

# RAMCOAVIATION SOLUTION VERSION 5.9 USER GUIDE PART SALE MANAGEMENT

# ramco

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# **ABOUT THIS MANUAL**

This manual briefly describes the basic processes and functions in Ramco Aviation Solution.

# WHO SHOULD READ THIS MANUAL

This manual is intended for users who are managing the Aviation industry processes and are new to Ramco AviationSolution. This manual assumes that the user is familiar with the Aviation Industry nomenclatures and systems based software.

# HOW TO USE THIS MANUAL

Ramco Aviation Solution provides extensive Online Help that contains detailed instructions on how to use the application. Users are suggested to use this manual for specific references, along with the Online Help. This manual contains enough information to help the users perform the basic tasks and points toward the Online Help for more detailed information.

# HOW THIS MANUAL IS ORGANIZED

The User Guide is divided into 4 chapters and index. Given below is a brief run-through of what each chapter consists of.

Chapter 1 provides an overview of the **Part Sale Management** business process. The sub processes are explained in the remaining chapters.

Chapter 2 focuses on the **Customer Request** sub process.

Chapter 3 dwells on the Part Sale Order sub process.

Chapter 4 dwells on the Pre-Order Quotation sub process

The Index offers a quick reference to selected words used in the manual.

# **DOCUMENT CONVENTIONS**

- The data entry has been explained taking into account the "Create" business activity. Specific references (if any) to any other business activity such as "Modify" and "View" are given as "Note" at the appropriate places.
- Boldface is used to denote commands and user interface labels.

Example: Enter **Company Code** and click the **Get Details** pushbutton.

- Italics used for references.

Example: See Figure 1.1.

The sicon is used for Notes, to convey additional information.

# **REFERENCE DOCUMENTATION**

This User Guide is part of the documentation set that comes with Ramco Aviation Solution.

The documentation is generally provided in two forms:

- The Documentation CD in Adobe<sup>®</sup> Systems' Portable Document Format (PDF).
- Context-sensitive Online Help information accessible from the application screens.

# WHOM TO CONTACT FOR QUERIES

Please locate the nearest office for your geographical area from www.ramco.com for assistance.

# contents

1	INTR	ODUCTION	5
2	CUST	OMER REQUEST	.7
2.	ı cus	TOMER REQUEST	. 8
	2.1.1	DEFINING NUMBERING TYPE FOR CUSTOMER REQUEST	8
	2.1.2	MAPPING THE NUMBERING TYPE	.8
	2.1.3	SETTING OPTIONS FOR SALE ORDER	.9
	2.1.4	CREATING CUSTOMER REQUEST	.9
	2.1.5	MANAGING CUSTOMER REQUEST	.10
	2.1.6	CREATING REQUEST FOR SALES	.11
	2.1.7	CREATING REQUEST FOR REPAIR	.12
	2.1.8	RECORDING WORK SCOPE INFORMATION	.12
3	PAR	Γ SALE ORDER	13
3.	1 MA	NAGING PART SALE ORDER	. 14
	3.1.1	Recording customer detail	.15
	3.1.2	RECORDING PART INFORMATION	.16
	3.1.3	RECORDING TCD INFORMATION	.16
4	PRE-	ORDER QUOTATION	.18
4.	1 MA	NAGING PRE-ORDER QUOTATION	. 19
	4.1.1	RECORDING PRIMARY QUOTATION	.19
	4.1.2	RECORDING PRIMARY QUOTATION	.20
	4.1.3	RECORDING ADDITIONAL QUOTE DETAILS	.21
	4.1.4	RECORDING TCD DETAILS	.22
	4.1.5	RELEASING THE QUOTATION FOR CUSTOMER APPROVAL	22
	4.1.6	ACCEPTANCE / REJECTION OF QUOTE	.23
In	dex		. 25

# INTRODUCTION

In the Aviation MRO industry, just as in any other service industry, the Part Sales process has a part of its revenue from sale of parts. In some MROs, this process forms a majority of the revenue generation. The Part Sale Process includes Request for Quotation, Process a Quotation and Sale Order against which parts are shipped.

