RAMCO AVIATION SOLUTION

ENHANCEMENT NOTIFICATION

Version 5.8.1

SALES

ramco

contents

WHAT'S NEW IN CUSTOMER MASTER?

PROVISION TO DEFINE VARIOUS OPERATIONAL PARAMETERS AGAINST A CUSTOMER RECORD

Reference: AHBF-7999

Background

Currently, option settings for various customer transactions are captured as part of the **Set Sales Process Parameters** screen, under the **Customer** business component. These parameters are seen, more as an organizational level settings which would not vary from one customer to another. But, there are instances where some attributes of a transaction can be varied between customers. A simple example would be to set different numbering types for the same type transactions for different customers.

Change Details

A new screen has been introduced to enable definition of parameters at Customer Record level.

The screen has been positioned as a link from the following screens: **Create Customer Record**, **Edit Customer Record**, **Edit Customer Main Information** and **Edit Sales Point Information**.

The screen is currently provided with parameters for two transactions that are listed in the 'Category' combo;

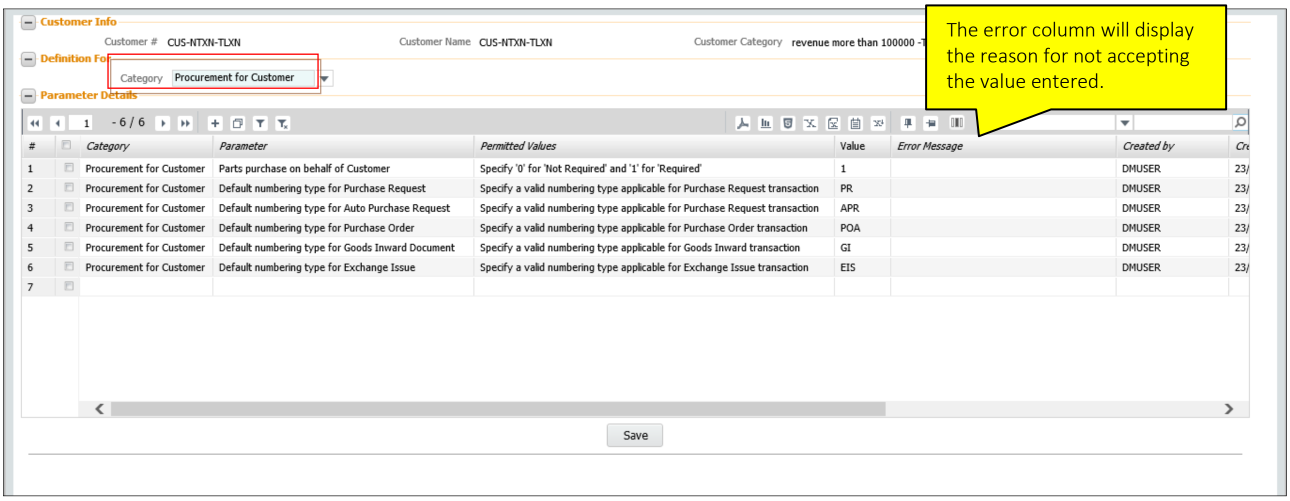
- Procurement for Customer
- Customer Stock Valuation

Procurement for Customer

The various parameters under the Category 'Procurement for Customer' is shown in the screenshot below.

If the parameter 'Parts purchase on behalf of Customer' is set as '1' for 'Required' then the other parameters must also be defined, where the permitted values are valid numbering types defined and mapped against the corresponding transactions.

Exhibit 1



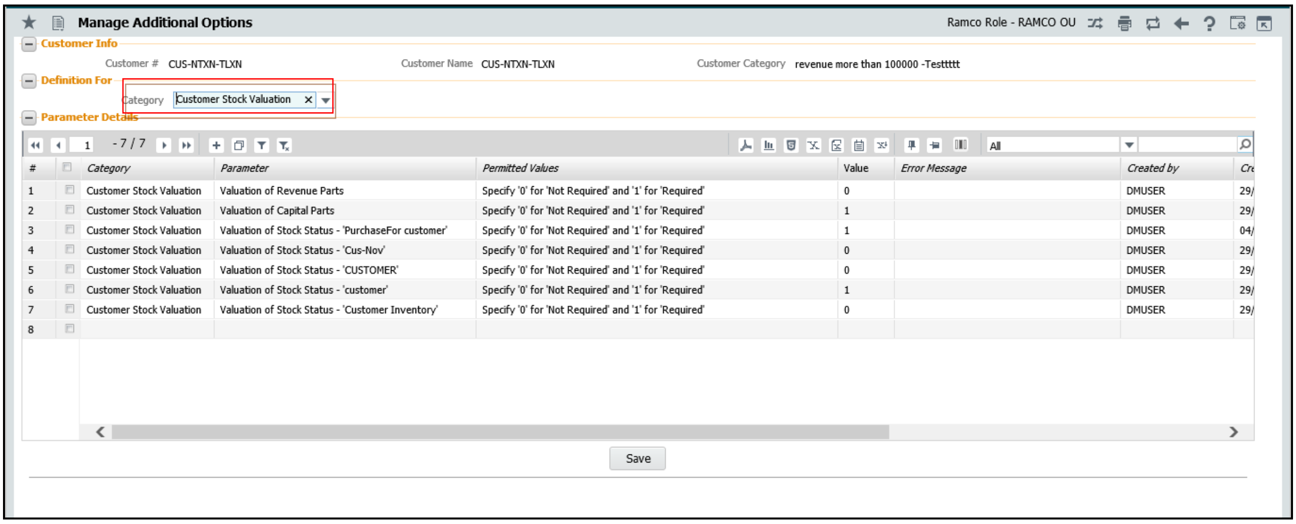
#	Category	Parameter	Permitted Values	Value	Error Message	Created by	Cre
1	Procurement for Customer	Parts purchase on behalf of Customer	Specify '0' for 'Not Required' and '1' for 'Required'	1		DMUSER	23/
2	Procurement for Customer	Default numbering type for Purchase Request	Specify a valid numbering type applicable for Purchase Request transaction	PR		DMUSER	23/
3	Procurement for Customer	Default numbering type for Auto Purchase Request	Specify a valid numbering type applicable for Purchase Request transaction	APR		DMUSER	23/
4	Procurement for Customer	Default numbering type for Purchase Order	Specify a valid numbering type applicable for Purchase Order transaction	POA		DMUSER	23/
5	Procurement for Customer	Default numbering type for Goods Inward Document	Specify a valid numbering type applicable for Goods Inward transaction	GI		DMUSER	23/
6	Procurement for Customer	Default numbering type for Exchange Issue	Specify a valid numbering type applicable for Exchange Issue transaction	EIS		DMUSER	23/
7							

Pre-Requisite: In order to be able to define the parameters under the Category 'Procurement for Customer', appropriate numbering types must have been created, mapped to the respective transactions.

Customer Stock Valuation

The various parameters under the Category 'Customer Stock Valuation' is shown in the screenshot below. Specify value '0' for setting an option as 'Not Required' and '1' to set the option as 'Required'.

Exhibit 2



#	Category	Parameter	Permitted Values	Value	Error Message	Created by	Cre
1	Customer Stock Valuation	Valuation of Revenue Parts	Specify '0' for 'Not Required' and '1' for 'Required'	0		DMUSER	29/
2	Customer Stock Valuation	Valuation of Capital Parts	Specify '0' for 'Not Required' and '1' for 'Required'	1		DMUSER	29/
3	Customer Stock Valuation	Valuation of Stock Status - 'PurchaseFor customer'	Specify '0' for 'Not Required' and '1' for 'Required'	1		DMUSER	04/
4	Customer Stock Valuation	Valuation of Stock Status - 'Cus-Nov'	Specify '0' for 'Not Required' and '1' for 'Required'	0		DMUSER	29/
5	Customer Stock Valuation	Valuation of Stock Status - 'CUSTOMER'	Specify '0' for 'Not Required' and '1' for 'Required'	0		DMUSER	29/
6	Customer Stock Valuation	Valuation of Stock Status - 'customer'	Specify '0' for 'Not Required' and '1' for 'Required'	1		DMUSER	29/
7	Customer Stock Valuation	Valuation of Stock Status - 'Customer Inventory'	Specify '0' for 'Not Required' and '1' for 'Required'	0		DMUSER	29/
8							

Pre-requisite : In order to have a User Defined Stock Status listed in this screen under this Category, the 'Ownership-Customer' and 'Valuated' must be set as 'Yes' against that particular User defined Stock Status in **Create/Edit User Defined Stock Status** screens.

Provision to specify the default pricelist for the customer and auto inherit the same in Pre-Quotation and Part Sale Order *Reference: AHBG-5685*

Background

Customer Master is the record maintained by an organization which consists of details such as Customer #, Name, Address information, Shipping Information, Billing Information, Commercial Information and so on., Pricing policy of certain organization varies for each customer/customer group and mark-up's applied on the part price also differs based on the customer/customer group. In such cases, Part and Service Pricelists need to be maintained separately for each customer/customer group.

For example, whenever a Quotation is provided or a Part Sale Order is raised against a particular customer, the organization needs to evaluate the prices of the parts based on the Pricelist maintained for the respective customer. This enhancement brings in the ability to capture the default Part Pricelist and Service Pricelist for each customer. Also, this enhancement facilitates the user to fetch the default Part Pricelist of the customer automatically while raising the Quotation/Part Sale Order against that Customer.

Change Details

Edit Commercial Information

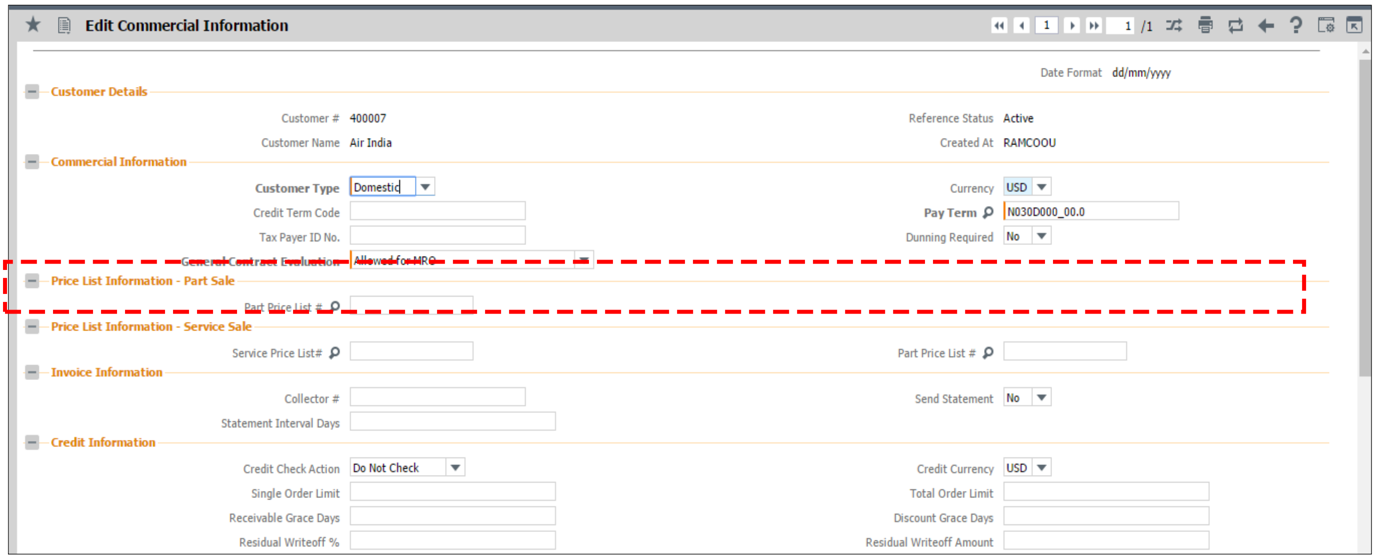
In the **Sales Setup business process, Customer** business component**, Create/Edit Customer Record – Create/Edit Commercial Information** activities**,** two new sections have been added as follows:

- Price list information – Part Sale
- Price list information – Service Sale

Under **'Price list information – Part Sale'** group box, a new control 'Part price List #' has been added. A Part Price list which is of type 'Regular' with usage as 'Part Sale' can be entered in this field.

Exhibit 1:

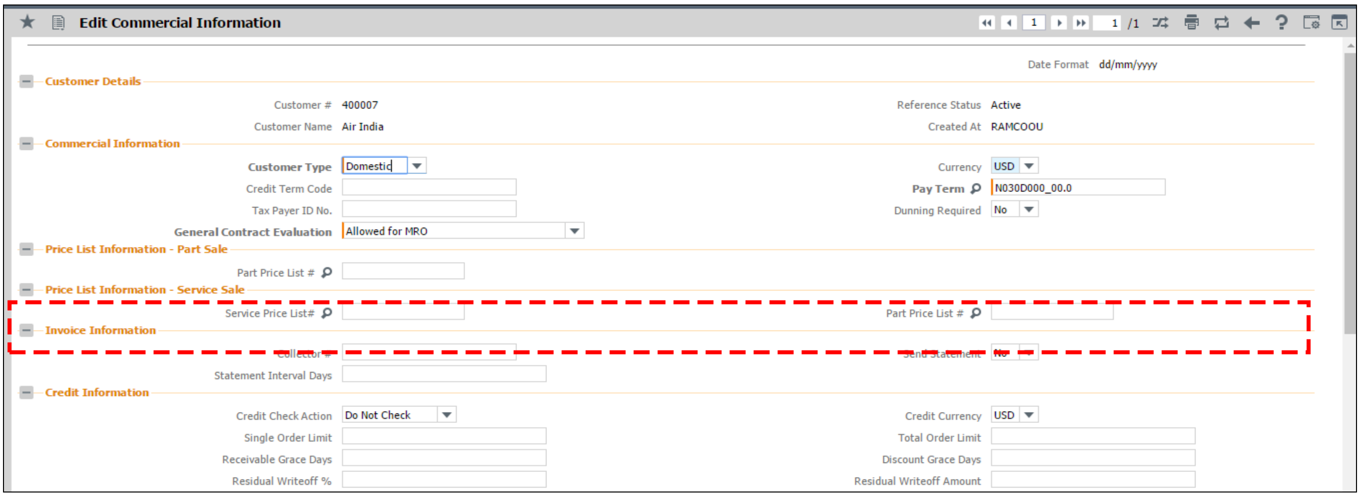
Provision to Record Default Price List for Part Sale – **Edit Commercial Information** screen



Under **'Pricelist information –Service Sale'** new controls such as 'Part price List #' and 'Service Price list #' has been added. Active Part Price list whose type is 'Regular' with usage as 'Service Sale' can be entered in Part Price list # field. Active Service Price list # can be entered in the Service Price list # field.

Exhibit 2:

Provision to Record Default Price List for Service Sale



Part Sale Management

In **Part Sale Management – Manage Part Sale Order/Manage Pre –quotation**, on enter of the Customer #, default Part pricelist applicable for part Sale defined in 'Commercial Information' section of the respective customer will be fetched automatically. In RFQ Based Quotation, on enter of the RFQ #, default Part Pricelist will be fetched automatically based on the customer specified in the RFQ #.In case the default Part Pricelist is not mentioned for the customer, the pricing basis will remain as ‘Direct’ on entering the Customer # in both Pre-Quotation and Part Sale Order.

WHAT'S NEW IN PART PRICING MODULE?

Ability to Price the parts consumed against the Maintenance job based on Main core's Part group and provision to apply differential Mark up for the Consumed Parts

Reference: AHBG-7699

Background

Part Price List is the document which facilitates the organization to maintain the price of the parts. Organizations can maintain multiple price lists for the same set of parts where the prices may differ. Also, Part Price List facilitates the organization to maintain their pricing policy for different elements viz.., Part Price, Handling Fee, Exchange Fee etc.., Pricing policy for the elements mentioned above are based on different attributes such as LLP, Replacement type, Part group, Part classifications, Condition, Stock status, Part type and Markup percentage needs to be applied, can also be specified.

In Some cases, pricing of the parts consumed during maintenance jobs are evaluated based on the family of the Main Core Part against which the Parts are consumed. Depending on the base rate of the consumed parts, Markup is applied. This enhancement is to achieve this Pricing requirement by bringing in additional attributes in the Pricing profile of the Part Price list document.

Change Details

Currently, in Part Price list, the following attributes are available which can be used in a combined manner to specify the Pricing definition.

- LLP
- Replacement type
- Part Group
- Part Classification
- Part type
- Stock Status
- Condition.

In addition to the above-mentioned attributes, two new attributes have been added in the Pricing Profile in order to meet the Pricing requirement mentioned above.

- Main Core's Part group
- Slab based Markup

Exhibit 1:

Attributes addition in the **Pricing Profile** tab

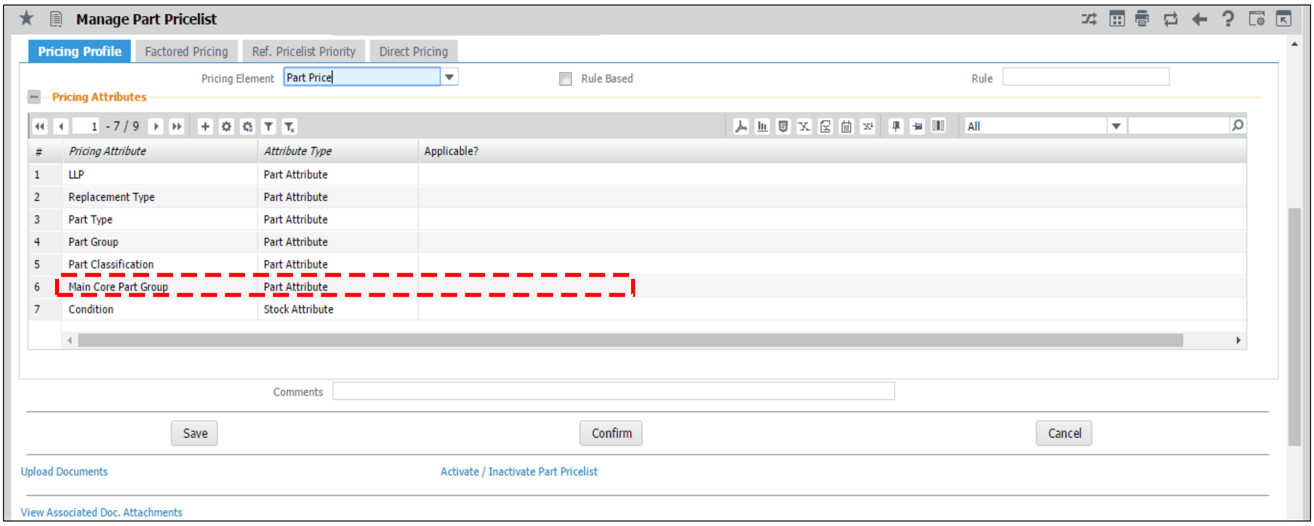
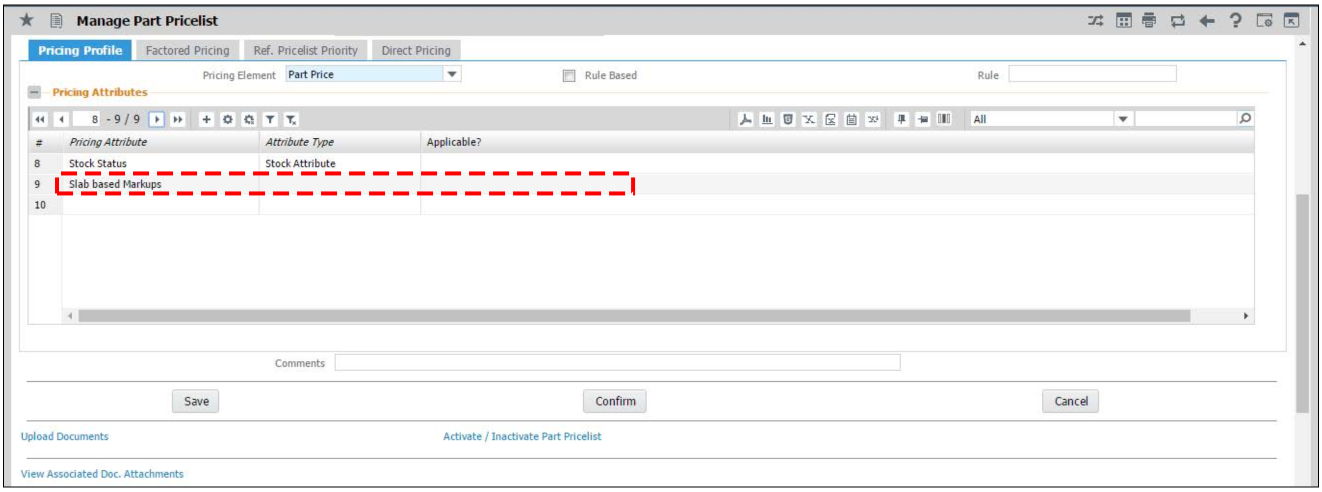


Exhibit 2:

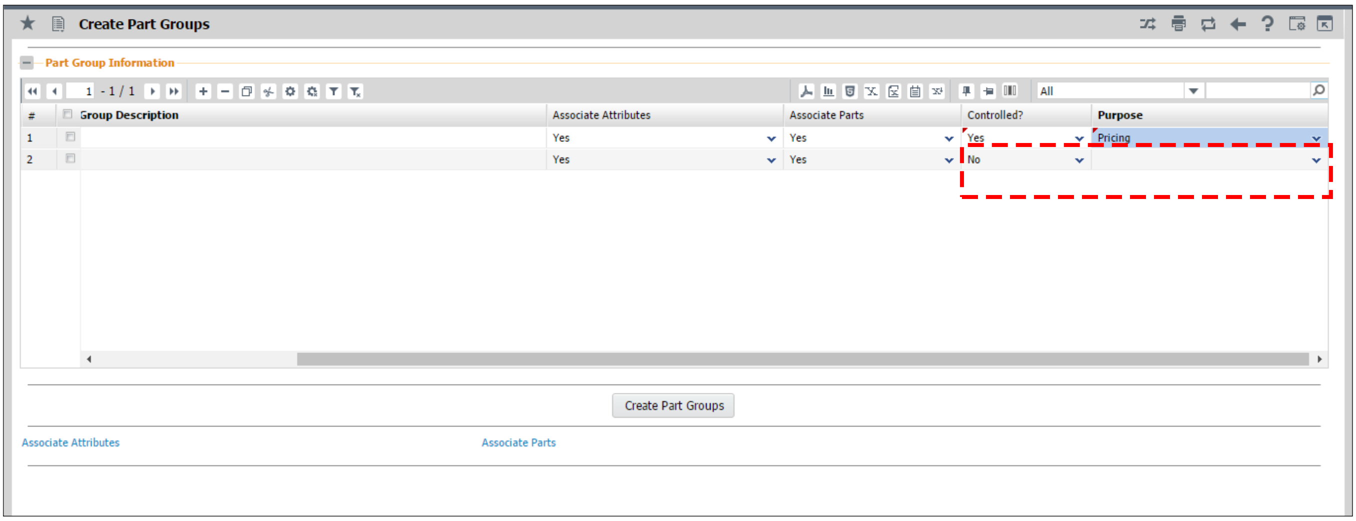


What is Main Core's Part group?

Main Core's part group represents the family/Group from where the Main Core Part belongs. Creation of the Main Core Part group is same as the creation of Part group. The purpose of the group must be given as 'pricing'. Also, the group must be 'Controlled' which means the parts associated with one Main Core's Part Group cannot be added in another Main Core's Part Group.

