RAMCO AVIATION SOLUTION

ENHANCEMENT NOTIFICATION

Version 5.8.5

Materials

ramco

contents

WHAT'S NEW IN STOCK MANAGEMENT?

Ability to create cycle count plan in bulk for multiple warehouses

Reference: AHBG-19975

Background

Currently, for a large organization operating at a location with multiple warehouses, creation of cycle count for all warehouses at a stretch could be challenging and cumbersome, using the existing Create CC Plan screen in Ramco Aviation. Business Requirement is to provide an ability to create Cycle Count Plans in Bulk for multiple warehouses at various levels, as CC Plans generally are initiated for all stock locations at once. Also this enhancement provides the ability to associate parts in Cycle Count Plan based on cumulative % of Inventory value.

Change Details

A new activity **Create Bulk Cycle Count Plan** is added under the **Physical Inventory & Cycle Count** business component to create Cycle Count Plans in Bulk at different CC Plan Levels i.e. Warehouse or Warehouse-Zone or Warehouse-Zone-Bin across Warehouses in one step. This enhancement also provides the ability to associate parts in Cycle Count Plan based on cumulative % of Inventory value.

i. Specify the Plan Details such as 'Plan Description', 'Planned Start Date' and 'Numbering Type' in the header.

ii. In the multiline, select the 'CC Plan Level' as "Warehouse", "Warehouse – Zone" or "Warehouse – Zone - Bin" indicating the storage level at which the bulk cycle count plan must be generated.

iii. Specify the 'Warehouse #', 'Zone #' and 'Bin #' for which the bulk cycle count plan is generated.

iv. In the 'Planning Options' group box, select the 'Part Selection Mode' field as either 'Manual' or 'Random'.

- Manual – Maps all the parts that satisfies the other planning options specified such as the 'Class', 'Part Type', 'Part Category', 'Part Group', 'Part Classification', 'Expense Type', 'From / To Value', 'Cum.% Inv. Value: From/To'.
- Random – Maps the random parts for the sample size specified, out of the parts that satisfy the other planning options.

v. Check the box 'Include Capital Parts' to include parts with expense type 'Capital' in the CC plan. The system includes the Capital parts in the CC Plan on selection of this checkbox even if you have specified the From Value and To Value fields.

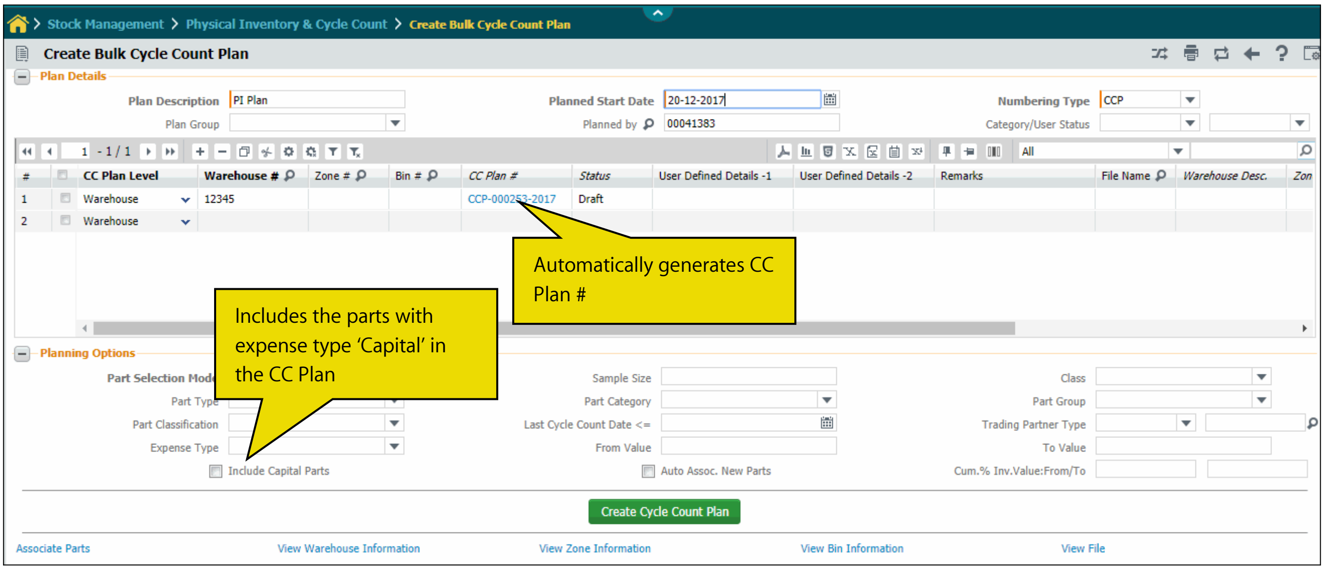
vi. Check the box 'Auto Assoc. New Parts' to automatically include in the CC plan those parts available in the warehouse/zone/bin that are not associated with the CC plan.

vii. Specify the 'Cum. % Inv. Value: From/To.' fields to indicate the starting and the ending values in the range of the cumulative percentage inventory value for the part in a particular warehouse-Zone-Bin. Parts can be picked based on the contribution to the inventory value. For example, From/To can be specified as 30-100 for obtaining 70% inventory value parts.

viii. Click the 'Create Cycle Count Plan' pushbutton. The system automatically generates the cycle count number based on the numbering type selected for all the applicable lines in the multiline.

ix. On creation of Cycle Count Plan, the system sets the status of the documents to "Draft". Also, an offline scheduler begins to associate parts to each of the CC plan created based on the CC Plan Level and Planning Options. On successful completion of the process, system would update the status of the documents as 'Fresh', if there is no error encountered in the offline process. Else the status would still continue to remain in 'Draft' status.

Exhibit 1: Identifies the **Create Bulk Cycle Count Plan** screen of the **Physical Inventory & Cycle Count** business component.



Ability to pick parts in Cycle Count Sheet based on Zones and Bins, have the Non-Discrepant Inventory available for Aircraft all time and to automatically authorize the Stock Corrections for Discrepant stock

Reference: AHBG-19975

Background

The following Enhancements have been done in Cycle Count to meet various business requirements.

- Provision to pick parts based on Zones and Bin selection in Cycle Count Sheet.
- Provision to have the Non-Discrepant Inventory available for Aircraft all time.
- Ability to evaluate and confirm the count results based on changes in system (Stock) quantity during confirmation of count results.
- Ability to automatically authorize the Stock Corrections for Discrepant stock.

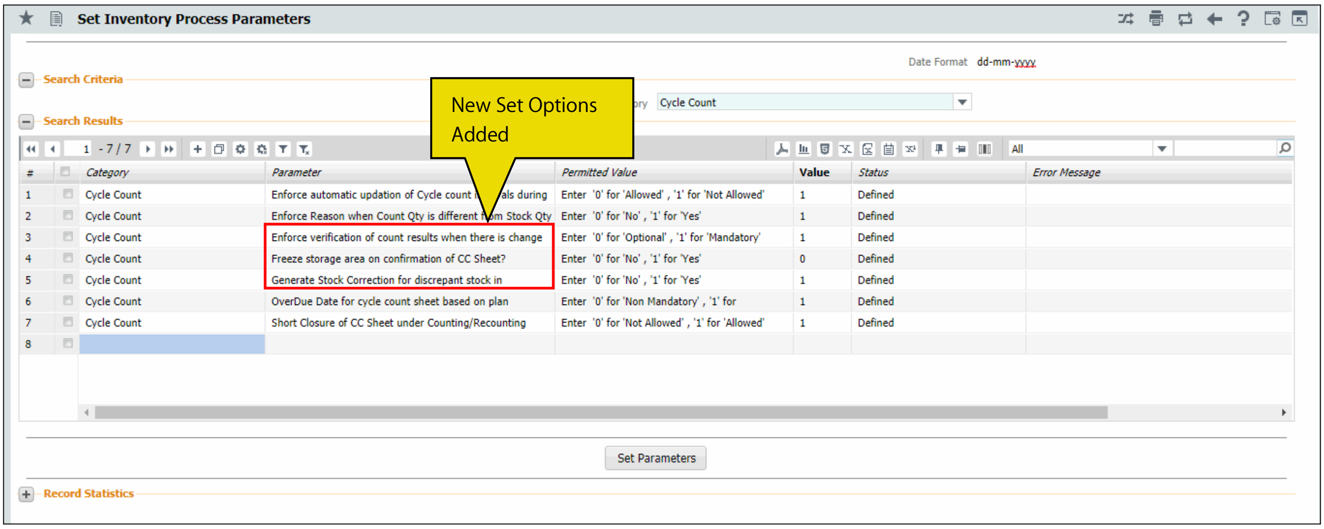
Change Details

Logistics Common Master:

The following set options are added under the Category 'Cycle Count' in the **Set Inventory Process Parameters** activity of the **Logistics Common Masters** business component:

- "Freeze storage area on confirmation of CC Sheet?", with the following values:
    - 'No' - System will not freeze the Part-Warehouse-Zone-Bin combination for Inventory Transactions like Stock Issue, Receipt, etc.
    - 'Yes' - System will freeze the Part-Warehouse-Zone-Bin combination for Inventory Transactions like Stock Issue, Receipt, etc.
- "Generate Stock Correction for discrepant stock in Authorized status?" to authorize stock correction document automatically for the discrepancy stocks, with the following values:
    - 'No' - Stock Correction document generated on authorization of count results for the discrepant stock will be generated in Draft status.
    - 'Yes' - Stock Correction document generated on authorization of count results for the discrepant stock will be generated in Authorized status.
- "Enforce verification of count results when there is change in the sys. Qty.?", with the following values:
    - 'Optional' - During confirmation of the Count Results, the Verified check-box need not be selected by user for the parts for which Change in Stock Qty is 'Yes'.
    - 'Mandatory' - During confirmation of the Count Results, the Verified check-box should be selected by user for the parts for which Change in Stock Qty is 'Yes'

Exhibit 1: Identifies the **Set Inventory Process Parameter** screen of the **Logistics Common Master** business component.



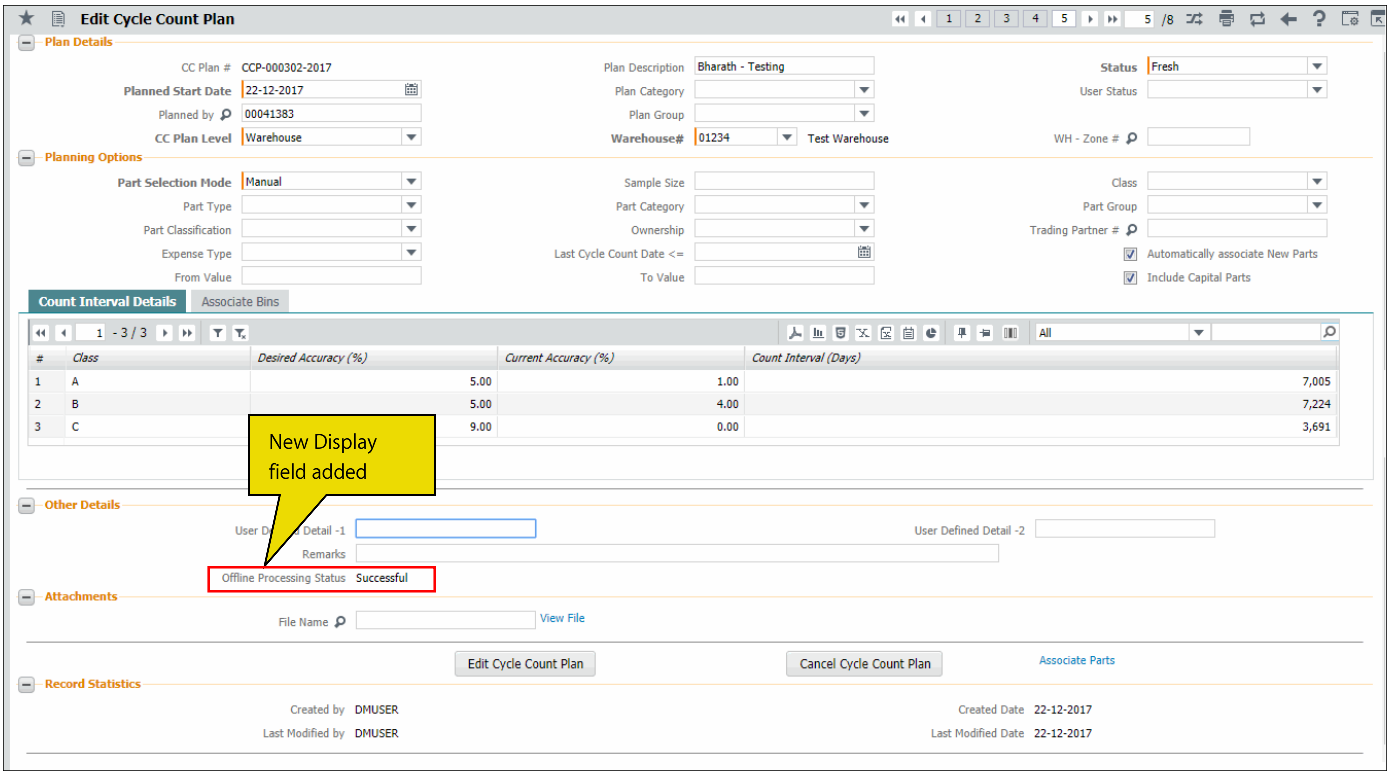
<u>Physical Inventory & Cycle Count:</u>

<u>Edit Cycle Count Plan</u>

A new display field 'Offline Processing Status' is added in 'Other details' section in **Edit Cycle Count Plan** screen. The system displays one of the following options:

- If the offline service broker is still running, then the system displays the Offline processing status as 'Inprogress'.
- If processing of offline service broker is completed and if Parts are associated successfully, then the system displays the Offline processing status as 'Completed'.
- If processing of offline service broker is Not completed, due to error, then the system refers the error log and displays the Offline processing status as Error.

