ramco

Ramco Aviation Solution

Version 5.7.6

Enhancement Notification

Sales

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WHAT'S NEW IN EXCHANGES?

Requirement to bill back repair prior to completion of repair in a top assembly exchange

Reference: AHBF-14112

Background

Exchange of parts is a common scenario in MRO maintenance cycle. When parts get exchanged, customers are billed based on any one of the following models:

1. Exchange with Repair Bill Back
   In this model, the customer is charged with an exchange premium initially and the repair cost is also charged on the customers as a bill back. In **Ramco Aviation Application**, this is referred as 'Exchange with Repair'.

2. Exchange without Repair Bill Back
   In this model, customer is charged with an exchange fee which is inclusive of an estimated repair cost of the core unit. Post servicing the core unit, there is no bill back. Hence, the value difference between the estimated amount and the actual repair cost is absorbed by the MRO. In the system, this is referred as 'Flat Exchange'. Currently, the system does not support flat exchange of top assembly. Only in the case of sub-assembly standard exchange, flat exchange is supported.

The current change encompasses the requirement of component MROs whose primary operating model is top assembly exchange, and the billing model is 'exchange with repair bill back'. In this model, while the exchange fee gets billed on the customer as soon as the source unit is shipped, bill back for repair cost is made under three different models as given below:

1. Repair cost billed after the core unit is serviced:
   In this model, the core unit received from the customer gets serviced. Upon completion of the work, the customer is billed as per the agreed terms.
   As per this model, the MROs cannot bill their customer for the repair cost of core unit, until the core unit gets serviced.

2. Estimated repair cost billed upon receipt of the core unit:
   In this model, the core unit received from customer is inspected first and estimates are prepared. Customer is billed based on this estimates without having to wait for the core unit to get serviced. This model helps the MROs to postpone the servicing of the core units to a later point as the customer is already billed based on an estimate.
   This model helps the MROs to process the bills earlier as compared to the first model.

3. Estimated repair cost billed for agreed work scope as soon as the source unit is shipped and any Out of Scope (OOS) element is billed later when the actual OOS info is available
   In this model, as soon as the source unit is shipped to the customer, MROs send the bills to the customer for the exchange fee which will include an estimated charge for the agreed work scope items. After the core unit is received from the customer, the parts get inspected and estimates are prepared. Customer is billed for any out of scope items post the actual inspection of parts.

4. Repair cost billed progressively as and when the work gets competed
   In this model, the core unit received from the customer is routed to work center. As and when some tasks get completed, the customer is served with a bill for the services carried out so far. In this model, the MRO sends the bills progressively for the work completed so far, without having to wait for the core unit to get serviced completely.
   As per this model, MROs need not wait for the entire unit to get serviced but, can start billing the customer as and when the tasks get completed, progressively.
   While the application currently supports the first model of bill back, this change is about the 2nd and 3rd models.

Change Details

Customer billing is primarily based on the ‘Eligibility’ for billing and ‘Source’ for billing. Billing milestone recognizes the eligibility for billing through ‘Invoicing Event’ and source for billing through ‘Invoice Basis’. Sale Contract billing milestone is enhanced with a new set of invoicing events for top assembly exchange: ‘Exchange Issue’ to cater to the billing of Exchange fee where issue of the exchange unit to customer determines the eligibility of billing and ‘**Every Quote Approval**’, for the bill back of the repair cost/ out of Scope items, where Quote approval determines the eligibility of the billing.

Sale Quotation is enhanced to facilitate incremental quote for such repair bill back with estimated repair costs by flagging the items already billed in the previous revisions of the quote.

- **Sale Contract**: Invoicing and Payment Tab:
  A new control ‘Invoice for’ with values ‘Top Assy. Exch.’ and “Regular Repair” is added in the header and multiline. Currently, the milestones defined in the Contract are that of a Regular Repair. Flexibility to define top assembly exchange related milestones are not provided in the Contract. With the introduction of ‘Invoice for’, milestone specific to regular repair and top assembly exchange can now be defined. (Refer Exhibit 1)

Note: Milestones with Invoice for as Top Assembly Exchange has to be defined if Top Assembly Exchange is set as allowed in the Part Handling details of the contract.

- Invoicing events applicable for 'Top Assy. Exch.' are 'Exchange Issue', 'Every Quote Approval' and 'Work Completion'. Exchange Issue denotes the fulfilment of the primary obligation of the Customer Order, which is identified through the confirmation of the Issue document through which the part is issued to customer in an exchange. Every Quote Approval denotes approval of quotation document, prepared subsequent to the fulfilment of exchange issue milestone, for the repair bill back/ out scope items identified during estimations for the repair. 'Work Completion' denotes the completion of the repair/ overhaul for the customer part which is received and would be converted as owned Part. This is identified by the closure of the **Shop Work Order**.

<u>Sale Quotation</u>

- A new control 'Unbilled Value' is added in the 'Quote Main Info.' to display the value being quoted but not invoiced in the quotation, which is being revised with new items for billing. (refer Exhibit 2)
- A new column 'Unbilled Value' is added in the 'Pricing summary tab.' (refer Exhibit 3)
- A new control 'Invoiced?' Is added in 'Materials' and 'Resources' tab pages in **Manage Sale Quote** for displaying the new items in the quote, which is not already billed.
- Progressive Invoice can be raised for the new Quote revision with new unbilled items. Process Invoice in **Service Sale Billing** is enhanced with the capability of invoicing with new quote revisions with unbilled items.

For Invoicing of Exchange fee as explained in the above three models, 'Invoice for' is to be selected as "Top Assy. Exch." and invoicing event to be selected as 'Exchange Issue'.

1. <u>Repair cost billed after the core unit is serviced:</u>
   In this model, Invoicing event which triggers the milestone to raise Invoice will be selected as 'Work Completion' and 'Basis – Regular' (Invoice Basis) which is the source of billing is to be selected as either "Quote" or "Actuals".(Refer Exhibit – 4)

2. <u>Estimated repair cost billed upon receipt of the core unit:</u>
   In this model invoicing event which triggers the milestone to raise Invoice will be selected as 'Every Quote Approval' and 'Basis – Regular' (Invoice Basis) which is the source of billing should be selected as "Quote". (Refer Exhibit – 5) In pricelist, pricing definition of exchange fee does not include estimated repair cost. MRO can

estimate the repair cost without servicing the core unit. MRO can quote the estimated repair cost and raise the bill based on the quote.

3. <u>Estimated repair cost billed for agreed work scope as soon as the source unit is shipped and any out of scope element is billed later when the actual OOS info is available</u>
   In this model, invoicing event which triggers the milestone to raise Invoice will be selected as ‘Every Quote Approval’ and ‘Basis – Regular’ (Invoice Basis) which is the source of billing should be selected as ‘Quote’. (Refer Exhibit – 5) Pricing definition in pricelist for exchange fee also includes repair cost. On receiving of core unit from the customer and for the out of scope elements identified, MRO can create incremental quote and all the tasks are fetched in Quote. The tasks which are in scope and billed as part of the Exchange fee can be selected with Billable as ‘No’ against that task. MRO can select the out of scope elements in quote and raise invoice for those elements.

✎ *Note: Progressive billing based on task closure for repair cost bill back is not supported in a top assembly exchange scenario.*

Exhibit 1

Manage Sale Contract

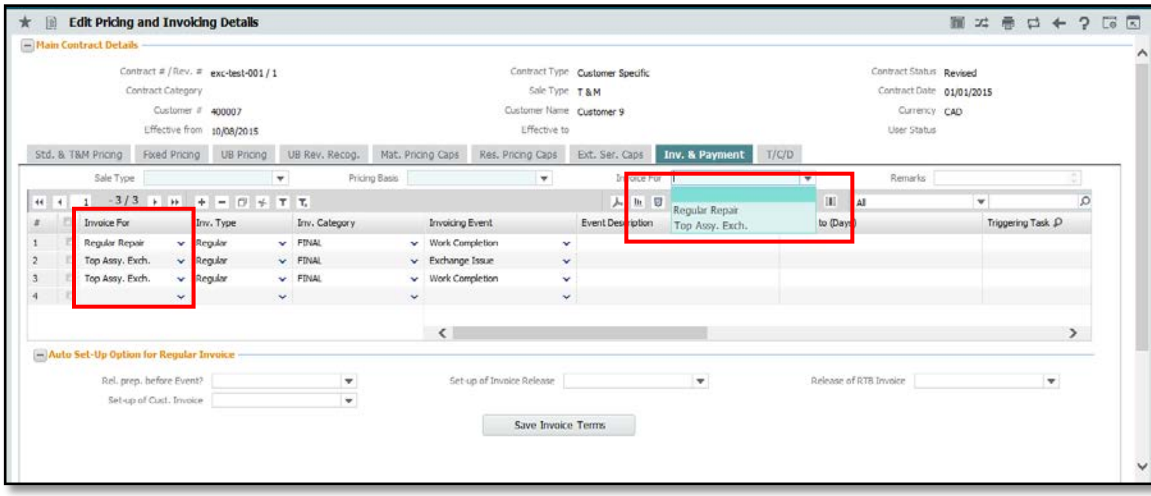


Exhibit 2

Manage Sale Quote – Main Info. tab

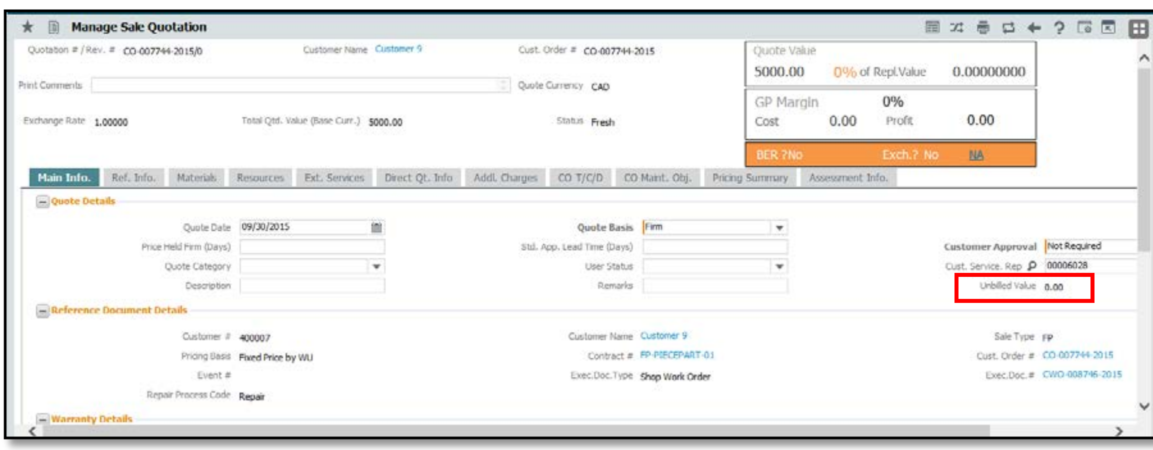


Exhibit 3

Manage Sale Quote – Pricing Summary tab

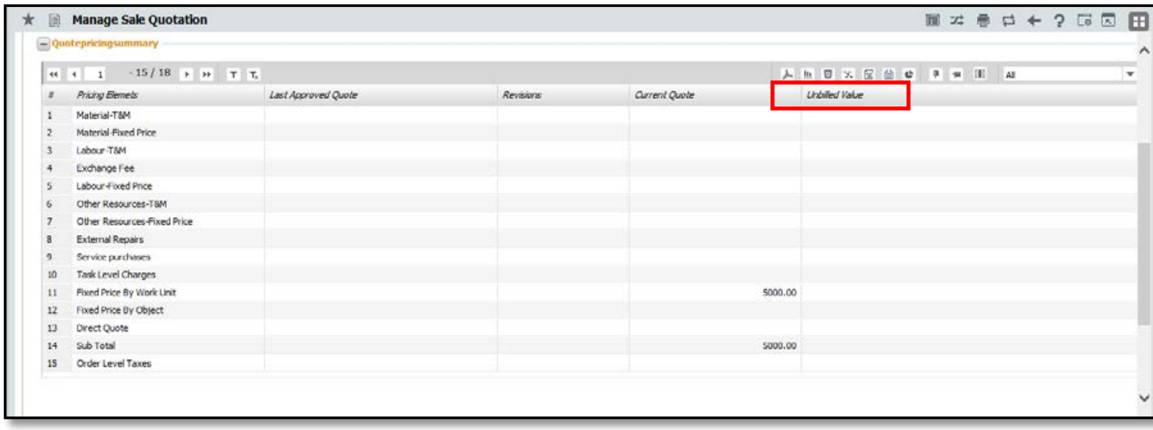


Exhibit 4

Repair cost billed after the core unit is serviced:

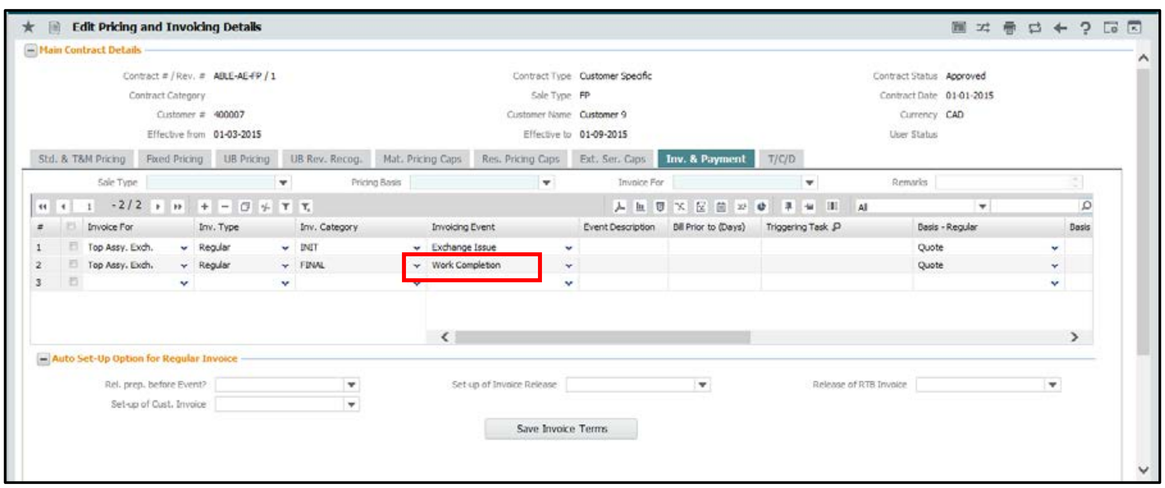
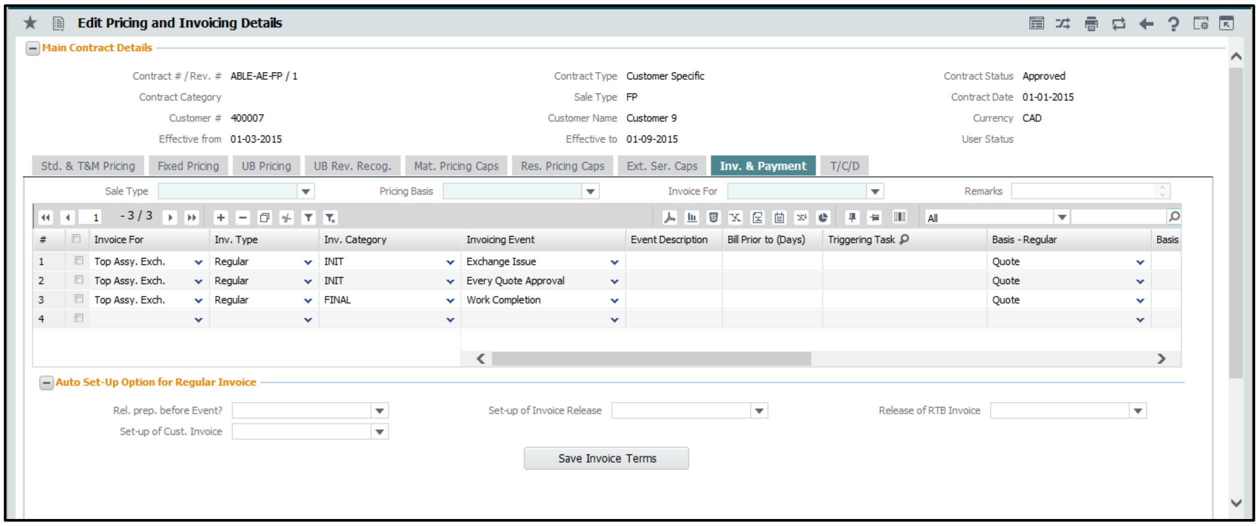


Exhibit 5

Estimated repair cost billed upon receipt of the core unit



WHAT'S NEW IN FIXED PRICING?