The **Part Sale Management** business process has evolved to efficiently manage the activities of such part sale process, some of which includes the following:

- 1. Record Customer's Request for Quotation
- 2. Record a Sale Quotation for the Parts off on Sale
- 3. Raise a Sale Order
- 4. Ship Parts against a Sale Order
- 5. Invoice Customers against a Sale Order. This BPC includes the following sub processes:

#### **Customer Request**

This component has the **Manage Customer Requests** activity which enables the user to raise a request for quotation.

### Part Sale Order

A part sale order contains comprehensive information on the various terms and conditions that needs to be followed for having the sale established.

### Pre-Order Quotation

This activity enables the generation of a Pre-Order Quotation document, which can e processed into a Sale Order.

Note: The shipment of Parts will be managed in the isting Stock Issue framework and the Invoicing process will be managed in line with the Part Sale Packslip Invoice.

## Part Sales Process Flow



# CUSTOMER REQUEST

The **Customer Request** business component enables the users to raise a request for Sale Order or a Quotation for a Sale. This is the first step in the part sale process where the customer sends a request to all the vendors offering the part. Against this quotation, the vendors send back the price in which they could off the requested part.

A Customer Request for Quotation contains all the information varying from the Parts required, the date in which the part is required, and the place where the Part is to be shipped and so on.

You can also launch this activity directly from the **Customer Portal** business component in the **Receivables Management** business process 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 customer's behalf.

#### **Additional Features**

- Raise a request as a new Prospect (i.e.) Customer who is not registered in the system as regular and register the contact details in the Request itself.
- Request for Quotation for parts not defined in the system.
- Check the Part Availability before raising an RFQ.
- Mention Expected Delivery Date in the requests.
- Define contact details valid only for this transaction for existing customers.
- Modify already created customer requests that are not confirmed yet.
- Provide the Terms and Conditions for Shipment.

# **2.1 CUSTOMER REQUEST**

This activity enables you to record and manage request for quotation or an Order by a customer. Also, an already created request details can be modification in this page.

# 2.1.1 DEFINING NUMBERING TYPE FOR CUSTOMER REQUEST

1. Select **Create Numbering Type** activity under the **Document Numbering Class** business component of the **Inventory Setup** business process. The **Set Sales Process Parameter** page appears. See Figure 2.1.

★ 🗎 Create Numbering Type			Ramco Role - RAMCO OU 🚽 ≠ 🖨 🗲 ? 🗔 🖪
Numbering Pattern			Date Format dd/mm/yyyy
Numbering Ty	rpe CRFQ		Num Type Description Customer Request
Pre-populate Doc	.#? No 🔻		Count of Free Numbers 1000
- Pattern Details			
	T T <sub>x</sub>		
# 🗉 Prefix Suffix Starting No	Ending No	Effective From	Effective To Date
1 CRFQ Yyyy	00001	08/02/2017	06/11/2019
2 Click this link to map the numbering type		Cre	Click here to create a numbering type reate Numbering Type
Map Transactions			

#### Figure 2.1 Defining numbering type

- 2. Enter a code in the Numbering Type to identity the numbering type you wish to create.
- 3. Enter a textual description of the numbering type in the **Numbering Type Description** and provide the other details.
- 4. In the **Part Details** multiline, provide the details like prefix and suffix for the numbering type.
- 5. Enter the date starting from which the numbering type must be effective in the **Effective From** column.
- 6. Click the **Create Numbering Type** to create the numbering type.

# 2.1.2 MAPPING THE NUMBERING TYPE

1. Select the **Map Transaction** link at the bottom of the **Create Numbering Type** screen. The **Map Transaction** page appears. *See Figure 2.2.* 

*	D	Transaction Mapping		Ramco Role - RA	AMCO	o ou 🛫	Ē		+	?	Cā (
-	lumbe	ering Pattern									
_		Numbering Type 12	Г								
	lumbo	ering Type Mapping Details		Select 'Yes' if you want							
44	4	1 - 10 / 310 > >> + 🗇 🕸 🏹 🔨	人上日	to default numbering type				r			Q
#		Org. Unit Name	Transaction	for this transaction type		Default Nu	mbering	Туре			
1		RAMCO OU	3Party JLog Discrepancies			No					
2		RAMCO OU	3Party TLog Discrepancies	No	~	No					
3		RAMCO OU	Accrual Run	No	~	No					
4		RAMCO OU	Acquisition Proposal No	No	~	No					
5		RAMCO OU	Advance Shipping Note	No	~	No					
6		RAMCO OU	Aircraft Warranty Agreement	No	~	No					
7		RAMCO OU	Allocation entry	No	~	No					
8		RAMCO OU	Allocation incorporation	No	~	No					
9		RAMCO OU	Amendment of assets	No	~	No					
10		RAMCO OU	ANNUAL INCOME TAX RETURN	No	~	No					
		4									•
			Map Transactions								

