwards EnterpriseOne Service Management

This section discusses the JD Edwards EnterpriseOne Service Management workflows.

A.1.1 Work Order Activity Rules

This section discusses the Work Order Activity Rules workflow.

A.1.1.1 Description

Workflow Description

The system calls the workflow WOACTRULES when adding a work order or changing the work order status. The system sends approval messages for status changes based on the approval type, work order type, and estimated amount. WOACTRULES will determine the available next statuses for the order type.

Workflow Trigger

Adding a work order or changing the estimated amount or status on a work order.

Workflow Action

The system sends an approval message to a user-defined distribution list. The status is not changed until the change has been approved.

A.1.1.2 Workflow Objects

System

13

Workflow Object Name

WOACTRULES

Object IDs

W90CD002B, N4800350, P13714/W13714A, P13714/ 13714B, P17714/W17714A

Event Description / Function Names

Call Work Order Work Flow, Ok Post Button Clicked, Save Changes Button Clicked

Sequence / Line Numbers

235, 109, 85, 160, 271

A.1.2 WO Document Type

This section discusses the WO Document Type workflow.

A.1.2.1 Description

Workflow Description

WOTYPE is a part of the WOACTRULES workflow process. WOACTRULES calls WOTYPE process when the work order document type is for maintenance; the code is WO in the 00/DT UDC table. WOTYPE determines the type of work order to process. Depending on whether the work order type is 1, 3, or 6, WOTYPE calls WOTYPE1, WOTYPE3, or WOTYPE6 workflow process.

Workflow Trigger

WOACTRULES workflow triggers WOTYPE workflow when the work order document type is WO.

Workflow Action

WOTYPE processes type 1, type 3, or type 6 work order type.

A.1.2.2 Workflow Objects

System

13

Workflow Object Name

WOTYPE

Object IDs

WOACTRULES

Event Description / Function Names

NA

Sequence / Line Numbers

NA

A.1.3 WO Type Code 1

This section discusses the WO Type Code 1 workflow.

A.1.3.1 Description

Workflow Description

WOTYPE1 is a part of the WOACTRULES workflow process. WOTYPE calls WOTYPE1 when the work order type is 1 for one time maintenance work. WOTYPE1

determines the approval type to process. Depending on whether the approval type is 1 or 2, WOTYPE1 calls WO1APP1 or WO1APP2 workflow process.

Workflow Trigger

WOTYPE workflow triggers WOTYPE1 workflow when the work order type is 1.

Workflow Action

WOTYPE1 determines whether the approval type is 1 or 2 and calls WO1APP1 or WO1APP2 workflow process.

A.1.3.2 Workflow Objects

System

13

Workflow Object Name

WOTYPE1

Object IDs

WOTYPE

Event Description / Function Names

NA

Sequence / Line Numbers

NA

A.1.4 WO Type Code 3

This section discusses the WO Type Code 3 workflow.

A.1.4.1 Description

Workflow Description

WOTYPE3 is a part of the WOACTRULES workflow process. WOTYPE calls WOTYPE3 when the work order type is 3 for capital project work order.

Workflow Trigger

WOTYPE workflow triggers WOTYPE3 workflow when the work order type is 3.

Workflow Action

If work order status = C1, the system sends approval message to a distribution list. If work order status is not equal to C1, then no approval action is required and the status is advanced.

A.1.4.2 Workflow Objects

System

13

Workflow Object Name

WOTYPE3

Object IDs

WOTYPE

Event Description / Function Names

NA

Sequence / Line Numbers

NA

A.1.5 WO Type Code 6

This section discusses the WO Type Code 6 workflow.

A.1.5.1 Description

Workflow Description

WOTYPE6 is a part of the WOACTRULES workflow process. WOTYPE calls WOTYPE6 when the work order type is 6 for scheduled work order.

Workflow Trigger

WOTYPE workflow triggers WOTYPE6 workflow when the work order type is 6.

Workflow Action

The system does not process action with this workflow.

A.1.5.2 Workflow Objects

System

13

Workflow Object Name

WOTYPE6

Object IDs

WOTYPE

Event Description / Function Names

NA

Sequence / Line Numbers

NA

A.1.6 WO Type 1 Approval Type 1

This section discusses the WO Type 1 Approval Type 1 workflow.

A.1.6.1 Description

Workflow Description

WO1APP1 is part of the WOACTRULES workflow process. WOTYPE1 calls WO1APP1 when the approval route is 1. WO1APP1 determines the distribution list to send the work order approval based on the status of the work order. WO1APP1 advances the status to approved and allows for further advancement of statuses.

Workflow Trigger

WOTYPE1 workflow triggers WO1APP1 workflow when the work order approval route is 1.

Workflow Action

If work order status = M or M*, the system sends an approval message to the distribution list (M= 7405, M* = 7384). Once approved, the system advances the status to approved and allows for further advancement of statuses. If work order status is not equal to M or M*, then no approval action is required and the status is advanced.

A.1.6.2 Workflow Objects**System**

13

Workflow Object Name

WO1APP1

Object IDs

WOTYPE1

Event Description / Function Names

NA

Sequence / Line Numbers

NA

A.1.7 WO Type 1 Approval Type 2

This section discusses the WO Type 1 Approval Type 2 workflow.