Exhibit 3:

Creation of Main Core's Part group in the **Create Part Groups** screen



Note: Part Groups for which the Purpose is given as 'Pricing' and 'Controlled' is set as 'Yes' will be treated as Main Core's Part group

Pricing Evaluation based on Main Core's Part Group

On creation of Quote/Bill, Materials consumed will be priced based on the Main Core's Part Group definition. In such case, Main Core's Part Group will be referred from Part Master and the same will be compared in the Part Price list. If the pricing definition is available for the respective Main Core's Part Group, then the same will be used for pricing evaluation of the consumed materials, else the system displays 'Price not found' message in the multiline of the **Materials** tab for Quote as well as in Billing.

Applying differential markup based on the base rate of the consumed materials

As discussed earlier, markup applied on the Part Price varies based on the base rate of the consumed materials. In order to achieve this requirement, a new attribute has been introduced in the **Manage Part Pricelist** activity under the 'Pricing Profile' tab in order to specify whether the Slab based Markup is applicable or not.

- New Attribute called '**Slab based mark-up's**' has been introduced under 'Pricing Profile' tab. (shown in the Exhibit 1)
- Two new columns such as '**Base Value From**' and '**Base Value To**' have been added under 'Factored Pricing' tab in order to facilitate the user to input the differential mark-up definition for various Base rate ranges of the Consumed materials.
- New parameter '**Source catalogue for base rate computation**' has been added under **Set Sales Process Parameters** activity.

Exhibit 4:

Changes in **Factored Pricing** tab

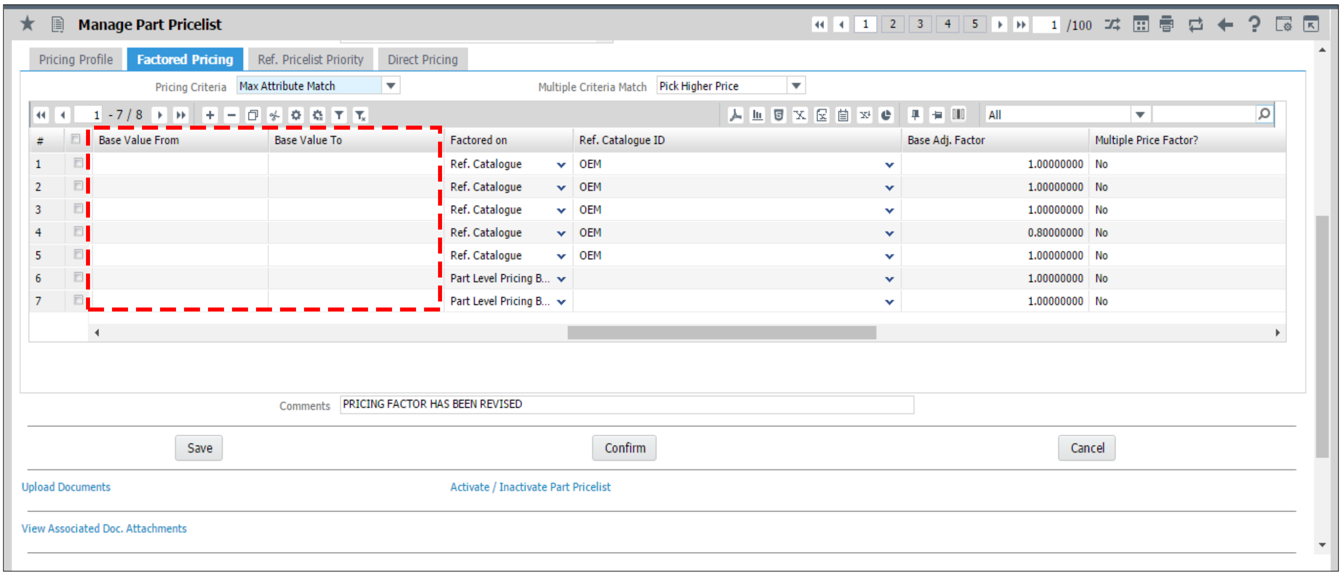
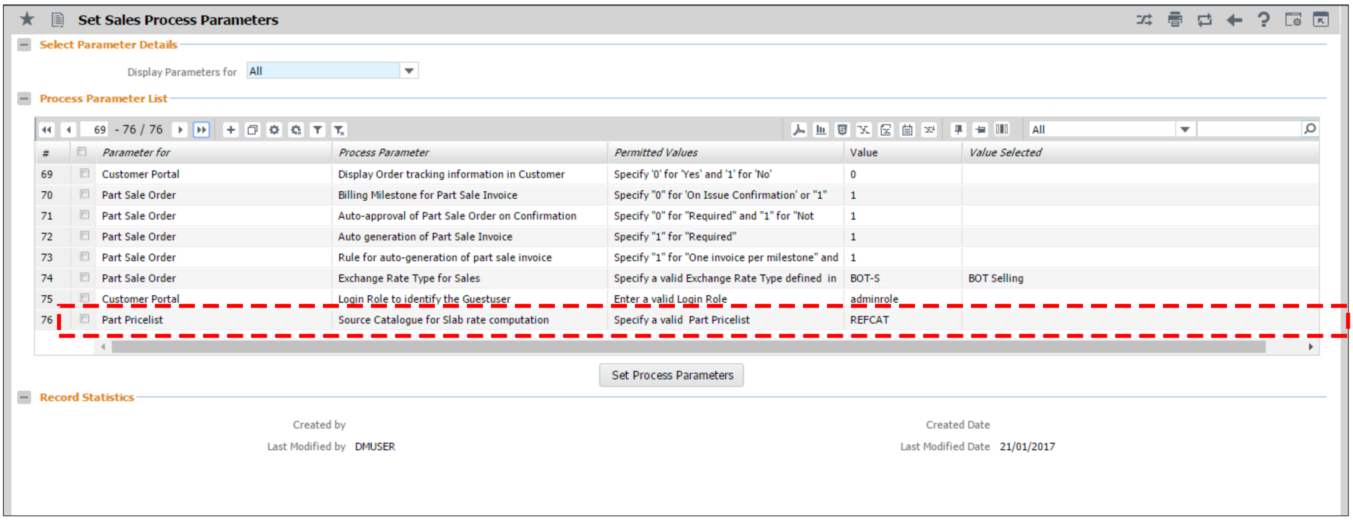


Exhibit 5:

Addition of Parameters in **Set Sales Process Parameters** screen



<u>How the base rate based differential mark-up works?</u>

If the Slab Based Mark-up attribute is set as 'Yes' in 'Pricing Profile' tab in the pricelist, then on computation of the price, base rate of the consumed material will be referred from the Reference Catalogue (Reference Pricelist) which is given in the **Set Sales Process Parameter** activity against the option **'Source catalog for slab rate computation'.** The rate of the consumed material is referred and the same will be compared with the price list. If the base rate of the Materials is in any of the slabs given in the Price list, then the definition of the respective line will be used for the price computation. If no definition is present for the materials base rate in the Part Pricelist or if the base rate of the material itself is not available in the source catalog given in the **Set Sales Process Parameters** screen, then the ‘Price not found’ message will be displayed in the ‘Materials’ tab against the respective part.

WHAT'S NEW IN CUSTOMER SERVICE ORDER?

Provision to Capture the RFQ # reference in CO and ability to modify the CPO #in the Planning CO's

Reference: AHBG-6524

Background

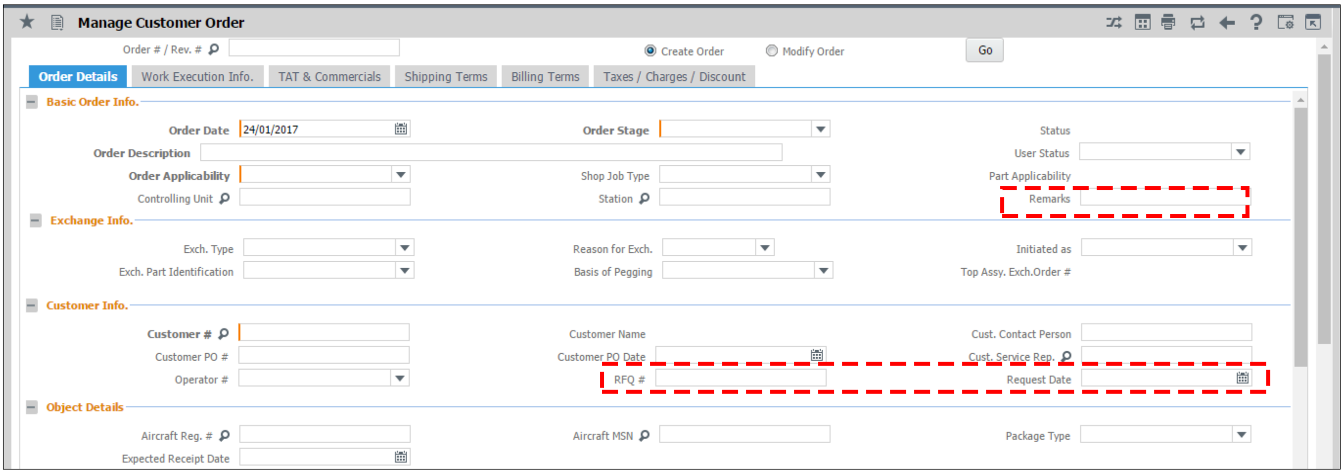
Customer Service Order can be raised in planning level for the Part due for service which is not yet removed from aircraft. In this Case, specifying the Customer PO # in the Customer Service Order is not possible. Customer PO# is the reference of the customer who is sending the Part for service and the same is generated only after the removal of the part from the aircraft. In order to meet this requirement, this enhancement brings in the modification of the CPO# in the planning level CO's till the goods are received against the respective CO. Also, Customer Service Order is raised based on the request raised from the Customer. In order to maintain the visibility of request # against which the Customer Order has been generated, this enhancement brings in the ability to record the Request # which is raised by the customer in order to initiate the Customer Service Order and Request date.

Change Details

In the **Service Sales Management** business process, **Customer Service Order** business component, **Manage Customer Order** activity, new editable controls such as 'RFQ #', 'Request Date' and 'Remarks' have been added in order to capture the Request # raised by the Customer to initiate the Service Order. The date of the Request can be recorded in the 'Request Date' field and any additional remarks can be mentioned in the 'Remarks' field. Controls such as RFQ # and Request Date have been placed under the Customer Info. section and editable 'Remarks' field is placed under 'Basis Order Info.' section in the **Manage Customer Order** page.

Exhibit 1:

Control addition in **Manage Customer Order** UI



Modification of Customer PO # in the Planning CO's

Customer Service Order can be raised in planning stage for the Part which is due for service but not yet removed from aircraft. In this case, specification of the Customer PO # in the Customer Service Order is not possible. So, temporary Customer PO# can be specified in the Customer Order created with the Order Stage as 'Planning' and the same can be updated later while receiving the Core part. Modification of the CPO # is allowed till the part is received against the respective CO. Once the Customer Goods Receipt is recorded for the Part and the same is associated with the Customer Order, then the modification of Customer PO # is not possible.

WHAT'S NEW IN SERVICE SALE CONTRACT?

Provision to bill the consumed materials/resources separately based on repair classification

Reference: AHBG-7087

Background

This enhancement brings improvements in the functionality of Inclusion/Exclusion framework available in the **Service Sale Contract**. This allows to price the material or resource consumed against a job differently than the actual task even though the job may be an inclusion from the Service Sale Contract.

For example, if the Fuel Filter of an Aircraft engine is damaged due to its usage over a period of time, which is mechanical in nature, then the repair of same may be considered to be an inclusion under the Contract. If the damage has occurred due to improper/Uncertified Fuel usage, then the materials/resources involved in the Maintenance maybe be billed separately.

Current Inclusion/ Exclusion framework of Service Sale Contract supports definition only at the task level and the same is not available at materials/resources level separately. This Enhancement facilitates the user to bill the consumed Materials and Resources separately based on a certain reason, which can be specified as a Repair Classification.

Change Details

The inclusion/exclusion framework of the **Service Sale Contract** is currently only at the Task level. This Enhancement brings in the ability to bill the materials and resources separately consumed for a job based on a specified reason. The reason can be recorded as Repair Classification and the same can be specified in the Inclusion/Exclusion definition in Service Sale Contract.

While reporting the estimates/consumption, when the Repair Classification is specified against the materials/resource, the materials and resources will be priced respectively based on the Inclusion/ Exclusion definition in **Service Sale Contract**.

Pre-requisite

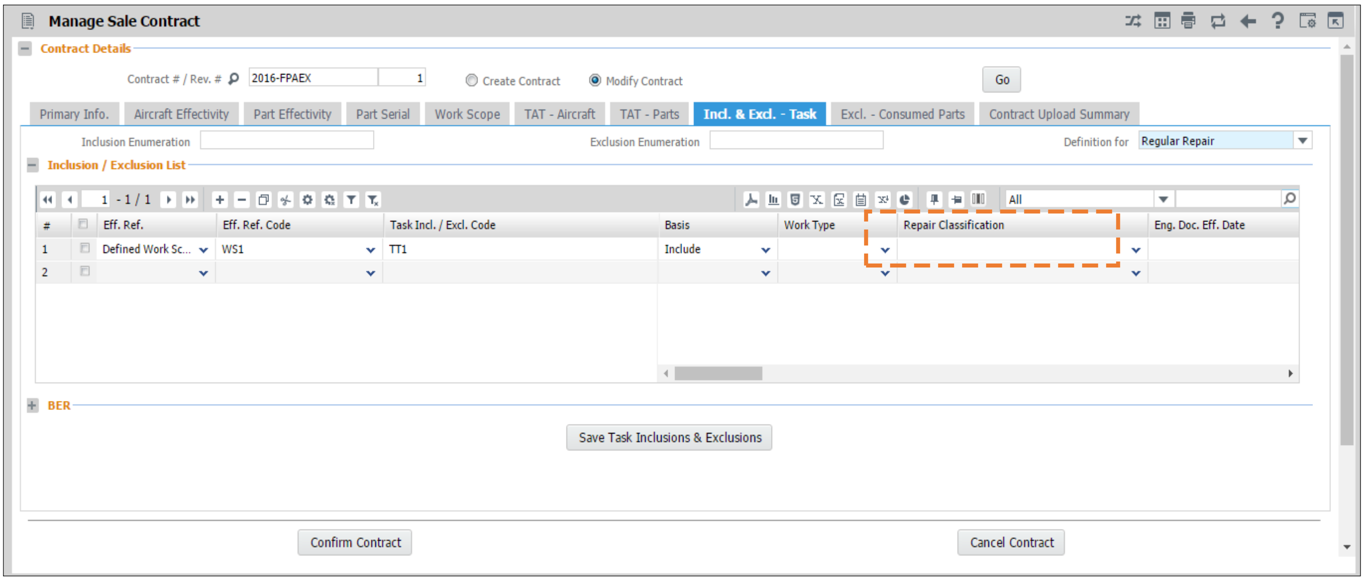
The reason for Inclusion/Exclusion needs to be defined as quick code for the Quick Code Type 'Repair Classification' in the **Maintenance Programs** business process, **Maintenance Task** business component, **Create Quick Codes** activity.

Definition of Inclusion/Exclusion

In **Sale Setup** business process **>** **Sale Contract** business component **>** **Manage Sale Contract** activity, under the 'Incl. & Excl.' tab, Inclusion/Exclusion definitions can be given against the tasks defined in the 'Work Scope' tab or the Parts defined in the 'Part Effectivity' tab with the combination of the Attributes such as Task #, Task Type, Work Type, Repair Process Code, Discrepancy Type, Ref. Work Center and so on. Along with these attributes, Repair Classification can also be captured against Task/Part effectivity code in order to Exclude/Include the material/resource consumed. For example, if the Overhaul task is repeated due to some additional discrepancy and the user wants to bill the consumed materials alone, not the task. In this cases, Exclusion definition can be given against the Overhaul task by specifying the Work Type as 'Discrepancy' and exclusion reason can be captured as 'Repair Classification'. Likewise, Task type, Discrepancy type, Work Center etc.., can also be used in combination with the Repair classification to define the Inclusion/Exclusion behavior.

Exhibit 1:

Inclusion and Exclusion tab in **Manage Sale Contract** screen



Specification of Repair Classification during Part/Resource Consumption

Repair Classification can be recorded in the following ways,

- Recording the Repair Classification for the Materials and Resources during Estimation
- Recording the Repair Classification for the part during Material requisition.

Record Estimates

In Aircraft Shop Work Management – Work Monitoring and Control - Record Estimates Screen, Repair Classification (Reason for the Exclusion) can be captured against each part/resources which are estimated against the Work order under Part requirements and Resource requirements tab respectively.

Exhibit 2:

Record Estimates – **Edit Work Execution** screen

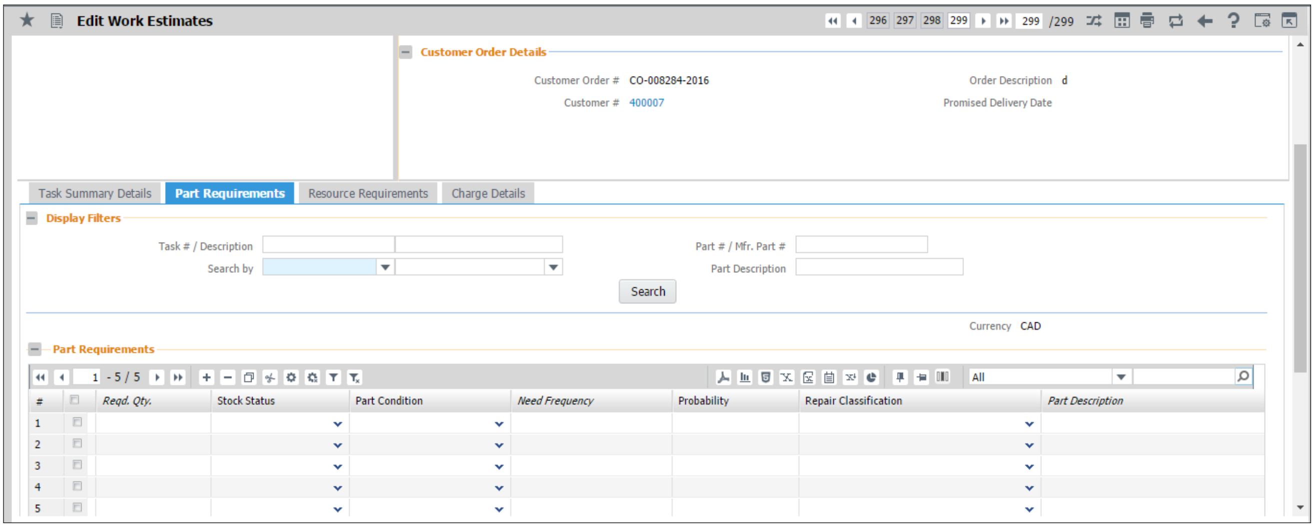
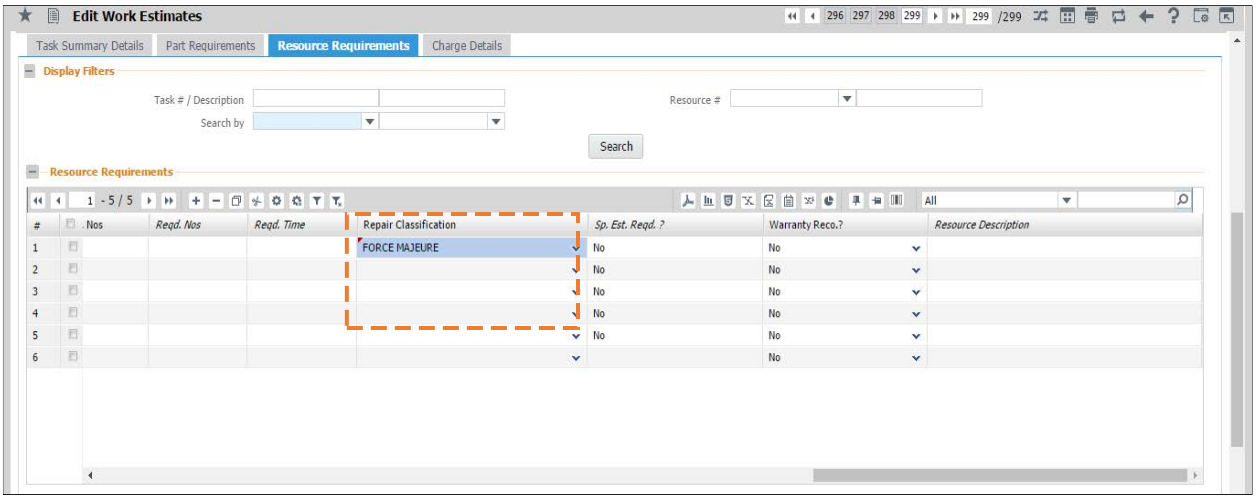


Exhibit 3:

Resource Requirements tab – Edit Work Estimates screen

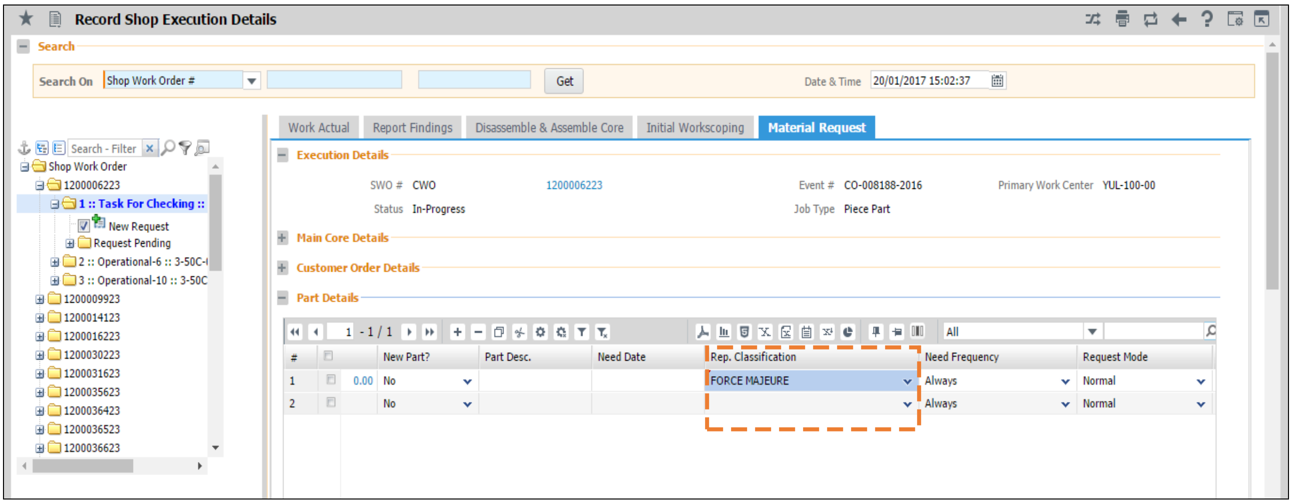


Materials Requisition

In **Component Maintenance – Shop Work Order – Record Shop Execution Details** Screen, Repair Classification can be specified against the Part for which the Material request is raised. During Billing, Repair Classification of the Part will be verified based on which the Pricing evaluation can be done.