#### Figure 2.2 Mapping the numbering type

1. In the **Numbering Type Mapping Details** multiline, select the Transaction Type 'Request #' to which the numbering type is to be mapped.

- 2. Use the **Applicable** drop-down list box to specify "Yes" if you wish to map the numbering type to the transaction in the organizational unit.
- 3. Use the **Default Numbering Type** drop-down list box to specify whether the numbering type must be defaulted for **the transaction type**.
- 4. Click the **Map Transaction** pushbutton to map the numbering type to the transaction type of a particular organization unit.

# 2.1.3 SETTING OPTIONS FOR SALE ORDER

1. Select Set Sales Process Parameters activity under the Customer business component. The Set Sales Process Parameter page appears. See Figure 2.3.

*	D	Se	et Sales Process Parameters					Ramco	Role - R	RAMCO OU 👻 🚅		1	+	?	Ø K	
-	Selec	t Par	ameter Details													
			Display Parameters for Part Sale Order	v												
	Proce	ess Pa	rameter List													
	44	4	1-8/8 > >> + 🗇 🔍 🗡	T,		, L U x		# # H	All		Ŧ				Q	
	#		Parameter for	Process Parameter	Permitted	Values		Value		Value Selected						
	1		Part Sale Order	Allow Sale Order for Qty greater than the	Specify '0'	for 'Yes' and '1' for 'I	No'	1		No						
	2		Part Sale Order	Auto Generation of Part Sale Order on	Specify '0'	for 'Yes' and '1' for 'I	No'	0		Yes						
	3		Part Sale Order	Allow addition of new records against a Pre-	Specify '0'	for 'Yes' and '1' for 'I	No'	1		No						
	4		Part Sale Order	Billing Milestone for Part Sale Invoice	Specify "0"	for 'On Issue Confin	mation' or "1"	1								
	5		Part Sale Order	Auto-approval of Part Sale Order on	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										
	8		Part Sale Order	Exchange Rate Type for Sales	Specify a v	alid Excha	chere to s	ave		Selling Rate						
						thes	set optior	IS								
			4												•	
				Set	Process Par	ameters										
+	Recor	rd Sta	atistics													

#### Figure 2.3 Setting Sales Parameters

- 1. Select Part Sale Order from the Display Parameters For drop-down list box.
- 2. Define the values for each of the parameter in the Process Parameter List multiline.
- 3. Click the Set Process Parameters pushbutton to set part sale order parameters.

# 2.1.4 CREATING CUSTOMER REQUEST

## **Customer request for a registered customer**

1. Select **Customer Portal** activity under the **Customer Portal** business component of the **Receivables Management** business process. The **Customer Portal** page appears. *See Figure 2.4.* 



**Figure 2.4 Setting Sales Parameters** 

2. Select the Request tab. The system displays the Request For Part Sales Link below the Request/Inquiry tabs.

3. Click the **Request For Part Sales** link to go to the **Manage Customer Request** screen.

#### Customer request for a prospect customer or new customer

4. Select Manage Customer Request activity under the Customer Request business component. The Customer Request page appears. *See Figure 2.5.* 

Customer Details Con	Customer ID generated	l Info	Manage Address	ų
Customer # 👂	AC000025-2015	Customer Name CUPORTAL Customer Type Existing		

#### Figure 2.5 Request for Prospect Customer

- 5. Enter the Customer Name in the 'Customer Details' section
- 6. Press <**Enter>**

The system generates a Customer ID

# 2.1.5 MANAGING CUSTOMER REQUEST

1. Select Manage Customer Request activity under the Customer Request business component. The Manage Customer Request page appears. *See Figure 2.6.* 