Requirement to define fixed price based on main core quantity

Reference: AHBF-11991

Background

In sale contract, Fixed Price can be defined only at task level irrespective of main core quantity serviced. This enhancement enables the user to define fixed price per main core unit in Sale Contract and price can be automatically quoted/ billed based on the number main core units that are serviced by multiplying main core units with the price per main core unit.

Change Details

- New controls ‘Price Defn. for?’, ‘Price Multiplier’, ‘UOM’ and ‘Price For’ are added in Fixed Pricing page in Manage sale contract.
- New controls ‘Qty.’, ‘Modified Qty.’, ‘Qty. Ref.’, ‘scrap Qty.’, ‘FP – Mat.per Unit’, ‘FP – Lab.per Unit’, ‘FP – Oth. Res. per Unit’ and ‘FP - Total per Unit’ are added in Ref. Info. Tab in Manage Sale Quotation to display main core quantity and per unit prices defined in the contract. Existing controls are renamed to display the extended prices.
- New controls ‘Qty.’, ‘Modified Qty.’, ‘Qty. Ref.’, ‘scrap Qty.’, ‘FP – Mat. per Unit’, ‘FP – Lab. per Unit’, ‘FP – Oth. Res. per Unit’ and ‘FP - Total per Unit’ are added in Reg. billing Info. Tab in Process Invoice to display main core quantity and per unit prices defined in the contract. Existing controls are renamed to display the extended prices.

Changes in Manage Sale Contract:

- “Price Defn. for?” is loaded with ‘Cust. Main core’ and ‘WO Main core. If user selects Cust. Main Core, main core quantity of root work order will be considered to calculate final price. If user selects WO Main Core, main core quantity of corresponding work order in which task is added will be considered to calculate final price.
- Price Multiplier is loaded with Applicable and Not Applicable. If user selects ‘Applicable’ then only current enhancement of multiplication of Main Core Qty. will be available. (Exhibit – 1)

Changes in Manage Sale Quotation:

- Both Qty. and Modified Qty. displays number of main core quantity that is serviced/ serviceable in a work order. This enhancement also allows the user to modify the main core quantity in **Sale Quotation** and quote to the customer accordingly.
- Scrap Qty. displays the number of main core units that are scrapped during work execution. It gives the user the visibility of scrap quantity before quote to customer, so that user can modify the main core Qty. for pricing.
- ‘FP – Mat.per Unit’, ‘FP – Lab. per Unit’, ‘FP – Oth. Res. per Unit’ and ‘FP - Total per Unit’ displays per unit prices of materials, labor, other resources and total respectively as defined in contract. This enhancement also allows the user to modify the prices in Sale Quotation and quote the modified price to the customer.
- Existing controls are renamed as ‘Extd. FP – Mat.per Unit’, ‘Extd. FP – Lab.per Unit’, ‘Extd. FP – Oth. Res. per Unit’ and ‘Extd. FP - Total per Unit’ which displays the final extended prices by multiplying per unit prices with main core quantity. (Exhibit – 2)

Changes in Process Invoice:

- Both Qty. and Modified Qty. displays number of main core quantity that is serviced/ serviceable in a work order. This enhancement also allows the user to modify the main core quantity and bill the modified price to the customer.
- Scrap Qty. displays the number of main core units that are scrapped during work execution. It gives user the visibility of scrap quantity so that user can modify the main core Qty. accordingly.
- ‘FP – Mat.per Unit’, ‘FP – Lab.per Unit’, ‘FP – Oth. Res. per Unit’ and ‘FP - Total per Unit’ displays per unit prices of materials, labor, other resources and total respectively as defined in contract. This enhancement also allows the user to modify the price and bill to the customer.
- Existing controls are renamed as ‘Extd. FP – Mat.per Unit’, ‘Extd. FP – Lab.per Unit’, ‘Extd. FP – Oth. Res. per Unit’ and ‘Extd. FP - Total per Unit’ which displays the final extended prices by multiplying per unit prices with main core quantity. (Exhibit – 3 & 4)

For e.g.

For a task T1 performed, the final price will be computed as follows:

Task	Price Multiplier	Price Defn. for?	Fixed Price	Root SWO Main core quantity	Child WO Main core quantity	Final Price
T1	Applicable	Cust. Main core	$1000	1	2	$1000
T1	Applicable	WO main core	$1200	2	4	$4800
T1	Not Applicable		$500	2	1	$500

Exhibit 1:

Manage Sale Contract

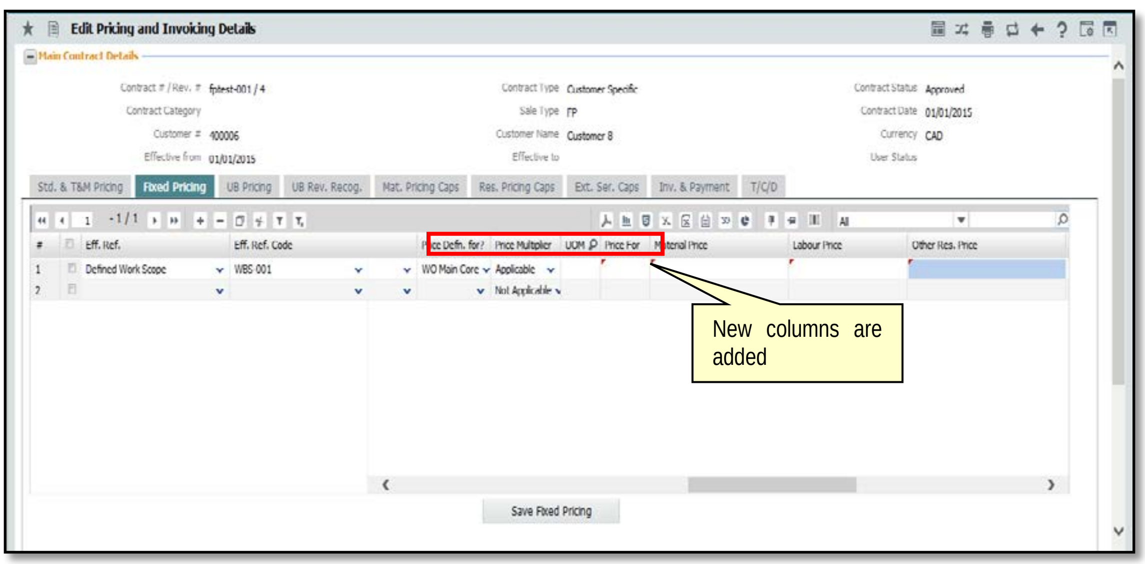


Exhibit 2:

Manage Sale Quotation

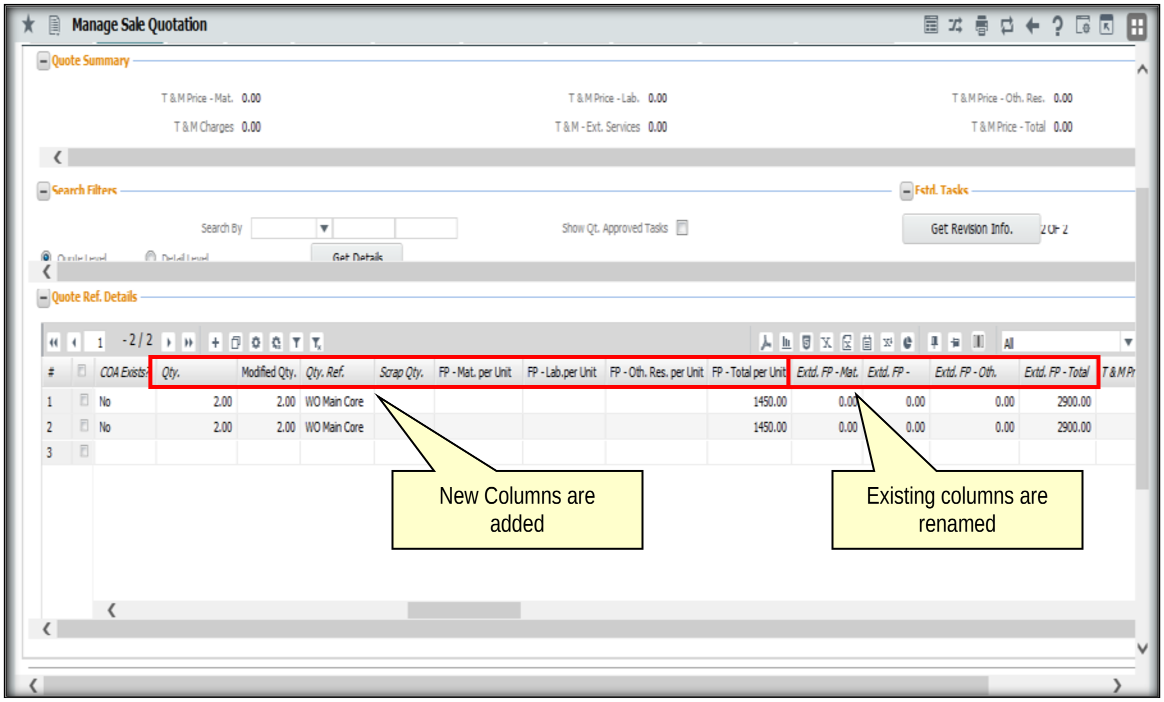


Exhibit 3:

Process Invoice

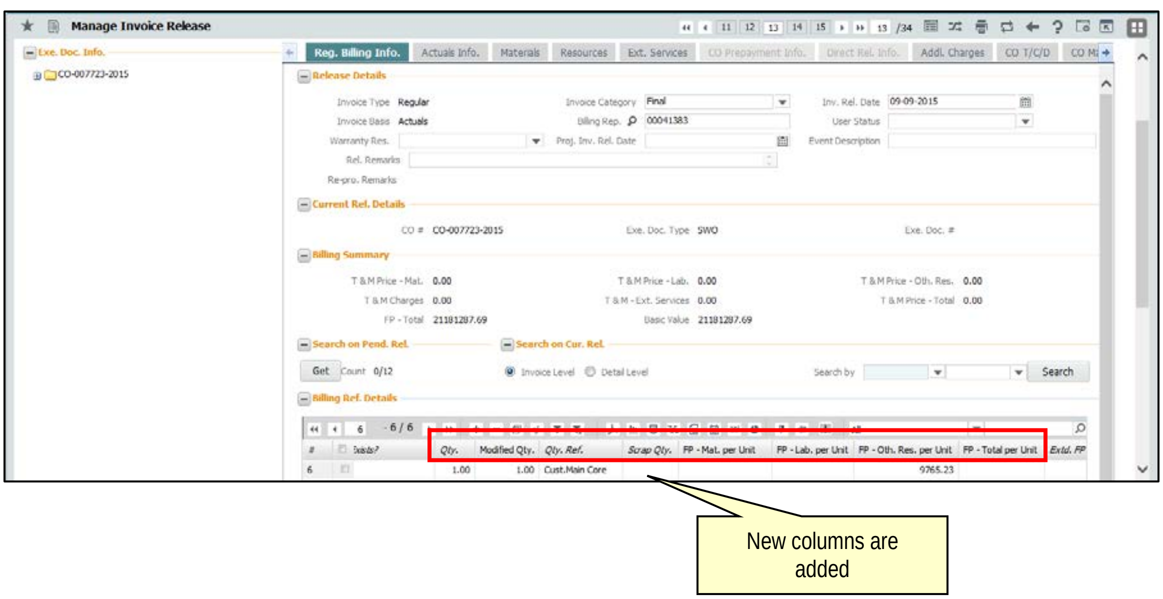
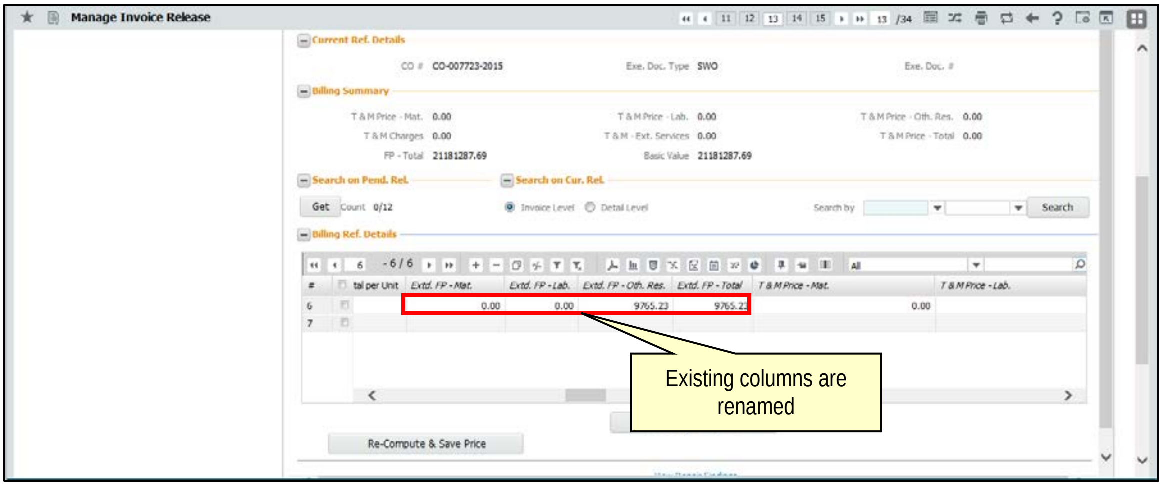


Exhibit 4:

Process Invoice



WHAT'S NEW IN RECORD WORK ESTIMATES?

Requirement to Multiply Part & Resource requirements with Main core unit in Work Estimates

Background

For a task added to a Work Order, part and resource requirements defined in the Task master will be fetched in the **Edit Work Estimates** screen irrespective of the main core quantity. Currently the system does not have the ability to multiply the part and resource requirements with the main core quantity, in case the main core quantity of a work order is more than '1' and part and resource requirements are defined in Task master for one main core quantity. This enhancement allows the user to multiply part and resource requirements with main core quantity of the work order.