Exhibit 4:

Material Request in **Record Shop Execution Details**



Inclusion/Exclusion Evaluation based on the Repair Classification

On creation Service Sale Quotation/Service Sale billing, Pricing of the Task, Parts and Resources consumed will be evaluated. During evaluation, the Repair Classification given for the Part/ Resources during Estimates/Consumption is compared with the Inclusion/Exclusion definition of the Contract, also the system checks if the given repair classification is specified in the Contract. If it is specified, then the Materials/Resources consumed will be treated as Included/Excluded based on the definition given for the Respective Repair Classification and the Part/Resource will be latched to pricing basis given for the Repair Classification.

WHAT'S NEW IN FLIGHT CONTRACT?

Ability to provide the Revenue Assignment Unit in the flight contract

Reference: AHBG-9022

Background

This feature has been enabled in the **Manage Flight Contract** activity to specify the revenue assignment unit in the flight contract to which the revenue has to be posted at the individual flight contract level. This feature will help the user to specify the Revenue assignment unit at the individual flight contract level to which the revenue postings are to happen.

Change Details

With this new change, the user will be able to specify the Finance Book against which the Revenue booking should happen against the flight contract which will be captured under the Revenue Assignment unit.

Important Points to be noted

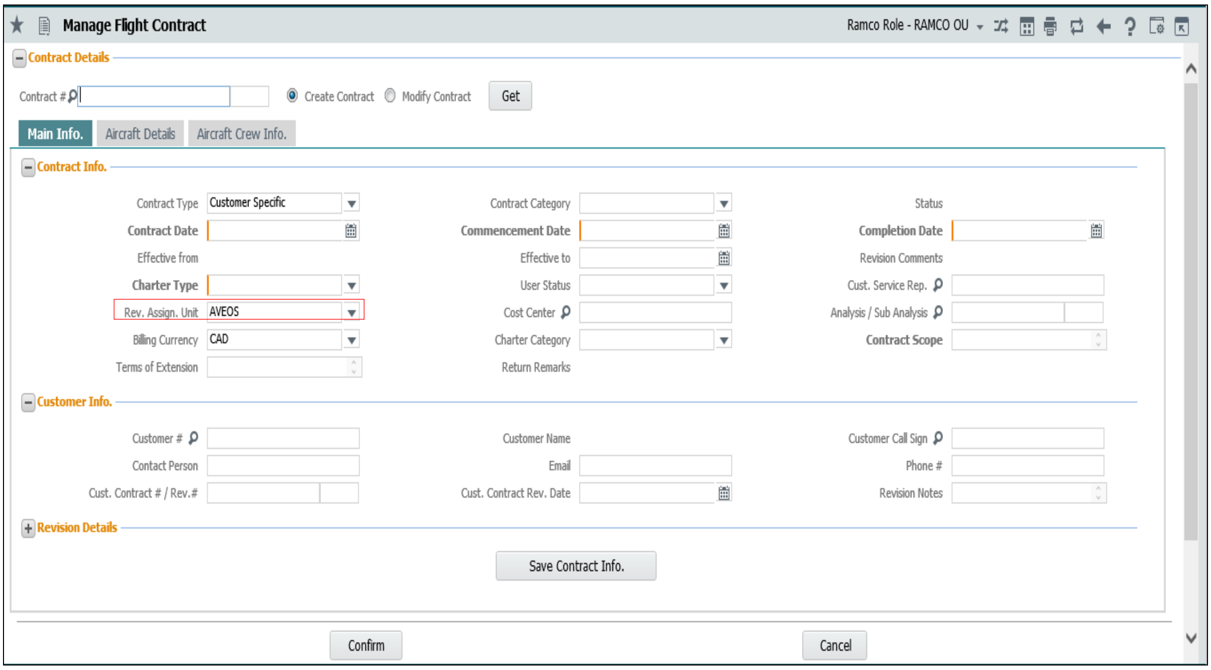
- The Revenue Assignment unit will be defaulted with the Event Finance Book to which at present all the revenue from the flight contracts will be posted.
- User is allowed to modify the defaulted Rev. assign. Unit with the valid FB that is in Active status.
- User is allowed to modify the Rev. Assign. Unit at the invoice release level only when the new finance parameter added 'Allow modifications to Revenue Assignment Unit at Flight Invoice Release level'.
- The Revenue posting will happen at a contract level to the FB selected.

Specifying the Rev assign. Unit:

The user can specify the Revenue assignment unit .This can be done under the **Flight Contract** business process, **Flight Contract** business component in the **Manage Flight Contract** activity in the 'Main Info.' tab under the newly introduced control: 'Rev. Assign. Unit'.

Exhibit 1:

Identifies the button and pop up added in **Manage Stock Replenishment** screen



<u>Defaulting the Rev. Assign. Unit:</u>

The FB selected in the flight contract will get defaulted in the new control 'Rev. Assign. Unit' added in the multiline in the **Select Documents** page in the **Flight Billing** business component, as well as the 'flight Invoice Release' - 'Main info tab'

Exhibit 2:

Select Documents screen:

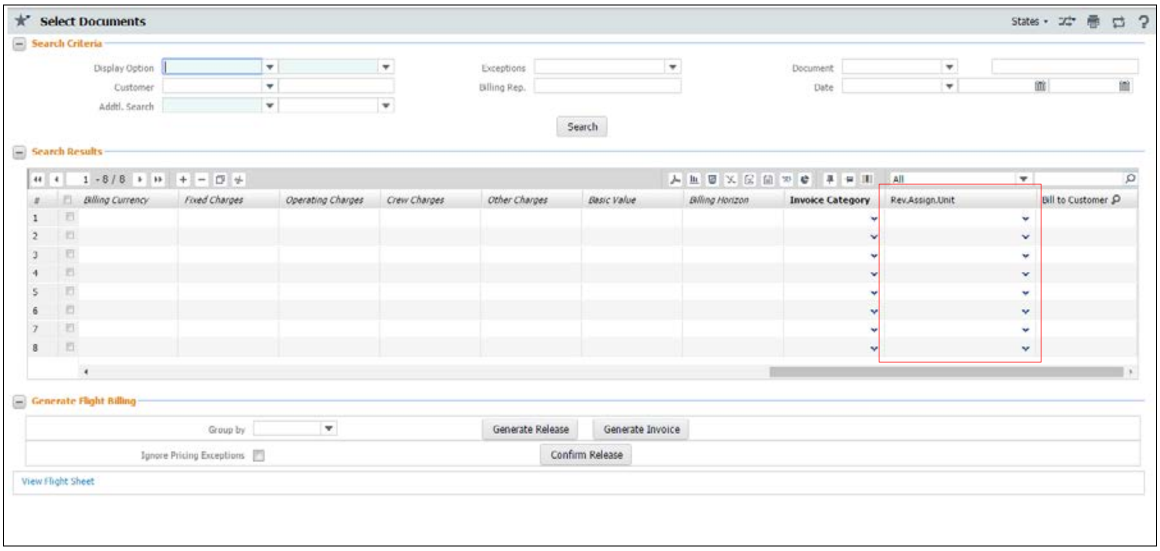
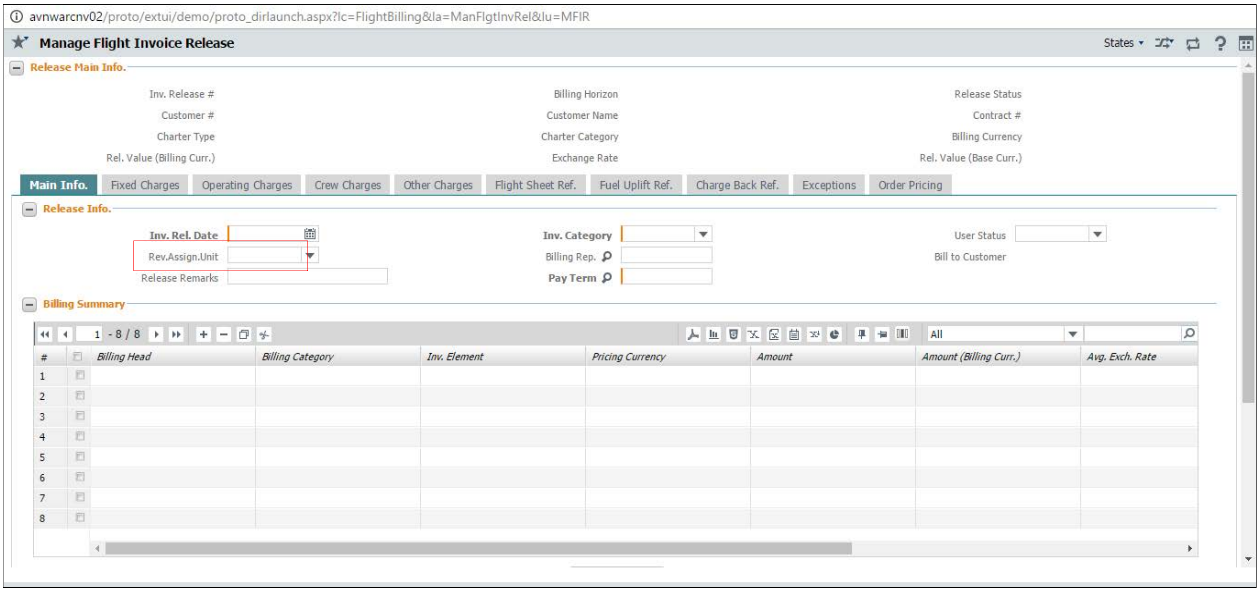


Exhibit 3:

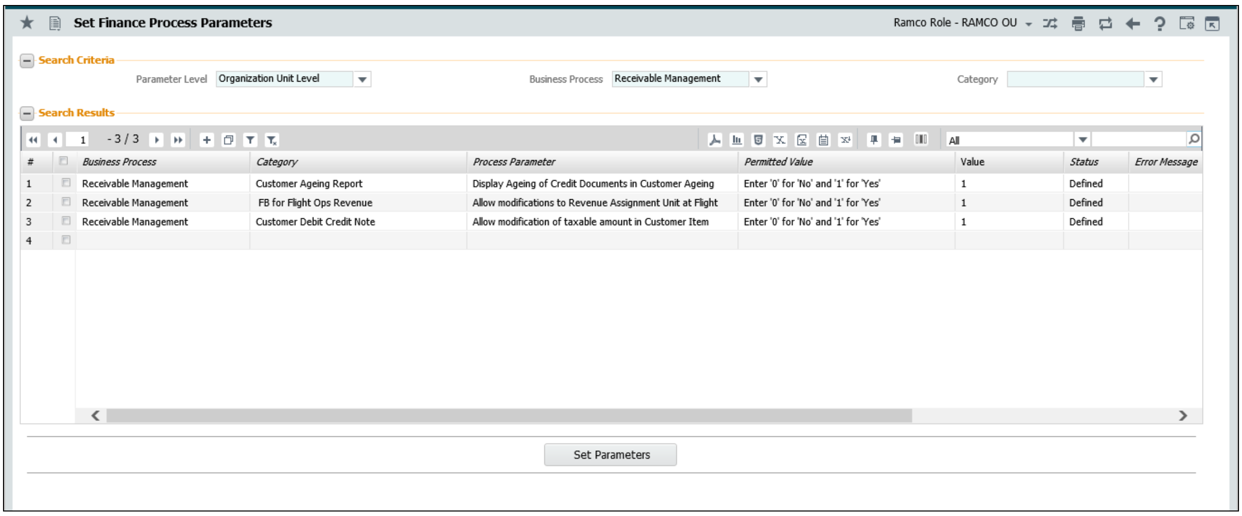
Main info. tab of the **Flight Invoice Release** screen:



<u>Modifying the defaulted value:</u>

The User is allowed to modify the Rev. Assign. Unit defaulted at the flight invoice release level as per the value selected for the newly added finance parameter under the **Finance Set up business process >OU Parameter Setup** business component > **Set Finance Process Parameters** activity at the 'Parameter level – ' Organization unit level '. Also at the flight invoice release level", under the **Receivables Management** business process, 'Category – 'FB for Flight ops. Revenue' for the parameter – "Allow modifications to Revenue Assignment unit.

Exhibit 4:



The finance parameter ‘Allow modification to Revenue assignment unit a Flight invoice release level’ can be set as:

- Yes – if the user wants to modify the Rev. Assign. Unit at the invoice release level.
- No- if the user does not want to modify the Rev. Assign unit at the invoice release level.

Ability to charge back the customer through back billing Journal Voucher

Reference: AHBG-9290

Background

This feature has been enabled in the **Manage Flight Invoice Release** activity to facilitate the charge back through Journal Voucher.

This feature helps the user to expense charge back their customers through back billing Journal Voucher.

Change Details

With this new change the user has the provision to charge back their customers through journal vouchers at line level.

Important Points to be noted

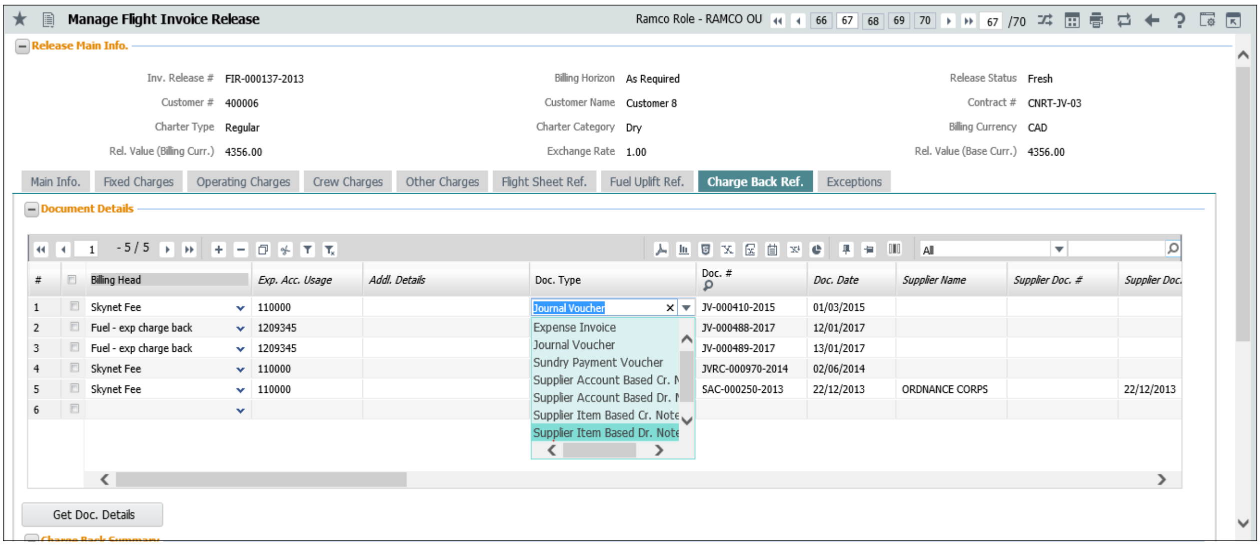
- The Regular, Memorandum, Reversal, Inter Finance Book and Inter Company Journal Vouchers which are in Authorized status are allowed to charge back to the customer.
- The billed amount will be back updated for the particular Journal Voucher at line level.
- The user is not allowed to reverse the Journal voucher once it has been charged back to the customer.

Selecting the Journal voucher

The user can choose the Journal voucher to be used for charging back the customer. This can be done under the **Flight Operations** business process > **Flight Billing** business component **>Manage Flight Invoice Release** activity > 'Charge Back Reference' under the 'Doc type' column.

Exhibit 1:

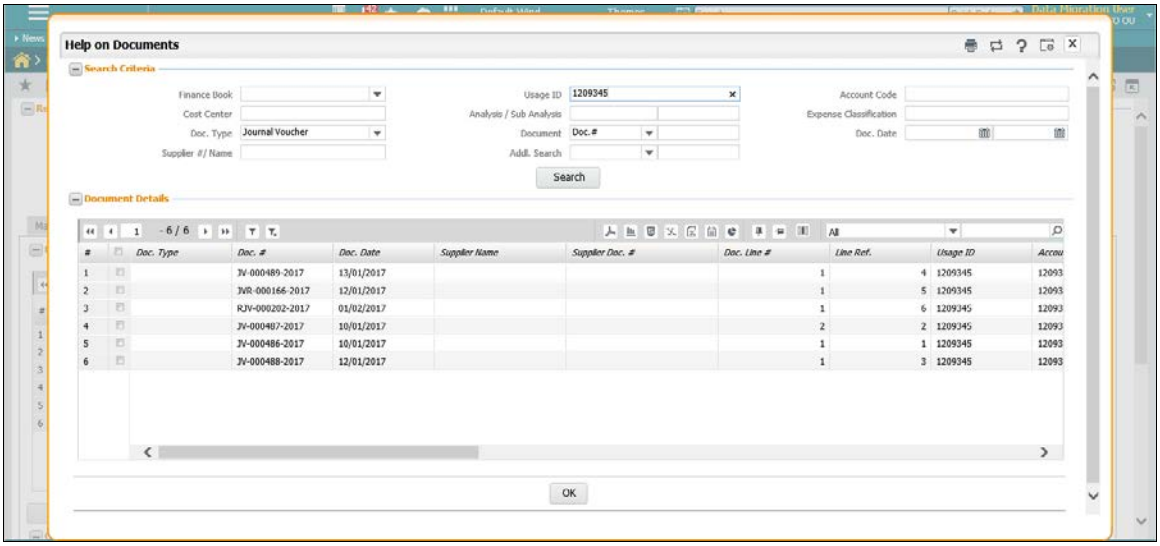
Charge Back Ref. tab – Manage Flight Invoice Release screen



The help available in the screen for the Doc# column will fetch all the journal vouchers that are in 'Authorized' status eligible for expense charge back.

Exhibit 2:

Help on Doucment screen



Provision to generate invoice in pricing currency and also generate separate invoices based on currency/billing head combination

Reference: AHBF-8903

Background

This feature has been enabled in the **Manage Flight Contract** screen to facilitate the invoicing of the Flight Contract in the pricing currency or generate invoices at the billing head and currency level combinations. The user can specify the currency at which the invoice is to be generated for a flight contract or generate invoices at individual billing head level along with the currency combinations.

Change Details

With this new change, the user will be able to specify whether 'Pricing Currency' or 'Contract Currency' is to be used for invoicing. Also, the user will be facilitated to generate invoices at the Billing Head level.

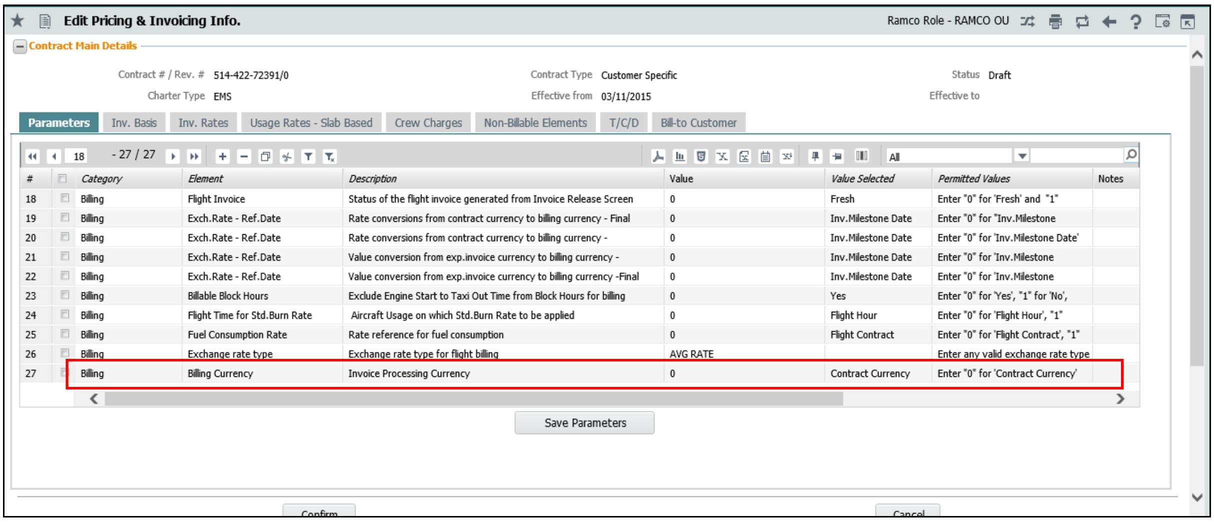
<u>Important Points to be noted:</u>

- Invoice release will be generated at the Billing Head and Currency combination level along with the 'Group By' option selected.
- The user is allowed to specify either Pricing Currency or Billing Currency as the Invoicing Pricing Currency
- The user is also allowed to modify the currency defaulted in the **Select Documents** page of **Flight Billing** activity before proceeding to generate the Flight Invoice Release.

<u>Specifying the Invoicing processing currency:</u>

The user can specify the currency at which the invoice has to be generated. This can be done in the "Parameter" tab for the parameter 'Invoicing Processing Currency' in the **Edit Pricing and Invoicing Info.** link in the **Manage Flight Contract** activity of the **Flight Contract** business component in the **Flight Operations** business process.

Exhibit 1:



The parameter Invocie 'Processing Currency' can be set as follows:

- Contract Currency: To generate the Flight Invoice in the contract currency.
- Pricing Currency: To generate the Flight Invoice in the pricing currency of the respective Billing Head.

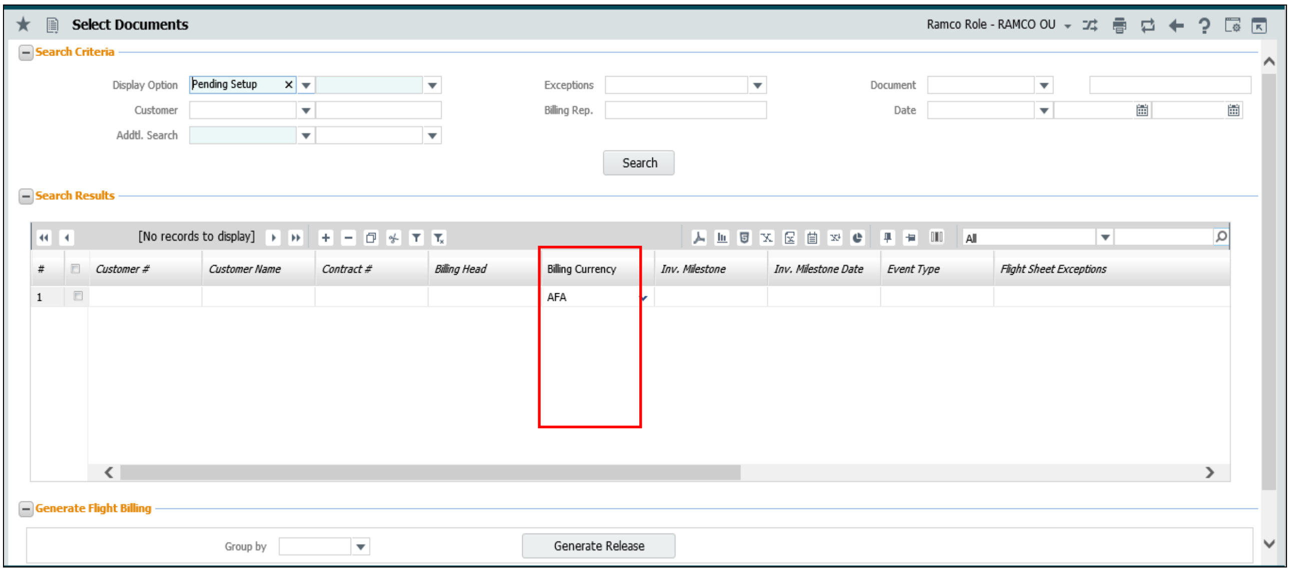
Defaulting the Billing Currency:

In the **Select Documents** screen of the **Flight Billing** activity, a new column 'Billing Currency' has been introduced, which will be defaulted with the currency as per the parameter set in the Flight Contract . That is, the value loaded against each billing head will be the 'Contract Currency' if the user has selected the parameter value as "Contact Currency'.