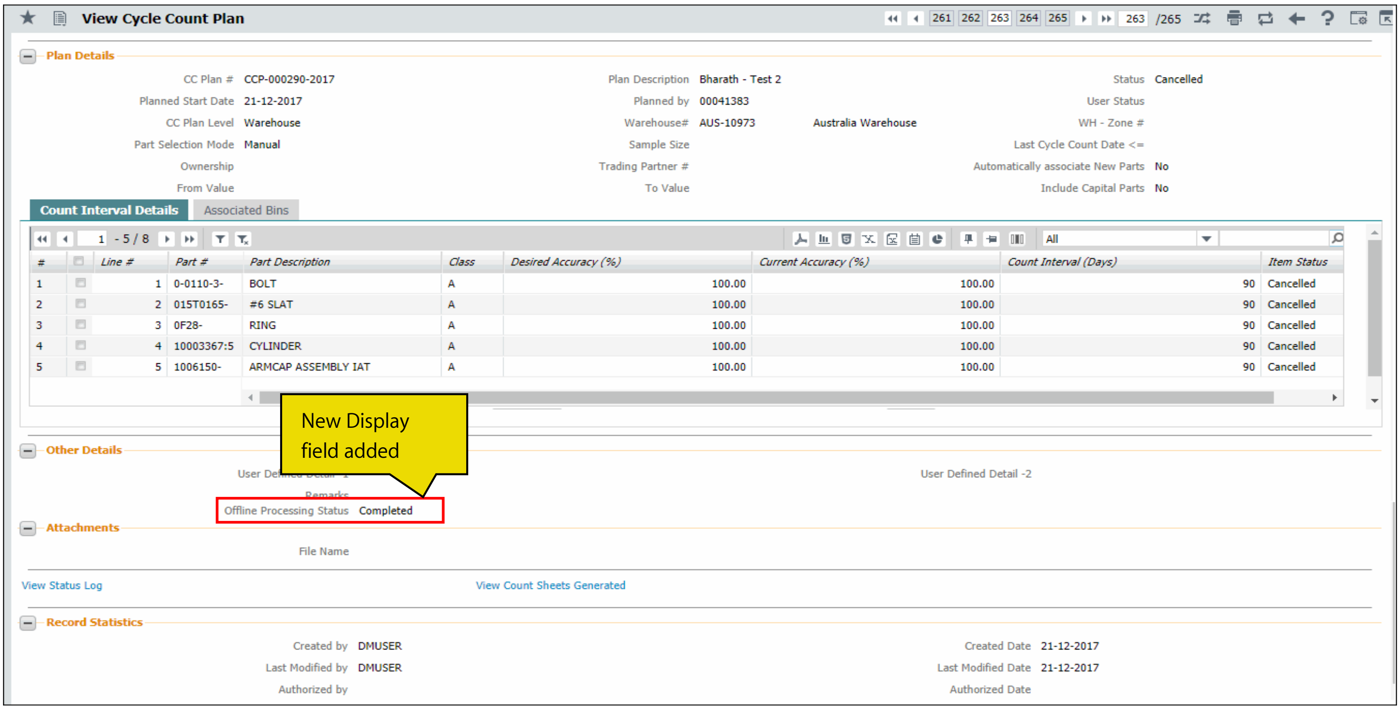
Exhibit 2: Identifies the **Edit Cycle Count Plan** screen of the **PICC** business component.



View Cycle Count Plan

A new display field 'Offline Processing status' is added in 'Other details' section in **View Cycle Count Plan** screen to display the offline processing status information for the CC Plan #.

Exhibit 3: Identifies the **View Cycle Count Plan** screen of the PICC business component.

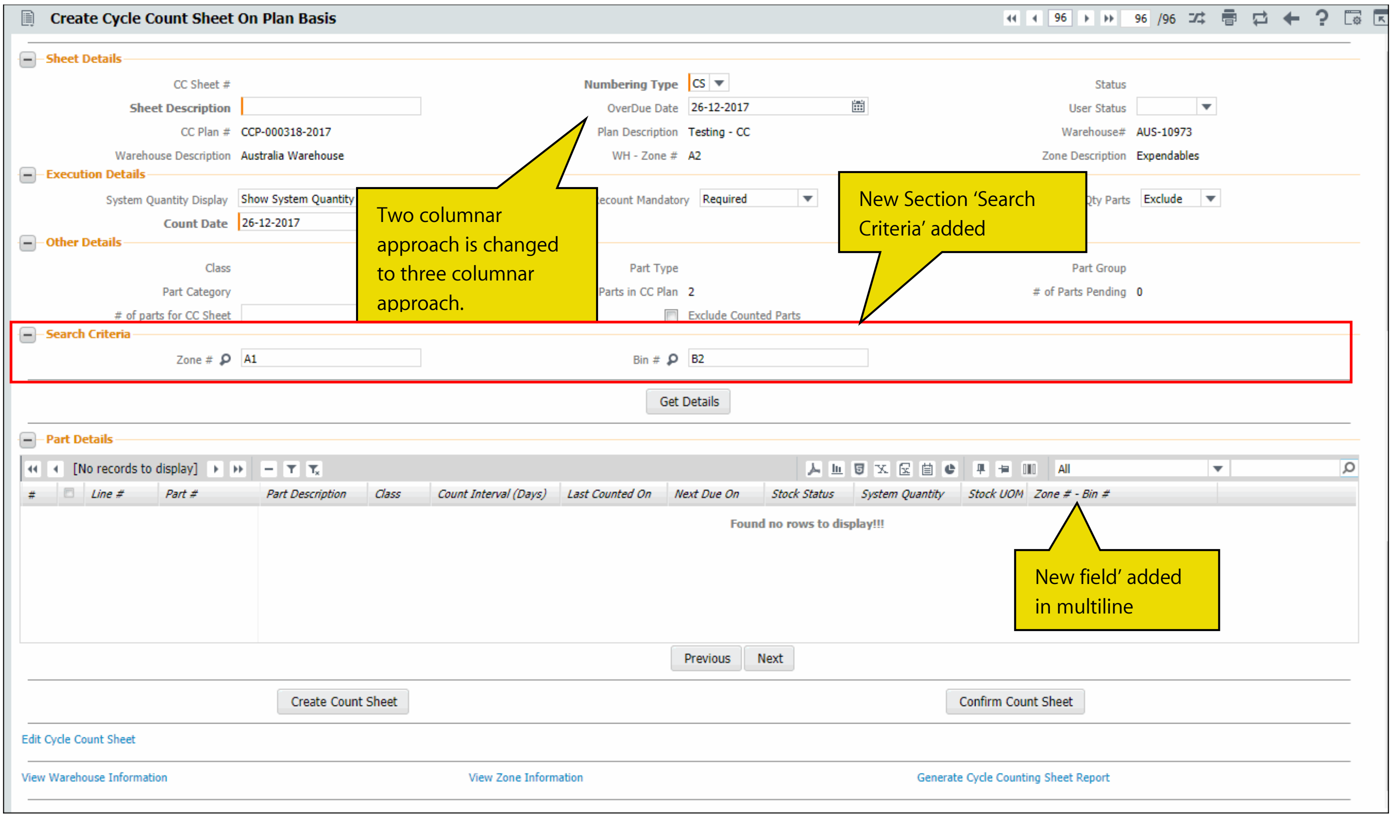


Create Cycle Count Sheet on Plan Basis

A new section 'Search Criteria' is added in **Create Cycle Count Sheet on Plan Basis** screen to pick parts based on Zones and Bin selection in Cycle Count Sheet. Under this new section two new controls 'Zone #' and 'Bin #' is added. With the help of these two controls, user can filter the parts based on the user entered values provided in Zone /Bin #.

A new display field 'Zone #-Bin #' is added in the **Part details** multiline. If part - stock status combination is available in the multiple zone/bin, then it will display the Zone -Bins by concatenating all the Zone and Bin details. If multiple values are there, it will be separated by comma. Example: Z1-B1, Z1-B2,…

Exhibit 4: Identifies the **Create Cycle Count Sheet on Plan Basis** screen of the PICC business component.



Edit Cycle Count Sheet

A new display field 'Zone #-Bin #' is added in the **Part details** multiline of the **Edit Cycle Count Sheet** screen which identifies the zone-bin for the Part- Stock status combination which is to be included in the Cycle Count sheet.

The two columnar approach has been changed to three columnar approach in the **Select Cycle Count Sheet** screen and the **Edit Cycle Count Sheet** screen of the Edit Cycle Count Sheet activity.

The system on confirmation of the cycle count sheet freezes the parts (Warehouse # - Part # -Stock status) based on the process parameter "Freeze storage area on confirmation of CC Sheet?" in the "Set Inventory Process Parameters" screen of the "Logistics common master" business component.

Exhibit 5: Identifies the select screen of the **Edit Cycle Count Sheet** activity