Change Details

- New Set Options has been added to **Set Sales Process Parameters** in **Customer** in the **Sales Setup** component. (Exhibit – 1)

    - Multiply part requirements with SWO Main core Quantity.
    - Multiply skill requirements with SWO Main core Quantity
    - Multiply other resource requirements with SWO Main core Quantity.

- Existing controls 'Std. Qty.', 'Std. Time', 'Std. Nos' in Edit Work estimates screen are renamed as 'Std. Qty. per Main Core unit', 'Std. Time per Main Core unit' and 'Std. Nos per Main Core unit'
- If "Multiply part requirements with SWO Main core Quantity" is set as 'Required', Std. Qty. per main core unit will be multiplied by main core quantity of the respective order and displayed in Est. Qty. in Part Requirements of Edit Work Estimates screen. (Exhibit – 2)
- If "Multiply Skills requirements with SWO Main core Quantity" is set as 'Required', Std. Time. per Main Core unit and Std. Nos per main core unit will be multiplied by main core quantity of the respective order and displayed in Est. Time , Reqd. Time and Est. Nos, for the Resource Type "Skill". (Exhibit – 3)
- If "Multiply other resource requirements with SWO Main core Quantity" is set as 'Required', Std. Time. per Main Core unit and Std. Nos per main core unit will be multiplied by main core quantity of the respective order and displayed in Est. Time , and Est. Nos, for the Resource Type other than "Skill".

Exhibit 1:

Set Options in **Set Sales Process Parameter**

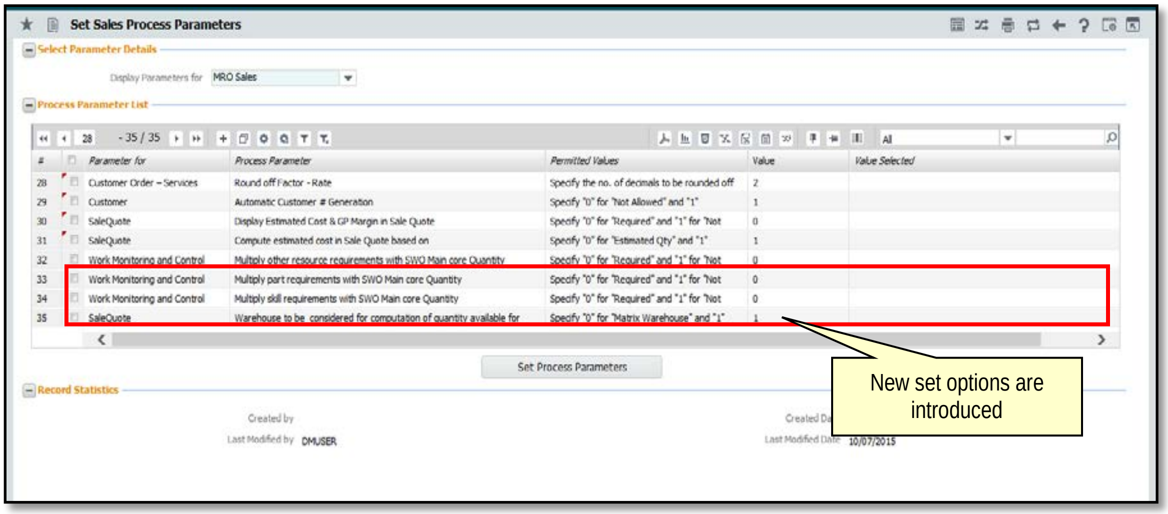


Exhibit 2:

Edit Work estimates – Part Requirements

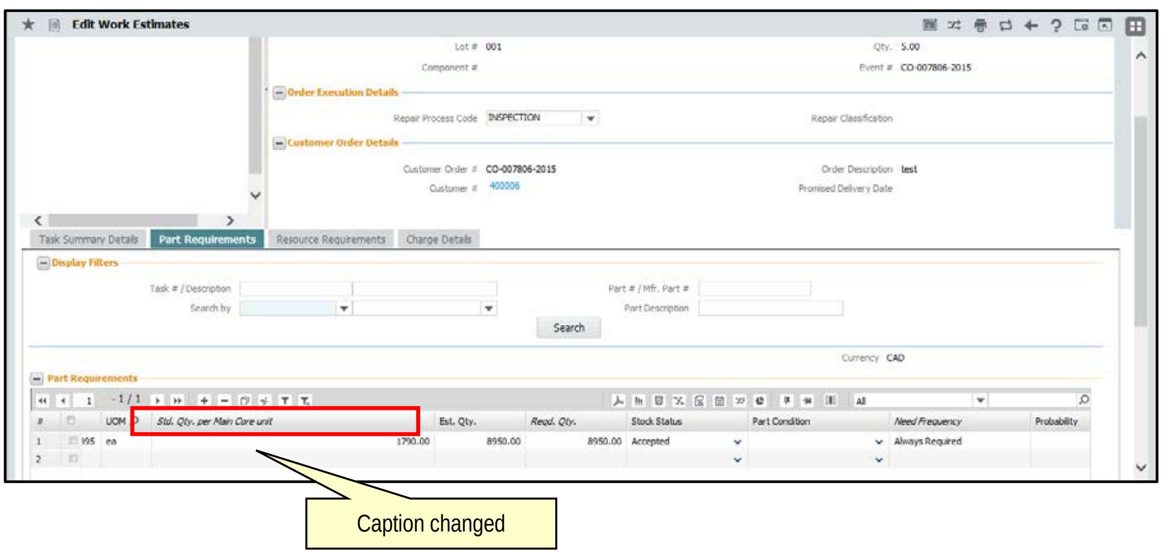
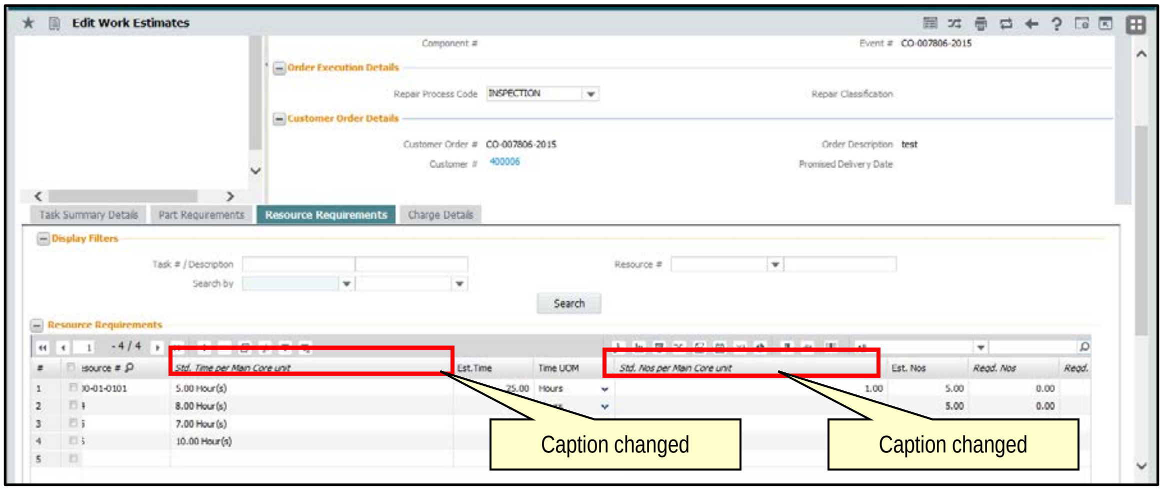


Exhibit 3:

Edit Work estimates – Resource Requirements



WHAT'S NEW IN PART PRICELIST?

Requirement to pick maximum price from the specified pricelists and apply price factor

Reference: AHBF-10482

Background

Part Pricelist Factored pricing supports only one Ref. catalogue ID pricelist and a Price factor for a line of the pricing definition with or without specific attributes. The price for a part is picked from such pricelist. The requirement is to look up a range of Ref. Catalogue Pricelists, pick the highest price amongst those Ref. Catalogue Pricelists and apply the factor applicable for such Ref. Catalogue Pricelist. This enhancement allows the user to define more than one Ref. Catalogue pricelist, its corresponding price and also pick the high price by comparing all the pricelists defined. This feature will help a scenario where multiple OEM/ Ref. Catalogue pricelists are maintained and the highest price among the pricelists are required to be picked for pricing.

Change Details

- A new value 'Pricelist with Max Price' is added in 'Factored on' column in "Factored Pricing" page.
- 'Multiple Price factor?' with options 'Yes' or 'No' is introduced in the **Factored Pricing** page.
- A new tab page 'Max Price – Appl. Pricelists' is introduced in the pricelist

Factored Pricing – Tab

If 'Factored On' is selected as 'Pricelist with Max Price' for a line in the **Factored Pricing** page, then the user can define more than one Reference Catalogue (or) OEM pricelist for that pricing line in 'Max Price – Appl. Pricelist' page. This enhancement allows the user to define multiple pricelist at a line level.

The 'Multiple Price factor?' drop-down list box is loaded with 'Yes' and 'No'. If it is selected as 'Yes', user can define different price factors for different pricelists in 'Max. Price – Appl. Pricelist' page. (Refer Exhibit -1)

Max Price – Appl. Pricelist – Tab

A new tab page 'Max Price – Appl. Pricelists' is introduced to define multiple pricelists for a pricing element with 'Factored On' as 'Pricelist with Max Price'. In addition, if the Price Factor is based on the Pricelist from which the Price is picked i.e. if Multiple Price Factor is ‘Yes’ in the Factored Pricing tab, the corresponding price factors can be defined against the Ref. Catalogue (or) OEM Pricelist itself in this new tab.

Pricing criteria in ‘Max Price – Appl. Pricelists’ tab is loaded with Max. Base Price’ and ‘Max. Price including markup’.

If user selects “Max Base Price”, all the prices of applicable Reference catalogues/ OEM Price lists will be compared and the highest price will be considered.

If user selects ‘Max price including markup’, all the prices of applicable Reference catalogues/ OEM Price lists will be compared after applying the corresponding price factor to the respective base price. (Refer Exhibit – 2)

Example: Let’s consider that the prices for a Part are as below:

Part	**OEM/ Ref. Catalogue Id**	**Price as per Ref. Cat.**	**Price Factor**	**Price including Mark up**	**Final price – If Pricing Criteria is**	
					Max Base Price	**Max Price including Markup**
Part 1	Ref. Cat. 1	$100	0.1	$110	**$165** (Ref. Cat. 2)	**$169** (Ref. Cat. 3)
Part 1	Ref. Cat. 2	$150	0.1	$165		
Part 1	Ref. Cat. 3	$130	0.3	$169		

Exhibit 1:

Part pricelist – Factored Pricing page

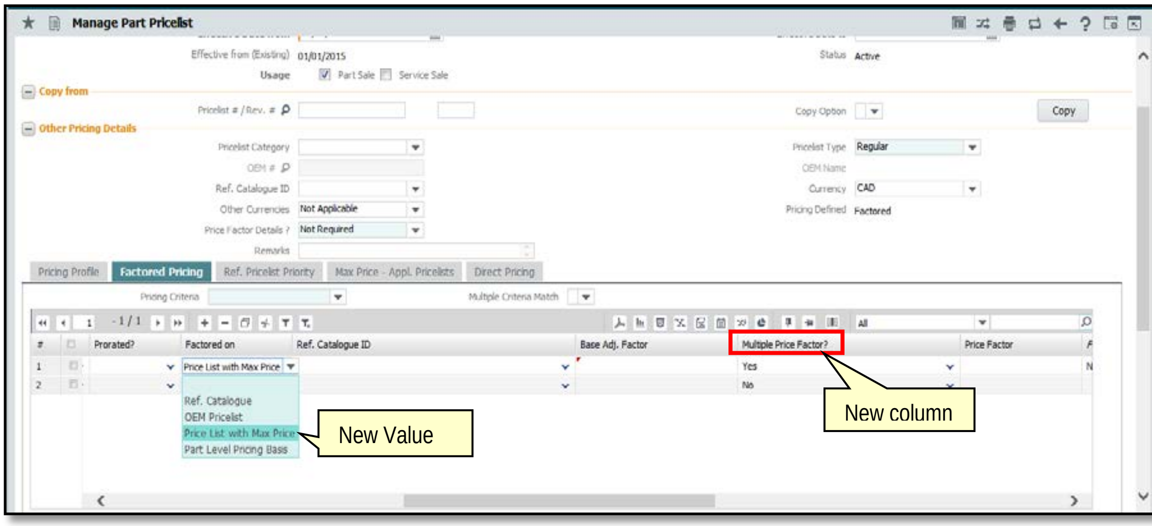
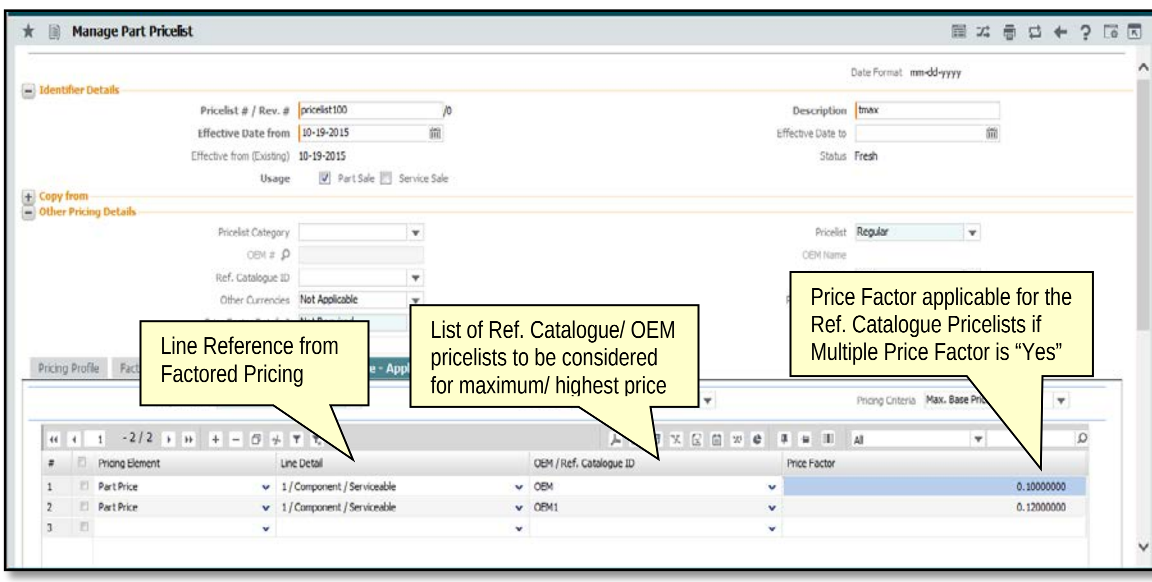


Exhibit 2:

Max Price – Appl. Pricelist page.



WHAT'S NEW IN MANAGE SALES CONTRACT?

Ability to define approval limits for 'parts usage based on value' and 'resource usage based on hours or value' in sale contract and apply the work stoppages when the limits are exceeded

Reference: AHBF-13506

Background

MRO charges their customers mostly on 'Fixed Price' or 'Time & Material' (T&M) basis. The MRO provides covered price cap limit to their customers for charging consumed parts and resources. MRO charges the customer only after consumed parts/resources exceeded specified limit. This enhancement allows the customer to approve before charging him if the material or resource capping exceeds the specified limit. This enhancement also enables 'Hold' applied automatically on the job so that no more work is performed for that customer order.