The value loaded against each Billing Head will be the 'Pricing Currency' of the respective Billing Head if the user has selected the parameter value as 'Pricing Currency'.

The user has been facilitated to modify the currency as required before generating the Invoice Release.

Exhibit 2:



Example - 1:

The invoice Release generation will be as follows:

If billing currency is ‘Contract Currency’

Billing head	Contract	Milestone	Currency
Standing Fee	FC 1	1st Jun 2016-1st July 2016	CAD
Mobilization Fee	FC 1	1st Jun 2016-1st July 2016	CAD
Standing Fee	FC 2	1st Jun 2016-1st July 2016	USD
Mobilization Fee	FC 2	1st Jun2016-1st July 2016	USD

If all the lines are selected with Group by as ‘Contract’ to generate release, two Flight Invoice Releases will get generated at Billing Head, Currency, Contract and milestone level.

Example – 2:

If billing currency is ‘Pricing Currency’

Billing head	Contract	Milestone	Currency
Standing Fee	FC 1	1st Jun 2016-1st July 2016	CAD
Mobilization Fee	FC 1	1st Jun 2016-1st July 2016	USD
Standing Fee	FC 2	1st Jun 2016-1st July 2016	CAD
Mobilization Fee	FC 2	1st Jun 2016-1st July 2016	USD

If all the lines are selected with Group by as ‘Invoice Milestone Date’ to generate release then, four Flight Invoice Releases will get generated at Billing Head, Currency and contract and milestone level

Provision to price the aircraft usage against flight contract based on flight locations

Reference: AHBG-7550

Background

This feature has been enabled in **Manage Flight Contract** to facilitate the pricing of aircraft usage against the flight contract based location from and to which the aircraft has flown.

In this feature, the user can define the rates for Operating Charges – Usage at the location level while defining the rates.

Change Details

With this new change, the user will be able to specify the 'From' and 'To' stations between which the aircraft has flown and define the rates at the station level combinations.

In order to specify the locations, user has been given the facility to select /provide the required 'From' and 'To' stations while defining the usage based rates (direct as well as slab).

Important Points to be noted

- Location based rates can be defined only for Operating charges – Usage.
- Location based details can be provided for the direct rates as well as Slab based rates.
- User can define rates by providing only 'From' station, only 'T0' station or both 'FROM' and 'TO' stations.

Specifying the location:

The user can specify the stations to define the usage based rates .This can be done In the two new columns 'From station' and 'To station' present in the 'Usage Rates- Slab based' tab as well as the 'Invoice Rates' tab in the **Edit pricing and invoicing info.**' Link at the bottom of the **Manage Flight Contract** page of the **Flight Contract** business component belonging to the **Flight Operations** business process.

Exhibit 1

Invoice Rates tab

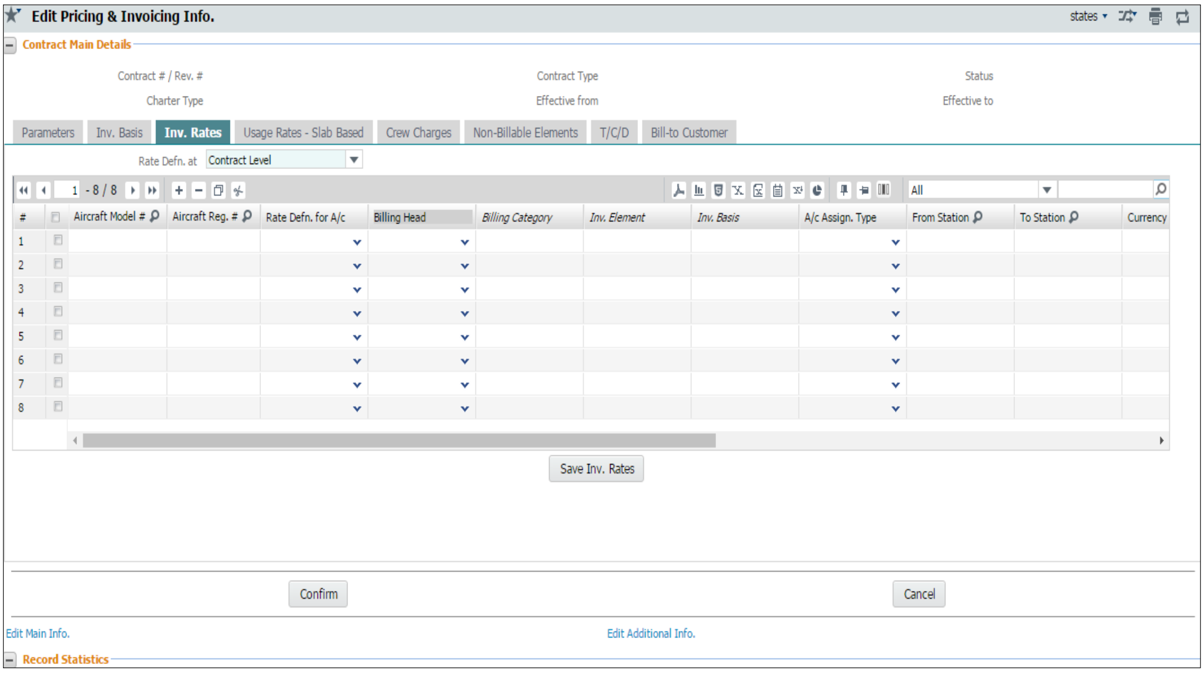
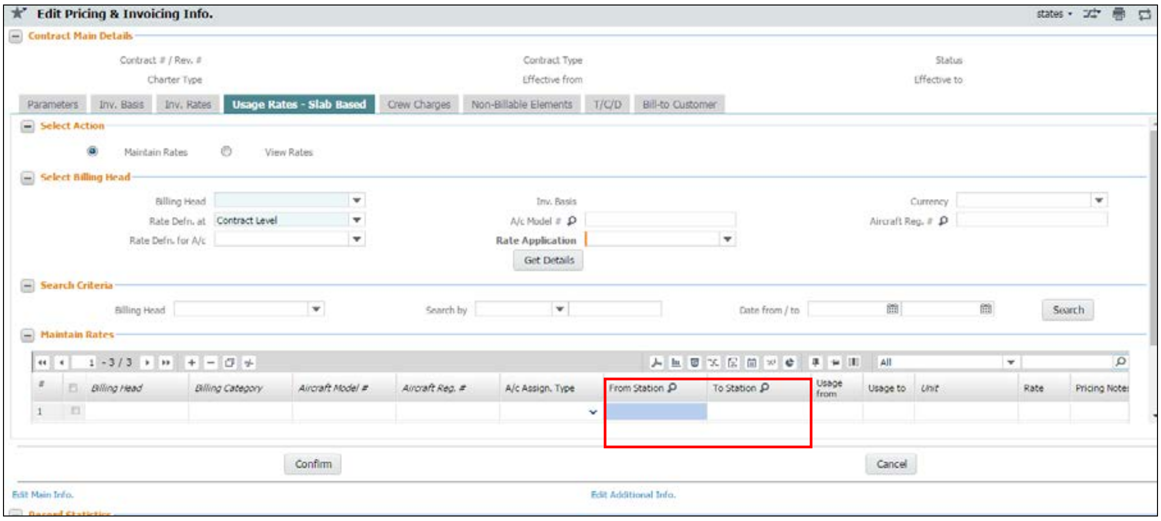


Exhibit 2

Usage Rates-Slab Based tab



<u>Example</u>:

The Direct rates can be defined as follows:

Billing Head	From Station	To Station	Rates
Block hour charges	MAA	HYD	1000
Block hour charges	HYD	MAA	1250

If as per the Journey Log the flight has flown from ‘MAA’ to ‘HYD’ for 50 hours, the pricing will be Rs.1000 for the entire 50 hours.

Example:

The Slab Based Rates can be defined as follows:

Billing Head	From Station	To Station	Usage From	Usage To	Rate
Block hour charges	MAA	HYD	0	50	1000
Block hour charges	MAA	HYD	50	100	1500
Block hour charges	MAA	HYD	100	150	2000
Block hour charges	HYD	MAA	0	50	1250
Block hour charges	HYD	MAA	50	100	1750

If as per the Journey Log the flight has flown from ‘MAA’ to ‘HYD’ for 90 hours,

The pricing will be as follows:
Flat slab: Rs.1500 for the entire 90 hours.

Incremental slab: Rs.1000 for 50 hours and Rs.1500 for the balance 40 hours

Provision to the flight contract based on mid-month exchange rate type

Reference: AHBF-7269

Background

This feature has been enabled in **Manage Flight Contract** to facilitate the pricing of flight contract based on the exchange rate type specified at a Flight Contract level.

This feature enables the user to specify the exchange rate type at which the pricing currency must be converted to billing currency at Individual Flight Contract level.

Change Details

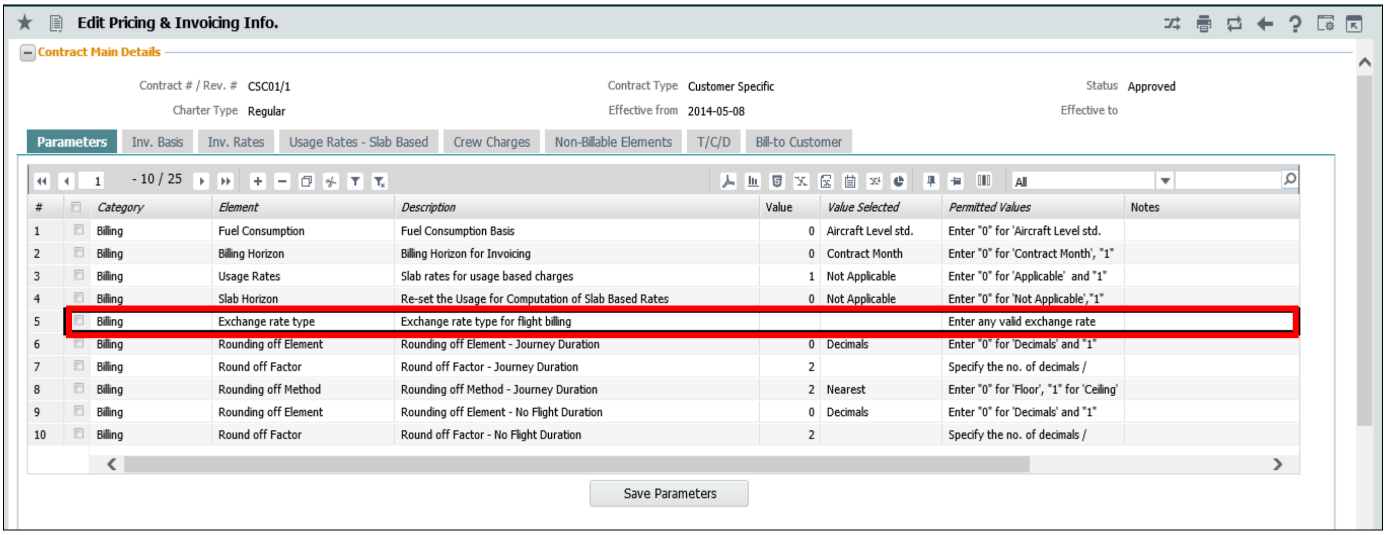
With this new change, the user will be able to specify the exchange rate type to be used for Flight Billing – by providing the required exchange rate type (as defined in the **Exchange Rate** master) against the new parameter.

Important Points to be noted:

- The newly added parameter will be defaulted with the value set for the 'Exchange rate type for flight billing' parameter in the **Set Process Parameters** screen.
- The user is allowed to modify Exchange Rate Type as required from the defaulted value.
- The user is allowed to specify only the Exchange Rate Types which are defined in the **Exchange Rates** master.

Specifying the Exchange Rate Type:

The user can specify the Exchange Rate Type for converting the pricing currency to Billing Currency for flight billing. This can be done in the 'Parameter' tab for the parameter, 'Exchange rate type for Flight billing' in the **Edit Pricing and Invoicing Info.** of the **Manage Flight Contract** activity in the **Flight Contract** business component of the **Flight Operations**



Edit Pricing & Invoicing Info.

Contract Main Details

Contract # / Rev. # CSC01/1
Contract Type Customer Specific
Status Approved
Charter Type Regular
Effective from 2014-05-08
Effective to

Parameters | Inv. Basis | Inv. Rates | Usage Rates - Slab Based | Crew Charges | Non-Billable Elements | T/C/D | Bill-to Customer

1 - 10 / 25

All

#	Category	Element	Description	Value	Value Selected	Permitted Values	Notes
1	Billing	Fuel Consumption	Fuel Consumption Basis	0	Aircraft Level std.	Enter "0" for 'Aircraft Level std.	
2	Billing	Billing Horizon	Billing Horizon for Invoicing	0	Contract Month	Enter "0" for 'Contract Month', "1"	
3	Billing	Usage Rates	Slab rates for usage based charges	1	Not Applicable	Enter "0" for 'Applicable' and "1"	
4	Billing	Slab Horizon	Re-set the Usage for Computation of Slab Based Rates	0	Not Applicable	Enter "0" for 'Not Applicable',"1"	
5	Billing	Exchange rate type	Exchange rate type for flight billing			Enter any valid exchange rate	
6	Billing	Rounding off Element	Rounding off Element - Journey Duration	0	Decimals	Enter "0" for 'Decimals' and "1"	
7	Billing	Round off Factor	Round off Factor - Journey Duration	2		Specify the no. of decimals /	
8	Billing	Rounding off Method	Rounding off Method - Journey Duration	2	Nearest	Enter "0" for 'Floor', "1" for 'Ceiling'	
9	Billing	Rounding off Element	Rounding off Element - No Flight Duration	0	Decimals	Enter "0" for 'Decimals' and "1"	
10	Billing	Round off Factor	Round off Factor - No Flight Duration	2		Specify the no. of decimals /	

Save Parameters

Provision to capture the minimum usage in flight contract and invoice the customer based on the minimum usage

Reference: AHBF-7143

Background

This feature has been enabled in Manage Flight Contract to facilitate the user to provide the minimum usage which is to be considered for billing of flight contract for Operating Charges – Usage.

This feature will help the user to specify the minimum usage hours to be billed to the customer under a flight contract in case of any shortfall in the actual hours flown. This also provides the facility to specify the rate at which the shortfall of usage hours (minimum usage) is to be priced.

Change Details

With this new change, the user will be able to specify the minimum usage hours and the rate at which the minimum usage has to be priced. This will be used to charge the customer to the extent of minimum usage hours defined in the contract even when the actual hours flown are less.

<u>Important Points to be noticed</u>

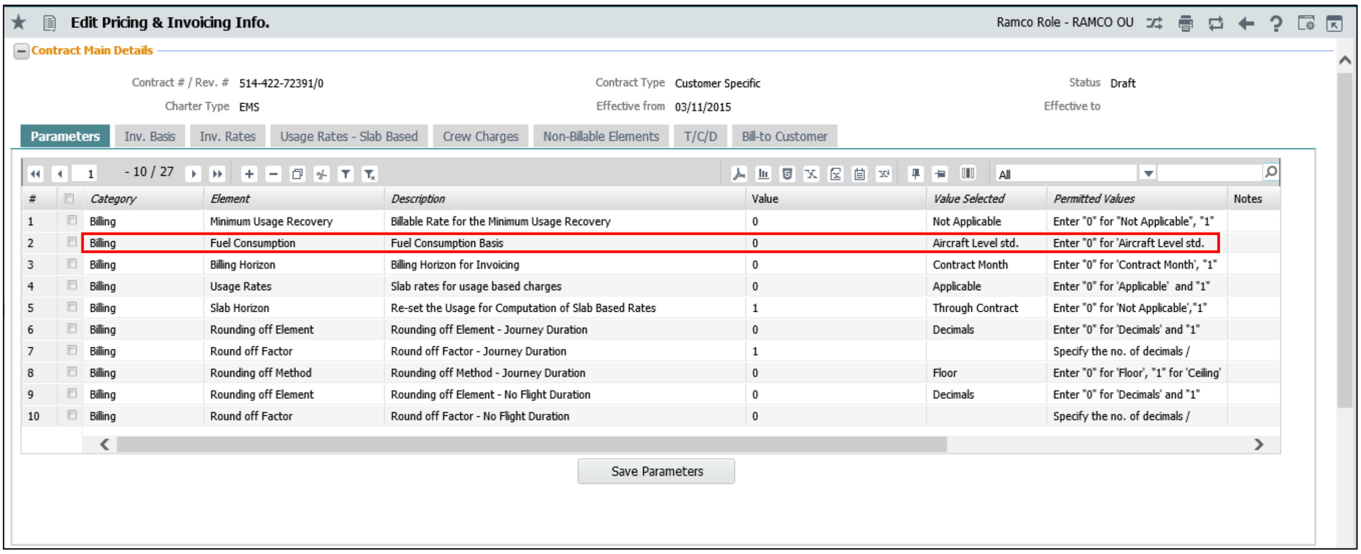
- Minimum usage can be defined only for Operating Charges – Usage.
- Minimum usage specified can only be a positive integer.
- Minimum usage specified will be considered at the Billing Horizon level.
- The user has to select the parameter value other than 'Not applicable' to specify the minimum usage for a billing head.

<u>Specifying the rate to be used for billing Minimum usage:</u>

The user can specify the rate at which the shortfall up to minimum usage to be billed. This can be done in the 'parameter' tab for the parameter, 'Billable rate for minimum usage recovery' in the **Edit Pricing and Invoicing Info**. link in the **Manage Flight Contract** activity of the **Flight Contract** business component under the **Flight Operations** business process

Exhibit 1

Parameters tab – **Edit Pricingn & Invoicing Info.** screen



The parameter 'Billable rate for the minimum usage recovery' can be set as follows;

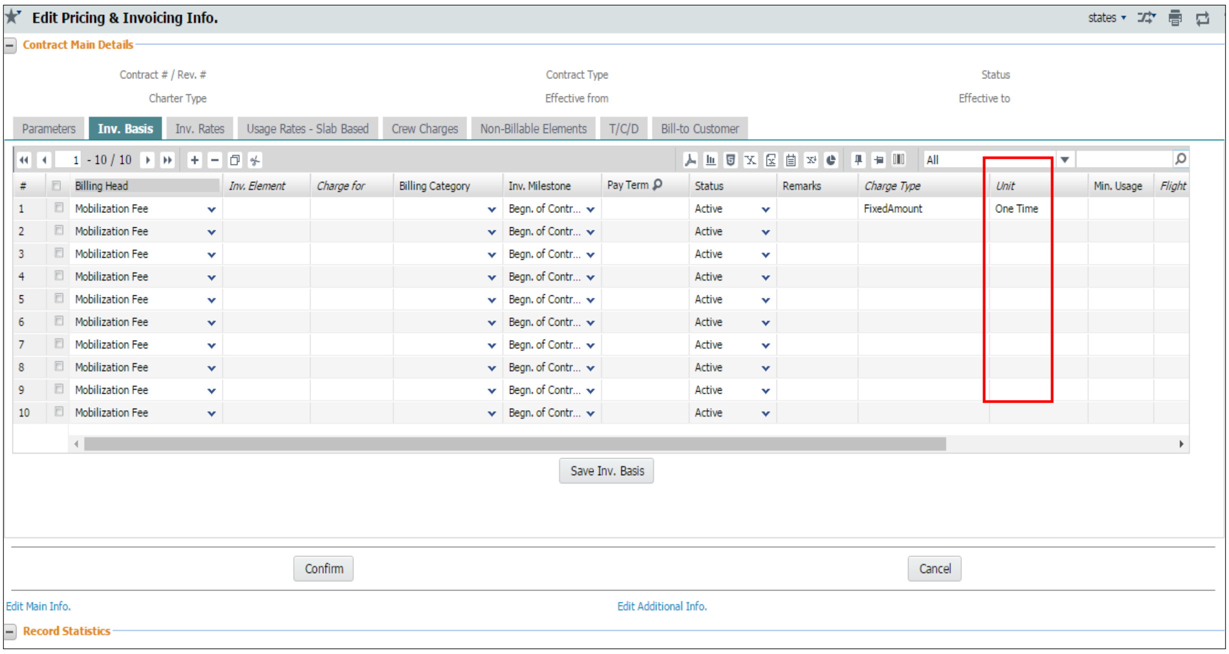
- Not applicable - if the Minimum usage is not applicable for the contract.
- Max rate - To price the minimum usage shortfall at the maximum rate from the multiple pricing matches available.
- Min. Rate - To price the minimum usage shortfall at the min. rate from the multiple pricing matches available
- Manual - To provide the rate at which the minimum usage is to be billed - manually in the **Flight Invoice Release**

Specifying the Minimum usage:

The user can specify the Exchange rate type for converting the pricing currency to Billing currency for the flight billing. This can be done in the 'Invoice Basis' tab against the Billing Head in the new column 'minimum usage' in the **Edit Pricing and Invoicing Info.** link in the **Manage Flight Contract** activity of the **Flight Contract** business component under the **Flight Operations** business process.

Exhibit 1

Invoice Basis tab – **Edit Pricing & Invoicing** screen



Example 1:

If the Minimum Usage is set as 100 hours in the Flight Contract for the Billing Head: Block Hour Charges and if the actual usage hours from the flight sheet is 75 hours, then in the Flight Invoice Release, there will be two lines for the Operating Charges:

1. 75 hours – Actual usage
2. 25 hours - minimum usage recovery – at rate as per the parameter set.

Example 2:

If the Minimum usage is set as 100 hours in the Flight Contract for the Billing Head: Block Hour Charges and ifthe actual usage hours from the Flight Sheet is 1155 hours, then in the Flight Invoice Release, there will be only one line for the Operating Charges:

115 hours – Actual usage

Provision to specify slab based differential usage rates in flight contract and apply the rates from slab, based on the usage quantity

Reference: AHBF-7552

Background

This feature has been enabled in the **Manage Flight Contract** activity in order to select the slab based rates application type to be applied for pricing the Operating Charges – Usage. This feature enables the user to define the flat slab based rates as well as Incremental slab rates.

Change Details

With this new change, the user will be able to specify the rate application to be used and also define the slab based usage rates under the 'Application Type' selected for a particular Billing Head. This will enable the pricing of the usage hours as per the rate application type defined in the contract.
In order to specify the Rate Application, the user is given a facility to select the required Rate Application and define the slab based rates in **Flight Contract**.