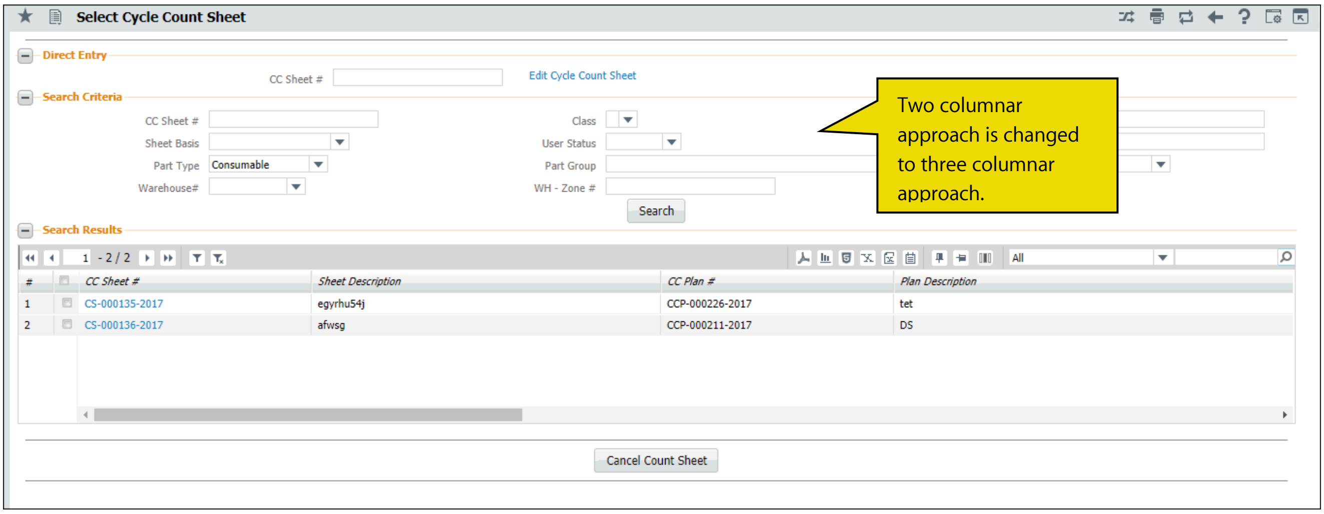
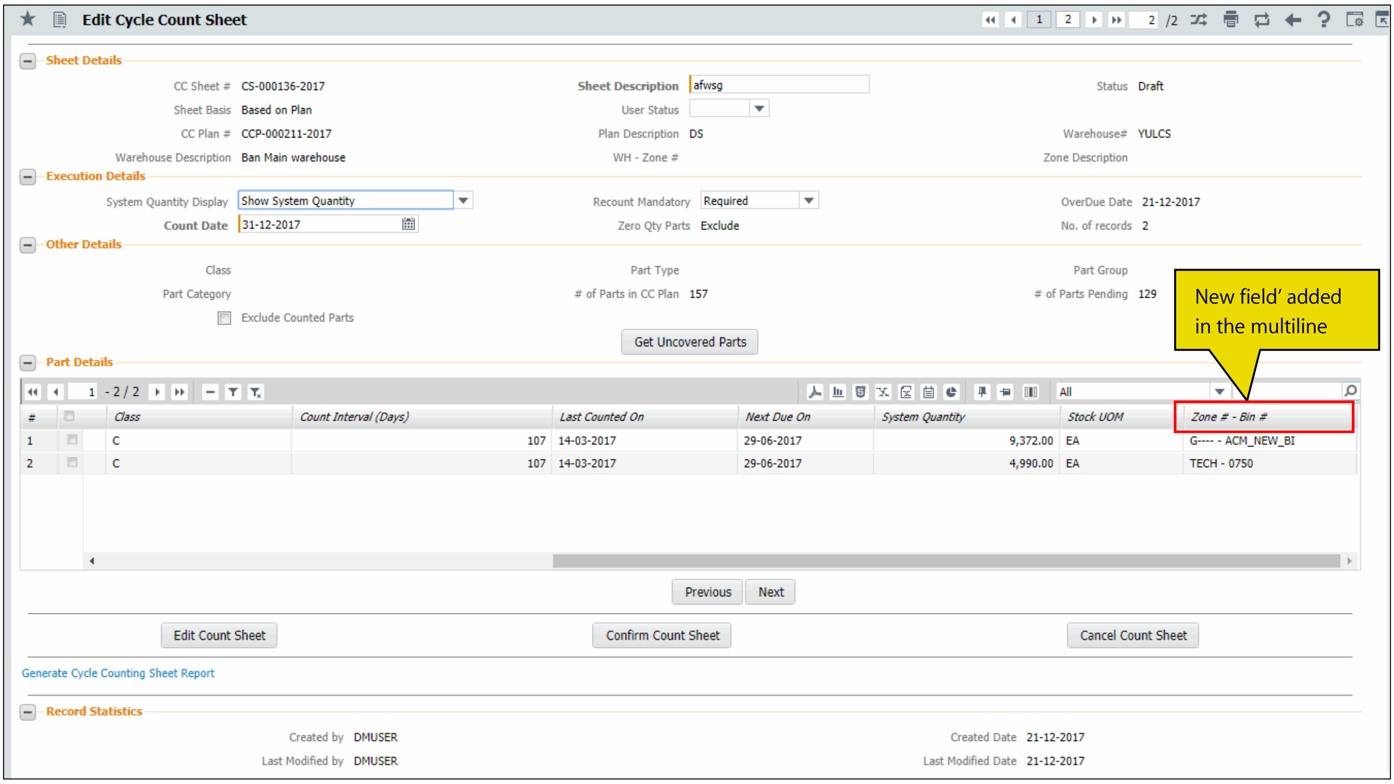


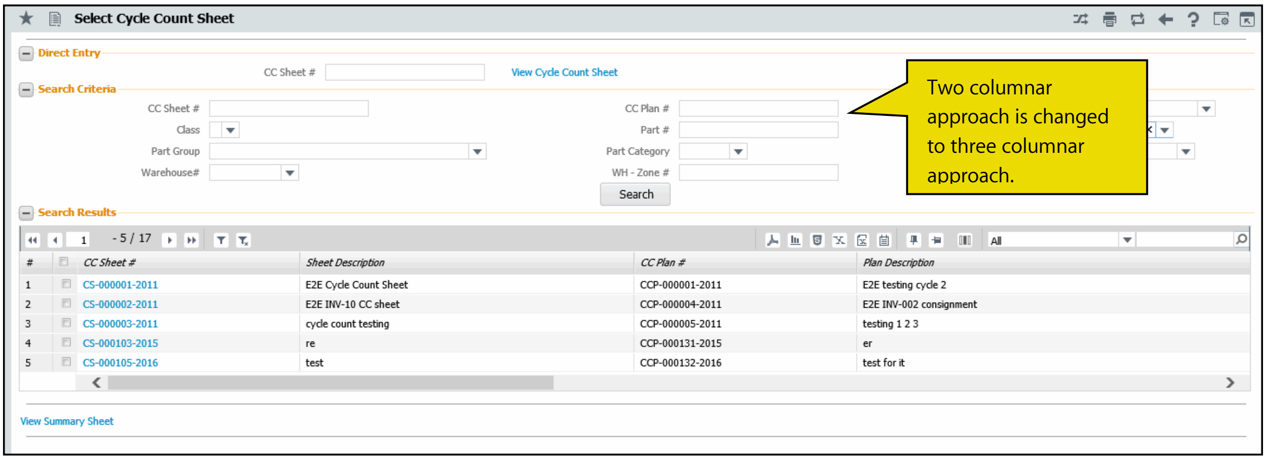
Exhibit 6: Identifies the **Edit Cycle Count Sheet** screen



View Cycle Count Sheet

The two columnar approach has been changed to three columnar approach in the **Select Cycle Count Sheet** of the View Cycle Count Sheet activity.

Exhibit 7: Identifies the select screen of the View Cycle Count Sheet activity



Enter Cycle Count Results

Two new display fields ‘Change in Stock Qty.?’ and ‘Verified?’ checkbox are added in the **Part details** multiline in the **Enter Cycle Count Results** screen.

Change in Stock Qty.? - Indicates whether there is a change in the quantity of stock which could be “Yes” or “No”.

- Yes - If there is a difference between Current Stock Qty in Inventory and Persisted Stock Qty at the time of confirmation of CC Sheet.
- No - If there is no difference between Current Stock Qty and Persisted Stock Qty.

Verified? - Indicates whether the cycle counting is done or not.

- If the set option "Enforce verification of count results when there is change in the Stock Qty?" of the “Logistics Common Master” business component is set as '0' (No) or 'Blank' or Changes in the stock Qty? is derived as 'No', then the Verified? checkbox need not be checked during confirmation of results.
- If the set option "Enforce verification of count results when there is change in the Stock Qty?" of the “Logistics Common Master” business component is set as '1' (Yes) and if Changes in the Stock Qty? is derived as 'Yes', then the Verified? checkbox should be checked during confirmation of results.

The two columnar approach has been changed to three columnar approach in the **Select Cycle Count Sheet** of the Enter Cycle Count Results activity.

Exhibit 8: Identifies the select screen of the **Enter Cycle Count Results** activity

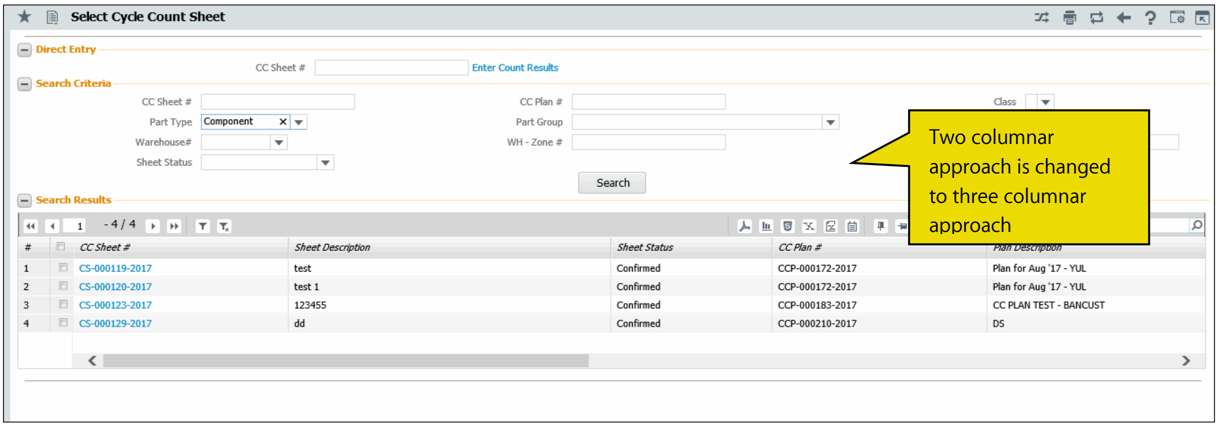
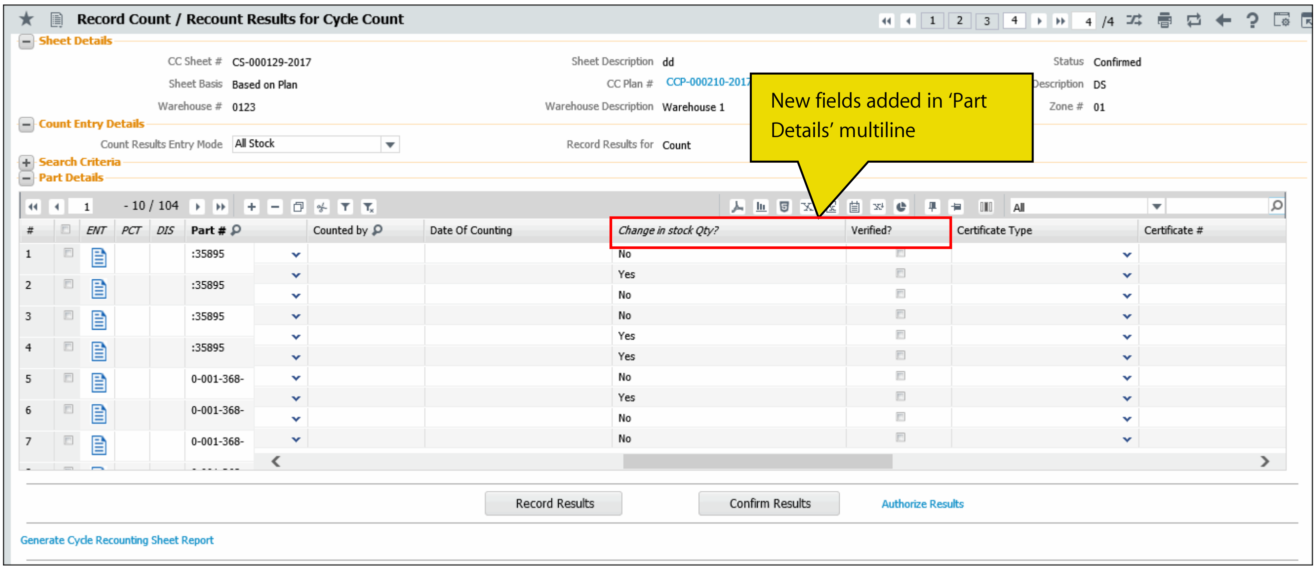


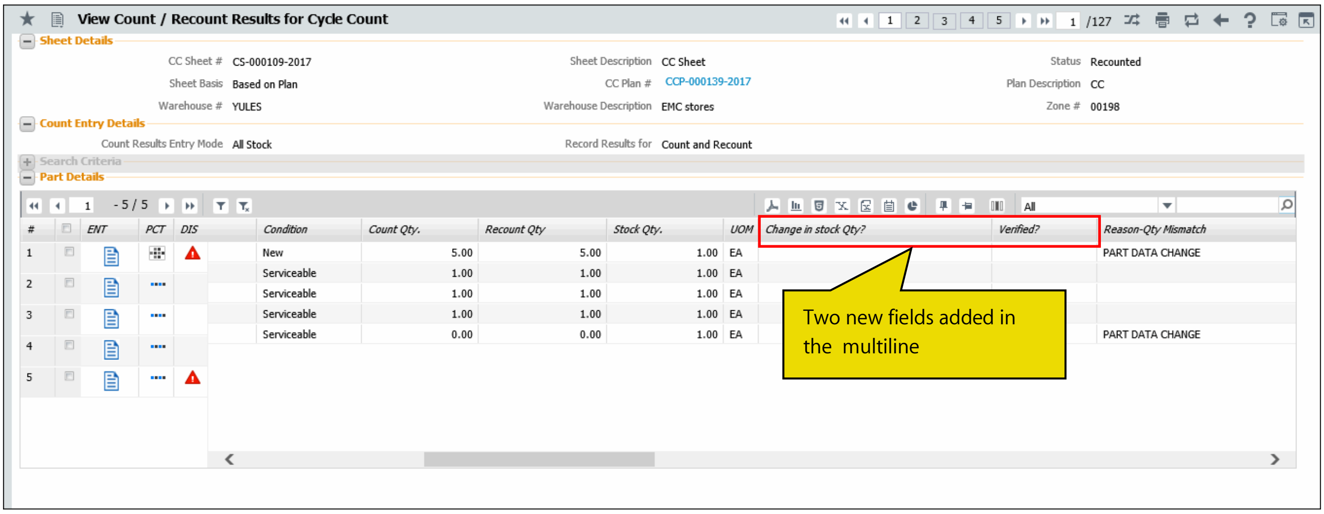
Exhibit 9: Identifies the Record Count / Recount Results for Cycle Count screen



View Cycle Count Results

Two new display fields 'Change in Stock Qty.?' and 'Verified?' checkbox are added in the **Part details** multiline in the **View Count/Recount Results** screen.