Change Details

- In **Edit Pricing & Invoicing details** screen of **Manage Sales Contract** activity two new columns have been added in 'Material & Resource' Caps tab page to capture if hold limit exceeds
  - Limit Based hold? – With Values Blank / Yes / No
  - Hold code – It is to be loaded with blank and all the active hold codes with the initiation responsibility set as 'Commercials' in Set Process Parameters under common master
- If 'Yes' has been selected for 'Limit Based hold?' & 'Hold Code' have been selected for it then 'Hold' will be applied on the Customer Order if the value exceeds the covered cap limit.
- 'Customer Order' with the applied hold code & other details will be reflected in 'Hold/ Release order' activity under 'Customer service order' component
- This Hold code functionality will be applicable for cap type 'Cover price' only
- Off-line pricing routine (scheduler) will perform the calculation of the pricing, and if the cap limit is already reached or exceeded then hold will be applied on the customer order.

Note: Covered cap based auto hold is enabled based on a scheduler and hence, the hold will be applied only when the limit is crossed and not during the actual exceeding of the limit.

Exhibit 1:

Addition of new column in **Edit Pricing & Invoicing Details** UI in the 'Mat. Pricing Caps' tab

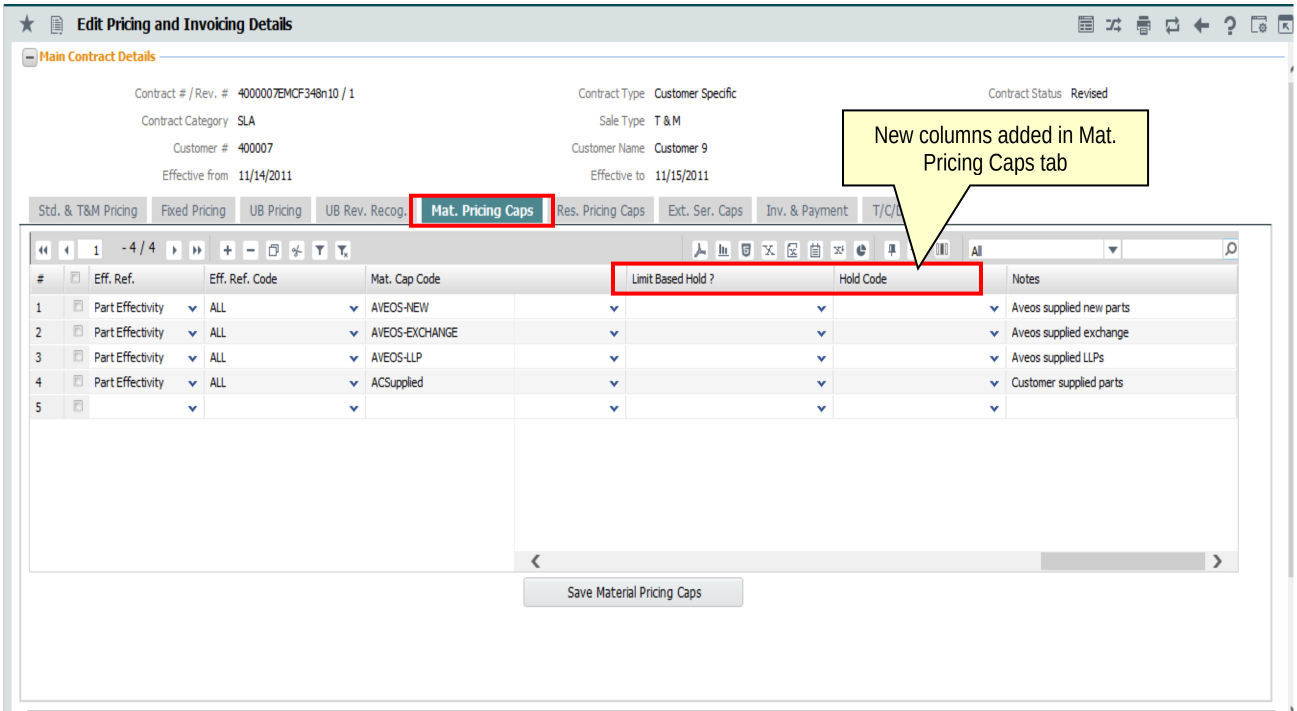


Exhibit 2:

Addition of new column in **Edit Pricing & Invoicing Details** UI in Mat. Pricing Caps tab

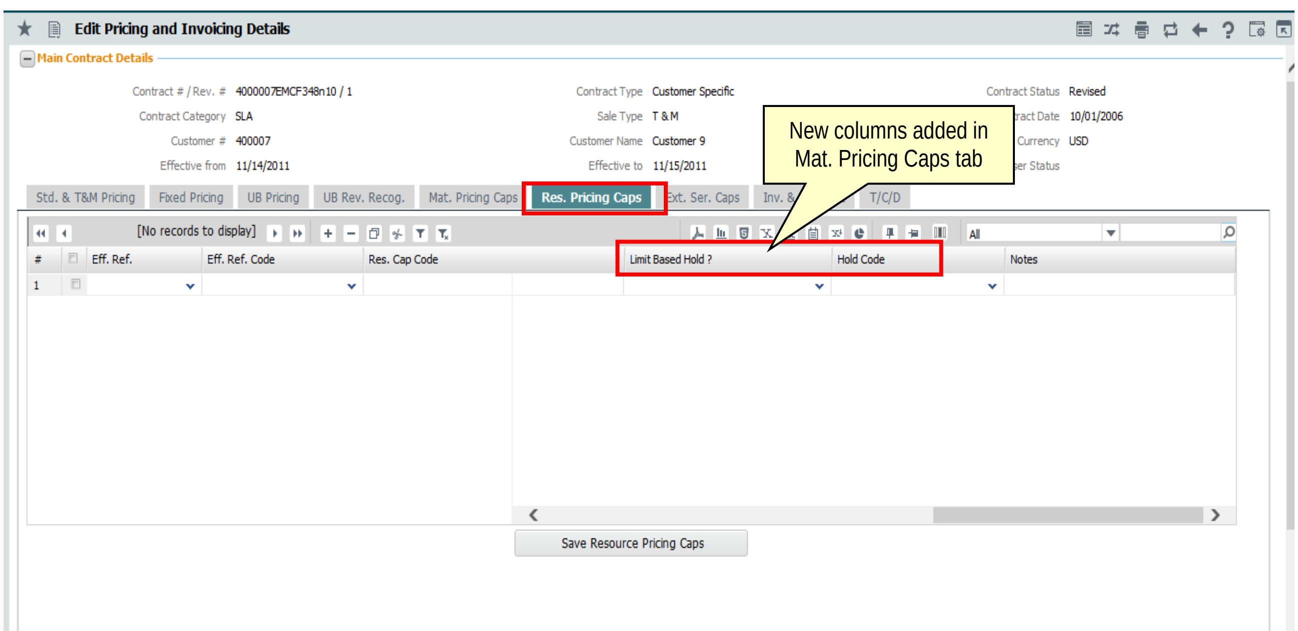


Exhibit 3:

Values to be loaded in 'Limit based hold?' column

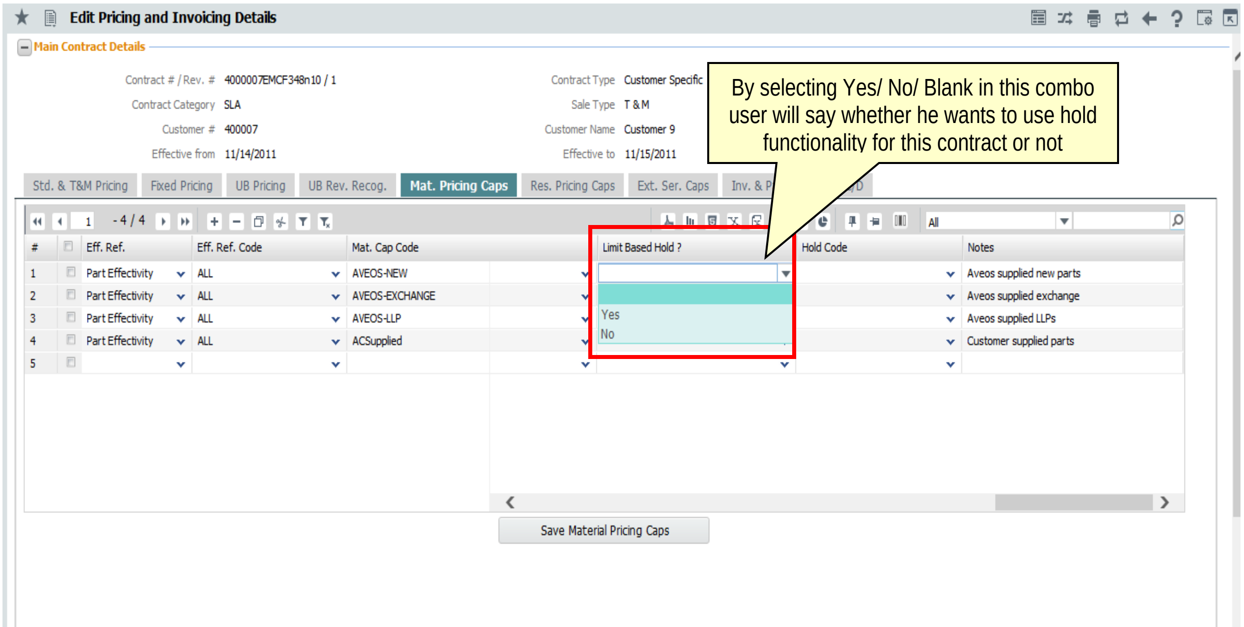


Exhibit 4:

Values to be loaded in 'Hold Code' column

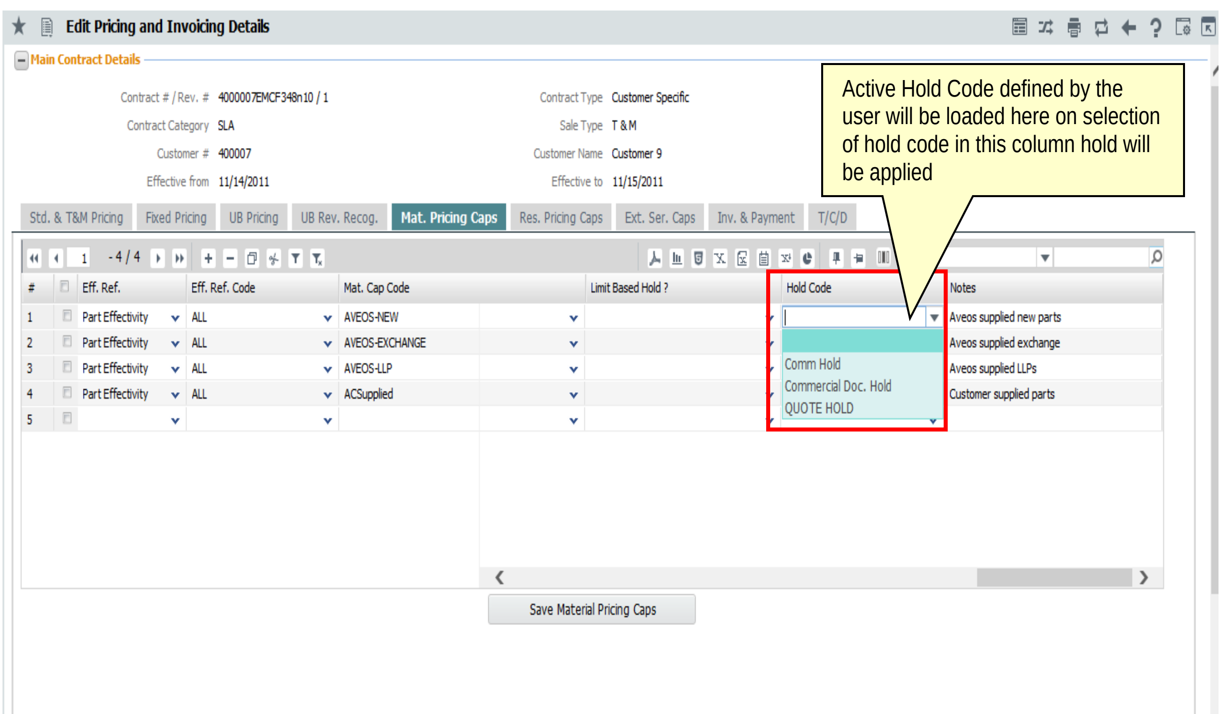
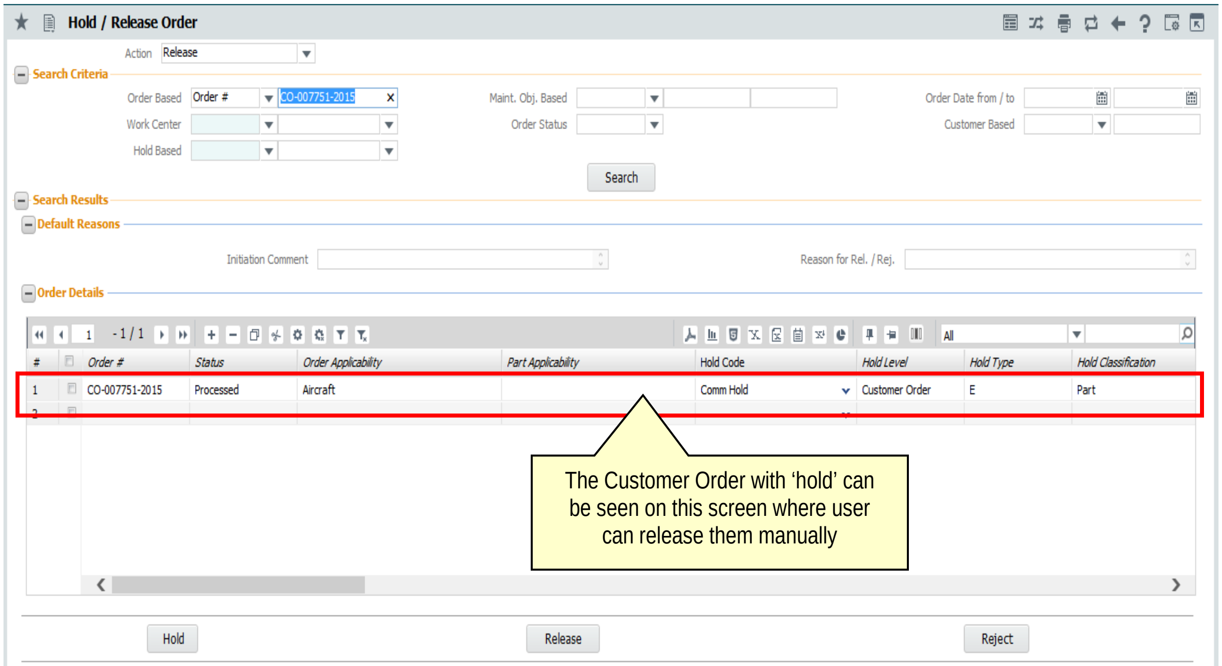


Exhibit 5:

Hold/ Release Order screen



WHAT'S NEW IN SALE QUOTATION?

Requirement to display 'Cost and Gross Profit' Information before releasing Quotation to customer

Reference: AHBF-13840

Background

The **Manage Sale Quote** displays quote value for a job, before release to customer. The Quote value is displayed for the following execution documents to address various business requirements:

For Shop work orders – to display price at task level.