Important Points to be noted:

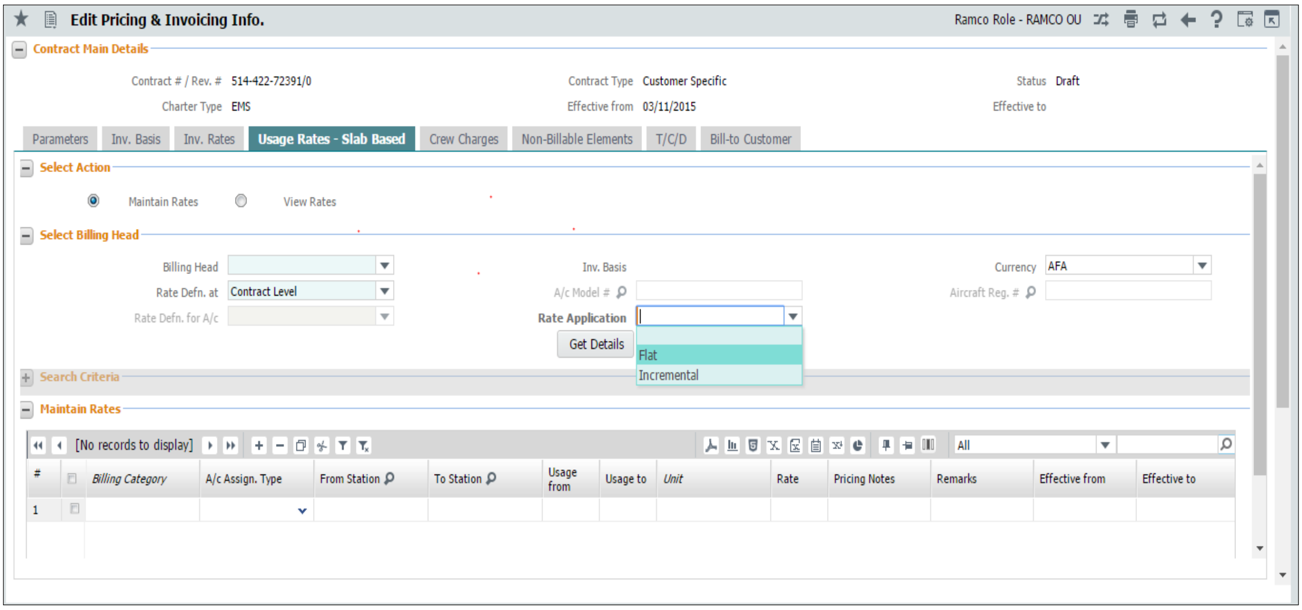
- Rate Application can be specified only for defining the Slab based rates for Operating charges- Usage.
- Once the Rate Application is selected and Slab based slab rates defined, the system does not allow the user to modify the Rate Application for the same Billing Head even on creation of a new contract revision
- The user is also not allowed to define the slab based rates under both the Rate Application types for the same Billing Head in a single contract.

Specifying the Invoicing processing currency

The user can choose the Rate Application to be used for the slab based usage rates. This can be done for the parameter 'Select Billing head' section – Rate application ('Flat' or 'Incremental') in the 'Usage Rates – Slab Rate' tab in the **Edit Pricing and Invoicing Info.** link at the bottom of the **Manage Flight Contract** screen in the **Flight Contract** business component under the **Flight Operations** business process and then the slab rate can be defined in the multiline.

Exhibit 1:

Usage Rates – Slab Based tab in the Edit Pricing & Invoicing screen



Example:

Let the Rate Application be selected as “FLAT”. The slab rates are defined as follows for the Billing Head ‘Block hours’:

Usage From	Usage to	Rate
0	50	1000
50	100	1500
100	200	2000

If the actuals usage hours (from the Journey Log / Flight sheet) is 90 hours, the rate that would be picked for pricing the operating charges will be Rs.1500 for the entire 90 Block Hours.

Example:

Let the Rate Application be selected as “Incremental”. The slab rates are defined as follows for the Billing Head ‘Block Hours’:

Usage From	Usage to	Rate
0	50	1000
50	100	1500
100	200	2000

If the actual usage hours (from the Journey Log / Flight sheet) is 90 hours, the rate that would be picked for pricing the operating charges will be Rs.1000 for the 50 Block Hours and Rs.1500 for the next 40 Block Hours.

Provision for mapping the analysis and sub analysis codes at the billing head level

Reference: AHBG-10754

Background

This feature has been enabled in the **Manage Flight Contract** activity of the **Flight Contract** component to facilitate the mapping of analysis and sub analysis codes at billing head level. This feature enables the account postings at the individual billing head level.

Change Details

With this new change, the user will be able to specify analysis and sub analysis at each billing head level in the contract

In order to specify the analysis and sub analysis the user has been given the facility to select analysis and sub analysis while defining the Billing Heads in the **Flight Contract**

Important Points to be noticed

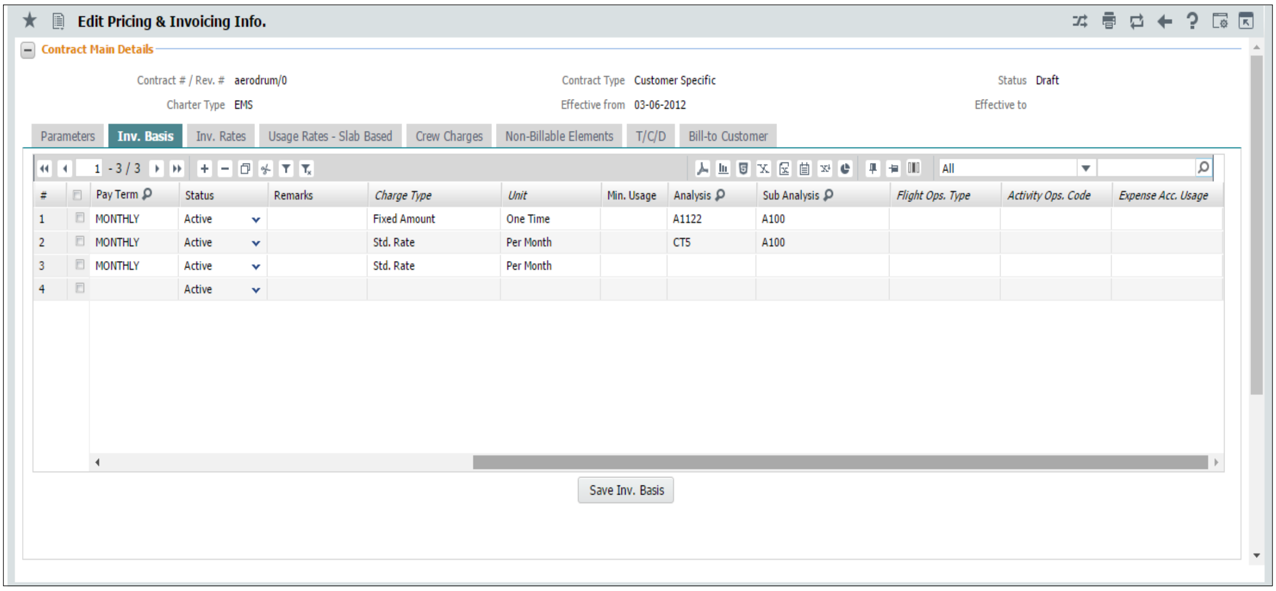
- Analysis and Sub Analysis code can be defined at each billing head level.
- Account postings can be done at each billing head level if the user provides analysis and sub analysis at each billing head level.
- The Analysis and Sub analysis codes selected should be in "Active" status.
- The Analysis and Sub analysis codes selected must the valid values defined the master.
- The Sub Analysis code selected must be mapped against the Analysis Code specified.
- If the user does not specify any value at the Billing head level then the accounting postings to the Analysis and Sub analysis specified happen at the Flight Contract level.

Specifying the Analysis and Sub Analysis:

The user can specify Analysis and Sub Analysis codes at each billing head level. This can be done in the 'Invoice basis' tab - In the two new columns 'Analysis and 'Sub Analysis' in the **Edit pricing and invoicing info.**' link page at the bottom of the **Manage Flight Contract** activity of the **Flight Contract** business component.

Exhibit 1:

Invoice Basis tab - – Edit Pricing & Invoicing Info.



Provision to generate flight invoice on a weekly horizon

Reference: AHBF-8414

Background

This feature has been enabled in the **Manage Flight Contract** activity to facilitate the generation of the flight invoice with the weekly horizons.

This feature will help the user to generate invoice for the billing horizons weekly on the specified day of the week.

Change Details

With this new change, the user will be able to select the billing horizon as ‘Calendar Week’ along with specifying the particular day of a week on which the billing is to be done.

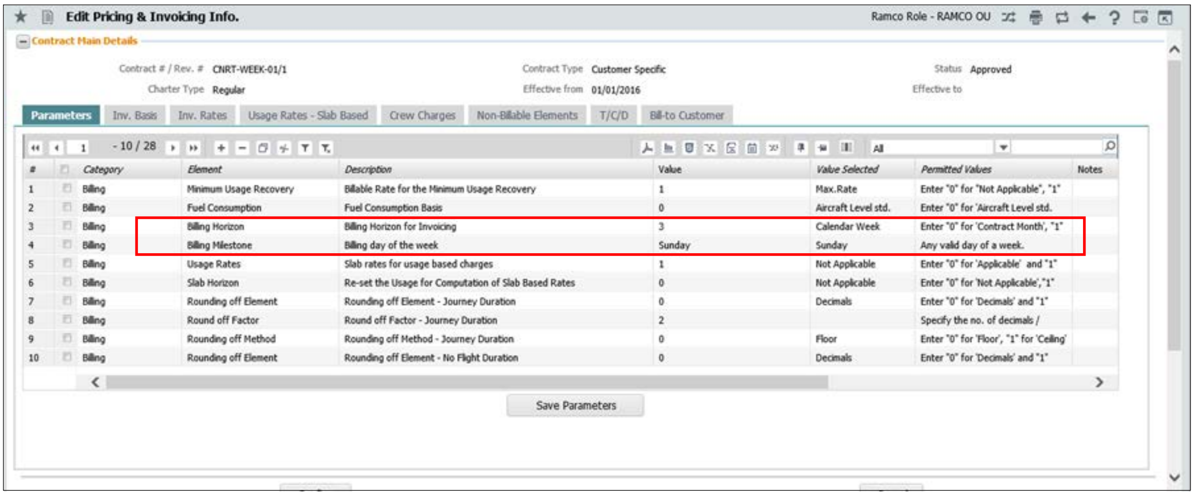
Important Points to be noted

If the user selected the Billing Horizon as “Calendar Week” and specify a particular day of the week, the milestones will be generated at the weekly horizons on the day selected.

Specifying the Billing horizon:

A new option ‘Calendar Week’ has been included for the parameter ‘Billing horizon for Invoicing’ in the ‘Parameter’ tab in **Edit Pricing and Invoicing Info.** link of the **Manage Flight Contract** activity in the **Flight Contract** business component under the **Flight Operations** business process.

Exhibit 1:



Ability to record analysis and sub analysis code in time tracker at activity code level for cost booking:

Reference: AHBG-9314

Background

This feature has been enabled in **Time Tracker** to facilitate the provision of analysis and sub analysis codes at activity code level for cost booking.

This feature enables the user to map analysis and sub analysis codes to the activity code so that the cost booking is done at activity level to the analysis and sub analysis codes mapped.

Change Details

With this new change, the user will be able to record time against the analysis code which is mapped to the activity code.

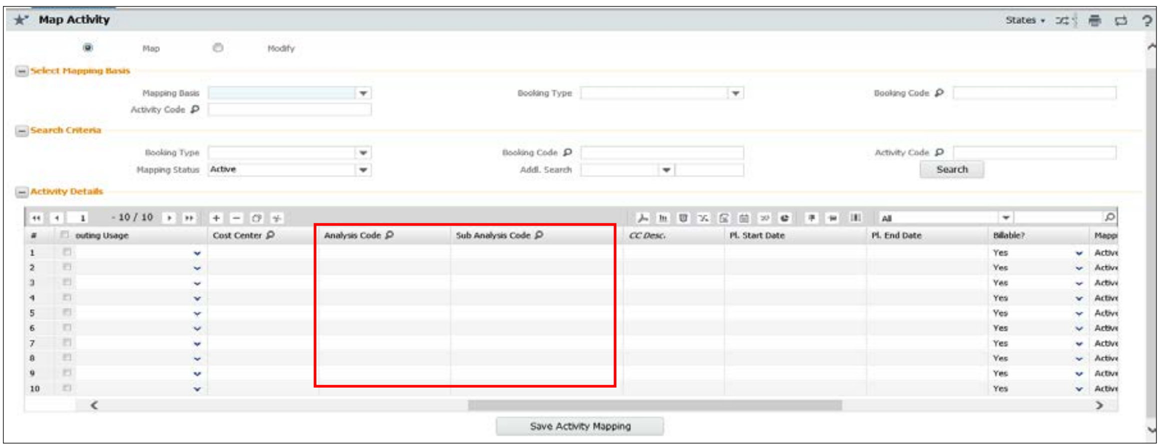
<u>Important Points to be noted</u>

- The analysis and sub analysis codes provided must be in active status.
- Mapping should exist between the analysis and sub analysis codes provided.
- The analysis and sub analysis codes provided should be the values defined in the master.

<u>Specifying the Analysis and Sub Analysis code</u>

Two new columns 'Analysis' and ' Sub- Analysis' has been included under the **Time Tracker** business process > **Time Management Master** and **Manage Activities** activity and the link **Map Activities**.

Exhibit 1:



WHAT'S NEW IN PART SALES MANAGEMENT?

Part Sales Management

Reference: AHBG-3812

Background

Aviation MRO industry is no exception to any service industries, in having a part of their revenue coming through Sale of Parts. Few MROs have majority of their revenue acquired through Part Sales. The Part Sales process in aviation is similar to any other business sector, in terms of requesting for a Quotation, processing a Quotation and then a Sale Order against which parts are shipped.

Change Details

Ramco being an Aviation ERP leader offering complete business solution to various segments of Aviation, it is inevitable to have a solution to manage Part Sales. With this feature, Ramco will provide a solution to all major needs with respect to Part Sales process, some of which includes:

1. Ability to Record Customer's Request for Quotation
2. Ability to record a Sale Quotation for the Parts offered on Sale
3. Ability to raise a Sale Order
4. Ability to Ship Parts against a Sale Order
5. Ability to Invoice Customers against a Sale Order

To cater these various needs, a new business process Part Sales Management has been introduced in the Ramco Aviation Suite, and this will hold the business components and the activities required for managing the Customer Requests, Quotation and Sale Order. The shipment of parts will be managed in the existing Stock Issue framework and the invoicing process will be managed in line with the Part Sale Packslip Invoice.

Ability to record customer requests

Background

The first step in the Part Sales process is the request for Parts by the Customer. Whenever the customer needs parts, typically a Request for Quotation to be sent to all the vendors offering that part in sale against which the vendors will reply the price in which they could offer the part.

Here, the customer's request for Quotation will have all the information varying from the parts required, the date in which the part is required, and the place where the part needs to be shipped and so on. Therefore, the Request for Quotation process should have all these capabilities in it.

Change Details

A new component **Customer Requests** is added in the **Part Sales Management** business process. This component will have the activity **Manage Customer Requests** which will enable the users to raise a Request for Quotation.

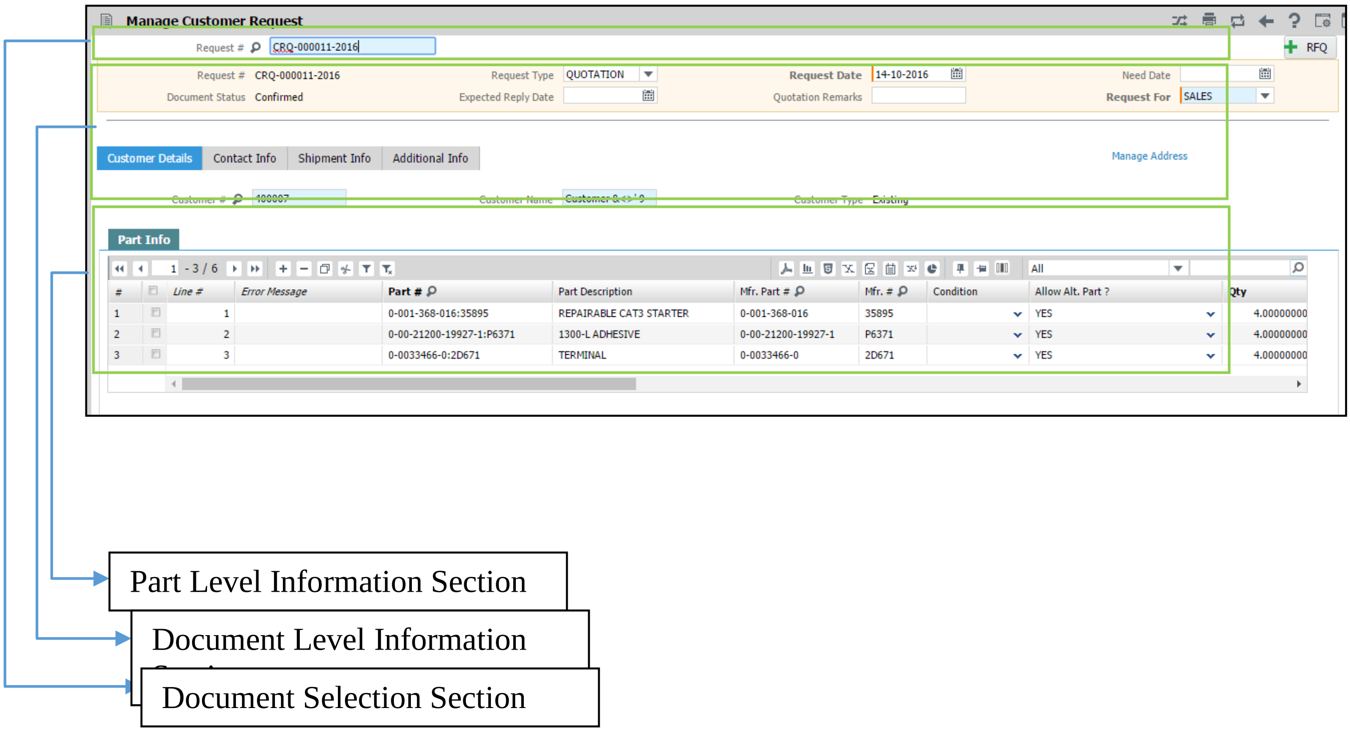
Customer Request, being a new transaction introduced in the system, a New Numbering Type 'Customer Request' is added in the **Document Numbering Class** business component. The **Customer Request** screen is also linked from the **Customer Portal** screen to facilitate the customers to directly record the request instead of conveying the information to the vendor whose CSR then raises a Customer Request on the customer's behalf.

The **Manage Customer Request** screen can be broadly categorized into the following sections.

1. Document Selection Section
2. Document level Information
3. Part level information

Exhibit 1:

Different sections of Manage Customer Request screen

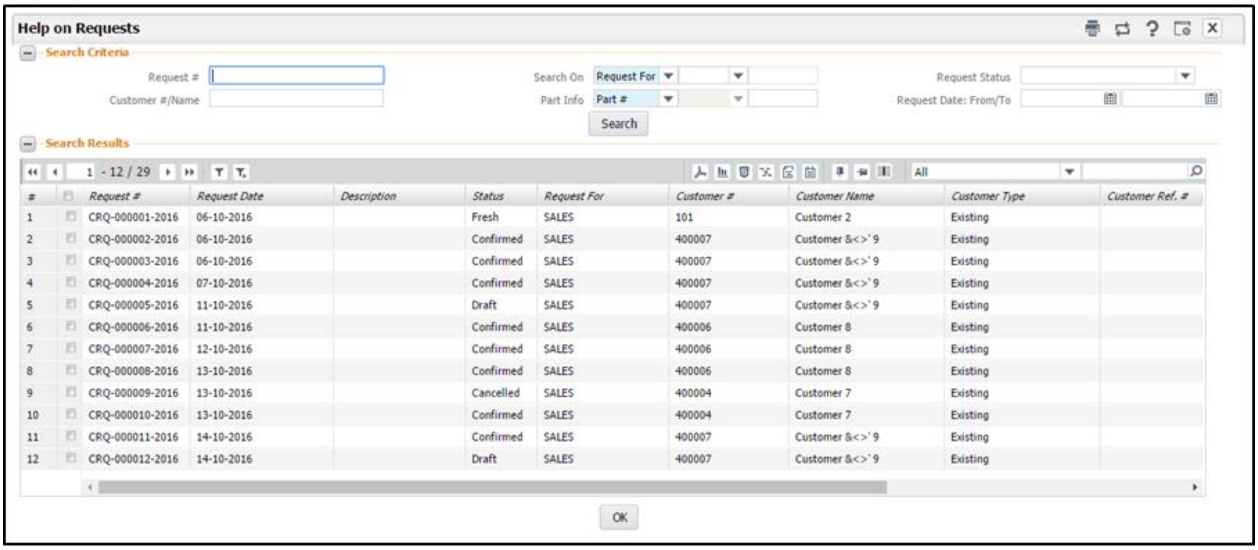


Document Selection section

The **Manage Customer Requests** being a single screen to manage creation, modification and view of the Customer Requests, there should be a provision to select a document that is already created. This section offers the solution for it. A help enabled 'Request #' field is present using which the already created Customer Request can be retrieved in this screen and the work can proceed. If the user wants to create a new Customer Request, the button at the right '+ RFQ' can be used to render the screen for creation of a new customer request document. The Help screen for the Customer Request offers the search by various parameters like the Document #, Status, Part Info and Customer Info.

Exhibit 2:

Help on **Request** screen



#	Request #	Request Date	Description	Status	Request For	Customer #	Customer Name	Customer Type	Customer Ref. #
1	CRQ-000001-2016	06-10-2016		Fresh	SALES	101	Customer 2	Existing	
2	CRQ-000002-2016	06-10-2016		Confirmed	SALES	400007	Customer &<>' 9	Existing	
3	CRQ-000003-2016	06-10-2016		Confirmed	SALES	400007	Customer &<>' 9	Existing	
4	CRQ-000004-2016	07-10-2016		Confirmed	SALES	400007	Customer &<>' 9	Existing	
5	CRQ-000005-2016	11-10-2016		Draft	SALES	400007	Customer &<>' 9	Existing	
6	CRQ-000006-2016	11-10-2016		Confirmed	SALES	400006	Customer 8	Existing	
7	CRQ-000007-2016	12-10-2016		Confirmed	SALES	400006	Customer 8	Existing	
8	CRQ-000008-2016	13-10-2016		Confirmed	SALES	400006	Customer 8	Existing	
9	CRQ-000009-2016	13-10-2016		Cancelled	SALES	400004	Customer 7	Existing	
10	CRQ-000010-2016	13-10-2016		Confirmed	SALES	400004	Customer 7	Existing	
11	CRQ-000011-2016	14-10-2016		Confirmed	SALES	400007	Customer &<>' 9	Existing	
12	CRQ-000012-2016	14-10-2016		Draft	SALES	400007	Customer &<>' 9	Existing	

Document Level Information Section

The document-level information section contains various information pertaining to the Customer Request, including the Request Date, Expected Reply Date, and Need Date for the Parts, Request Type and 'Request For'.