* 🗏 Manage Customer Request				RAMCO OU-	Ramco Role 🔻 💢 🛟 🗲 ? 🗔
Request # RFQ-000025-2018 D					+ RFQ
Request #/ Rev. # RFQ-000025-2018 0	Request Type Quotation	<b>V</b>	Request For Sales	Request Date 8	Time 24 /06 00:00:00
Expected Reply Date Quotation Remarks	te & Time 2018/Sep/20 00:00:	:00 ĒĒ	Priority	Click he	ere to create a quest
Customer Details Contact: Customer Details Contact: Customer #	omer Name Customer 2		Customer Type Existing	Manage Add	Manage Address Ress Link
(4) 4 1 - 2/2 ▶ ≫ + - □ ≫ ✿ ∅ ▼ ▼		人山	5 🕅 🖃 🛥 🗳 🗶 🖡 🗰	010 科 💅 All	
# Error Message Part # P Part Description	n Serial # Mfr. F	Part : Mfr. # 🔎 Mf	r. Lot # 🔎 Condition Q U	OI Req. for A/c Reg# D	the discussion tool
1 036537:35 🔤 CAPACITOR	03653	37 35895	✓ 4.00 EA	A 2	
2 2 0455-130: = SETSCREW	0455-	-130 96906	✓ 5.00 EA	A 2	
		_	~		EØ YES V
Save			New Part Re	equest	Part Inquiry
Acknowledged Date 2020/Jan/07  Ack./Rej. R	marks	Acknowledg	3	Reject	Short Close
Edit Terms and Conditions  Record Statistics		Upload Documents		View Associated	Doc Attachments

#### Figure 2.6 Managing customer request

- 2. Enter the Request # / Rev. # identifying the customer's request / revision that has been created already.
  - Currently Revision of Requests will be allowed to be generated only against Request for 'Advance Exchange' with Request Type 'Bid'.
  - Requests in 'Cancelled/Rejected' status will not be allowed to be revised.
- 3. Click the **FRE** icon to clear the details entered in order to enable creation of a new document.
- 4. Use the **Request For** drop-down list box to specify the need for which the customer request was made.
- 5. Enter the date on which the customer request was made in the **Request Date & Time**. The system displays the current system date in this field.
- 6. Enter the **Customer #** for whom the request is being raised.

🖎 Note: The system automatically populates the Customer # if this screen is launched from the Customer Portal.

- Press <Enter> after providing the Customer #. The system defaults address from the Customer Master. However, if the customer is not a registered customer, enter the Customer Name and Press <Enter>, the system generates a unique Prospect ID.
- 8. Select the **Manage Address** link on the right side of the screen to define the contact address for new customer or view contact details of an existing customer.

To Record Customer Details,

- 9. Enter Customer # and Customer Name who has raised the request in the Customer Details button bar
- 10. In the Contact Info button bar provide the Contact Address ID and the point of contact for the customer

pertaining to the Address ID in the Contact Person field.

- 11. Enter the Address ID to which parts are to be shipped and the Contact Person pertaining to the Address ID in the Shipment Info button bar.
- 12. In the Additional Info button bar, specify the Category of the Customer Request and enter Request SLA Category along with the Request Purpose, Request Source and other details.

In the Part Info tab,

- 13. Enter Part Details for which the Request is being raised for.
- 14. Select the **Check Part Availability** link to check the availability of the requested part in stock.
- 15. Click the **Save** pushbutton to save the details recorded.
  - Note: On particular settings, the system automatically processes, on confirmation Customer Requests from either part sales, repair or exchange into Orders.
- 16. Click the Acknowledge pushbutton to acknowledge the customer request and update the status of the CR as "Acknowledged".
- 17. Click the **Confirm** pushbutton to confirm the status of the customer request document.
- 18. Click the **Reject** pushbutton to reject the customer request.
- 19. Click the Short Close pushbutton to short close the Customer Request.
  - Revision/Short Closure of the Request will be allowed only until threshold event is not reached. In case of Request for 'Advance Exchange', the threshold event is – confirmation of Issue for at least one part against the exchange MR generated for the EXO raised against the Request.
- 20. Click the **Cancel** pushbutton to cancel the customer request, if not required.