Exhibit 10: Identifies the **View Count/Recount Results** screen



Ability to Quarantine parts during Stock Transfer Receipt

Reference: AHBG-15519

Background

Whenever a part is received in a warehouse (by Stock Transfer Receipt), there could be various reasons because of which the part needs to be quarantined. Also, there could be various information that needs to be captured as part of the Stock Transfer Receipt document. A provision is required to enable quarantine of the parts and to capture the supplementary information in Stock Transfer Receipt.

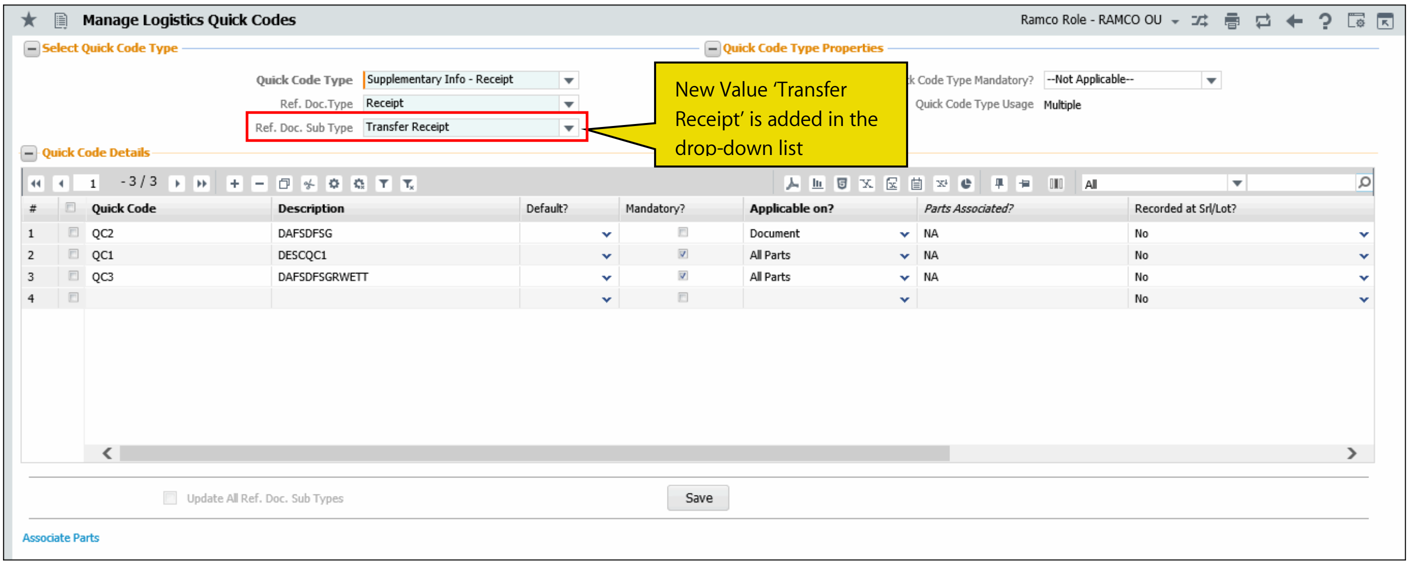
Change Details

Logistics Common Master

Manage Logistics Quick codes

In the **Manage Logistics Quick Codes** activity of the **Logistics Common Master** business component, on selection of the value "Supplementary Info - Receipt" in the Quick Code Type, the Ref. Doc Type combo UI is loaded and defaulted with the value "Receipt". The Ref. Doc. Sub Type combo is loaded with a new value 'Transfer Receipt' along with the existing values 'Regular Purchase', 'Repair Receipt', 'Customer Goods Receipt' and 'Blank'.

Exhibit 1: Identifies the screen **Manage Logistics Quick Codes** in the **Logistics Common Master** business component

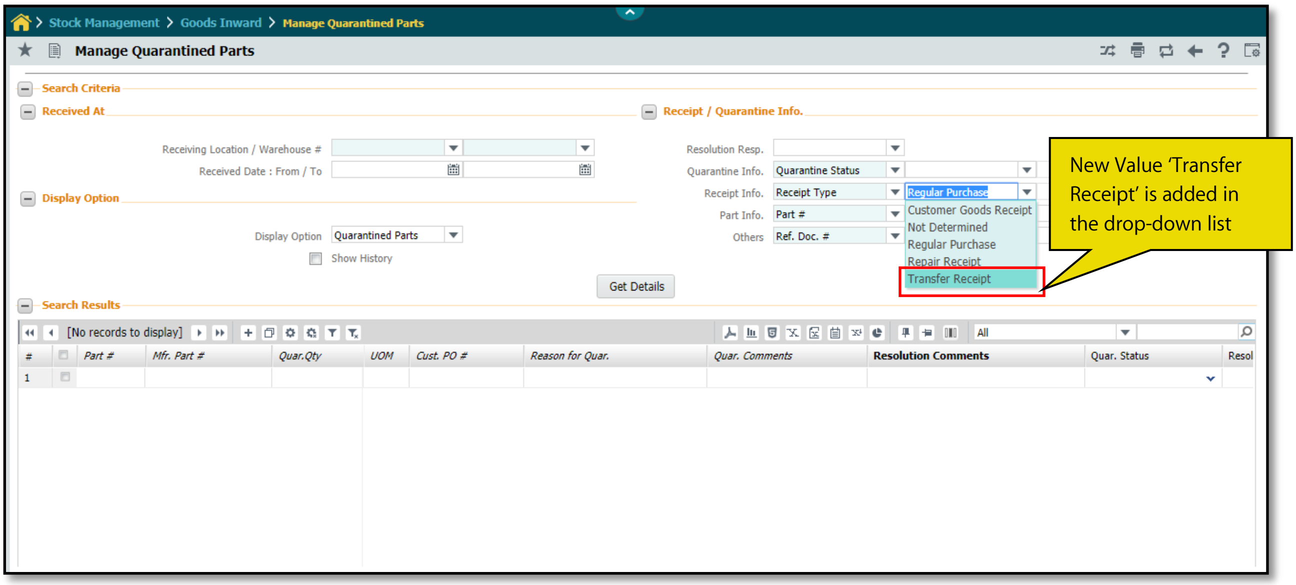


Goods Inward

Manage Quarantined Parts

In the **Manage Quarantined Parts** activity of the **Goods Inward** business component, in the “Receipt/ Quarantine Info.” section, a new Receipt Type is added. On selection of the value "Receipt Type" in the “Receipt Info.” field, the adjacent combo UI is loaded with the new value "**Transfer Receipt**" along with the existing values ‘Goods Receipt', ‘Repair Receipt’, 'Customer Goods Receipt' and 'Not Determined'. "Quar. Stage" in the multiline, is displayed with values "Receiving" or "Inspection" depending on the stage where the parts are getting quarantined. If the Parts are getting quarantined in **Record Stock Transfer Receipt**, then Quarantine Stage should be updated as 'Receiving'.

Exhibit 2: Identifies the screen **Manage Quarantined Parts** in the **Goods Inward** business component



Stock Receipt

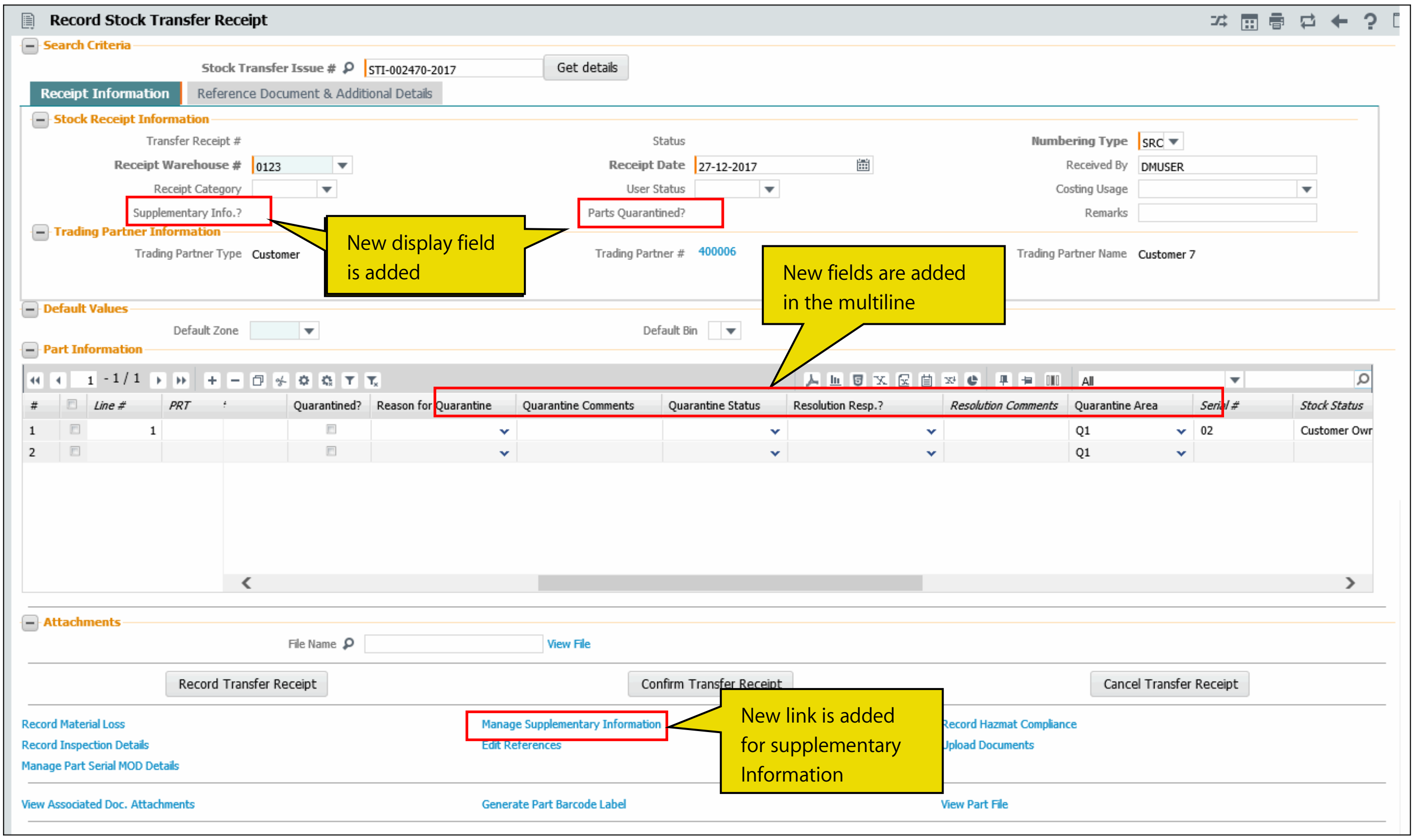
Record Stock Transfer Receipt

In the **Record Stock Transfer Receipt** screen of the **Stock Receipt** business component, following changes are done.