A.1.7.1 Description**Workflow Description**

WO1APP2 is part of the WOACTRULES workflow process. WOTYPE1 calls WO1APP2 when the approval route is 2. WO1APP2 determines the distribution list to send the work order approval based on the status of the work order. WO1APP2 advances the status to approved and allows for further advancement of statuses.

Workflow Trigger

WOTYPE1 workflow triggers WM1APP2 workflow when the work order approval route is 2.

Workflow Action

If work order status = M*, the system sends an approval message to the distribution list 7384. Once approved, the system advances the status to approved and allows for further advancement of statuses. If the work order status is not equal to M*, then no approval action is required and the status is advanced.

A.1.7.2 Workflow Objects**System**

13

Workflow Object Name

WO1APP2

Object IDs

WOTYPE1

Event Description / Function Names

NA

Sequence / Line Numbers

NA

Glossary

Asset Number

See **Equipment Number**.

Branch Plant

Enter an alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

You can assign a business unit to a document, entity, or person for purposes of responsibility reporting. For example, the system provides reports of open accounts payable and accounts receivable by business unit to track equipment by responsible department.

Business unit security might prevent you from viewing information about business units for which you have no authority.

Customer Number

Enter a user-defined name or number that identifies an address book record. You can use this number to locate and enter information about the address book record. If you enter a value other than the address book number (AN8), such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book constants. When the system locates the record, it returns the address book number to the field.

For example, if address book number 4100 (Total Solutions) has a long address TOTAL and an * distinguishes it from other entries (as defined in the Address Book constants), if you typed *TOTAL into the field, the system would return 4100.

Document Type

Enter a value from user-defined code (UDC) table 00/DT (Document Type - All Documents) that identifies the origin and purpose of the transaction. The system reserves several prefixes for document types, such as vouchers, invoices, receipts, and timesheets. The reserved document type prefixes for codes are:

P: Accounts payable

R: Accounts receivable

T: Time and Pay

I: Inventory

O: Purchase order

S: Sales order

Equipment Number

Enter an identification code that represents an asset. You enter the identification code in one of the these formats:

- Asset number (a computer-assigned, eight-digit, numeric control number)
- Unit number (a 12-character alphanumeric field)
- Serial number (a 25-character alphanumeric field)

Every asset has an asset number. You can use unit number and serial number to further identify assets. If this is a data entry field, the first character you enter indicates whether you are entering the primary (default) format that is defined for the system, or one of the other two formats. A special character, such as a slash (/) or an asterisk (*), in the first position of this field indicates which asset number format you are using. You assign special characters to asset number formats on the fixed assets system constants form.

G/L Cat (general ledger category)

Enter a value from UDC 41/9 (G/L Posting Category) that identifies the GL offset that system uses when it searches for the account to which it posts the transaction. If you do not want to specify a class code, you can enter **** (four asterisks) in this field.

You can use AAIs to predefine classes of automatic offset accounts for the Inventory Management, Procurement, and Sales Order Management systems. You might assign GL class codes as follows:

IN20: Direct Ship Orders

IN60: Transfer Orders

IN80: Stock Sales

The system can generate accounting entries based upon a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries such as:

Sales-Stock (Debit) xxxxx.xx

A/R Stock Sales (Credit) xxxxx.xx

Posting Category: IN80

Stock Inventory (Debit) xxxxx.xx

Stock COGS (Credit) xxxxx.xx

The system uses the class code and the document type to find the AAI.

Inventory Item Number or Item Number

Enter a number that the system assigns to an item. It can be in short, long, or third item number format.

Obj Acct (object account)

Enter the object account, which is the portion of a general ledger account that refers to the division of the Cost Code (for example, labor, materials, and equipment) into subcategories. For example, you can divide the Cost Code for labor into regular time, premium time, and burden.

The system retrieves the GL account number for time entry purposes when you enter time for a work order or case.

If you use a flexible chart of accounts and the object account is set to six digits, JD Edwards recommends that you use all 6 digits. For example, entering 000456 is not the same as entering 456 because if you enter 456 the system enters three blank spaces to fill a six-digit object.

Product Family

Enter a value from UDC 17/PA (Product Family) that classifies an inventory item into a family for customer service. Examples include Laser Printer, Inkjet, or Fax.

Product Model

Enter a value from UDC table 17/PA (Product Model) that classifies an inventory item into a model for customer service.

Examples include Laser Printer, Inkjet, or Fax.

Responsible BU Location (responsible business location)

Enter a code that specifies from which tables the system retrieves the responsible business unit to which contracts should be billed. The default value is 1. Values are:

- 1: Item Master-Service/Warranty Extension table (F4117) and the Item Branch Master-Service/Warranty Extension table (F41171).
- 2: Product Family/Model Master table (F1790).
- 3: Equipment Master Extension table (F1217).
- 4: Address Book Master table (F0101).
- 5: S/WM Line Type Constants table (F1793).

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

Site Number

Enter a user-defined name or number that identifies an address book record. You can use this number to locate and enter information about the address book record. If you enter a value other than the address book number (AN8), such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book constants. When the system locates the record, it returns the address book number to the field.

Work Center

Enter a code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

This code is application-specific for a work center.

You can assign a business unit to a document, entity, or person for purposes of responsibility reporting. For example, the system provides reports of open accounts payable and accounts receivable by business unit to track equipment by responsible department.

Business unit security might prevent you from viewing information about business units for which you have no authority.

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

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