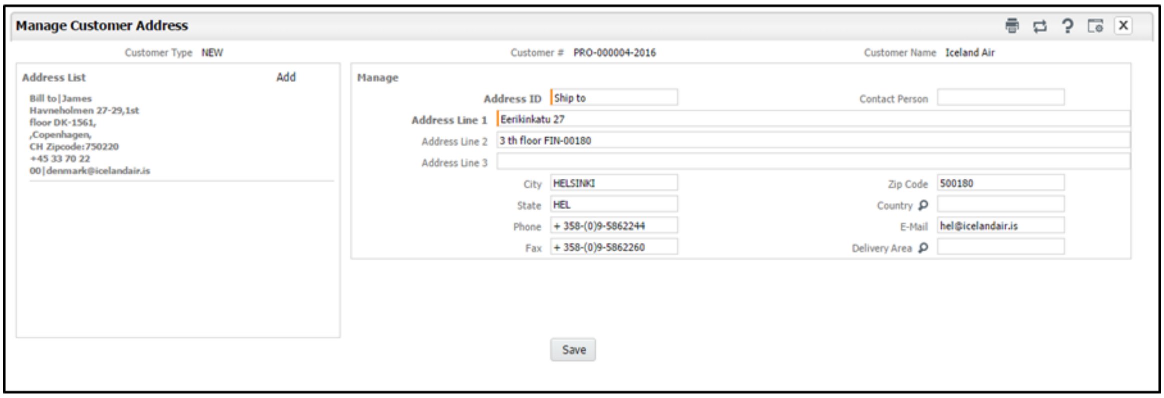
Request for is a key field in this section which has the options ‘Sale’, ‘Repair’ and ‘Exchange’. Based on these options the tabs ‘Part Info’, ‘Core Info’ and ‘Workscope Info’ that are available in the screen will be displayed or hidden. If ‘Request for’ is selected as ‘Sale’, only the ‘Part Info’ tab will be visible. If the ‘Request for’ is selected as ‘Repair’, then ‘Core Info’ and ‘Workscope Info’ tab will be visible. If the ‘Request for’ is selected as ‘Exchange’, then all the three tabs ‘Part Info’, ‘Core Info’ and ‘Workscope Info’ will be visible.

In addition to these, this section also has the information pertaining to the Customer under the ‘Customer Details’ section. The Contact/Shipment Information for this Request document can be provided under the ‘Contact/Shipment Info’ sections respectively. Any other information like Category, User Status, Priority, and Description can be provided under ‘Additional Info’. The Category and User Status can be defined in the Category Codes master available in the **Customer** business component. This section also has a link **Manage Address** using which the customer’s adhoc addresses for this document can be captured. The screen provides the provision for recording a Customer Request even against a Customer who is not registered in the **Customer** master. These customers will be typically prospects, who can get converted into regular customers. If a Customer Request needs to be recorded against a prospect, all that needs to be done by the user is to enter the Customer Name and launch the

Manage Address link. In that screen, enter the contact address details and save the information. The system generates a new Customer # based on the Numbering Type definition for 'Prospect #' in the Document Numbering Class component. This customer # generated can later be provided in the Customer master, when the prospect is going to become a regular customer.

Exhibit 3

Manage Customer Address screen



Part Level Information Section

The Part level information section contains the various tabs in which the Part details can be entered against a Customer Request. As said earlier, the display of the tabs is controlled by the request for what it is selected.

<u>Part Info tab:</u>

This tab contains the details of the part that is provided by the vendor to the Customers. The information that can be captured in this tab includes the Part #, Condition of the Part required, Qty, UOM, Need Date, Certificate Type and any remarks or specifications.

If the Request for is 'Exchange', then the Part that is given by the customer can be captured in the 'Core Info' tab against the Line # that is generated in this tab.

<u>Core Info tab:</u>

This tab contains the details of the part that is to be sent by the Customer to the vendor for servicing in case of Repair/Exchange. This tab will have the details like the Core Part #, Core Serial #, A/C Reg. # from which the Part is removed, AMM Reference, etc.

The Manage Customer Requests page also provides the capability to raise a Customer Request for repair of Aircrafts. In that case, the applicability field in this tab is selected as 'Aircraft' and the details filled. Based on the applicability selected, the columns in the multiline is displayed / hidden.

Workscope Info tab:

This tab contains the information of the tasks that needs to be performed in the Part/Aircraft whenever the request is made for 'Repair' or 'Exchange'. The user can provide the Task #, Work Instructions and other applicable information in this tab, if the details are available. It is not a mandatory for the user to visit this tab for processing the request document.

Note:

1. *The document status will be 'Draft' if any of the mandatory information is not filled. The error message column the respective multiline will display the errors that were encountered during the document creation/modification*
2. *Once all the information are filled, the status of the document becomes 'Fresh'.*
3. *The document can be 'Cancelled', when it is in 'Draft' or 'Fresh' status based on the customer's feedback*
4. *The document can be 'Confirmed' only when it is in 'Fresh' status. Once the Customer Request is confirmed, it will be available in the* ***Manage Pre-Order Quotation*** *screen from where a quotation can be processed against the request document*
5. *Before raising the request for quotation, a view on the stock levels of the Part can be made using the Part Inquiry link available.*
6. *The Terms and conditions that are to be specified against the Customer Request document can be mentioned by visiting the* ***Edit Terms and Conditions*** *link page.*

Ability to record Pre-Order Quotation

Background

In the Part Sales process, it is natural for the vendor to provide a Quotation for the various parts requested by the Customer. Typically, the CSR will evaluate various options before providing a Quotation to the Customer, as this is the document that is going to either win or lose an order for the vendor. Therefore, the Quotation document plays a significant role in the Part Sale Order process. It is very much essential to provide all the required support by the business software for the CSR in bringing out the best quotation possible.

Ramco is offering a solution which is all that is required for a CSR to make the best quote possible with a complete summary of the stock, previous quotations made to the customers, quotations received from their vendors, etc. In addition to this a provision for pricelist based pricing is offered to the customers in the **Manage Pre-Order Quotation**, so as to manage the Quotation step in the Part Sales process.

Change Details

A new component **Pre-Order Quotation** is added in the **Part Sales Management** business process. This component included the **Manage Pre-Order Quotation** activity which will enable the users to raise a Quotation.

As this Pre-Order Quotation is a new transaction that is introduced in the system, a new Numbering Type 'Pre-Order Quotation' has been added in the **Document Numbering Class** component. Similar to Customer Requests, a default numbering type needs to be defined for the Pre-order Quotation too, in order for the users to record a pre-order quotation. Note that the user does not have the provision to select a numbering type manually in the screen.

Note:

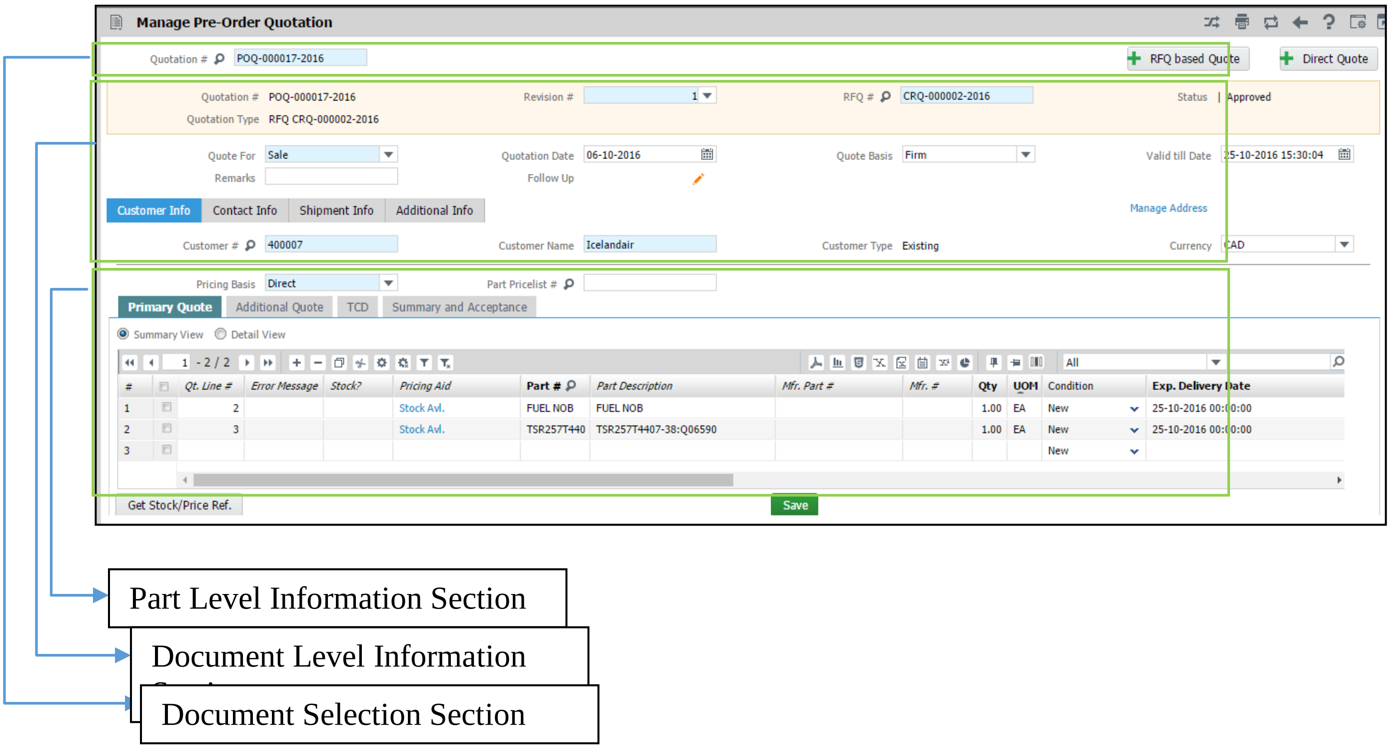
1. *The transaction is named as 'Pre-Order Quotation' instead of just Quotation, to avoid the ambiguity between the already existing 'Sale Quotation', that refers to the Service Sale Quotation raised after the estimation process.*
2. *The Pre-Order Quotation will be enhanced later to provision quotation for exchange or repair of Parts, during which the Pre-order Quotation will be copied automatically in the current Sale Quotation.*

*The various sections of the **Manage Pre-Order Quotation** screen are given below.*

1. *Documents Selection Section*
2. *Document Level Information Section*
3. *Part Level Information Section*

Exhibit 4

Various sections of Manage Pre-Order Quotation screen

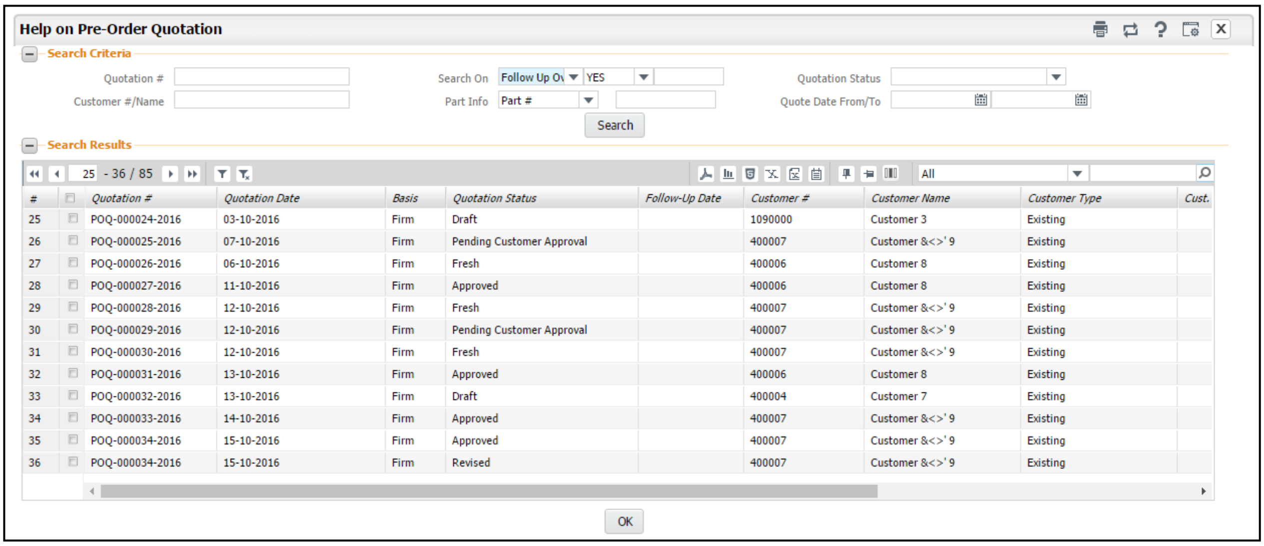


Document Selection section:

The **Manage Pre-Order Quotation** being a single screen to manage creation, modification and view of the Pre-Order Quotation, there should be a provision to select a document that is already created. This section offers the solution for it. There is a help enabled 'Quotation #' field using which the already created Pre-order Quotations could be retrieved in this screen and the work can be proceeded. If the user wants to create a new Pre-Order Quotation, the button at the right '+ RFQ based Quote' or '+ Direct Quote' can be used to render the screen for creation of a new Pre-Order Quotation document against a Customer Request document or without referencing to any request respectively. The Help screen for the Pre-Order Quotation offers the provision to search for a Quotation document using various search filters like 'Customer Info', 'Part Info', 'Quotation #', 'Status', 'Date', Category' and many other vital fields in the Quotation document.

Exhibit 4

Help on Pre-Order Quotation screen screen



Document Level Information Section

The document level information section contains various information pertaining to the Pre-Order Quotation like the Quotation #, Revision #, RFQ # (if applicable), Status, Quotation Date, Valid Till Date, Follow-Up Date, Quotation Remarks, etc.

It also has the similar set of information as available in the Customer Request like the Customer Information, Contact Information, Shipment Information and Additional Information.

In addition to these fields there is a section wherein there is a provision to provide whether the Pricing Basis for this Quotation is Direct or referring any Pricelist. Based on the selection of Pricing Basis, the various columns in the Primary and Additional Quotes tab will be available or hidden for the user. There is also a section to show a quick summary on the Quotation value, which shall display the Basic Quotation Value, the Taxes, Charges, Discounts and the Net Value from the Quotation document.

Part Level Information Section

The Part level information section contains the various tabs which play a critical role in the Price Quoted to the Customer.

<u>Primary Quote tab:</u>

This tab contains the information of the Primary Quotation that is to be provided to the Customer. By primary quotation means the quotation provided against the exact requirement of the customer as mentioned in the RFQ or as conveyed by the customer through other means. The quotation value can either be directly entered or can be computed from the Pricelist by using the 'Get Stock/Price Ref.' button. There are two types of views provided 'Summary View' and 'Detail View' based on which few non-critical columns shall be shown/hidden in the multiline.

Additional Quote tab:

This tab contains the quotation options provided by the vendor in addition to the primarily requested quotation. Some of the scenarios for additional quotations can include the one in which the Quotation is provided for a different quantity from the one requested (to convey better deals obtained by ordering for modified quantity), Quotation is provided an alternate Part #, Quotation is provided for a different condition from the one requested.

The additional quotations will also be sent to the Customer in addition to the primary quotation and customer acceptance is recorded for either of them which shall be considered for ordering. The user can rely on the software for obtaining the price of the parts in additional quote tab too using the 'Get Stock/Price Ref.' button, if the Pricing Basis is 'Pricelist'.

Part Inquiry Screen:

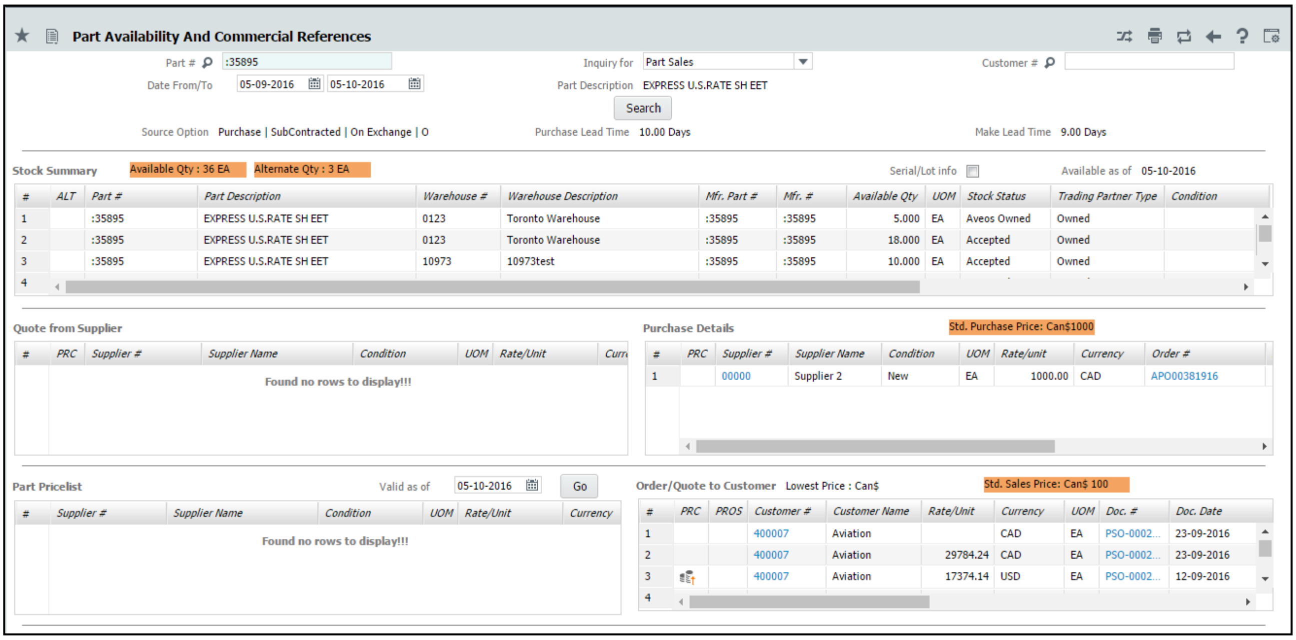
As mentioned earlier, **Ramco** offers a screen which can support the CSR while making a quotation by displaying various key information in one place, which we have named 'Part Inquiry'. This screen will display the following details.

- Stock Summary – A Quick overview on the various stocks available for a given part across warehouses, which is saleable. On need basis, the stock availability can be viewed at Part level or Part-Serial/Lot # level
- Quote from Supplier – A summary on the various Quotations received for a given Part from the vendors in the given period of time at Part – Condition level
- Purchase Details – A summary on the various Purchase Orders raised to different vendors in a given period for the given Part at Part-Condition level
- Part Pricelist – A summary on the various active Pricelists applicable for the Part which are valid as on a given date
- Order/Quote to Customer – A summary on the previous Quotations given to the Customer and the previous Sale Orders placed by the customers for the given part in the given time period

This screen can be launched from the **Manage Pre-Order Quotation** screen and also from the **Manage Part Sale Order** screen, in case a direct Part Sale Order is created instead of a Quotation based Order.

Exhibit 6

Part Inquiry screen



<u>TCD tab:</u>

This tab provides the provision to enter the Taxes, Charges and Discounts that are applicable for various quotation lines provided to the customer. The TCD can be specified for both the Primary Quotation lines, as well as the Additional Quotation lines.

Summary and Acceptance tab:

This tab provides a consolidated view on the Primary and Additional quotations provided in the Pre-Order Quotation document for various parts. This tab can be used for recording the approval by the Customer against the Quotation document, after it's released for approval. The possible actions against a released quotation are:

1. Partial/Complete Acceptance
2. Partial/Complete Rejection
3. Complete Re-Quotation Request

Based on the action made by the customer, the Quotation documents' status shall get updated accordingly.

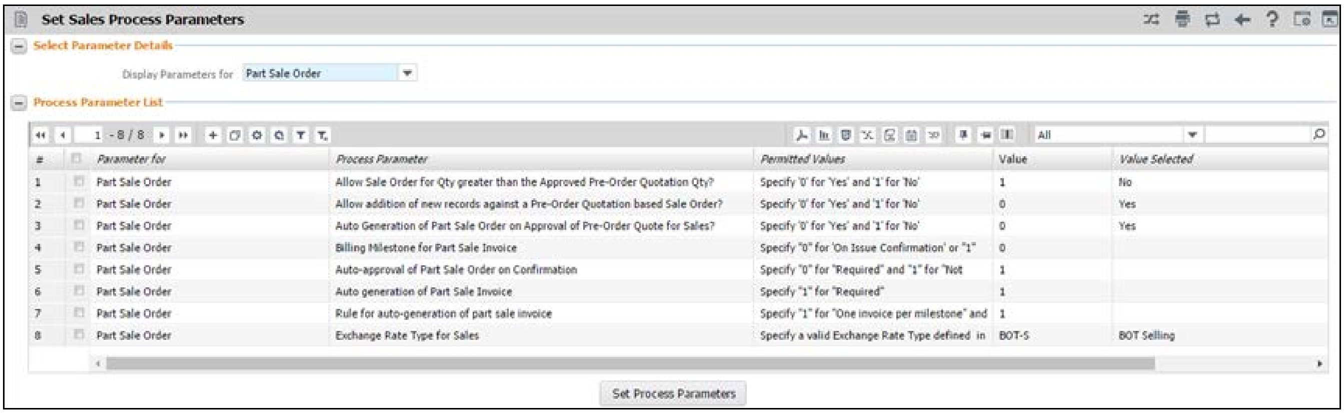
Note:

1. *The document status will be 'Draft' if any of the mandatory information is not filled. The error message column the respective multiline will display the errors that were encountered during the document creation/modification*

2. *Once all the information are filled in, the document will be in 'Fresh' status*
3. *Then the Pre-Order Quotation will be confirmed after which it can either be released for customer approval or returned back for making corrections*
4. *Once the document is released, the customer approval can be recorded against the document updating it to either 'Approved' or 'Rejected' or 'Re-Quote' status.*
5. *Documents in 'Re-Quote' status shall be revised and the revision can again be sent for customer approval*
6. *However, the documents in 'Approved' status can also be revised in order to make any changes to the Pre-Order Quotation document*
7. *Though system supports recording of Request for a customer who is not registered in the system, the same shall not be supported in quotation stage. Quotation is allowed to be processed only for those customers who are registered in the system.*
8. *On approval of the Quotation document, based on the option setting "Auto Generation of Part Sale Order on Approval of Pre-Order Quote for Sales?" introduced in the* ***Set Sales Process Parameters*** *screen under the category 'Part Sale Order', a Part Sale Order will be automatically setup.*
9. *A Pre-Order Quotation in Draft or Fresh status is be allowed for cancellation*
10. *A Pre-Order Quotation in Approved status can be retrieved in the Manage Part Sale Order screen for manual creation of a Sale Order, if automatic setup of Sale Order is not required.*
11. *Once Sale Order is created against a Quotation document, the Quotation document will not be allowed for revision*

Exhibit 7

Set Sales Process Parameters screen with Part Sale Options



Set Sales Process Parameters

Select Parameter Details

Display Parameters for: Part Sale Order

Process Parameter List

#	Parameter for	Process Parameter	Permitted Values	Value	Value Selected
1	Part Sale Order	Allow Sale Order for Qty greater than the Approved Pre-Order Quotation Qty?	Specify '0' for 'Yes' and '1' for 'No'	1	No
2	Part Sale Order	Allow addition of new records against a Pre-Order Quotation based Sale Order?	Specify '0' for 'Yes' and '1' for 'No'	0	Yes
3	Part Sale Order	Auto Generation of Part Sale Order on Approval of Pre-Order Quote for Sales?	Specify '0' for 'Yes' and '1' for 'No'	0	Yes
4	Part Sale Order	Billing Milestone for Part Sale Invoice	Specify "0" for 'On Issue Confirmation' or "1"	0	
5	Part Sale Order	Auto-approval of Part Sale Order on Confirmation	Specify "0" for "Required" and "1" for "Not	1	
6	Part Sale Order	Auto generation of Part Sale Invoice	Specify "1" for "Required"	1	
7	Part Sale Order	Rule for auto-generation of part sale invoice	Specify "1" for "One invoice per milestone" and	1	
8	Part Sale Order	Exchange Rate Type for Sales	Specify a valid Exchange Rate Type defined in	BOT-S	BOT Selling

Set Process Parameters

Ability to record Part Sale Order

Background

The Sale Order is the heart of the Sale process. The Sale Order is the document against which the Parts are to be actually shipped to the customer by the vendor. This document will have all the details required on the terms and conditions in which the order needs to be processed that are defined by the customers and also the shipping instructions that needs to be informed to the internal shipping responsibilities. Generally, a Sale Order document will be cut against approved Quotations. However, there are business scenarios in which a Direct Sale Order can be raised by the customer. Therefore, the Sale Order also serves as the document through which the details of the actual Price of the Part is being informed to the customer.