- New display field “Supplementary Info.?” Is added in the ‘Stock Receipt Information’ section of the **Receipt Information** tab. Based on the Quick Code defined under **Manage Logistics Quick Code** activity in the **Logistics Common Master** business component for the Quick Code Type "Supplementary Info - Receipt" and the Ref. Doc. Sub Type 'Transfer Receipt', one of the following values will be displayed:
  - Pending - Active Quick Code exists for the Quick Code Type 'Supplementary Info - Receipt' and Ref. Doc. Sub Type 'Transfer Receipt' combination and at least one of the Quick Code is defined as mandatory (either at Part level, Document level or both).
  - Optional - Active Quick Code exists for the Quick Code Type 'Supplementary Info - Receipt' and Ref. Doc. Sub Type ‘Transfer Receipt' combination but none of them are mandatory (either at Part level, Document level or both).
  - Not Applicable - Active Quick Codes does not exist for the Quick Code Type 'Supplementary Info - Receipt' and Ref. Doc. Sub Type 'Transfer Receipt' combination.

- New display field "Supplementary Info.?" Is added in the 'Stock Receipt Information' section of the **Receipt Information** tab. One of the following values will be displayed.
  - Yes – If any of the part in the Part Information multiline is Quarantined.
  - No – None of the parts in the receipt is Quarantined.
- New fields "**Quarantined?**", "**Reason for Quarantine**", "**Quarantine Comments**", "**Quarantine Status**", "**Resolution Resp.?**", "**Resolution Comments**" and "**Quarantine Area**" are added in the "Part Information" multiline.
- New Link "**Manage Supplementary information**" is added in the link section to record the supplementary Information for the stock transfer receipt.

Exhibit 3: Identifies the **Record Stock Transfer Receipt** screen in the **Stock Receipt** business component



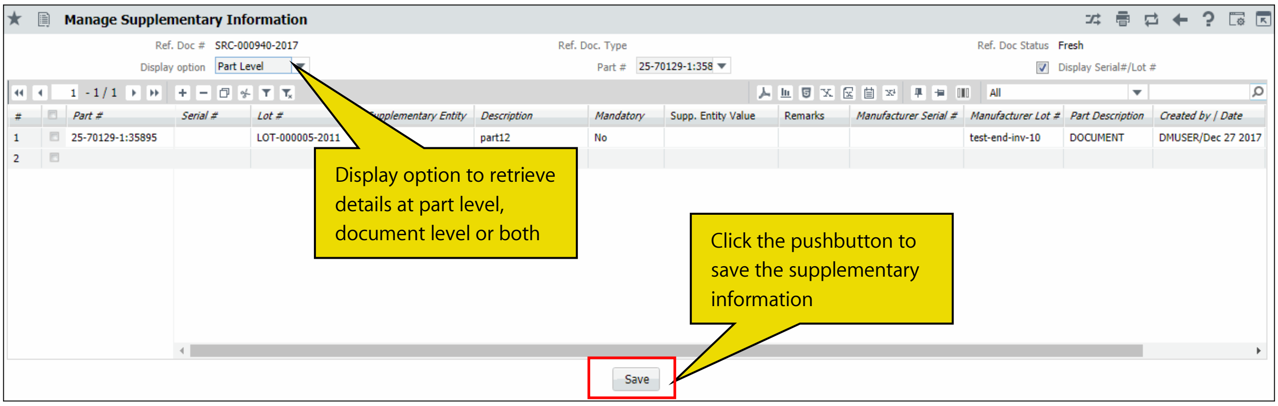
Manage Supplementary Information

A new screen "**Manage Supplementary Information**" is added to record and manage the supplementary information for the stock transfer receipt, while receiving the stock transferred from a warehouse that could be in the same location or different location.

- The "Ref. Doc #", "Ref. Doc. Type" and "Ref. Doc Status" fields in the header section displays the details of the reference document.
- "Display Option" can be selected as "Document Level", "Part Level" or "All", to retrieve and display the supplementary information at Document Level, Part Level and both.
- The 'Part #' drop-down list box lists all the parts received against the Transfer Receipt document. Using Part # drop-down, supplementary information can be filtered for the selected Part #
- Check the "Display Serial #/Lot #" box to retrieve the serial #/Lot # details in the multiline.

- In the multiline, the "Supplementary Entity" field displays the quick code defined under quick code type Supplementary Info – Receipt and Ref. Doc. Sub Type (Regular Purchase/Customer Goods Receipt/Repair Receipt) combination at part level or document level in the **Manage Logistics Quick Codes** activity of the **Logistics Common Master** business component.
- In the 'Supp. Entity. Value' field, the receiving clerk enters the values for the Supp. Entities listed down in the multiline.
- On clicking "Save", the supplementary information for the stock transfer receipt can be recorded.

Exhibit 4: Identifies the screen **Manage Supplementary Information** in the **Stock Receipt** business component



Ability to display other customer stock visibility in Plan Materials screen

Reference: AHBG-19658

Background

When an MRO requests a Part and if the requested part is not available in the requested warehouse, the system will fetch and display the MR into **Plan Material** screen. Plan Materials screen will aid the materials planner to verify if the requested parts are available in any other warehouses in the location. If a requested part is available in any other warehouse having no hard allocation, then the same will be displayed as WH free qty. As per the current system behaviour, Plan Material will consider only Requested part, Requested Stock Status, Alternate part, Alternate Stock status (Internal & Supplier Ownership) for identifying the WH Free Qty. But there is no provision to consider Other Customer stocks as a WH Free qty.

Business need is to facilitate visibility of other customer stocks available in other locations, when the parts are not available in the Requested ownership.

Change Details

This enhancement provides the ability to display other customer parts in Plan Material screen. When other customer stocks are available in the different locations, then the system displays the same as WH free quantity along with From WH details.

Usage of other customer parts, when requested customer part is not available in the stock

When a requested customer part is not available, but there are other customer stocks are available, then display the other customer stocks as WH free quantity based on following options.

- Usage of other Customer stocks under the category 'Customer Parts Usage' must be set as "Allowed" in the **Manage Additional Options** screen of the **Customer** business component.
- **Demand & Receipt pegging preferences across ownership** must be defined for the Requested customer.

Usage of other customer parts, when requested internal part is not available in the stock

When a requested internal part is not available, but there are other customer stocks are available, then display the other customer stocks as WH free quantity based on following options.

- 'Usage of Customer Parts in case of shortage of Internal Parts' under the category 'Stock Demand Management' must be set as "Allowed" in the **Set Inventory Process Parameters** screen of the **Logistics Common Master** business component.
- **Demand & Receipt pegging preferences across ownership** must be defined for the Requested ownership.

Ability to manage stock status restriction for customer stocks

Reference: AHBG-20414, AHBG-20034

Background

Whenever customer owned stock is transacted in inventory, the Customer-Stock Status mapping needs to be validated. Business requirement is to restrict the selection of the Stock Status that is not mapped to the customer selected, to provide better control of Customer Owned inventory. Customer-Stock Status mapping is validated in the various transactions: Customer Goods Receipt, Goods Receipt, Unplanned Receipt, Maintenance Return, General Return, Unplanned Return, Stock Conversion and Stock Correction.

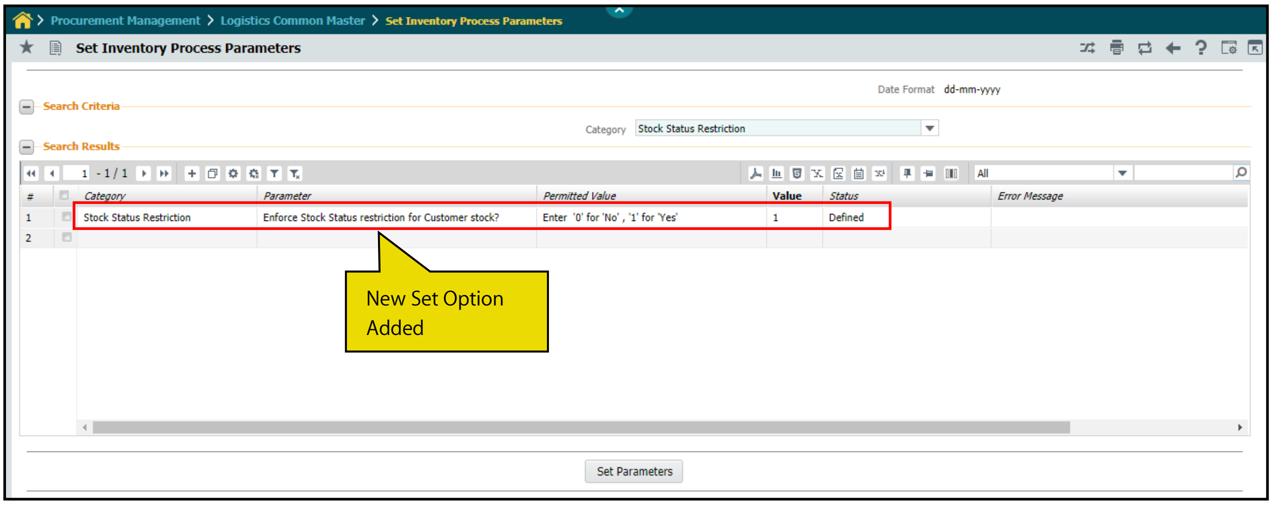
Change Details

Logistics Common Master:

A new set option "Enforce Stock Status restriction for Customer stock?" is added under the Category 'Stock Status Restriction' in the **Set Inventory Process Parameters** activity of the **Logistics Common Masters** business component to enable / disable restricted stock status:

- 'No' – Stock Status that is selected should be of Ownership 'Customer'.
- 'Yes' – Stock Status that is selected in the respective transaction (i.e. Goods Inward, Stock Receipt) should be mapped to the respective Customer # in **Manage Restricted Stock Status** screen in the interacting **Customer** business component.

Exhibit 1: Identifies the **Set Inventory Process Parameters** screen



Customer:

A new screen **Manage Stock Status Restriction** is added as a link in the **Create Customer Record**, **Edit Customer Record** and **View Customer Record** screens in the **Customer** business component. This screen provides the list of stock statuses that can be restricted to each customer. A stock status mapped to one customer cannot be reused for another.

On screen launch, the Customer #, Customer Name and Customer Category are retrieved in the header of the screen. On selection of stock status in the multiline, the corresponding stock description and Valuated flag must be retrieved automatically in subsequent columns from the User Defined Stock Status master. On click of save, system will validate if the stock status selected is already mapped to any other customer.

Note: Defining restricted stock status is not mandatory. Customer can be made Active even without defining restricted stock status.

A given stock status can be mapped to only one Customer at a time. Also, any one of the multiple Stock statuses can be mapped as a default.