- For Aircraft Maintenance Execution – to display price at task level.
- For Repair Orders/ Service Purchases – External service cost (Including variance, if any)

On receipt of parts by a Component MRO from his customer, estimations are prepared, based on which the Quotation is initiated. The new feature aims at computing and displaying the Cost and Profitability of a Regular Repair before the quote is released to the customer, so that the value quoted by them does not result in a reduced margin. Additionally, if the Component MRO wants to propose for exchange of Top assembly in place of Regular Repair in order to avoid risk of missing TAT timelines, then the availability of parts for exchange will also be displayed.

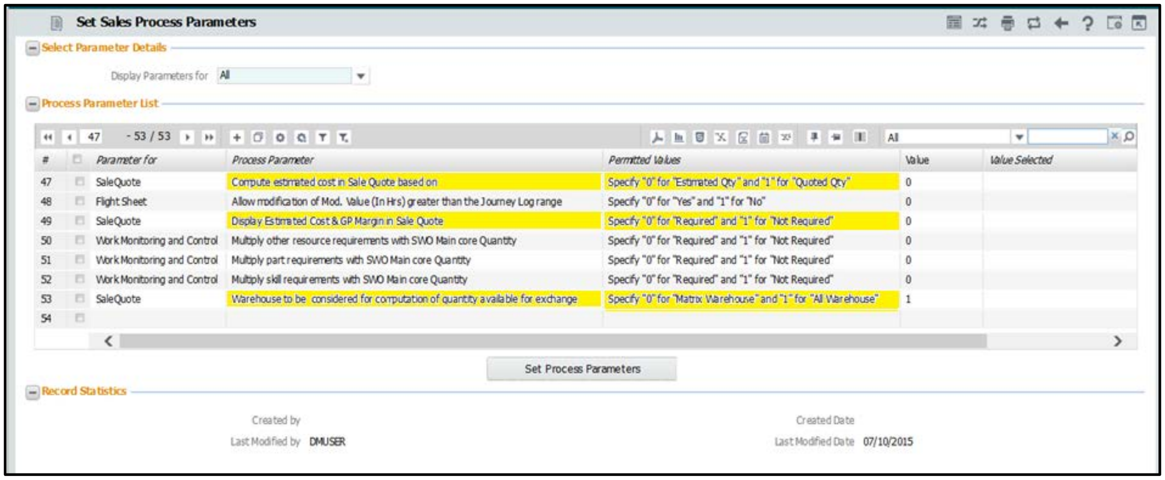
Change Details

The following set options have been added in the **Set Sales Process Parameters** page:

- "Display Estimated Cost & GP Margin" in **Set Sales Process Parameters**. The option can be set as 'Required' or 'Not Required'. If set as 'Required', Cost & GP Margin information will be displayed in the **Manage Sale Quote** screen. If the option is set as 'Not required', the Cost & GP margin information will not be displayed in **Manage Sale Quote screen**.
- "Compute estimated cost based on 'Estimated Qty', 'Quoted Qty' - The option can be set as 'Estimated Qty.' or 'Quoted Qty.'. If option is set as Estimated Qty., then cost will be computed based on 'Estimated Qty.'. If the option is set as 'Quoted Qty.' then cost will be computed based on 'Quoted Qty.'"
- "Warehouse to be considered for computation of quantity available for exchange- The option can be set as 'Matrix Warehouse' or 'All Warehouses'. If the option is set as 'Matrix Warehouse', then main core quantity available in matrix warehouse will be checked. If the option is set as 'All Warehouses', then main core quantity in 'All Warehouses' in the location will be checked.

Exhibit 1:

Set Sales Process Parameters – Newly added set options



In the **Manage Sale Quote** screen a Card based approach has been used to display the following information:

- The Quote Value of the job – 'total Price quoted' is displayed
- The total cost of planned tasks to the MRO for the job. – 'Cost incurred for the utilization material, resources for a 'Regular Repair.'
- The GP margin – to assess the profitability of 'Regular Repair' computed as follows:
  - o [(Quote Value – Cost)/ Quote value] * 100
- Quote value as a percentage of Replacement Value information is displayed.
- BER – whether 'Yes' or 'No' will also be displayed based on the BER threshold
- Top Assembly Exchange if 'Allowed' in contract, then the Exchange information will be displayed as 'Yes'
- If set as 'Yes', the quantity available for exchange based on the set option will be displayed as hyperlinked. – This information will be displayed when the Component MRO wants to propose for a Top Assembly exchange in place of Regular Repair.
- If set option is 'Matrix Warehouse' the 'Check part availability' page will be launched.
- If set option is 'All Warehouse' the 'Inquire Stock Availability' page will be launched.
- Additionally new tab has been introduced, 'Assessment Info.' , to display the 'Cost Summary' and 'Cost Break up'

Exhibit 2:

Cost and Gross Profit Information displayed inside the card

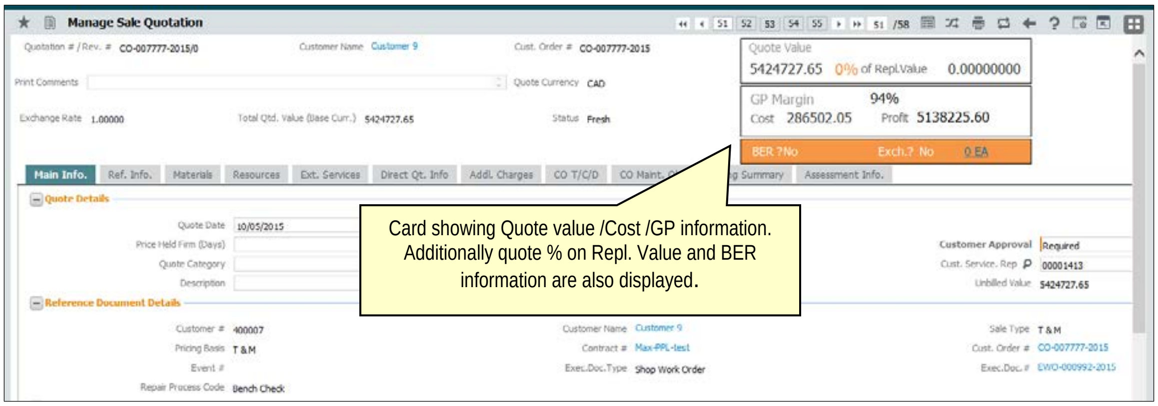


Exhibit 3:

Top assembly Exchange information

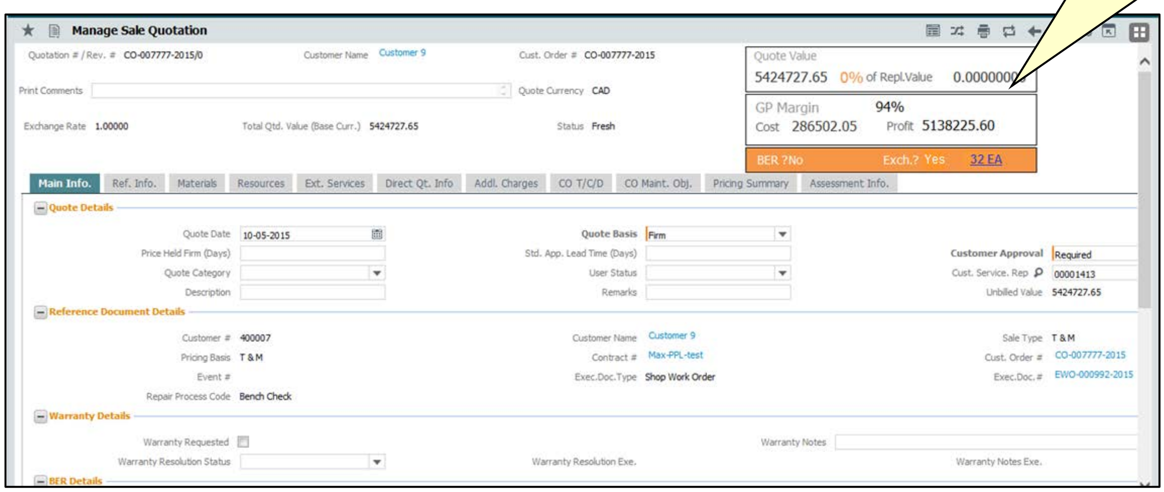


Exhibit 4:

Newly added tab to display cost break up and cost summary

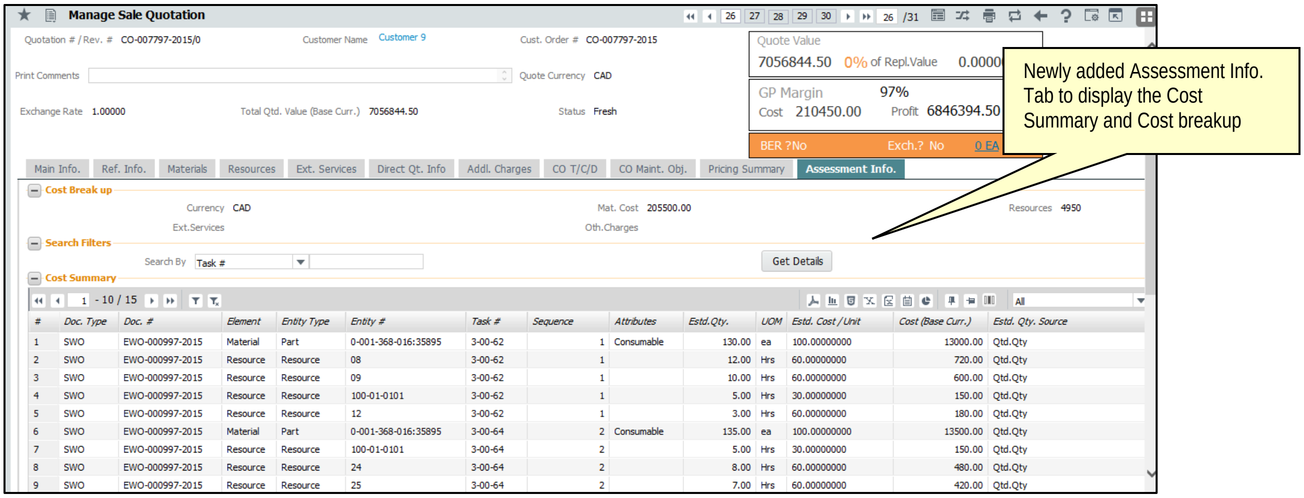


Exhibit: 5

If the option is set as ‘All Warehouses’ then the **Inquire Stock Availability** screen will launch on click of quantity data hyperlink.

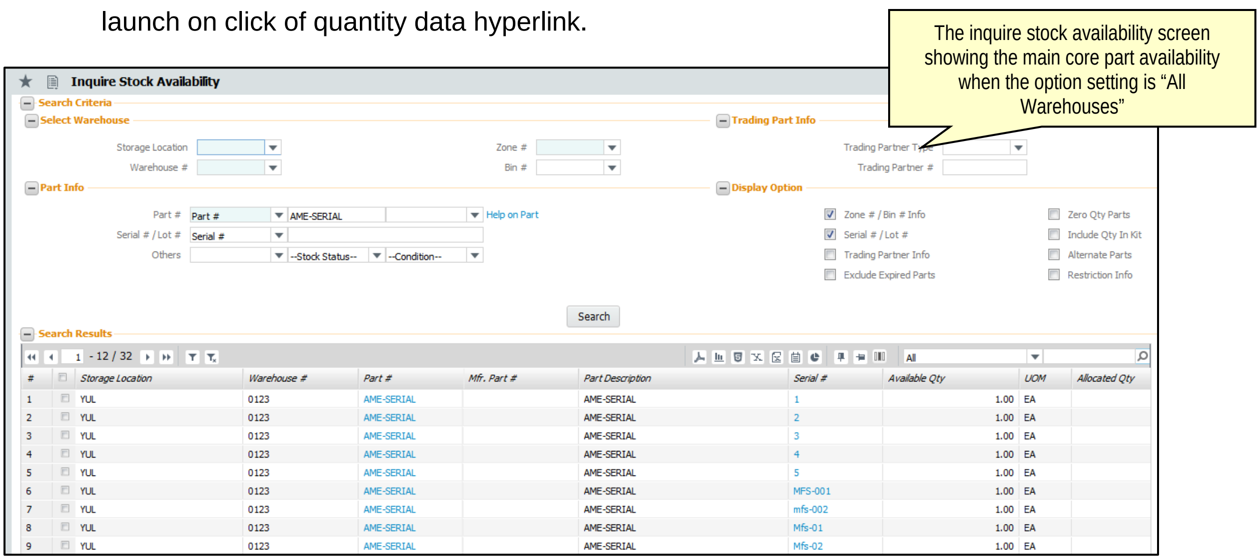
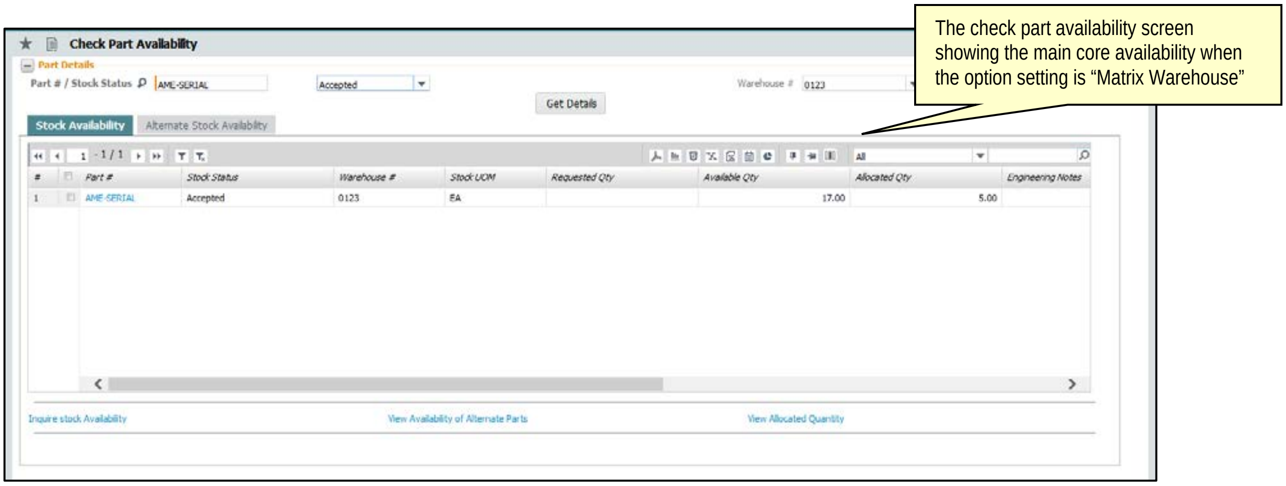


Exhibit: 6

If the option is set as ‘Matrix Warehouse’ then the **Check Part Availability** screen will launch on click of quantity data hyperlink.



WHAT'S NEW IN CUSTOMER ORDER & SALE CONTRACT?

Requirement to 'Track the TAT of Quotation process, from estimation till quotation approval.'