# 2.1.6 CREATING REQUEST FOR SALES

- 1. Select Manage Customer Request action under the Customer Request business component. The Manage Customer Request page appears. *See Figure 2.7.*
- 2. Use the **Request For** drop down list box and select **Sales**. The system displays the **Part Info** tab by default.

Part In																
	4	1 - 2/2	• • + -	- 🗆 🛪 🌣 🖋	<b>T X</b>			7		🗎 🗙 😫	t¥ ⅔ All	<ul> <li>Search</li> </ul>				
#		Line	Error Message	Part # 🔎	Part Description	Serial #	Mfr. Part 🕴	Mfr. # ,0	Mfr. Lot # 🔎	Condition	Q	UOI	Req. for A/c Reg# 🔎	Need Date & Ti	Allow Alt. Part 3	Cer
1		1		036537:35 🖭	CAPACITOR		036537	35895		~	4.00	EA		2018/Sep	YES 🗸	
2		2		0455-130: 🖃	SETSCREW		0455-130	96906		~	5.00	EA		2018/Sep	YES 🗸	•
3				ΞŦ						~	•			Ē	YES 🗸	•
																Þ
	Save New Part Request Part Inquiry															



#### In the Part Info tab page

- 3. Enter the part that is requested by the customer in the **Part #**
- 4. Enter the quantity of the part that is requested by the customer in the **Qty**
- 5. Provide the unit of measurement of the part in the **UOM**
- 6. Enter the date and time in which the part is required by the customer in the **Need Date & Time**
- 7. Select the basis of home based stock consumption in the Home Based Stock column which could be either of the following:
  - Report Consumption to specify the Serial # which is consumed.
  - Place Demand to know the Serial # consumed and expects the system to allocate the Part #.
  - Note: Home Based Stock left as 'Blank' indicates that the Customer Request for 'Exchange' is not a Home Based Consumption request.

# 2.1.7 CREATING REQUEST FOR REPAIR

- 1. Select Manage Customer Request action under the Customer Request business component. The Manage Customer Request page appears. *See Figure 2.8.*
- 2. Use the Request For drop-down list box to specify 'Aircraft'. The system displays the Core Info tab.

Core In	fo W	orksco	pe Info										
		App	licabiilty Aircraft	•									
-		1	- 1/1 > >> +	- 🗆 % 🔹	14 <b>Y</b> X			と血豆	x x a x	2 X # # II	tt ⅔ All	▼ Search	Q
#	2	L	Error Message	A/C Reg. # O	A/C MSN ,Q	A/C Model # ,Q	Qty.	Expected Receipt Date	Removal Station	MOD Instructions	Cust. Maint. References	Job Card References	Discrepancy Ref
1			1										
2	12							1.1					
													+
							Sav	e					

#### Figure 2.8 Core Information

- 1. In the Applicability combo, specify whether repair is for Part or Aircraft and provide other details in the multiline.
- 2. Use the Request For drop-down list box to specify 'Aircraft'. The system displays the Core Info tab.
- 3. Click the **Sav**e pushbutton to save the details of core parts to be repaired.

## 2.1.8 RECORDING WORK SCOPE INFORMATION

- 1. Select Manage Customer Request action under the Customer Request business component. The Manage Customer Request page appears. *See Figure 2.8.*
- 2. Use the Line # combo to select the core line reference and specify other details in the multiline.

Core J	info	Work	cscope I	nfo								
	4		1 - 1/1	Þ	* + - (	] ≫ ✿ % ▼ %			8 🖡 🗰 14 % Al	<b>v</b> 5	Search	Q
#			Line #		Task # ,0	Work Enumeration	AMM Reference	Customer Task Card Reference	Warranty Reqt?		Notes	Cust Regd Dat
1			1	~					YES	~		
2		8		~					YES	~		
			4									•
								Save				

#### Figure 2.9 Work scope Information

- 🌤 Note: Ensure that data is specified in the Core Info tab multiline.
- Solution Note: The 'Work Scope Info." can be defined and saved at each Aircraft Reg # or Aircraft Model # level as defined in the 'Core Info' tab.
- 3. Click the **Save** pushbutton.

# PART SALE ORDER

A part sale order contains comprehensive information on the various terms and conditions to be followed to have the sale established, the way the parts needs to be sourced for fulfilling the sale, the billable nature of the order, etc. This user interface provides the capability to manage both Direct Part Sale Order and Quote based Part Sales Order.