Exhibit 1: Identifies the link addition in **Edit Customer Main Information** screen

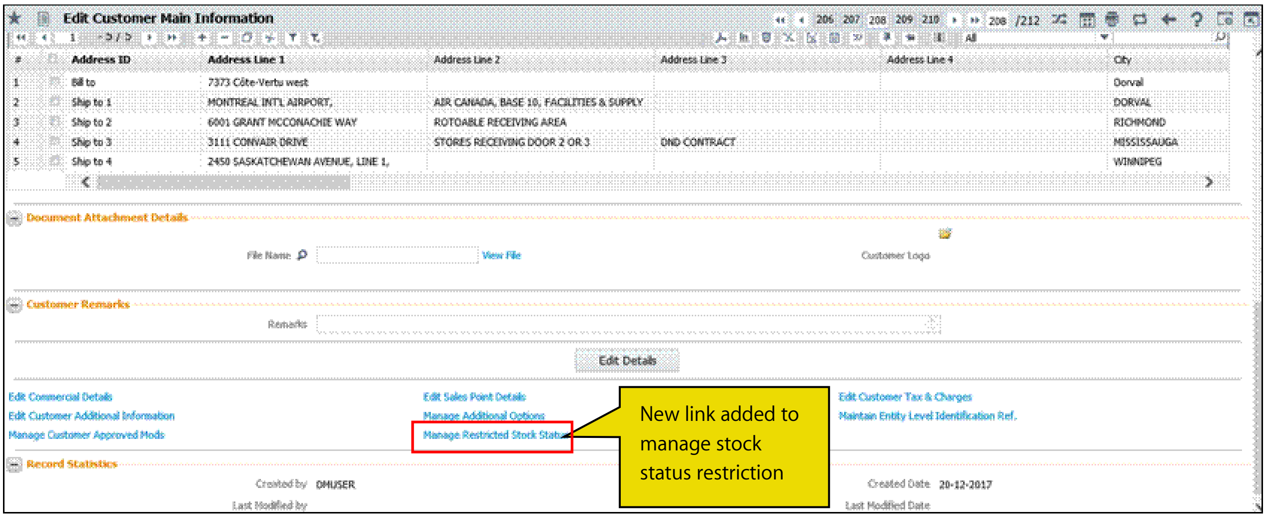
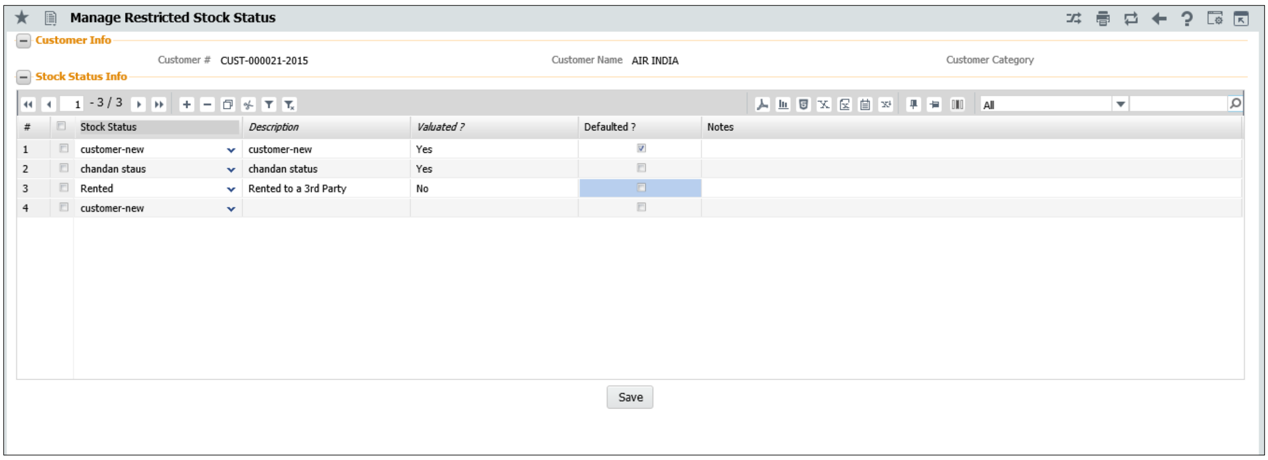


Exhibit-2: Identifies the **Manage Stock Status Restriction** screen



Stock Status Restriction Logic:

The Stock Status selected in the respective screens in selected transactions must be mapped to the Customer # in the **Manage Restricted Stock Status** screen in the **Customer** business component, if the value for the Parameter 'Stock Status restrictions' is set as 'Yes' in the **Set Inventory Process Parameters** screen, for the selected record. Else the system validates. If the value for the parameter 'Stock Status restrictions' is set as 'No', the system does not validate the Stock Status - Customer mapping.

Transactions impacted by Stock Status Restriction:

Customer-Stock Status mapping is validated in the following transactions: Customer Goods Receipt, Goods Receipt, Unplanned Receipt, Maintenance Return, General Return, Unplanned Return, Stock Conversion and Stock Correction.

Ability to display Ship to Address Information in Shipping Note select screen

Reference: AHBG-19873

Background

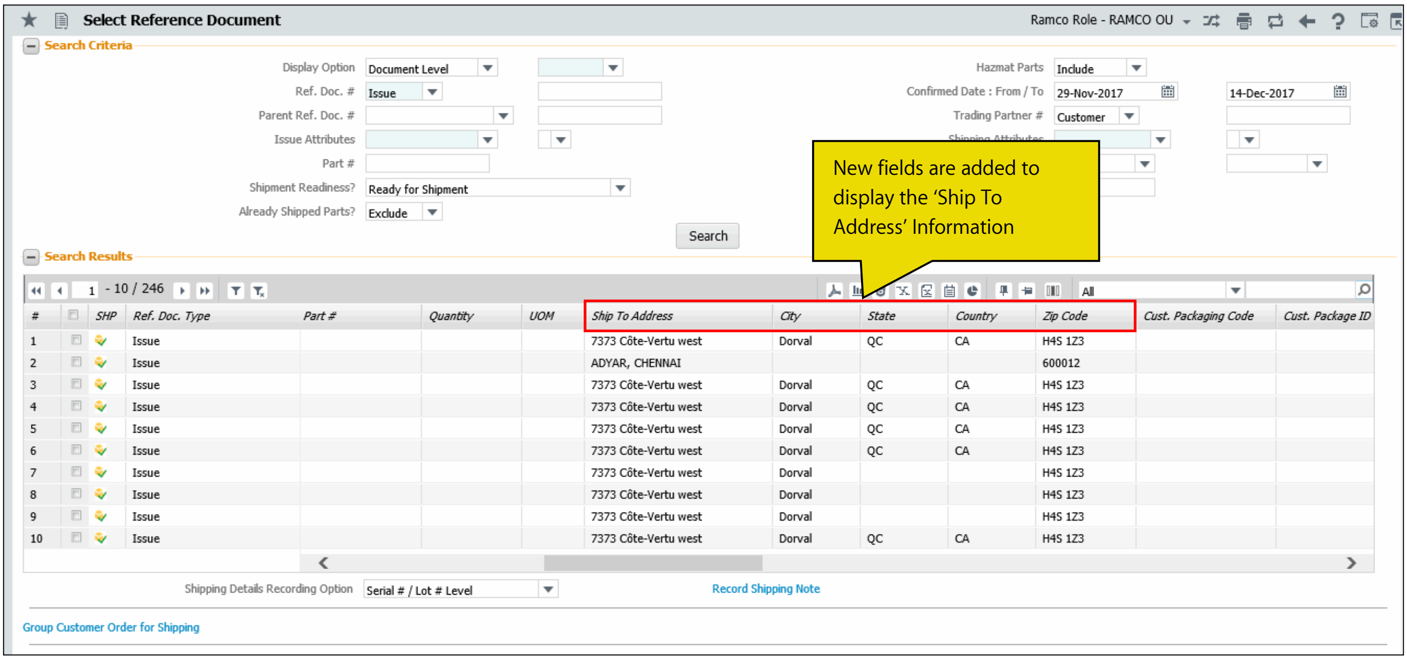
In aviation industry, organizations face unprecedented challenges in today's uncertain and volatile environment. They must fulfil their strategic agendas while keeping costs under control. Shipping Charges account to a large amount of cost. In order to reduce the cost of shipments, shipper may group some parts and then send them together based on supplier/customer location preferences.

Business Need is to provide an ability to display Ship to Address Information of Ref. Doc to create shipping note so that the Shipping Personnel will group multiple shipment for the same address and customer as single shipment.

Change Details

In the **Select Reference Document** screen of the **Record shipping Note** activity in the **Stock Issue** business component, new display fields "Ship To Address", "City", "State", "Country" and "Zip Code" are added in the **Search Results** multiline to expedite grouping the reference docs and creation of the shipment.

Exhibit 1: Identifies the **Select Reference Document** screen of **Record Shipping Note** activity



<u>Address Details retrieval Logic:</u>

On search, the system retrieves and displays the address details ("Ship To Address", "City", "State", "Country" and "Zip Code") in the multiline based on the Ref. Document Type and the Parent Ref. Doc. # selected in the Search Criteria. This is explained in the below table:

Parent Ref. Doc	The system retrieves and displays
Purchase Order (Ref. Doc. Type – Issue)	Address details for the corresponding Exchange issue documents from the **Supplier** business component for the saved Supplier - Return core to supplier Address ID combination available in Edit Terms and conditions screen in **Create Purchase Order** activity. If Return Core to supplier Address ID is not available, then system shall retrieve and display address details from the **Supplier** business component for the saved Supplier - Address ID combination available in **Create Purchase Order** activity.
Purchase Order (Ref. Doc. Type – Receipt)	Address details for the corresponding Goods Receipt from the **Supplier** business component for the saved Supplier - Address ID combination available in **Create Purchase Order** activity
Repair Order (Ref. Doc. Type – Issue)	Address details for the corresponding Repair Order issue from the **Supplier** business component for the saved Supplier - Ship to Address ID combination available in **Edit Terms and conditions** screen under **Create Repair Order** activity.
Repair Order (Ref. Doc. Type – Receipt)	Address details for the corresponding Repair Receipt from the **Supplier** business component for the saved Supplier - Address ID combination available in **Create Repair Order** activity.
Loan Order	Address details for the corresponding Loan Order Issue document from the **Supplier** business component for the saved Supplier – Return to Supplier ID combination available in **Edit Terms and Conditions** screen under **Create Loan Order** activity.
Rental Order	Address details for the corresponding Rental Order Issue from the **Customer** business component for the saved Customer - Ship to Address combination available in **Edit Terms and Conditions** screen under **Create Rental Order** activity.
Customer Order (Ref. Doc. Type – Issue)	Address details for the corresponding Unplanned issue document from **Shipping Terms** tab in the Customer Order (if available), else from the default Ship to ID from the **Customer** business component with Customer #.

Parent Ref. Doc	The system retrieves and displays
Customer Order (Ref. Doc. Type – Receipt)	Address details for the corresponding Customer Goods Receipt document from 'Shipping Terms' tab in the Customer Order (if available), else from the default Ship to ID from the **Customer** business component with Customer #.
Material Request	Address details from the **Storage Administration** business component for the requesting warehouse available in the MR for the corresponding General / Maintenance Issue Documents.
Stock Transfer	Address details for the corresponding Stock Transfer Issue document from the **Storage Administration** business component for the To warehouse available in the respective Stock Transfer order.
Pack Slip	Address details for the corresponding packslip issue from the **Customer** business component for the saved Ship to Customer - Ship to customer ID combination available in **Create Pack Slip** business activity.
Part Sale Order	Address details for the corresponding General Issue document from 'Shipment Info' tab in the Part Sale Order (if available). If it is not available then display the customer address details for the default Ship to ID from the **Customer** business component with Customer #.
Release Slip (Ref. Doc. Type – Receipt)	Address details for the corresponding Goods Receipt from the **Supplier** business component for the saved supplier # in the Release Slip.
Scrap Note	If Parent Ref Doc is Scrap Note, the system does not retrieve and display address details, and the fields are left blank.
Tools	If Parent Ref Doc is Tools, the system does not retrieve and display address details, and the fields are left blank.

WHAT'S NEW IN WARRANTY MANAGEMENT?

Ability to evaluate Warranty and generate Warranty Instances in Service Sale cycle

Reference: AHBG-19000

Background

Whenever a Part-Serial/Lot # is received for servicing from a customer, the availability of a warranty for that part is checked at different points of the order processing like receiving, shop execution, estimation preparation, sale quotation and billing. This enhancement provides the ability to view the warranty instances for a given Part-Serial/Lot # involved in different stages of the repair cycle. You can also view the warranty offered by a supplier for a given part-serial/lot #, in addition to the warranty offered to the customers, the warranty reference documents and the repair history of part-serial/lot.

Also, based on different warranty terms, warranty instances will be provided for the Part-Serial/Lot # serviced in a work order at various logical events like SWO Closure or CoM Issuance or Parts shipment. Business need is to cater generation of instances automatically in these events based on the warranty agreement which can be mapped to the service sale contracts.

Change Details

The **View Associated Warranty Instances** pop-up is added as new UI under the **Manage Parts under MRO Warranty** activity in the **MRO Warranty** business component. The Pop-up can be launched for a Part-Serial/Lot # received in a Customer Goods Receipt. The pop-up can also be viewed from the following screens:

- Route Unserviceable Components/Parts screen of Component Maintenance Planning business component.
- Plan Work Order screen of Shop Work Order business component.
- Record Work Estimates screen of Work Monitoring and Control business component.

<u>**MRO Warranty - View Associated Warranty Instances**</u>

A new Pop-up **View Associated Warranty Instances** is added in the **MRO Warranty** business component to view the warranty instances for a given Part-Serial/Lot # combination.

1. On clicking the hyperlinked field 'Under Warranty' in the multiline of the **Work Requested Customer Parts** tab in the **Manage Goods Receipt** screen of the **Goods Inward** business component, the **View Associated Warranty Instances** Pop-up can be launched.