Ramco is offering all that is required for a CSR during the creation of Sale Order right from providing the Pricelist based on which the Sale Order is raised, the provision to identify the sourcing method for the different parts in the sale order, the various terms and conditions associated with the Sale Order.

Change Details

A new component **Part Sale Order** is added in the **Part Sales Management** business process. This component has the **Manage Part Sale Order** which will enable the users to work in a Sale Order document.

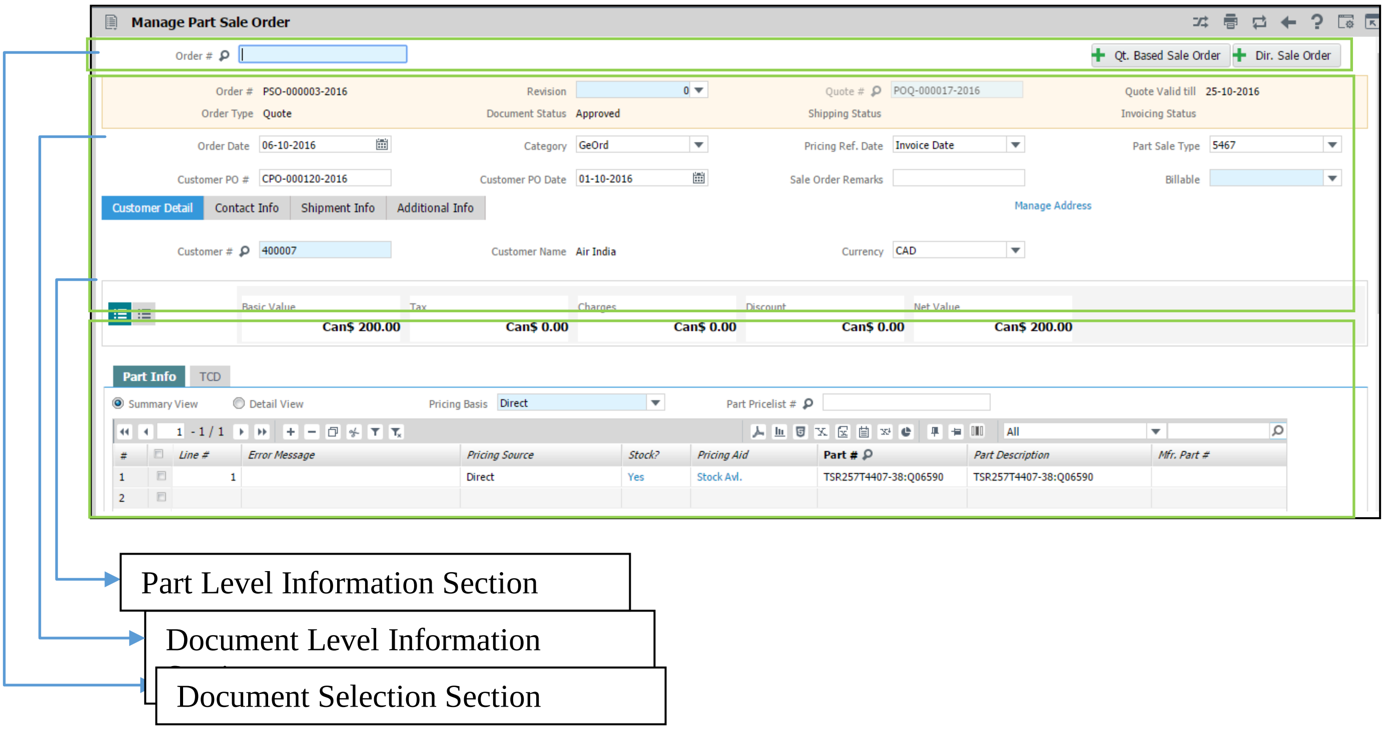
As Sale Order is a new transaction being introduced in the system, a New Numbering Type 'Part Sale Order' is added in the **Document Numbering Class** business component. This screen will facilitate all the actions in the Part Sale order document right from creation to identification of shipment source for all the Parts and release of shipment for all the Parts.

The **Manage Part Sale Order** screen can be broadly categorized into the following sections.

1. Document Selection Section
2. Document level Information
3. Part Level Information

Exhibit 8

Various sections of Manage Part Sale Order screen

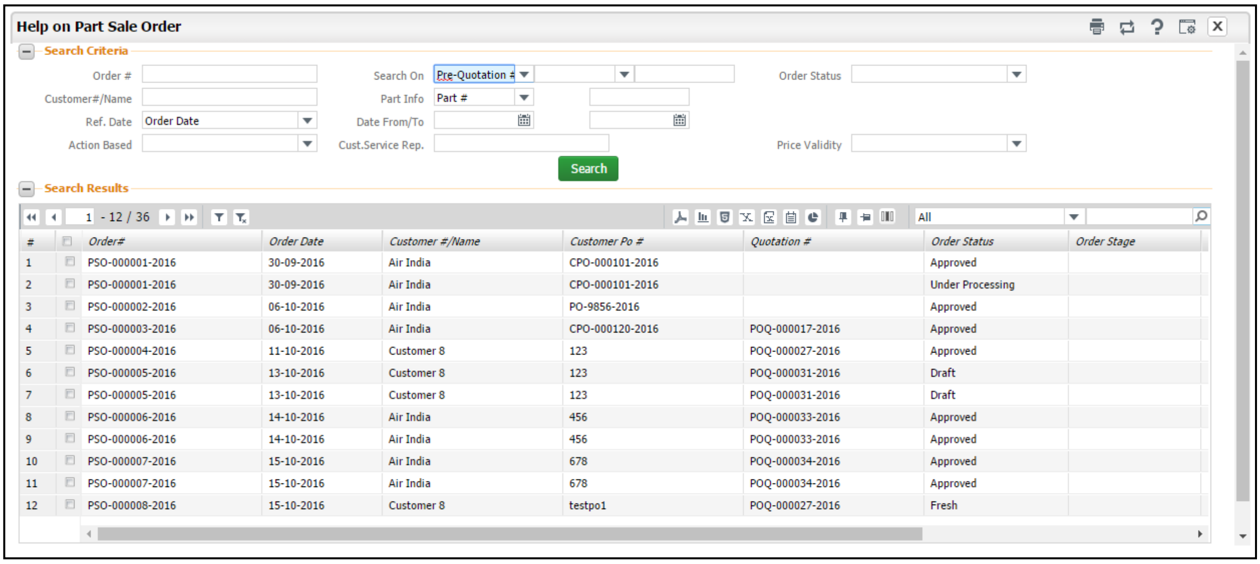


Document Selection section:

The Manage Part Sale Order being a single screen to manage creation, modification and view of the Part Sale Order, there should be a provision to select a document that is already created. This section offers that solution. There is a help enabled 'Order #' field using which the already created Sale Orders could be retrieved in this screen and the work can be proceeded. If the user wants to create a new sale order. The buttons at the right '+ Qt. based Sale Order' or '+ Dir. Sale Order' can be used to render the screen for creation of a new Sale Order document against a Pre-Order Quotation or without referencing to any Quotation respectively. The Help screen for the Sale Order offers the provision to search for a Sale Order document using various filters like 'Order #', 'Order Date: From/To', 'Category' ,'User status', 'Priority, 'Part Info like the Part #, Part Description', 'Order Status, etc. for retrieving the Part Sale Order.

Exhibit 9:

Various sections of Manage Part Sale Order screen



#	Order#	Order Date	Customer #/Name	Customer Po #	Quotation #	Order Status	Order Stage
1	PSO-000001-2016	30-09-2016	Air India	CPO-000101-2016		Approved	
2	PSO-000001-2016	30-09-2016	Air India	CPO-000101-2016		Under Processing	
3	PSO-000002-2016	06-10-2016	Air India	PO-9856-2016		Approved	
4	PSO-000003-2016	06-10-2016	Air India	CPO-000120-2016	POQ-000017-2016	Approved	
5	PSO-000004-2016	11-10-2016	Customer 8	123	POQ-000027-2016	Approved	
6	PSO-000005-2016	13-10-2016	Customer 8	123	POQ-000031-2016	Draft	
7	PSO-000005-2016	13-10-2016	Customer 8	123	POQ-000031-2016	Draft	
8	PSO-000006-2016	14-10-2016	Air India	456	POQ-000033-2016	Approved	
9	PSO-000006-2016	14-10-2016	Air India	456	POQ-000033-2016	Approved	
10	PSO-000007-2016	15-10-2016	Air India	678	POQ-000034-2016	Approved	
11	PSO-000007-2016	15-10-2016	Air India	678	POQ-000034-2016	Approved	
12	PSO-000008-2016	15-10-2016	Customer 8	testpo1	POQ-000027-2016	Fresh	

Document Level Information Section

The document level information section contains the various document level information pertaining to the Part Sale Order document like the Order Revision #, Date, Category, Part Sale Type, Customer PO #, Customer PO Date and Remarks. It also has the other details classified into the four categories Customer Info, Contact Info, Shipment Info and Additional Info, with the additional info section covering the Priority, User Status, Customer Service Representative and Warranty Reference.

There is also a section to indicate the price break-up for the parts in the Part Sale Order. It shows the Basic Value, Total Taxes, Charges and Discounts and the Net Value of the Sale Order. In addition, there is another view which shows the summary of the Count of Parts Shipped Vs Count in the Order and the Count of Parts invoiced against the ones that are shipped. It also shows the key information like the Pay Term from the terms and conditions.

Part Level Information Section

The part level information section of the Part Sale Order contains the information distributed in two tabs.

- Part Info
- TCD Info

Part Info tab:

This tab contains the basic information of the Part like the Part #, Condition of the Part, Qty of the Part, Expected Delivery Date, Certificate Type required, and Ship to Address. It also contains the information pertaining to the pricing of the Parts similar to one available in the Pre-Order Quotation screen. The information displayed will be dependent on the Pricing Basis that is selected over the multiline. If the Pricing Basis is 'Direct', user will not be able to provide a detailed break-up including the mark-up, base price, etc.

The multiline also has the Source (Inventory which means parts should be allocated from inventory; Regular Procurement which means parts should be procured from supplier and given to the customer; Dropship Procurement which means parts should be drop-shipped by the vendor directly to the Customer's premises), Proc. Supplier #, Warehouse # from where the Part should be shipped and the Stock Status.

The price of the Part can be obtained using the Compute Price button. The details of the Stock availability and the previous pricing references can be availed using the Get Stock/Pricing Ref. button.

TCD Info tab:

The TCD info tab provides the provision to capture various taxes, charges and discounts that needs to be applied on the Parts that are processed in the Sale Order. This information can be provided at Part level. However, this is not a mandatory step for processing of the Sale Order. If any document level TCDs needs to be provided, then select the line # as '0' in the TCD multiline and process.

Note:

1. *The document status will be 'Draft' if any of the mandatory information is not filled or if the Terms and Conditions are not entered. The error message column the respective multiline will display the errors that were encountered during the document creation/modification*
2. *Once all the information are filled in and terms and conditions are entered, the document shall attain 'Fresh' status*
3. *The document can then be confirmed to take it to 'Confirmed' status after which multi-level approval is available for the document*
4. *On final approval, the document will be updated to 'Under Processing' status, after which a back-end process will generate the documents applicable for sourcing of Parts (i.e.) Material Request, Purchase Request and Purchase Orders (Stock Issue if applicable)*
5. *Once the documents are generated, the document shall go to Approved status*
6. *The CSR can then take the decision to release the Parts for shipping, after which the Shipping Status shall be updated against the document.*
7. *Once the Invoice is generated against the shipped parts, the Invoicing status will be updated and the document shall reach closed status, once all invoices are processed.*

Ability to Ship and Invoice a Part Sale Order

Background

The Sale Order carries no meaning unless the Parts are physically shipped to the customer and the Invoice is received and processed against the same. However, the shipping clerk is not always allowed to ship the Parts on his own, until there's a clearance from the Sales team that the Parts can be shipped. Also, invoice shall accompany the shipment of the parts. There can be business models in which there are multiple invoices being sent, one for each shipment, or a single invoice being sent at the end of all the shipments. Therefore, a provision to record shipment of Parts and invoicing of the Parts, both of which can be single instant events or multiple instant events is required.

Change Details

A new entity type 'Part Sale Type' is introduced in the **Define Process Entities** screen of the Common Master business component. In this category, the various Sale Order Types can be defined, which will be loaded in the Part Sale Type of the Manage Part Sale Order screen.

The Numbering type to distinguish the Part Sale Material Request, Stock Issue, Purchase Request and Purchase Orders are added as parameters under this category. Based on the values defined and the selection of Source in the sale order, on approval the documents shall be generated. The Reference Document type in the Material Request will be updated as 'Sale Order' and the Sale Order # shall be persisted in the MR. The MR Class for the Sale Order based MRs will be 'General'.

The search criteria to retrieve MRs using the Ref. Document Type as 'Sale Order' is introduced in the selection screens of **Edit Material Request**', **Shortclose Material Request** and **View Material Request** screens. Also, in the **Record Shipping Note** screen, the search criteria to retrieve the Issue documents using Sale Order # is handled.

With respect to the Invoicing of Parts against the Sale Order document, the Packslip Invoice is re-used for managing the Sale Order based invoices. The Invoices will always be set up automatically based on the following options introduced in the **Set Sales Process Parameters** screen.

- Auto generation of Part Sale Invoice
- Billing Milestone for Part Sale Invoice
- Rule for auto-generation of part sale invoice

WHAT'S NEW IN RECEIVABLES MANAGEMENT?

Ability for a customer to track various orders and record approvals

Reference: AHBF-22446

Background

Aviation MRO industry is no exception to any Service oriented industry, in the fact that Customer demand visibility on the progress of their orders. In addition to the visibility on the progress of orders, any customer will be interested in knowing the cost involved in the service of the Parts, so that the required approvals can be obtained in their organization, before the service agency starts performing the requested service.

Apart from this, the aviation industry is unique in their own way through the strict imposition of various regulations to ensure flight safety. These regulations push the MRO to seek approvals from their customers before carrying out any maintenance activities. Some of the actions which demand approval like include Usage of PMA parts, MRO's Parts, Exchanging of Parts and so on.

The business need is to have a portal provided to the customers of the MRO organization to track their various orders and also record the commercial and/or operational approvals, for improved TAT of the orders.

Change Details

A new component **Customer Portal** is added to the **Receivables Management** business process. This component has the following activities:

1) Customer Portal - This is the activity will be exposed to the Customers for tracking their orders and recording their Approvals
2) Two broad categorization – Service Orders and Part Sale Orders are available for customer's ease in tracking.
3) Service Sale Orders – Service orders can be grouped as Shop services and Aircraft Services. Shop Orders will list the services performed on any Customer component and the Aircraft Orders will list the services performed on Customer Aircrafts.
4) Operational Approval – Service Orders that has pending approvals required from the Customer are listed under this group.

5) Commercial Approval – Service Orders that has pending approvals required from Customer for Commercial holds on any job (i.e.) Holds applied on the Orders on Quotations

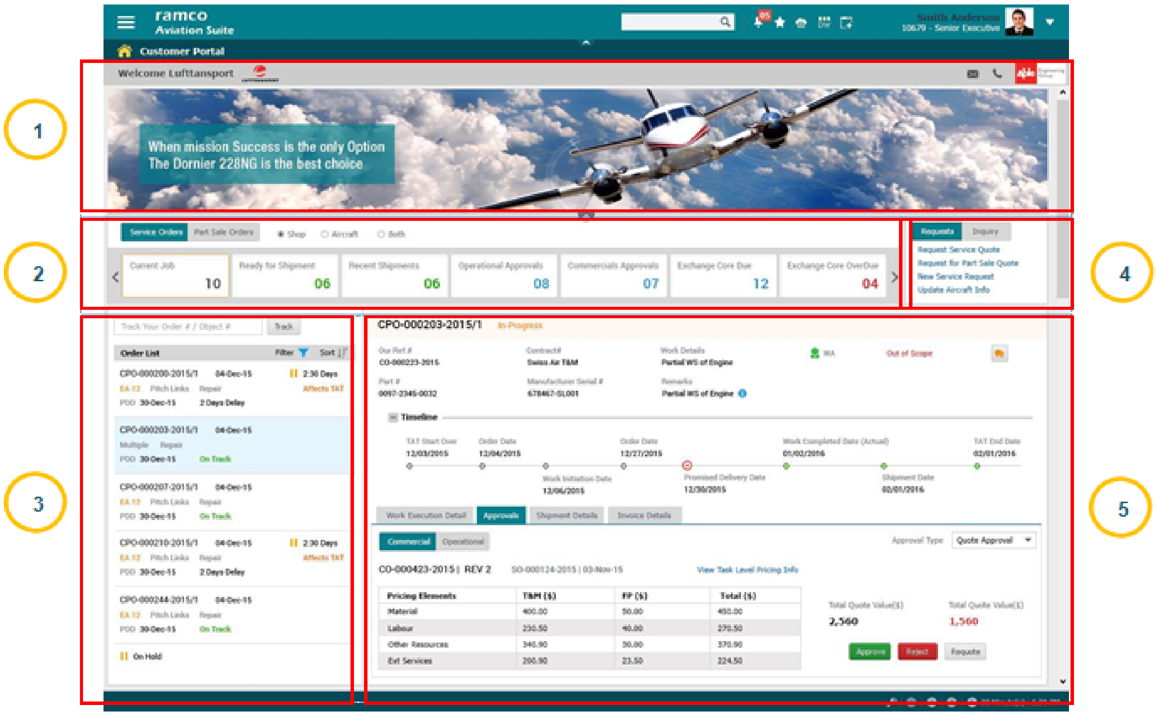
6) Sale Orders – Any Part Sales related orders and quotations that are pending for Customer's approval will be listed under the Part Sales category.

Note: Only the Customer Portal activity must be mapped to the user as only that screen must be visible.

The **Customer Portal** screen contains various sections as displayed below:

Exhibit 1:

Different sections of **Customer Portal** screen



The various sections mentioned in the above image are listed below:

- Customer Identification and Banner Section
- Tiles Section
- Links Section
- Order List Section
- Order Details Section

Customer Identification using Login User:

The Customer for whom the portal is launched is identified using the user name provided in the Customer master. Validations are added in the Create and Edit Customer Record screens to ensure that the same username is not mapped to multiple customers.

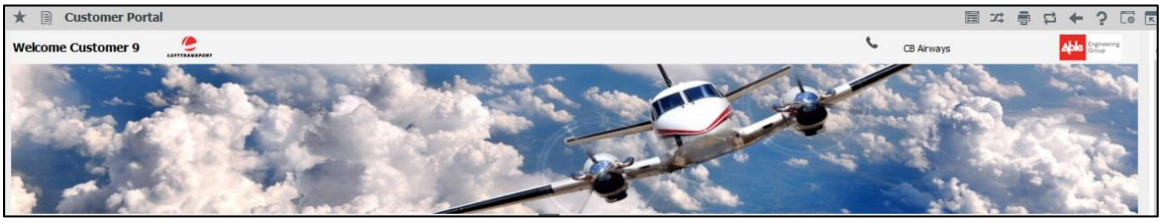
Customer Identification and Banner Section:

In this section, the customer logo is displayed from the Customer master, the MRO organization name and the contact information is provided as a call-out on the click of the icon near the MRO name. Also, the MRO's logo shall be displayed from the Company master.

If any MRO banner needs to be displayed in this section, the same image can be uploaded in the database. This banner can be collapsed, if required.

Exhibit 2:

Customer Identification and Banner Section



Service Sale Orders

Tiles Section:

This section displays the count of the various customer orders open with the MRO organization, grouped under different categories. The count of orders can be viewed based on the following groups.

1) Aircraft Orders

2) Shop Orders

3) Both

The different categories available are listed below:

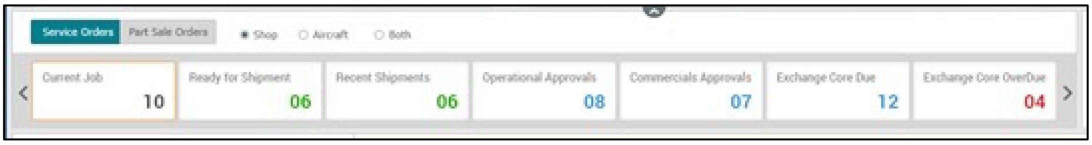
1) Current Jobs – The orders against which the execution documents (i.e) Shop Work Order or Aircraft Maintenance Execution Ref. document or Repair Order is in progress
2) Ready for Shipment – The orders against which the work is completed against the execution documents, but the Parts are not shipped to the customer (i.e.) Main Core Issue (final) is not recorded against the customer order
3) Recent Shipments – The orders against which the Parts are shipped within the number of days pecified in the option setting "Set No. of Days for computation and display of Recent

4) Shipments" available in the **Set Sales Process Parameters** activity of the **Customer** business component.
5) **Operational Approvals** – The orders against which holds of the following categories are applied: Exchange Orders initiation, Usage of PMA Parts, Usage of Internal Parts
6) **Commercial Approvals** – The orders against which holds of the following categories are applied: Quotation Hold, Cap Holds
7) **Exchange Core Due** – The orders against which there is an exchange order initiated and for that exchange order, the core part is not received from the Customer and there is some more time to reach the promised Core Shipment date (Expected Receipt Date mentioned in Customer Order)
8) **Exchange Core Overdue** - The orders against which there is an exchange order initiated and for that exchange order, the core part is not received within the promised Core Shipment date (Expected Receipt Date mentioned in Customer Order)

Note: If the option to view the Aircraft jobs is selected, the tiles Recent Shipments, Exchange Core Due and Exchange Core Overdue are not applicable

Exhibit 3:

Tiles Section



Links Section:

This section is divided into two groups: Requests and Inquiry. The 'Requests' section will enable the customer to raise the various requests to the MRO organizations, including the request for quotation, request for placing an order, etc. The 'Inquiry' section will provide the customer the ability to get an inquiry on the various details related to the customer record with the MRO. Currently, the 'Inquiry' section houses the link to **View the Credit information** for the customer with the MRO.

Note: In this release of the Customer Portal, we are not enabling the Requests section.

Exhibit 4:

Links Section

Orders List Section:

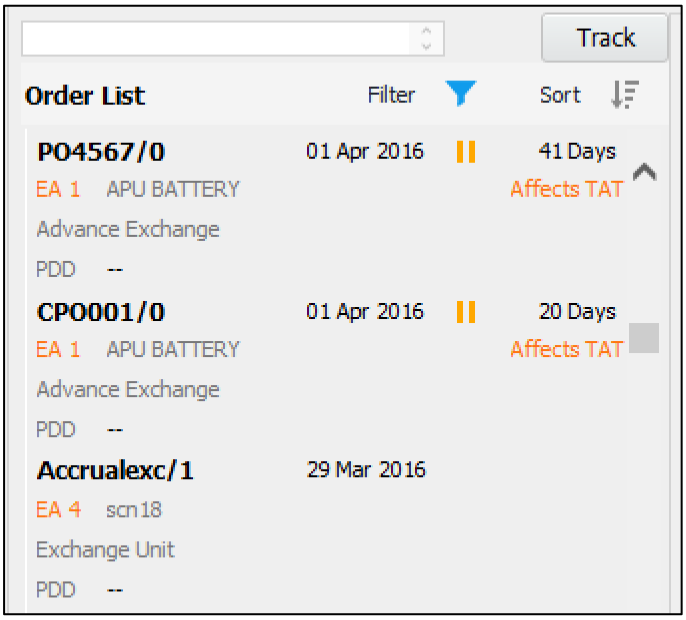
This section provides the view on the various Customer Orders pertaining to the count displayed in the different tiles in the screen. The orders in this list are retrieved on selection of any tile from the tiles section. There are capabilities to filter the desired customer order from the various orders using the Filter options available. Also, it is possible to sort the various orders listed.