The Manage Part Sale Order serves the following purposes:

- Converting customer approved quote into sales order.
- Creating and processing direct sales orders.
- Identification of the sourcing strategy for Parts in sales order.
- Short-close the sales order



# **3.1 MANAGING PART SALE ORDER**

A part sales order can be recorded in this screen against a Pre-Quotation document or without reference to any Pre-Quotation using the Direct Sales order butt

# 1. Select Manage Part Sale Order under Part Sale Order business component. The Manage Part Sale Order page appears. *See Figure 3.1.*

a 📕 Manage Part S	ale Order								RAMCO	OU-Ramco Role	, x d	€ ?
Order #	P000284S							+	Qt. Based Sale O	rder 🕂 Dir.	Sale Order	
Order # Order Type Ack. Status	P0002845 0 Direct Pending System	Quote     Document Statu     Dicing Statu	# Approved	Q	Quo Plan	ote Valid till ning Status Re	equested		Click here directly wit	to create sa thout quotati	les order on	ľ
Order Date Customer PO #	2021/01/08 order 89687	Category her PO Date	123 2021/01/08	-	Pricing Part Trade Com	g Ref. Date In Sale List #	voice Date	-		Billable ? Ye	s	<b>•</b>
ustomer Detail Contact In	nfo Shipment Info Add	Ditional Info	Customer 37		Trade Com	Currency C4	AD	Manage A	ddress		•	
<b>∃ :</b> ≣ Basi	ic Value Can\$ 200.00	Tax D Can\$ 0.00	Charges D	Can\$ 0.00	Discount	Can\$ 0.0	Net Valu	e Can\$ 20	0.00			
rt Info TCD Summary View O Det	tail View	Pricing Basis	Direct	•		Part Pricelist #		Q				
# 1 - 1/1 # # 2 Line # 1 2	P - J & O	Pricing Source Direct		Stock? Pricing No Stock	→ Щ 🗑 🗶	Keq. Part #	0	Req. Part desc.	All	▼ Sear Part # HAE31	ch E	Part HAE
Get Storage / Frid	ing iter.	3876							u c i ngun y			
	Ack. Date & Time	Generate MR		Release For	Ack. Rem	arks		Click h the Pa	ere to short or rt Sale Order	close Ack	mowledge	

#### Figure 3.1 Managing part sale order

- 2. Enter the sale order number of the part in the **Order #**
- 3. Select the + Qt. Based Sales Order to render the screen to create sales order based on quotation.
- 4. Select the + Dir. Sales Order to render the screen to create sales order directly without the quotation.
- 5. Enter the **Revision** of the order and the **Quote #** referring to which sale order is created.
- 6. Provide the Quote # referring to which the Sale Order is created/
- 7. Specify the request for quote in the **RFQ #** field.
- 8. Also enter the details such as Order Date, Category of the Part Sale Order, Part Sale List #, and specify the Billability? of the

Part Sale Oder and enter the other details and enter the date in which the part sale order was created in Order Date.

Note: The system allows provision for sale of capital parts through Part Sale Order though parameter settings as follows:

To define the 'Capital Parts' through Part Sale Order, the parameters 'Allow Sale of Capital Parts through Part Sale Order" in the **Set Sales Process Parameter** activity under **Customer** business component must be set as "Yes"

Note: On confirmation of a Part Sale Order, while sourcing of parts ,if pool evaluation is required, then the parameter "Part sales serviced through pool ?" in the Manage Additional Options activity under the Customer business component must be set as "Yes".



# 3.1.1 Recording customer detail

1. Select the **Customer Detail** button bar to record customer details. See Figure 3.2.

Customer Detail Contact Info Shipment Info	Additional Info		Manage Address	-
Customer # 👂 400006	Customer Name Customer 8	Currency CAD	•	

#### Figure 3.2 Recording customer details

2. Enter the **Customer #** and press <Enter> to automatically retrieve the customer details.

### **Contact Info**

3. Select the Contact Info button bar to record customer details. See Figure 3.3.

Customer Detail	Contact Info	Shipment Info	Additional Info		Manage Address	2
Contact Addre	ess ID	•	Contact Address	Customer Contact Person		
P	hone		Fax	Email		