   Note: Similar hyperlinks will be available in the Removal and Warranty Details tab of Plan Work Order screen, Unserviceable Components/Parts multiline of the Route Unserviceable Components/Parts screen, Order Execution & Warranty tab of the Edit Work Estimates screen.

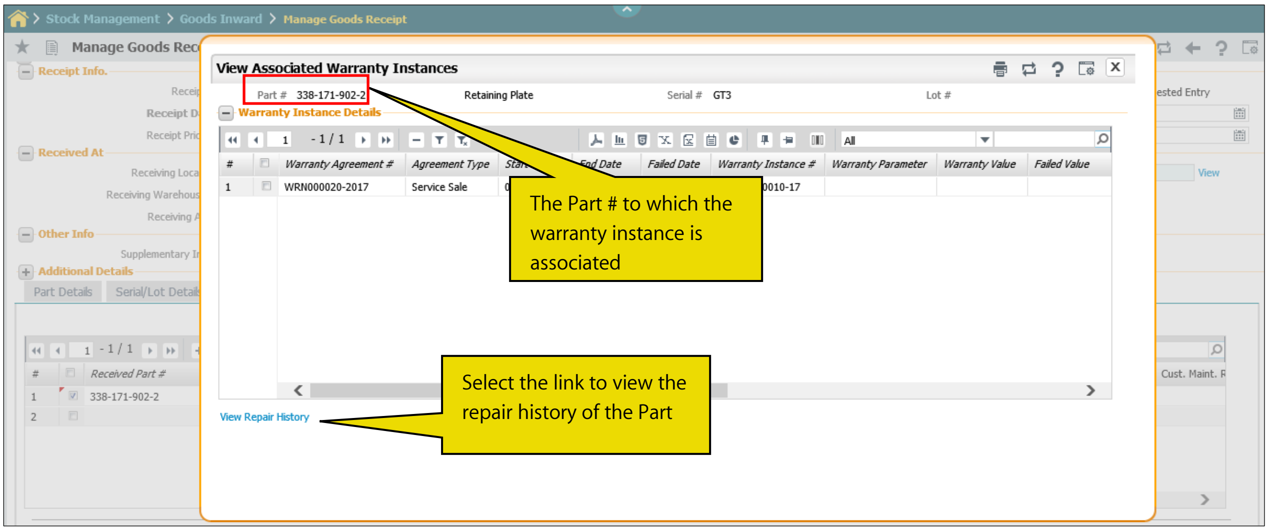
2. **Part #**, **Serial #**, **Lot #** fields in the header identifies the part # – Serial #/Lot # combination for which the warranty instance is associated.

3. The **Warranty Instance Details** like Warranty Agreement #, Warranty Agreement Type, Warranty Parameter, Warranty Instance # of the warranty offered to the customers are displayed in the multiline. If the Part-Serial/Lot # has been provided under warranty by a supplier, details of supplier who offered warranty is displayed in the multiline along with the agreement and reference document information.

4. The hyperlinked **Reference Document #** provides the ability to view the warranty reference document.

5. The **View Repair History** link at the bottom of the screen enables to view the repair history of the part during evaluation of the Warranty.

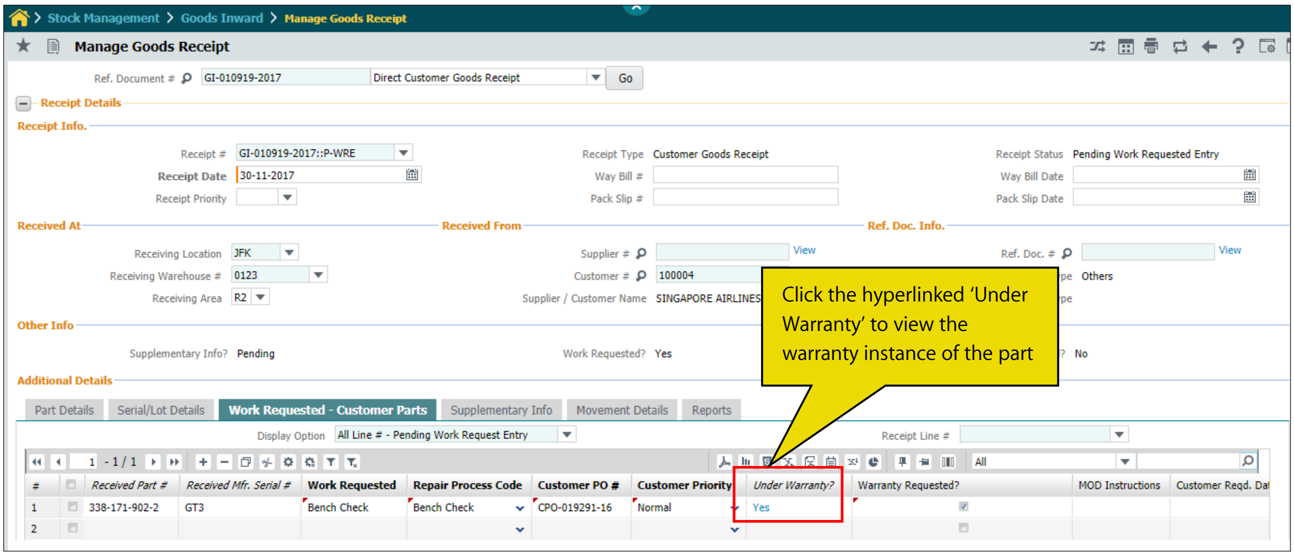
Exhibit 1: Identifies the **View Associated Warranty Instances** pop-up screen added under **MRO Warranty** business component



Manage Goods Receipt

A new column 'Under Warranty' is added in the multiline of the **Work Requested Customer Parts** tab in the **Manage Goods Receipt** screen of the **Goods Inward** business component. This column is hyperlinked to launch the **View Associated Warranty Instances** Pop-up.

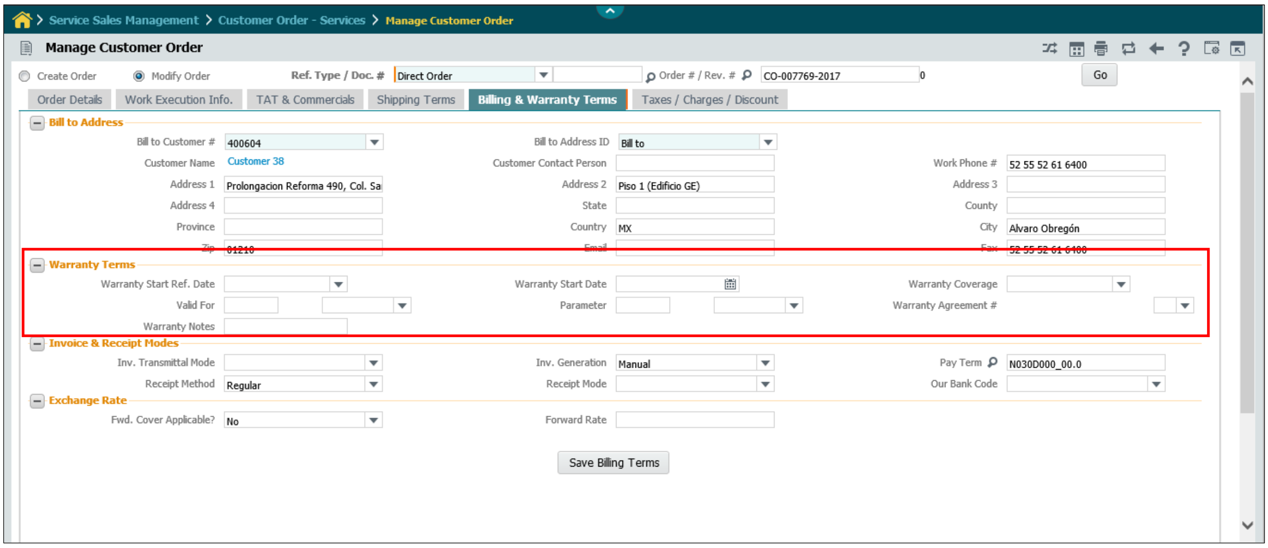
Exhibit 2: Identifies the changes in the **Manage Goods Receipt screen** in **Goods Inward** business component



Manage Customer Order

Warranty terms have been introduced under the Billing tab and the tab has also been renamed as 'Billing and Warranty Terms'. The section would contain the information on the applicable Warranty agreement and the corresponding Warranty terms as per the agreement. User can make modify the terms such as Warranty Start Ref. date, Warranty coverage, parameter and value information which would be applicable for the particular order only.

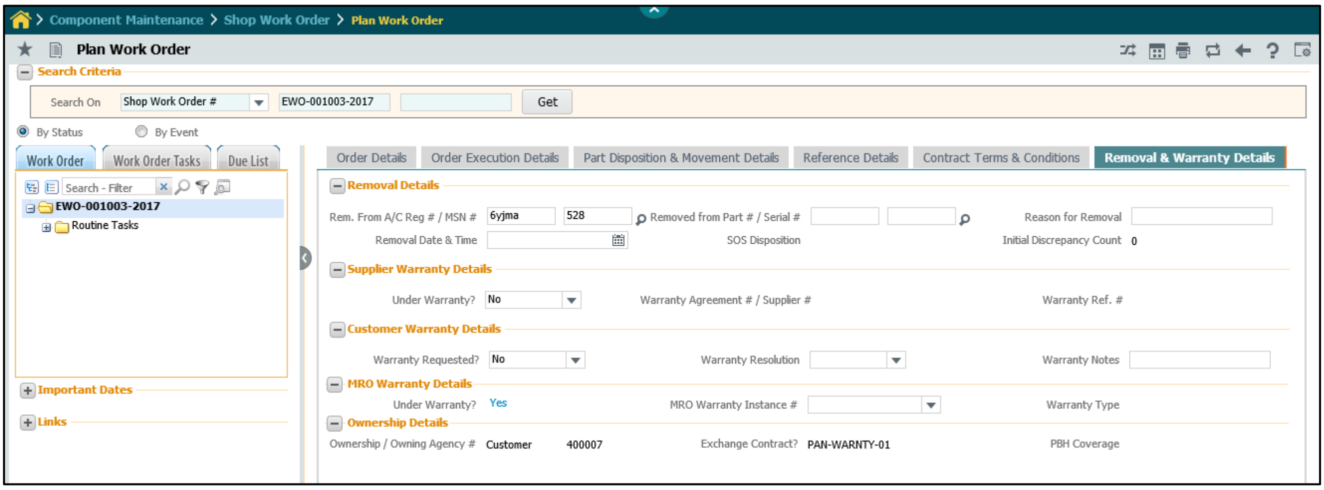
Exhibit 3: Identifies the changes in the **Manage Customer Order** screen in **Service Sales Management** business component



Plan Work Order

A new section 'MRO Warranty Details' is added in the **Removal & Warranty Details** tab of the **Plan work Order** screen of the **Shop Work Order** business component. Controls 'Under Warranty' and MRO Warranty Instance # are added in this section. Under Warranty will be displayed as 'Yes', 'No' or 'Not Evaluated' as per the availability and validity of the Warranty Instances. Click of the under warranty link will open the **View Associated Warranty Instances** pop-up screen.