The information displayed in the multiline in this section is given below.

1) Customer PO # corresponding to the Customer Order
2) Customer PO Date
3) Core Part Description
4) Qty of the Core Part
5) Repair Process Code
6) Number of days for which the order is held (if applicable)
7) Indicator to show if the hold is affecting the TAT
8) Promised Delivery Date of the Order
9) Order Tracking Status (This value will be displayed if the value for the option 'Display Order tracking information in Customer Portal/CustomerAnywhere.' available in the 'Set Sales Process Parameters' is set as 'Yes')

Exhibit 5:

Orders List Section

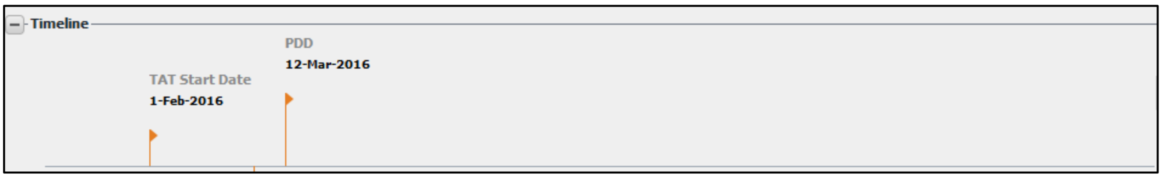


Timeline Section:

This section reveals the various critical dates involved in the Customer Order including TAT Start Date, Order Date, Work Initiation Date, Promised Delivery Date, Work Completion Date, Shipment Date and TAT End Date.

Exhibit 6:

Timeline Section



Order Details Section:

This section displays the details of a Customer Order. The information displayed can be grouped into the following three categories.

1) Header Information
2) Work Execution Information

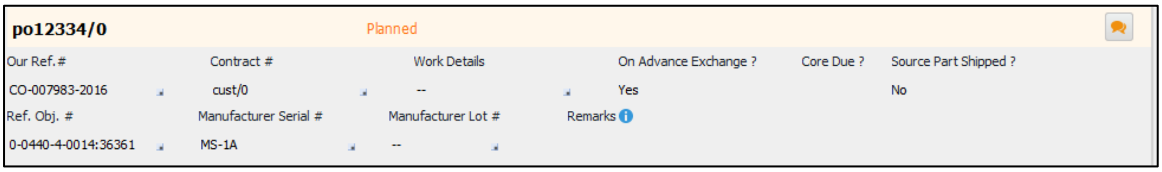
3) Approvals Information

Header Information

In this section, the various header information of the Customer Order document is displayed. This information includes the Customer Order #, Contract #, Work Requested, Indicator for Advance Exchange request, Indicator for Core Due, Indicator for shipment of Source part, Main core Part #, Serial #, MSN and Remarks.

Exhibit 7:

Header Section in Order Details

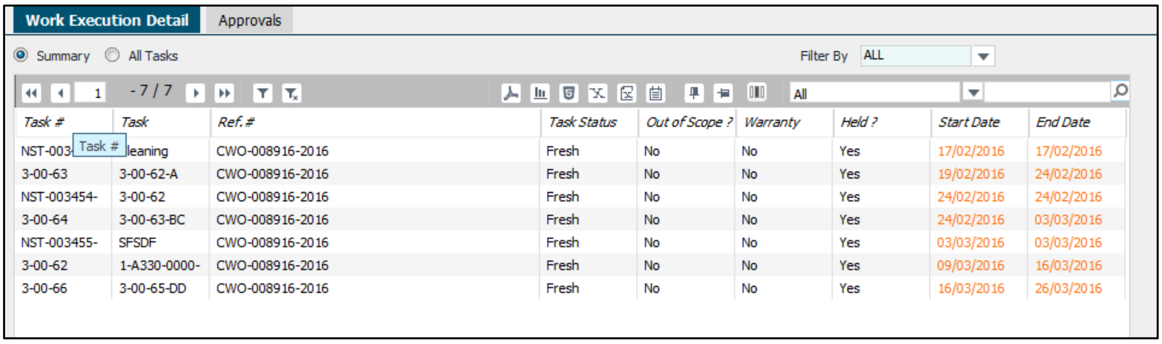


Work Execution Information:

This section has a multiline control that displays the Work Execution document #, Task #, Task Description, Document/Task Status, Out of Scope indicator for the Task, Warranty Resolution for the task, Hold indicator for the task, Start and End Dates of the task. In case of Repair Order, the multiline shall display only the Work Execution document and the Document/Task status. In case if the execution document is SWO or AME, then all the columns shall display the respective information.

Exhibit 8:

Work Execution Information in Order Details



Task #	Task	Ref. #	Task Status	Out of Scope ?	Warranty	Held ?	Start Date	End Date
NST-003	leaning	CWO-008916-2016	Fresh	No	No	Yes	17/02/2016	17/02/2016
3-00-63	3-00-62-A	CWO-008916-2016	Fresh	No	No	Yes	19/02/2016	24/02/2016
NST-003454-	3-00-62	CWO-008916-2016	Fresh	No	No	Yes	24/02/2016	24/02/2016
3-00-64	3-00-63-BC	CWO-008916-2016	Fresh	No	No	Yes	24/02/2016	03/03/2016
NST-003455-	SFSDF	CWO-008916-2016	Fresh	No	No	Yes	03/03/2016	03/03/2016
3-00-62	1-A330-0000-	CWO-008916-2016	Fresh	No	No	Yes	09/03/2016	16/03/2016
3-00-66	3-00-65-DD	CWO-008916-2016	Fresh	No	No	Yes	16/03/2016	26/03/2016

In the summary view, only the work scoping tasks will be retrieved from the SWO. In the 'All Tasks' view, all the tasks from the SWO will be displayed.

The values in the multiline can be filtered using the 'Filter by' combo. This combo is loaded with the values 'All Tasks', 'Warranty Accepted', 'Warranty Rejected', 'Out of Scope', 'Held Tasks'. Based on the value selected, the tasks shall be displayed in the multiline.

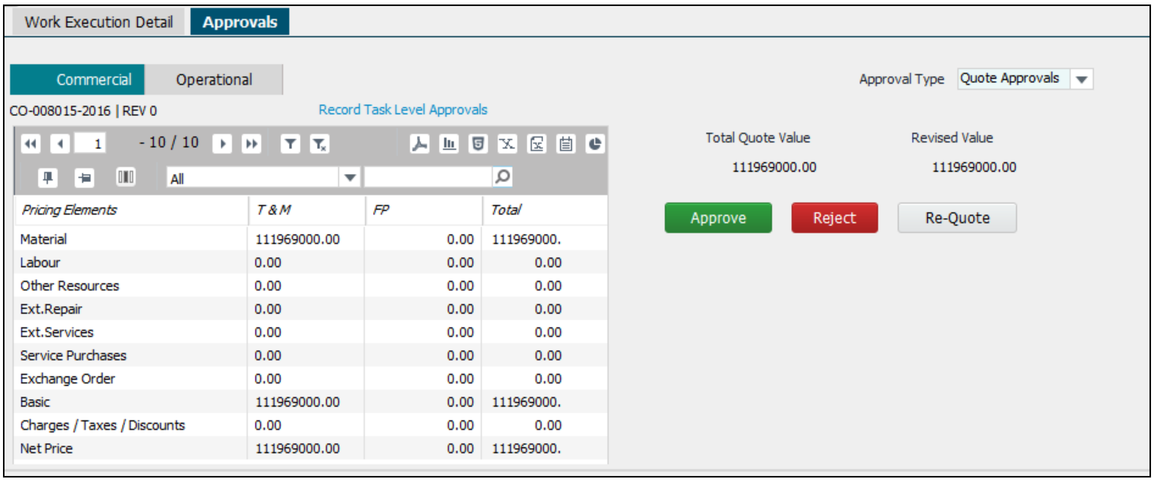
Approvals Information:

The approvals information can be broadly classified as 'Commercial' and 'Operational' approvals. In the Commercial approvals, the various pricing elements will be displayed and against each pricing element, the cost involved will be displayed in two buckets 'T&M' and 'Fixed Pricing'. The total value will also be displayed.

There will be buttons to record 'Approve' or 'Reject' the commercial hold. If any of the action is performed, a pop-up will be opened to capture the approval/rejection remarks.

Exhibit 9:

Approvals Information in Order Details



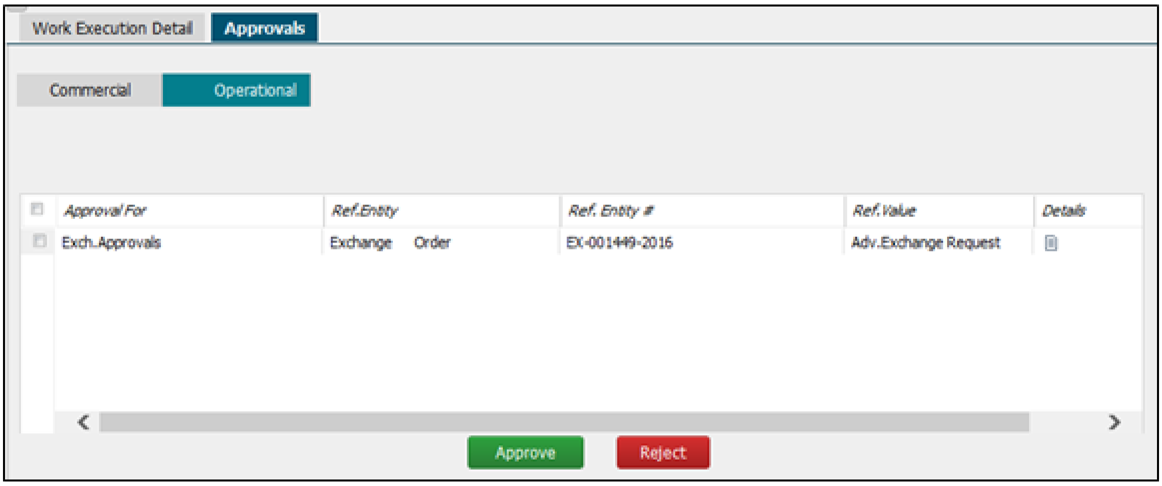
Pricing Elements	T & M	FP	Total
Material	111969000.00	0.00	111969000.
Labour	0.00	0.00	0.00
Other Resources	0.00	0.00	0.00
Ext.Repair	0.00	0.00	0.00
Ext.Services	0.00	0.00	0.00
Service Purchases	0.00	0.00	0.00
Exchange Order	0.00	0.00	0.00
Basic	111969000.00	0.00	111969000.
Charges / Taxes / Discounts	0.00	0.00	0.00
Net Price	111969000.00	0.00	111969000.

In case of Operational approvals, the multiline displays the values: Approval For, Ref. Entity, Ref. Entity #, Ref. Value and Details column.

1) **Approval For** – This field displays the values PMA part usage , Usage of Deviated Parts, MRO parts usage or Exchange Approval based on the Operational hold for which approval is sought
2) **Ref. Entity** – This field displays the value 'Part' for the Approval For values PMA part usage , Usage of Deviated Parts, MRO parts usage. For Exchange Approval, this field will be displayed as Exchange Order.
3) **Ref. Entity #** - This field displays the Part # or the Exchange Order # sought for approval
4) **Ref. Value** – This field displays the value pending for approval. If it's Exchange Order approval, then this shows the type of exchange request.
5) **Details** – This column opens up the pop-up displaying the details of the record selected for approval.

Exhibit 10:

Operational Approvals Information in Order Details



Part Sale Orders:

Tiles section:

The different categories available under this section are as follows:

- Open Orders
- Pending Quote Approvals
- Pending Requests

Open Orders – This category lists all approved Part Sale Orders that have not yet been completed. The Orders would get listed until the payment for the order is complete.

Pending Quote Approvals – This category lists all Quotations that are pending for the Customer's approval prior to Sale Order placement. Once the customer approves the quote an order would be created. The customer may also reject or request for a Re-Quote.

Pending Requests – All Requests raised by a Customer that are not yet processed into an Order by the MRO will be listed under this category

Exhibit 11 :

Tiles section under Part Sales

Search section:

Various documents such as Requests, Quotation and Orders, can be filtered out using the search option available in par with the tiles toggle.

Documents can be filtered by using the search combination available. Example : A sale order can be filtered out by using it's Quotation #.

Exhibit 12:

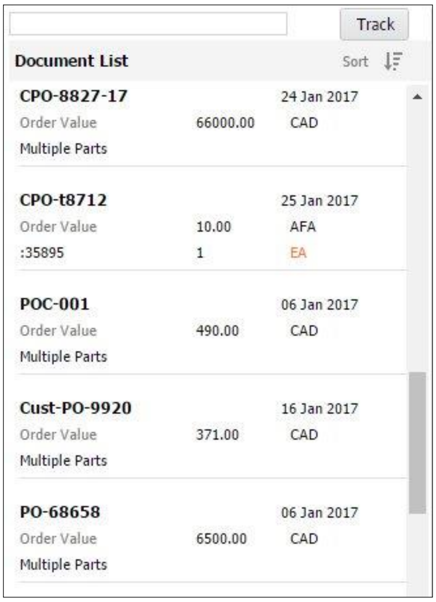
Search section under Part Sales

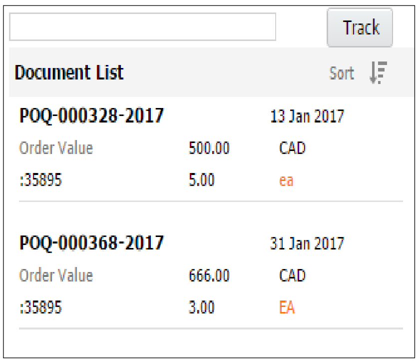
Document List:

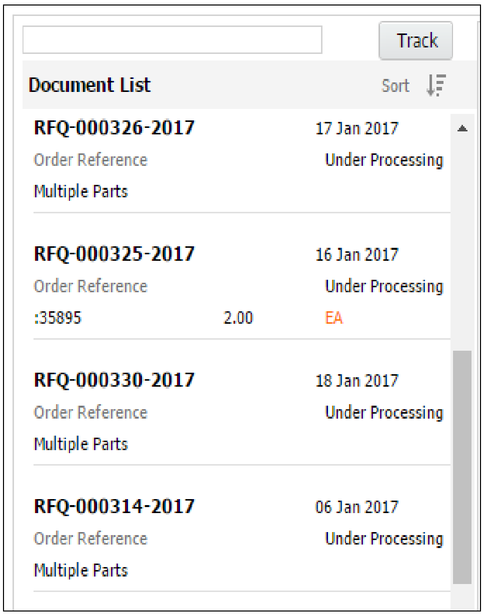
The Order list shows different information for different documents. The list would display the summary level details or Part Sale Order if user is viewing Sale Orders, it would display the summary of Quotation if viewing the Quote and same for Requests.

Exhibit 13:

Order Details:







Open Orders | Pending Quotation | Pending Requests

Open Orders:

The open Orders section would display the summary level information of the selected order in the header of this section.

It would show the Order #, date, Order value, the status of shipment, payment, etc,. This way, the user can understand the document's status by just glancing through the header.

Exhibit 14:

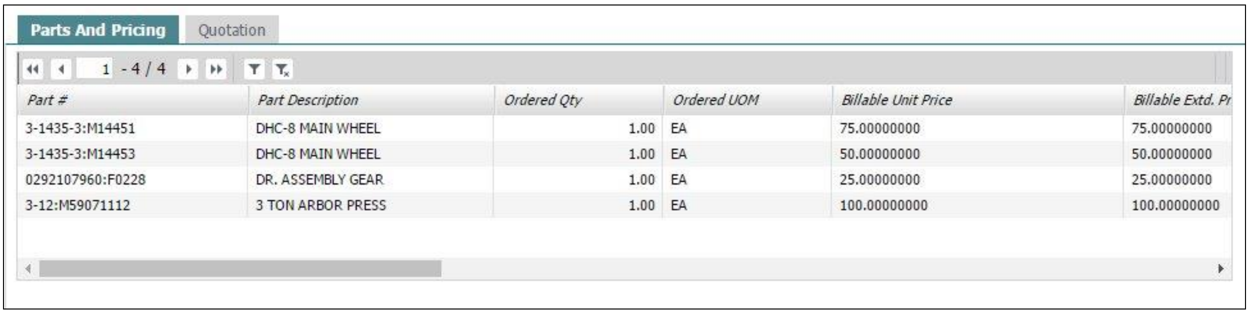
Order Details header for Open Orders

The multiline section would display the Details of the Part(s) that have been included in the order. It would show the quantity of parts requested, the approved quote reference and the various part attributes.

Also if there was a Quote that was approved for this order, then the same details would be displayed in the second tab 'Quotation'. This would show only the approved quotation lines.

Exhibit 15:

Multiline for Open Orders



Parts And Pricing | Quotation

1 - 4 / 4

Part #	Part Description	Ordered Qty	Ordered UOM	Billable Unit Price	Billable Extd. Pr
3-1435-3:M14451	DHC-8 MAIN WHEEL	1.00	EA	75.00000000	75.00000000
3-1435-3:M14453	DHC-8 MAIN WHEEL	1.00	EA	50.00000000	50.00000000
0292107960:F0228	DR. ASSEMBLY GEAR	1.00	EA	25.00000000	25.00000000
3-12:M59071112	3 TON ARBOR PRESS	1.00	EA	100.00000000	100.00000000

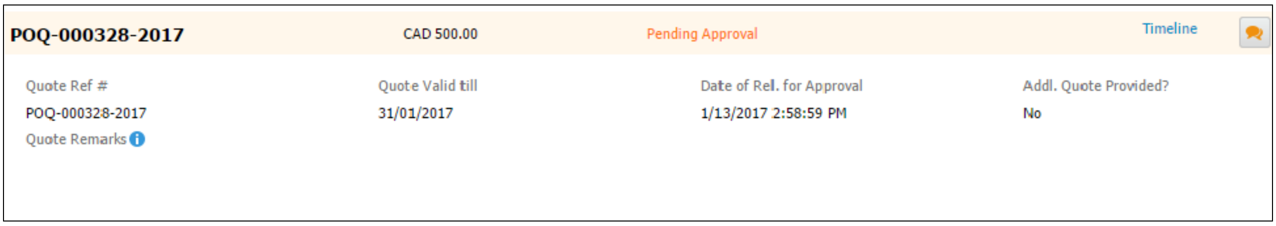
Pending Quote Approvals:

The header shows the details of the Quotation. The primary value of the quote would be displayed in the header too. The user can identify the Quote # by using the Request that he has raised. The multiline would give the rates quoted for each part requested. The quotes provided can be of two types – Primary and Additional.

For example: If the specific part requested by the customer is not currently available, then the MRO can quote for an alternate part under the Additional Quote category. This way the Customer can see what has been requested and what the MRO is offering additionally. Customer has the liberty to approve either the Primary or Additional Quote provided. Once approved, the approved parts would be placed as a Part Sale Order.

Exhibit 16:

Details of a Quote pending for Customer Approval

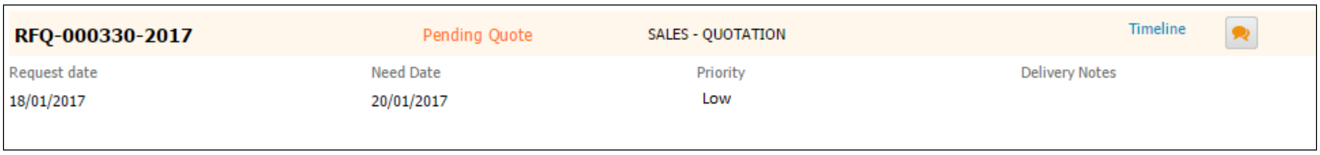


Pending Requests:

All the details of the request raised by the Customer would be displayed including the Part Details. The status of the Request would indicate the current stage in processing. A request would not have been converted to a converted for multiple reasons. These reasons can further be analysed by the Customer after checking the Requests under this tile.

Exhibit 17:

Details of Pending Requests



Links Section:

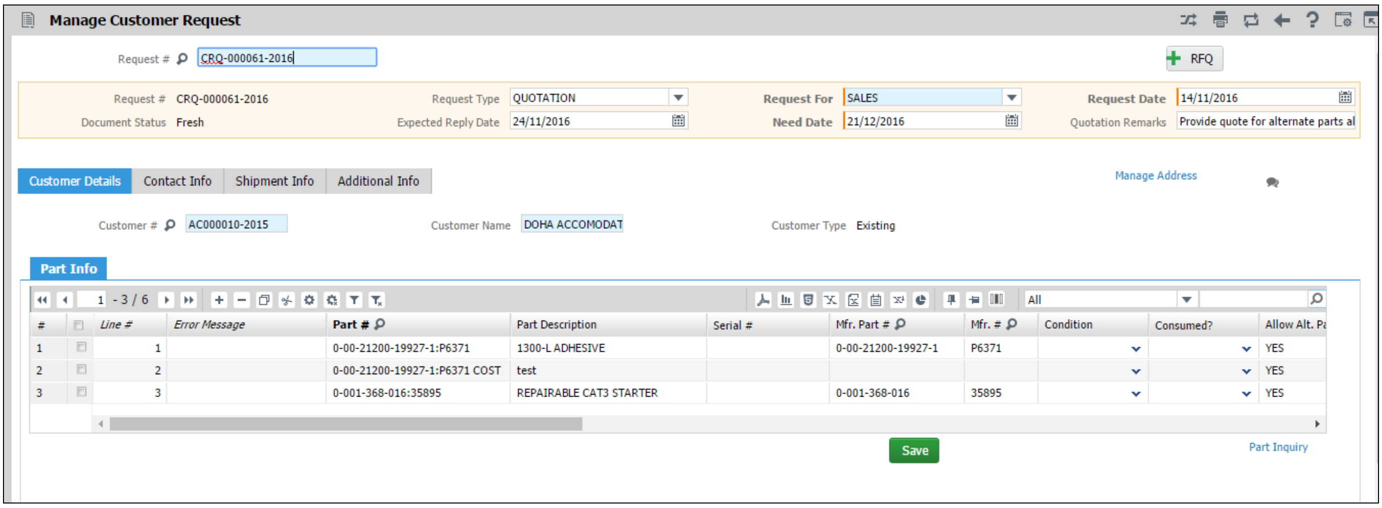
On the top right corner, the Requests tile has been enabled with some additional links for part sales. A new link Create Part Sale-Request would enable the customer to create a new request. This would take the user to another screen where the Part details can be entered and saved.

Exhibit 18 :

Requests section

Exhibit 19 :

RFQ screen



Note: This feature involves commercials and is not available for all customers. Please contact your Ramco Account Manager.

Corporate Office and R&D Center

Ramco Systems Limited,
64, Sardar Patel Road, Taramani,
Chennai – 600 113, India
Office + 91 44 2235 4510 / 6653 4000
Fax +91 44 2235 2884
Website - www.ramco.com