Reference: AHBF-12287

Background

The **Manage Sale Contract** serves to capture the 'Turn-Around-time' for an Aircraft Job/ Part job. The TAT in sale contract finds itself a Tab page inside the **Manage Sale Contract** screen, to capture the time taken to complete a job internally and the time agreed upon with the customer as TAT. Cust Duration. The new feature facilitates tracking of TAT from estimation till Quote Approval to the MRO. Standard time limits for preparing Quote from estimation and Allowable Duration for Quote Approval will be agreed upon at the contract level between the MRO and the customer, thereby ascertain the Excusable Delays at the Customer Order Level. Additionally, modification to TAT customer duration also can be undertaken at the Customer Order Level.

Change Details

- The following columns have been included as part of the TAT – Parts tab in **Manage Sale Contract** :
  - Allowed Qt. App. Duration – serves to capture the standard allowable duration for approving the quote by the customer after release and thereby is used in computing the Excusable Delays owing to Quote Approval time taken by the customer."
  - Std. Qt. Prep. Duration – serves to capture the standard time to be taken for preparation of Quote from estimation."
  - TAT Start Ref. Date will load a new value "Initial Qt. Acceptance Date."- by which the TAT will be computed after the customer gives his first acceptance to the Quote i.e. the TAT will start for that part job after initial quote approval by Customer.

Note: "If the TAT Start Ref. Date is selected as 'Initial Qt. Acceptance Date' then the Excusable Delays owing to Quote Approval will not be computed."

Exhibit 1:

Manage Sale Contract – TAT Parts Tab:

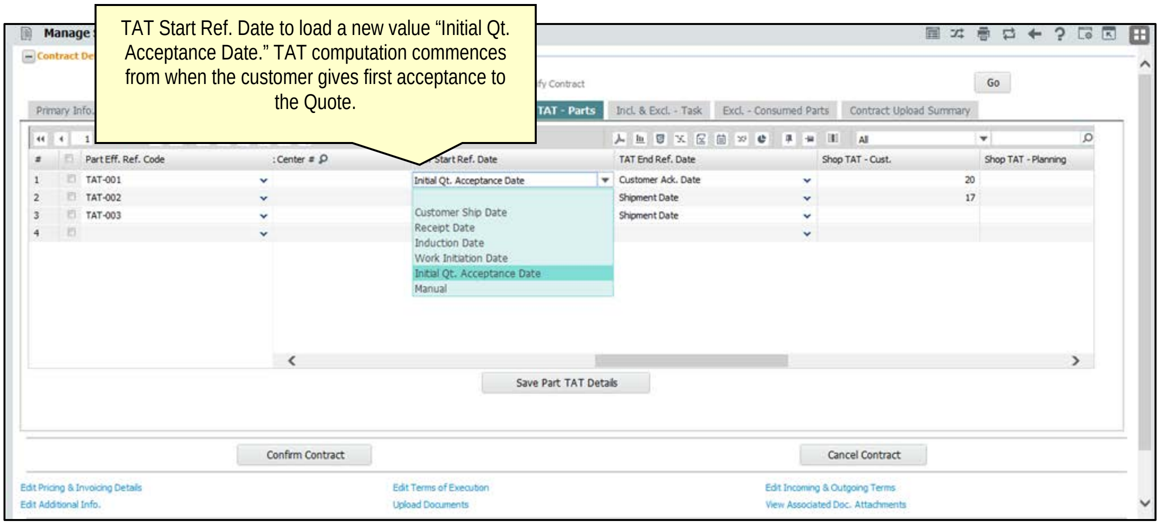
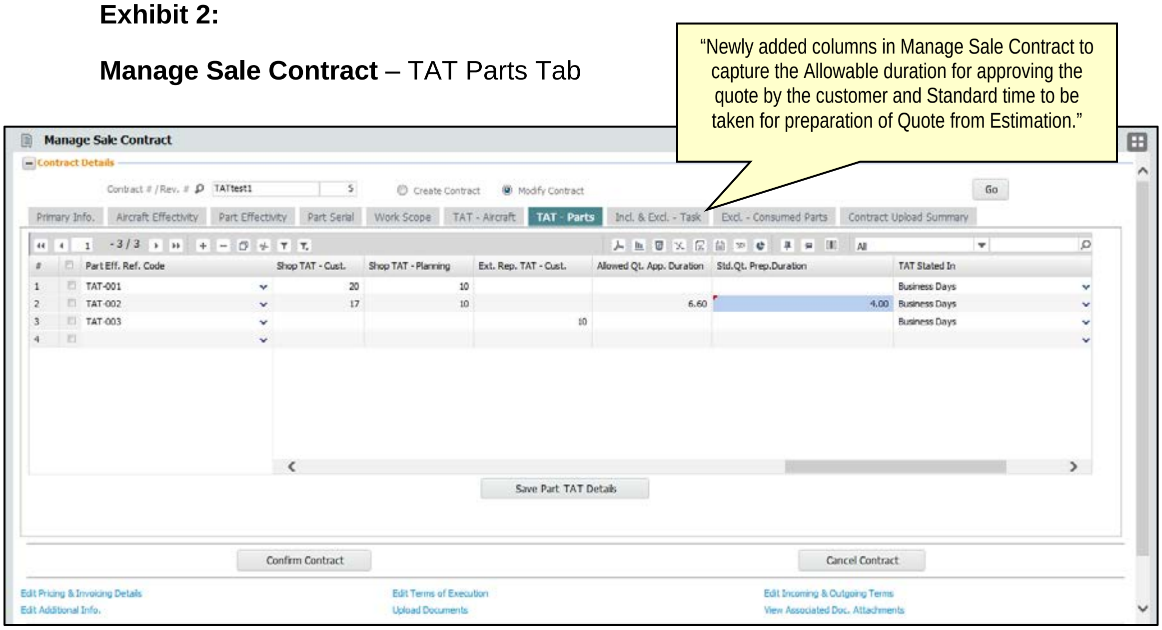


Exhibit 2:

Manage Sale Contract – TAT Parts Tab



➢ In the **Manage Customer Order** the following changes have been introduced :

<u>TAT Commercials Tab</u>

- Adjustment – Cust. Duration – This field is provided to capture the adjustment, if any, to the TAT Customer Duration which is defined at the contract level.

- The Adj. Comments – For initial setup and for every modification of Adjustment – Cust. Duration, the comments will be recorded at the Customer Order Level.

➢ In the **Manage Order Execution** the following changes have been introduced:

<u>Order Execution Details Tab</u>

- Adjustment – Cust. Duration – This field is provided to capture the adjustment, if any, to the TAT Customer Duration which is defined at the contract level.
- The Adj. Comments – For initial setup and for every modification of Adjustment – Cust. Duration, the comments will be recorded at the Customer Order Level.
- Ex. Delay – Qt. Approval (Days) - Excusable Delays arising when the ‘Actual time’ taken by the customer is more than the ‘Allowable duration’ as per the contract.
- Additionally, ‘Total Excusable Delays’ adding Excusable Delays owing to Quote Approval and Other Excusable Delays will be displayed.
- Instantly view the ‘Allowable Quote Approval Duration’ and ‘Actual Quote Approval Duration’ which finds a place inside the pop up.
- Modification to the Adjustment –Cust. Duration will be tracked as a History in the Multiline.

Exhibit 3:

Manage Customer Order – TAT & Commercials tab:

Manage Customer Order screen showing the Adjustment – Cust. Duration and Adj.Comments fields.

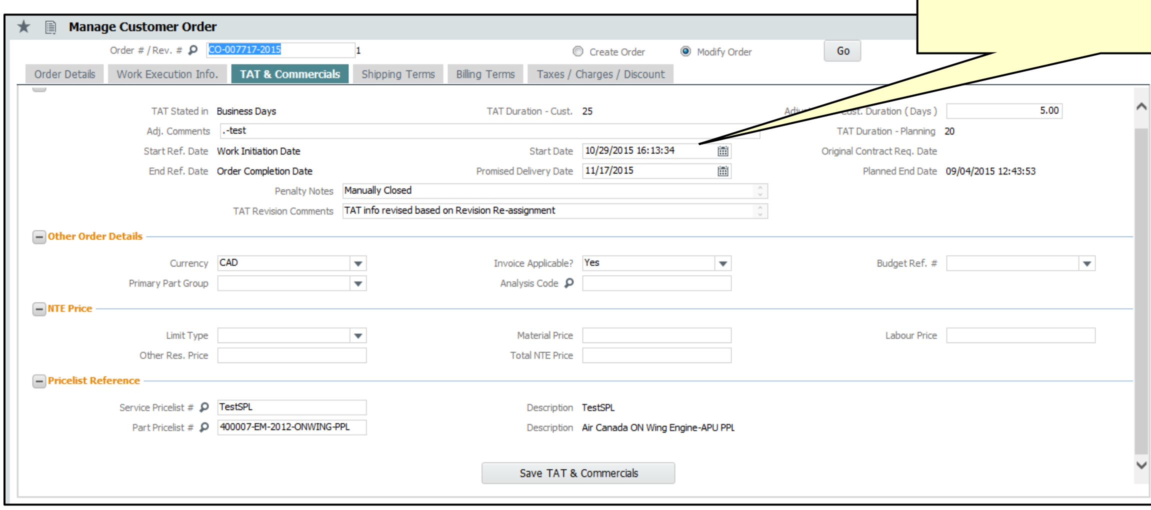
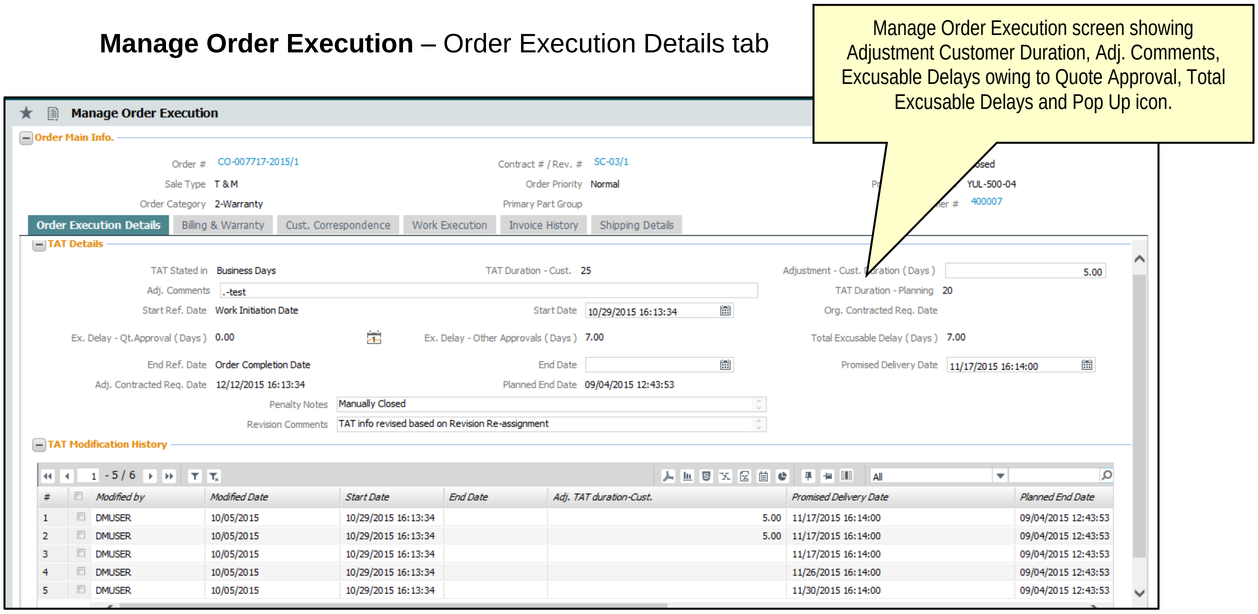


Exhibit 4:

Manage Order Execution – Order Execution Details tab



WHAT'S NEW IN SALES SETUP & SERVICE SALES MANAGEMENT?

Ability to define child part coverage on aircraft jobs based on a residual clause

Reference: AHBF-13692

Background

For an aircraft job, the child part removed from that aircraft will be covered under either the aircraft terms or part terms, if the effective clause is applicable for that part. The requirement was to cover the child part removed from the aircraft which does not have a specific coverage, and which comes as 'Adhoc' service requests to be covered under the 'Residual Clause' with a different pricing basis from that of the aircraft job. For instance, the aircraft heavy maintenance jobs might be covered under 'Fixed pricing' and the 'Adhoc' parts might be priced based on 'T & M' basis.

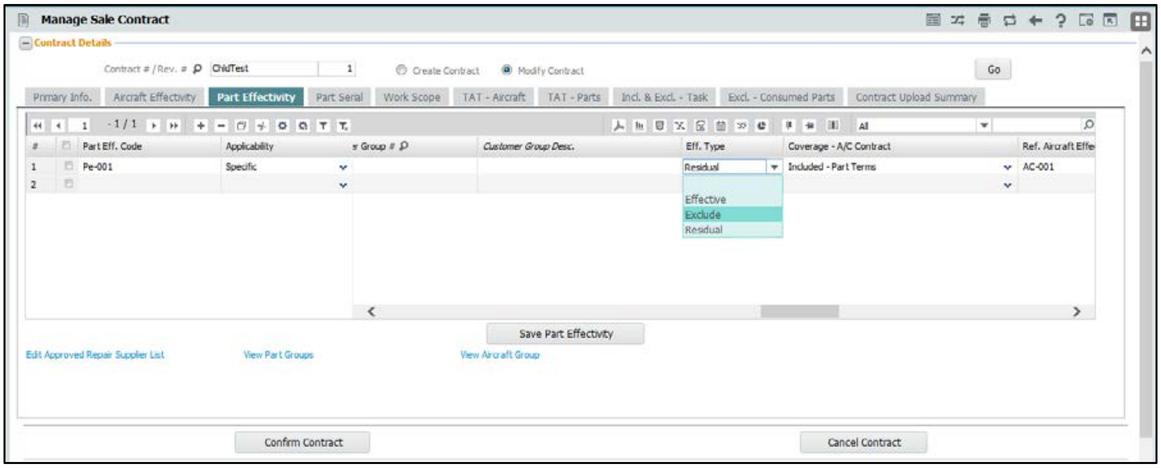
Change Details

The following changes have been undertaken for child part coverage:

- The existing functionality does not allow defining a part under 'Residual Clause' with coverage under 'Part Terms.' The validation has been relaxed to include 'Adhoc' parts under 'Residual Clause' to be covered under 'Part Terms' in an aircraft contract
- The change is to price such parts under 'Residual Clause' under T & M basis when the Aircraft is on a 'Fixed Pricing' basis.
- While Evaluating contracts, Effective Clause, if exists, will be considered first. If not exists, based on the Residual clause the evaluation will happen.
- Work order / Repair Order will be set up for the part covered under 'Residual Clause' and pricing will be on T & M basis.

Exhibit 1:

Manage Sale Contract showing Effectivity Type “Residual”



WHAT'S NEW IN FLIGHT CONTRACT?

Enhancements in Manage Flight Contract

Reference: AHBF-11050

Background

Flight Charter service providers often bill their customers on weekly or bi-weekly basis. In such a scenario, flight contracts must have the capability to define Billing Heads as 'As Required' in order to invoice customer as and when it is required.