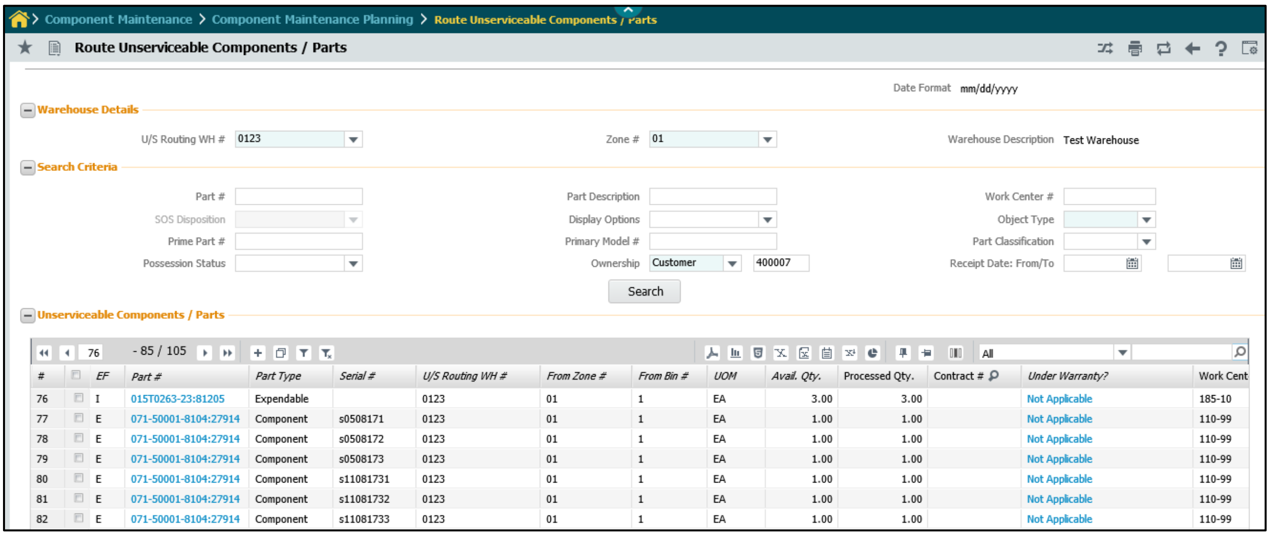
Exhibit 4: Identifies the changes in the **Plan Work Order screen** in **Shop Work Order** business component



Route Unserviceable Components/Parts

The column 'Under Warranty' is made as a hyperlink to open the **View Associated Warranty Instances** pop-up screen.

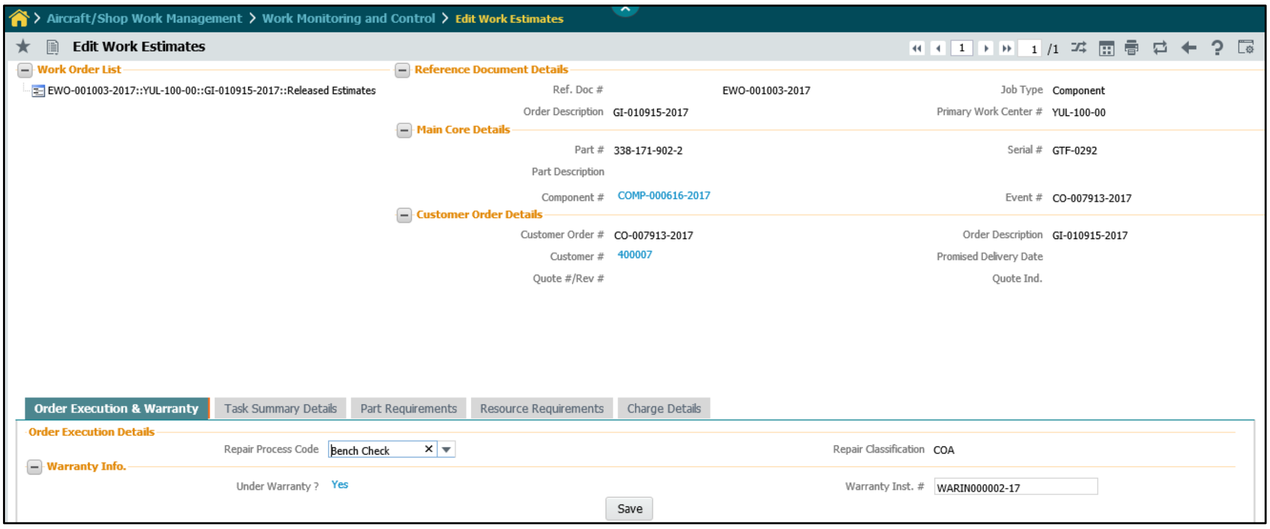
Exhibit 5: Identifies the changes in the **Route Unserviceable Components/Parts** screen in **Component Maintenance Planning** business component



Edit Work Estimates

A new tab **Order Execution & Warranty** is added in **the Edit Work Estimates** screen of the **Work Monitoring and Control** business component. This tab has provisions to display 'Under Warranty?' indicating if the main core part in the Work Order is under warranty, and enter the warranty instance # referring to which it is going to be covered under warranty, in addition to the order execution details like repair process code and repair classification.

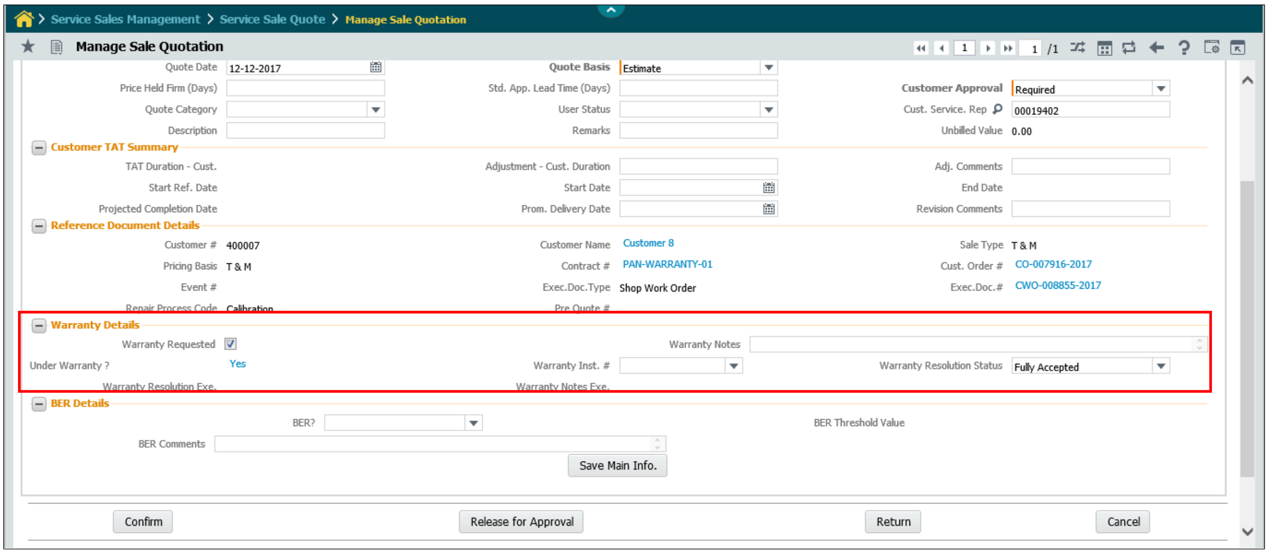
Exhibit 6: Identifies the changes in the **Edit Work Estimates** screen in **Work Monitoring and Control** business component



Manage Sale Quotation

A new section has been introduced under the Main Info. tab to display the Warranty details. The section shows information such as 'Warranty requested', 'Under Warranty?' and Warranty instance information. User can modify the Warranty instance as well as the Warranty resolution for the given Customer Order while setting up the quote. The resolution modified will automatically modify the billability of the Tasks in the order.

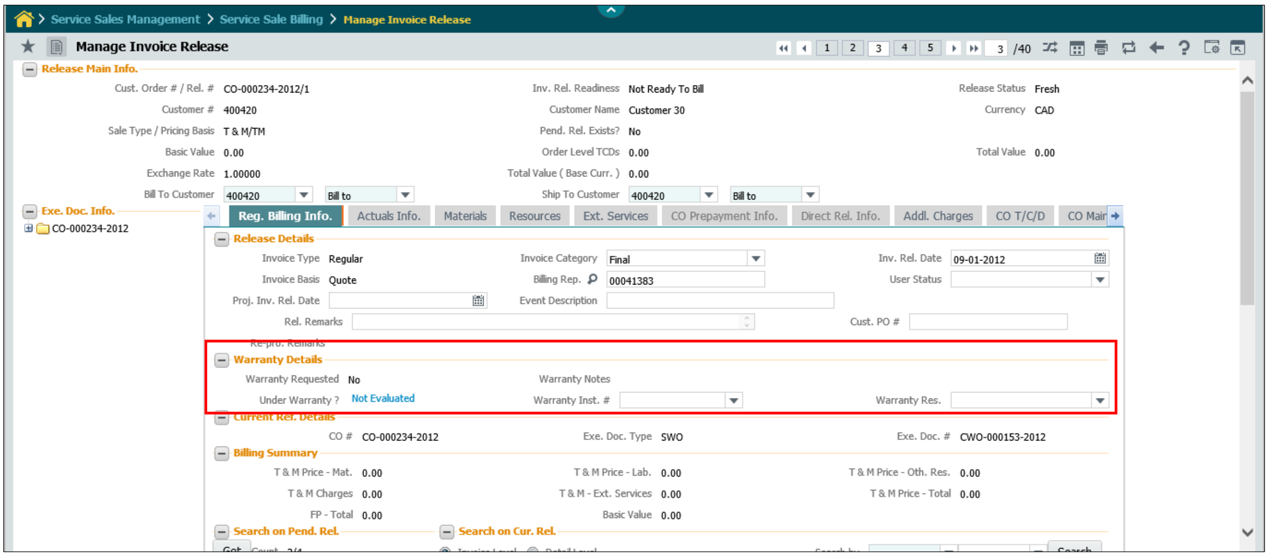
Exhibit 7: Identifies the changes in the **Manage Sale Quotation** screen in **Sale Quotation** component



Manage Invoice Release

As in Sale Quote, a separate section is introduced for Warranty details containing the details such as Warranty requested, Under warranty?, Warranty Instance and Warranty resolution. The instance and resolution can be modified in the Invoice release which in case while impact the billability of Tasks in the Release.

Exhibit 8: Identifies the changes in **Manage Invoice Release** screen in **Service Sale Billing** component

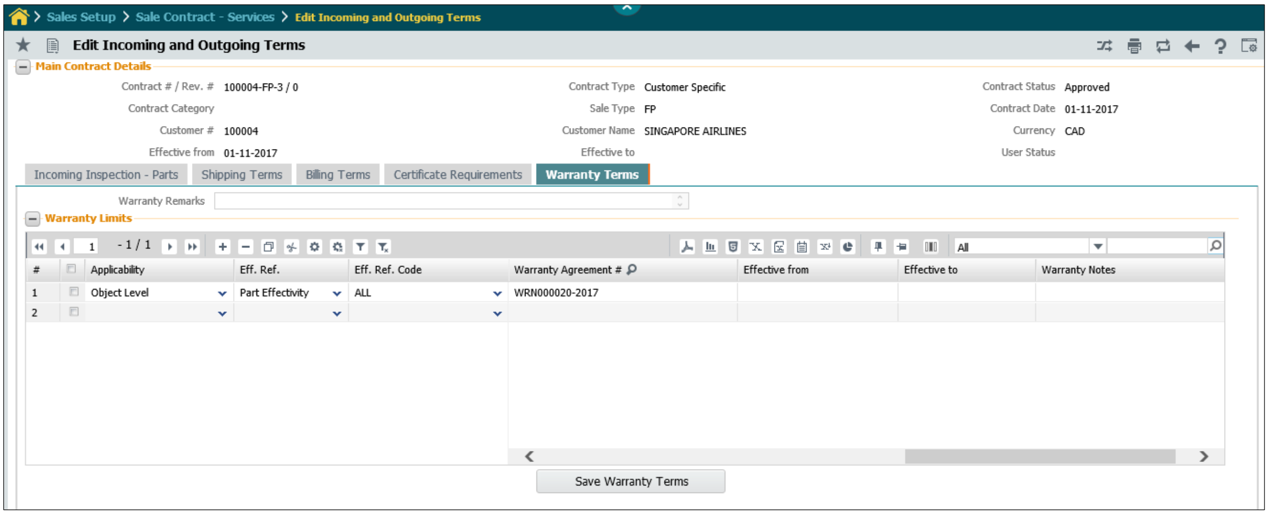


Manage Sale Contract

In addition to the Warranty Agreement, Warranty terms can also be defined directly in Sale Contract. Warranty in sale contract can either be a Warranty agreement itself or simple terms specific to the Contract which can be directly entered into the Contract without an Agreement #.

A column Warranty Agreement # is added in the **Warranty Terms** tab of the **Edit Incoming and Outgoing Terms** screen of the **Sale Contract** business component. The warranty agreement referring which the warranty instances shall be offered for the customer orders referring the contract can be defined here. This agreement will be referred during the respective events of warranty instance generation. In addition to these changes, two more warranty start reference dates are added, namely Issue Confirmation Date and SWO Closure Date.

Exhibit 9: Identifies the changes in the **Edit Incoming and Outgoing Terms** screen in **Sale Contract** business component



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