Change Details

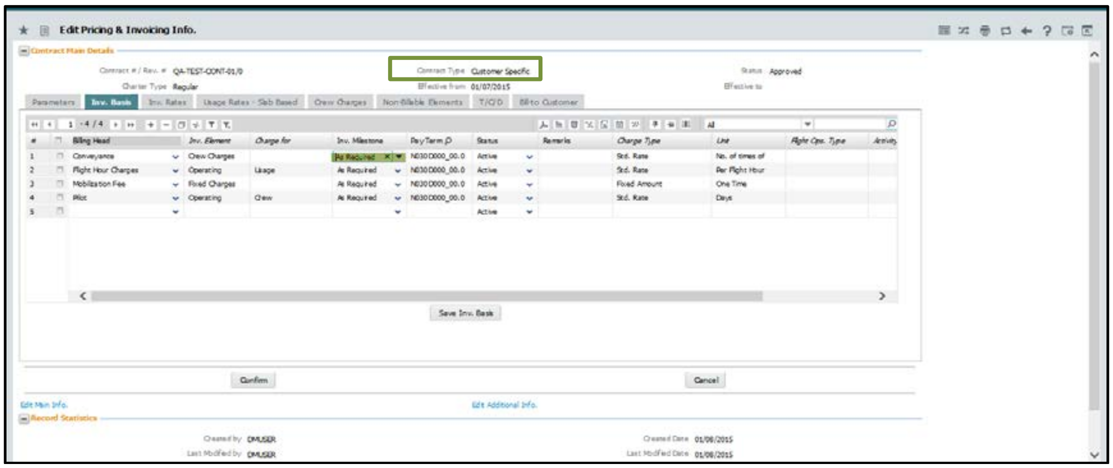
With this enhancement, the user can define Billing Heads of Customer-specific flight contracts with Inv. Milestone as 'As Required' under following conditions:

Invoicing Element	Charge for	Charge Type	"As Required" Allowed?
Fixed Charges		Std. Rate	No
Fixed Charges		Fixed Amount	Yes
Operating Charges	Usage	Std. Rate	Yes
Operating Charges	Fuel	Expense Charge Back	Yes
Operating Charges	Fuel	Std. Rate - Consumption	Yes
Operating Charges	Fuel	Std. Rate - Usage	Yes
Operating Charges	Crew	Std. Rate	Yes
Operating Charges	Activity	Std. Rate	Yes
Operating Charges	No Flight	Std. Rate	Yes
Operating Charges	Others	Expense Charge Back	Yes
Operating Charges	Others	Std. Rate	Yes
Crew Charges		Std. Rate	Yes
Crew Charges		Fixed Amount	Yes
Other Charges		Std. Rate	Yes
Other Charges		Fixed Amount	Yes

Now 'Inv. Milestone' of Customer-specific contracts can be defined as 'As Required' even for Billing Heads with Charge Type 'Fixed Amount', such as Fixed Charges, Crew Charges and Other Charges. Further, Inv. Milestone as 'As Required' is allowed for Operating Charges. Subsequently, those Billing Heads which are marked as 'As Required' will be commonly available for flight billing as and when the Flight Charter service providers wish to bill their customers.

Exhibit 1:

Now Inv. Milestone can be defined as "As Required" for Billing Heads with Charge Type "Fixed Amount"



WHAT'S NEW IN MANAGE SALE CONTRACT?

Ability to copy the Sale Contract

Reference: AHBF-12244

Background

Creation of **Sale Contract** requires various mandatory and non-mandatory information to be filled in multiple tab pages, some of which might be common across contracts. When a new contract is created, all such common information should be provided by the user again, which might be time consuming. Therefore, the requirement to Copy Contract information from an already existing Sale Contract was required so that only few attributes needs to be entered/ modified afresh.

The enhancement provides ability to copy 'Customer Specific' or a 'General' contract. Time taken to create a new Sale Contract will be drastically reduced using copy functionality.

Change Details

- Introduction of new section 'Copy from' with controls 'Contract #/ Rev. #' & a 'Copy' button in **Manage Sales Contract** screen's Primary Info. *Refer Exhibit 1*
- **<u>Exceptions</u>** : 'Part Serial tab', 'Billing terms' & 'Shipping terms' in Edit incoming & outgoing terms, these information will not be copied while copying a contract
- While copying a customer specific contract 'Customer Information Section' will not be copied and information such as 'Customer #' and 'Cust. Contract # / Rev. #' is to be provided mandatorily by the user. *Refer Exhibit 2*
- On click of Copy button in 'Copy From' Section the details of the contract is to be copied in their respective tabs based on the reference 'Contract #/ Rev. #' provided in Copy from section taking into consideration the exceptions. *Refer Exhibit 3*
- Exclusive information such as 'Aircraft Reg. #', 'Aircraft MSN' & 'Rmv. From A/C Reg. #', 'Rmv. From A/C MSN' etc will not be copied in their respective tabs
- Contract will be saved in 'draft' after copying.
- Exceptions of mandatory nature will be shown in 'Contract upload summary' tab.
    - *Refer Exhibit 5*

Exhibit 1:

Addition of new section 'Copy From' **Manage Sales Contract**

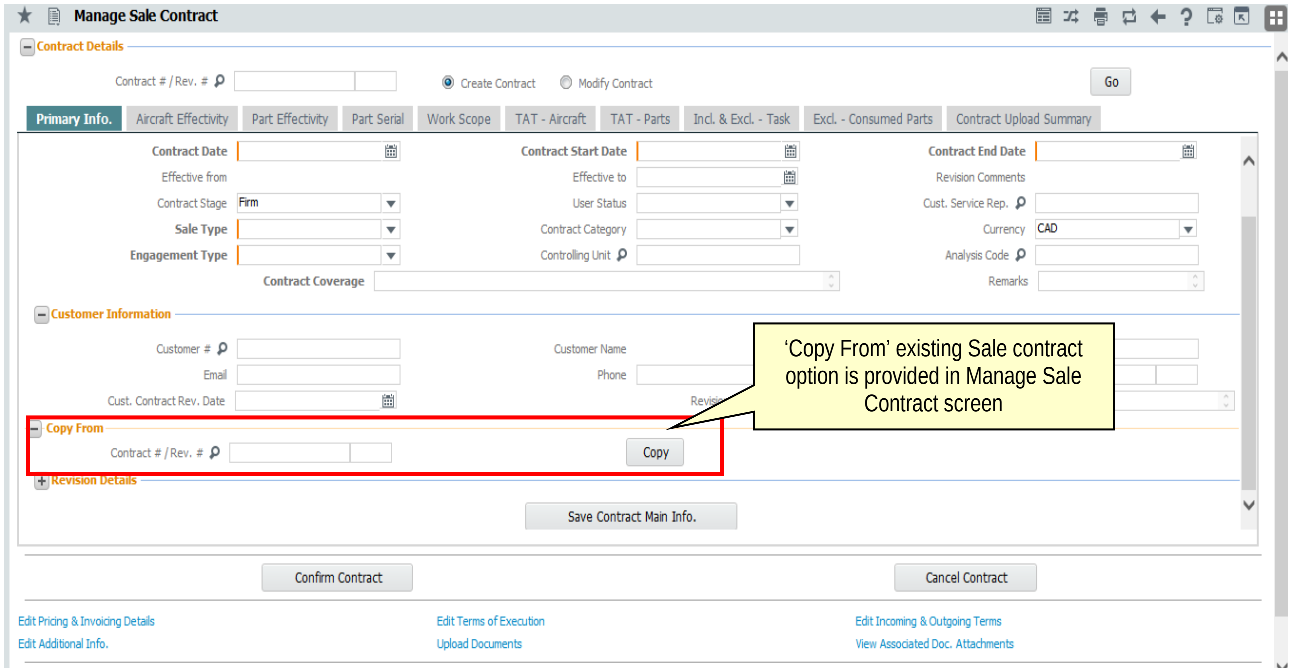


Exhibit 2:

Mandatory fields to be provided for copying a contract (Customer Specific)

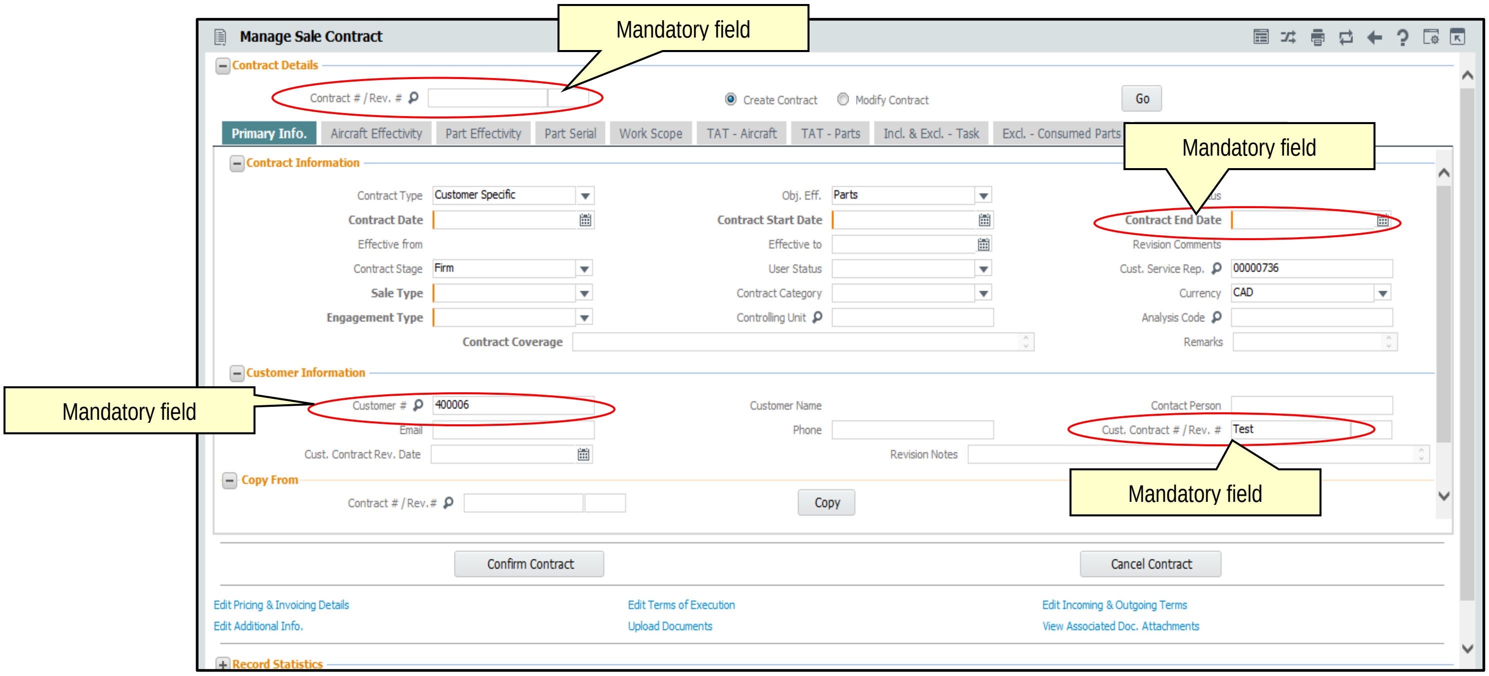


Exhibit 3:

How to Copy a contract

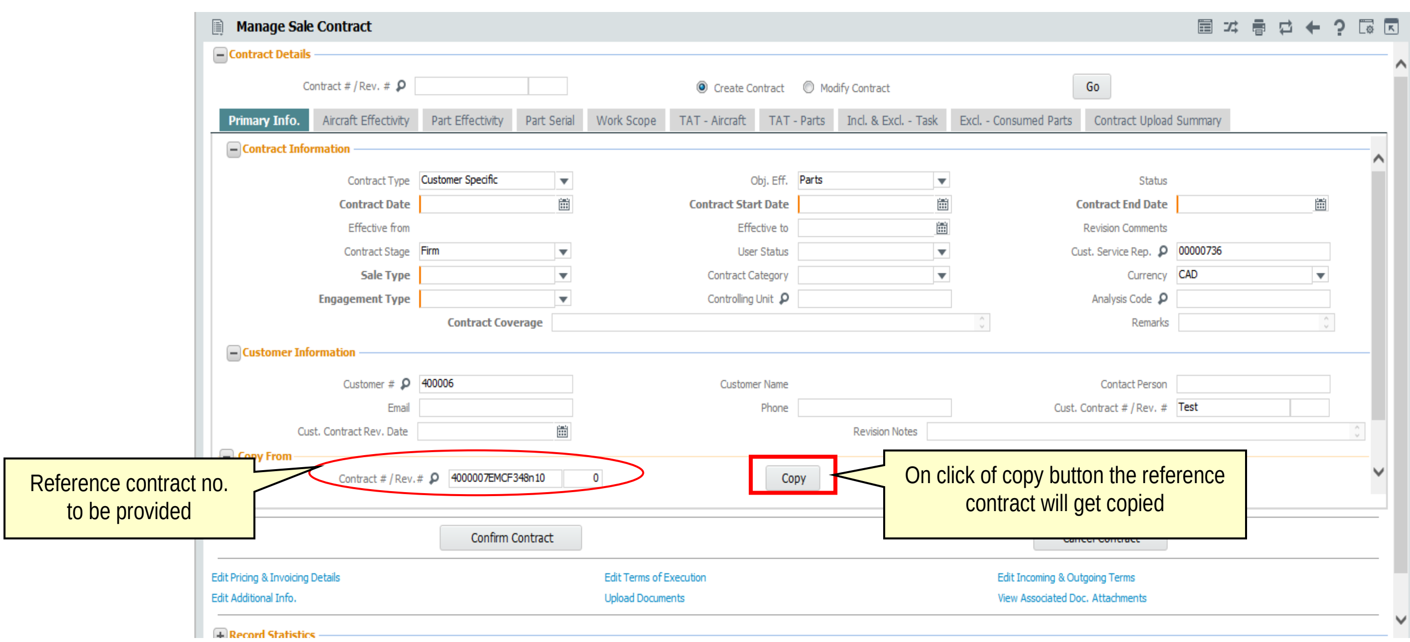


Exhibit 4:

Success message on copying a contract

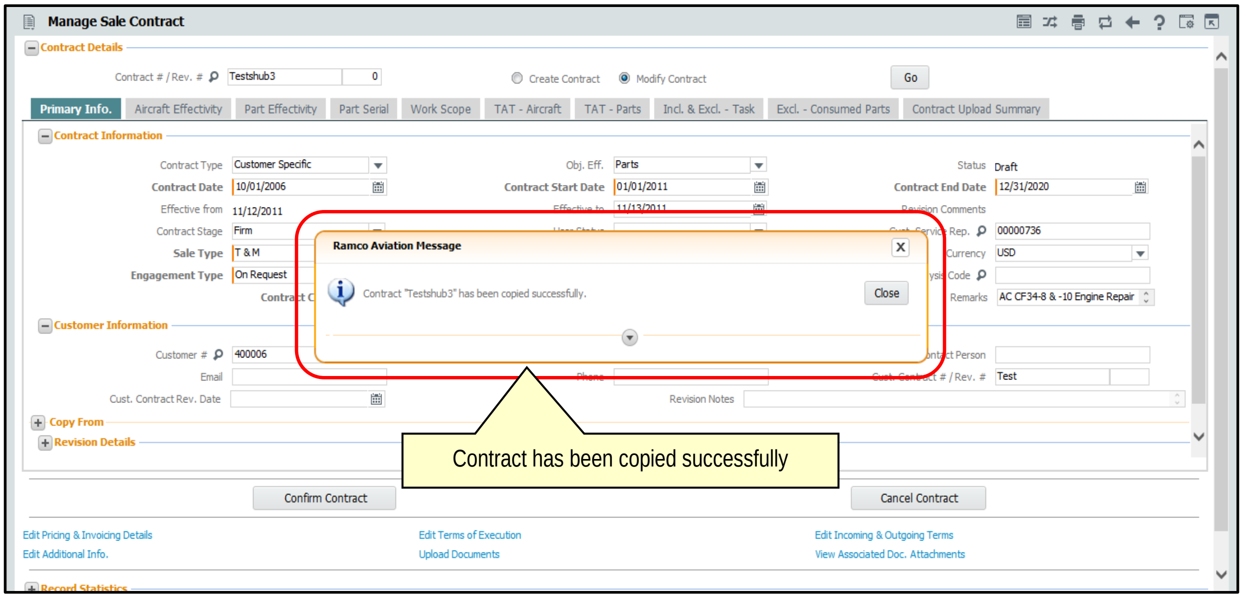
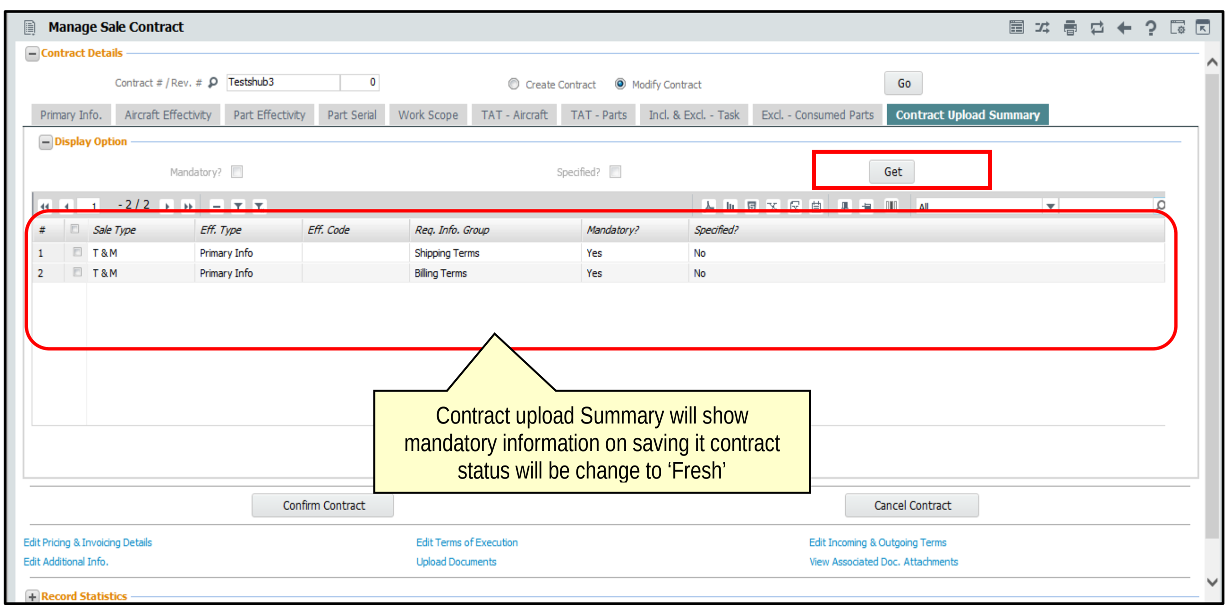


Exhibit 5:

Contract upload summary showing exceptions



WHAT'S NEW IN CUSTOMER?

Enhanced Customer Information visibility across User Interfaces

Reference: AHBF-14653, AHBF-11368

Background

This enhancement enables user to view customer profile from various business components of Ramco Aviation. The trading partner (customer) is widely used in various screens in the Ramco Aviation application. Hence, a facility to view customer Information from relevant screens was desired by users.

Change Details

The **View Customer Record** link has been enabled in the following screens across business components to enable various roles to access customer information as and when felt necessary. This feature provides direct access to customer information avoiding unnecessary traversal across the product. Exhibits 1, 2 &3 depicts some sample screens where the link to customer information has been provided.

Business Component	Business Activity	Screen
Shop Work Order	Plan Work Order	Plan Work Order
Shop Work Order	Record Shop Execution Details	Record Shop Execution Details
Shop Work Order	Manage Intershop Routing	Manage Intershop Routing
Shop Work Order	Review Part Readiness Log	Review Part Readiness Log
Shop Work Order	Review Work Execution	View Workorder Details
Shop Work Order	Manage Teardown Information	Manage Teardown Information
Shop Work Order	Record Part Consumption & Return	Record Part Consumption & Return
Shop Work Order	Issue Certificates of Maintenance	Issue Certificates
Work Monitoring and Control	Record Work Hold	Record Work Hold
Sales Quotation	Approve Sale Quote	Approve Sale Quotation
Goods Inward	Manage Quarantined Parts	Manage Quarantined Parts
Stock Maintenance	Inquire Stock Availability	Inquire Stock Availability
Material Request	Create Material Request	Create Material Request
Material Request	Edit Material Request	Select Material Request
Material Request	Edit Material Request	Edit Material Request
Material Request	Authorize Material Request	Select Material Request
Material Request	Authorize Material Request	Authorize Material Request
Material Request	Short Close Material Request	Short Close Material Request
Material Request	Selective Short Close	Selective Short Close

Business Component	Business Activity	Screen
Material Request	View Material Request	Select Material Request
Material Request	View Material Request	View Material Request
Stock Issue	Record Direct Shipping Note	Record Shipping Note
Stock Issue	Record Shipping Note	Record Shipping Note
Stock Issue	Edit/Confirm Shipping Note	Record Shipping Note
Stock Issue	View Shipping Note	View Shipping Note
Stock Return	Edit Return	Edit Material Return
Stock Return	Confirm Return	Confirm Return
Stock Receipt	Record Stock Transfer Receipt	Record Stock Transfer Receipt
Stock Receipt	Edit Stock Transfer Receipt	Edit Stock Transfer Receipt
Stock Receipt	View Stock Transfer Receipt	View Stock Transfer Receipt
Stock Receipt	Confirm Stock Transfer Receipt	Confirm Stock Transfer Receipt
Customer Service Invoice	Manage Direct Pre-payment Invoice	Manage Invoice
Customer Invoice	Create Direct Invoice	Create Invoice
Customer Invoice	Edit Direct Invoice	Select Invoice
Customer Invoice	Edit Direct Invoice	Edit Invoice
Customer Invoice	Create Packslip Invoice	Select Packslip
Customer Invoice	Create Packslip Invoice	Create Invoice
Customer Invoice	Edit Packslip Invoice	Select Invoice
Customer Invoice	Edit Packslip Invoice	Edit Invoice
Customer Invoice	Create Miscellaneous Invoice	Create Invoice
Customer Invoice	Edit Miscellaneous Invoice	Select Invoice
Customer Invoice	Edit Miscellaneous Invoice	Edit Invoice
Customer Invoice	Authorize Invoice	Select Invoice
Customer Invoice	Authorize Invoice	Authorize Invoice (Direct Invoice)
Customer Invoice	Authorize Invoice	Authorize Invoice (Packslip Invoice)
Customer Invoice	Authorize Invoice	Authorize Invoice (Miscellaneous Invoice)
Customer Invoice	Authorize Invoice	Authorize Invoice (Ref.Doc. based Invoice)
Customer Invoice	Hold/Release Invoice	Select Invoice
Customer Invoice	Hold/Release Invoice	Hold/Release Invoice
Customer Invoice	Reverse Invoice	Select Invoice
Customer Invoice	Reverse Invoice	Reverse Invoice
Customer Invoice	View Invoice	Select Invoice
Customer Invoice	View Invoice	View Direct Invoice
Customer Receipt	Create Receipt	Create Receipt
Customer Receipt	Edit Receipt	Select Receipt
Customer Receipt	Edit Receipt	Edit Receipt
Customer Receipt	View Receipt	Select Receipt

Business Component	Business Activity	Screen
Customer Receipt	View Receipt	View Receipt
Customer Receipt	Authorize Receipt	Select Receipt
Customer Receipt	Authorize Receipt	Authorize Receipt
Customer Receipt	Hold/Release Receipt	Select Receipt
Customer Receipt	Hold/Release Receipt	Hold/Release Receipt
Customer Receipt	Reverse Receipt	Select Receipt
Customer Receipt	Reverse Receipt	Reverse Receipt
Customer Portal	View Balance	View Balance Information

Exhibit 1:

Enhanced Edit Invoice screen to view Customer Information

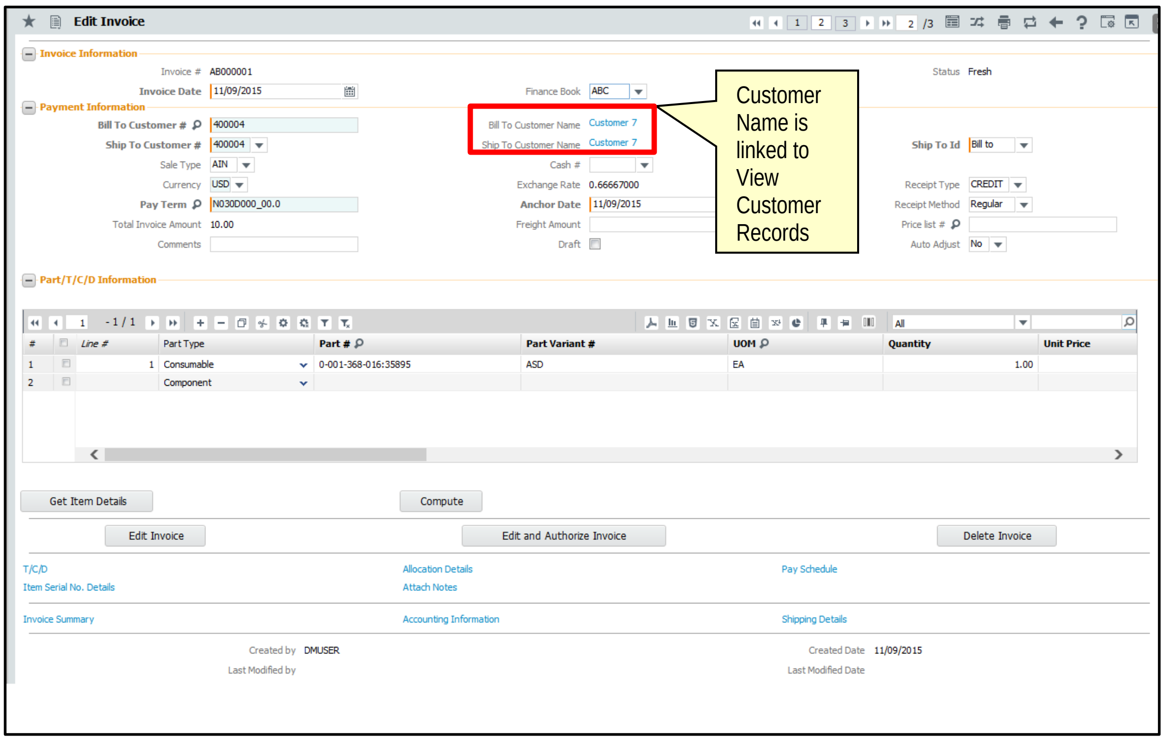


Exhibit 2:

Enhanced View Stock Transfer Receipt screen to view Customer or Supplier Information

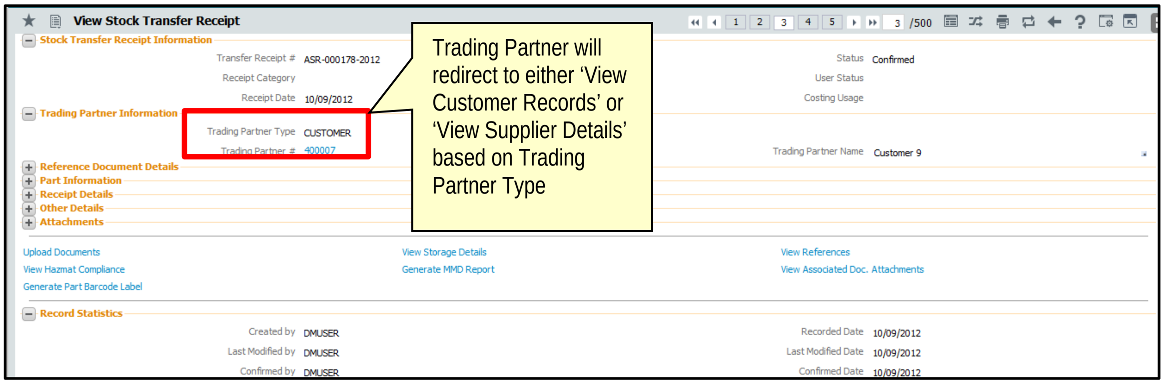
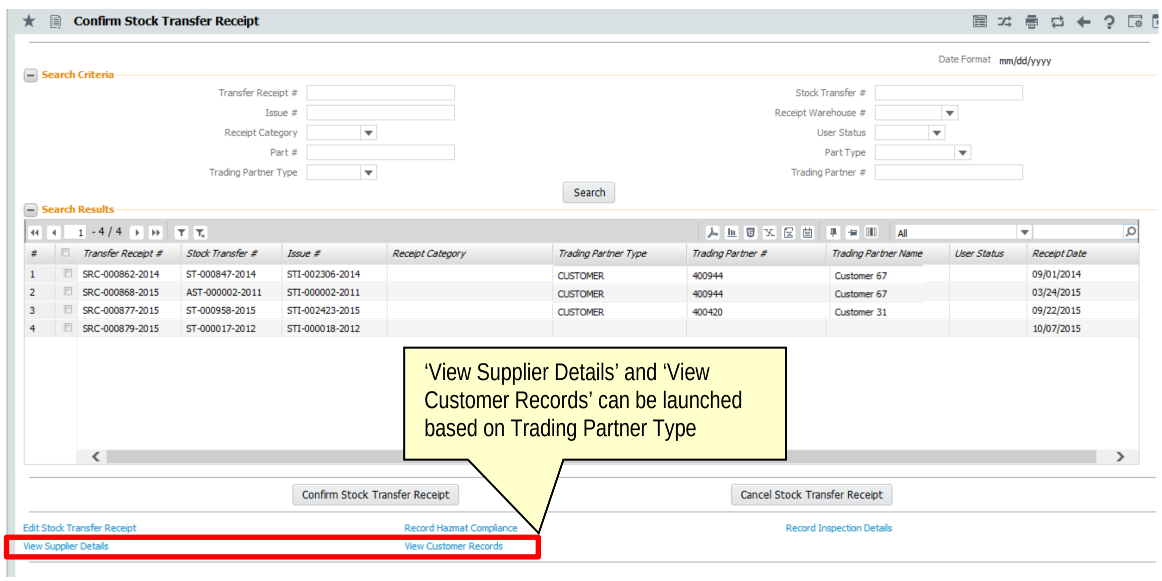


Exhibit 3:

Enhanced Confirm Stock Transfer Receipt screen to view Customer or Supplier Information



Corporate Office and R&D Center

Ramco Systems Limited,
64, Sardar Patel Road, Taramani,
Chennai – 600 113, India
Office + 91 44 2235 4510 / 3090 4000
Fax +91 44 2235 2884
Website - www.ramco.com