#### Figure 3.3 Recording Contact Info

#### **Shipment Info**

4. Select the Shipment Info button bar to record customer details. See Figure 3.4.

Customer Detail	Contact Info	Shipment Info	Additional Info			Manage Address	2
Ship To (	Customer	-	Address ID	•	Address	Customer Contact Person	•
	Phone		Fax		Email		
Deliv	very Area		Delivery Description				

#### Figure 3.4 Recording Shipment Info

#### **Additional Info**

5. Select the Additional Info button bar to record customer details. See Figure 3.5.

Customer Detail	Contact Info	Shipment Info	Additional Info			Mana	ge Address	,
F	Priority AOG	•	User Status	s Crcl 💌	Cust. Service Rep. 👂	00001413		
	Warranty Ref.			Warranty Remarks				

#### Figure 3.5 Recording Additional Info

- 1. Use the drop-down list box to specify the **Priority** for processing the Part Sale Order.
- 2. Enter the User Status of the Part Sale Order and specify the person to liaise with in the Customer Service Rep. field.
- 3. Provide the SLA Category to which the Part Sale Order belongs and enter Request Purpose and the Request Source, .
- 4. Select **Part Info** tab to record part information to generate a sale order.
- 5. Select **TCD** tab to record part information to generate a sale order.
- 6. Click the Get Storage / Pricing Reference pushbutton to retrieve stock and pricing details for the selected part.
- 7. Click the Save pushbutton to save details against the sale order

🖎 Note: Ensure that the specified warehouse is mapped to the Part Sale Order transaction

- 8. Click the Short Close pushbutton to short close the part sale order
- 9. Enter the current system date and time in which the Part Sale Order is acknowledged in the Ack. Date & Time field.
- 10. Provide any comment pertaining to the acknowledgment of the Part Sale Order in the Ack. Remarks field.
- 11. Click the Acknowledge pushbutton to acknowledge the Part Sale Order.
- 12. Click the Release For Shipping pushbutton to release the Parts for shipping.

🖎 Based on the set option 'Auto Generation of Part Sale Order on Confirmation of Customer Requests' at set



process parameters level, the Customer Request will be processed and Part Sale Order will be auto generated

13. Click the Generate MR pushbutton

#### To provide further details,

- Select the **New Part Request** link to request a new part or to modify part attributes.
- Select the **Part Inquiry** link to view details of stock and price reference.
- Select the **Edit Terms and Condition** link at the bottom of the page to modify details of the payment terms and conditions for the parts to be serviced.
- > Select the Upload Documents link at the bottom of the page to upload documents or attach files for reference.
- Select the View Associated Doc. Attachments link at the botton of the page to view details of the documents att for reference

# 3.1.2 RECORDING PART INFORMATION

1. Select the Part Info tab in the Manage Part Sale activity of the Part Sale Order business component. See Figure 3.6.

Part I	nfo T(	D										
🔘 Su	mmary V	iew 🔿 🖸	etail View	Pricing Basis Direct	-	Part Pricelist #			Q			
	4	1 - 2/2	• • + - 🗆 » 🔅	• 24 T 7		노 🖬 🗟 🕅	🛛 🖹 🛪 🔮	₩.	🗃 💷 科 % 🛛 All	<ul> <li>Search</li> </ul>		Q
#		Line #	Error Message	Pricing Source	Stock?	Pricing Aid	Req. Part #	Q	Req. Part desc.	Part #	Q	Part
1	1	1	L	Direct	No	Stock Not Avl. Prev. Q				:35895	_ <b>v</b>	EXPF
2		2	2	Direct	No	Stock Not Avl. Prev. Q				:35895		EXPF
3												
		4										+
	Ge	t Storage / Pr	ricing Ref.	Save			New Par	t Request	: Part Inquiry			
			Ack. Date & Time	Ack. Acknowledge	Re	elease For Shipping			Short Close			
			Edit Terms and Conditions			Upload Documents			View A	ssociated Doc. Attachments		

Figure 3.6 Recording Additional Info

In the **Part Info** multiline:

- 2. Enter the Part #.
- 3. Enter the total quantity of the part ordered. In Ordered Qty column.
- 4. Enter the unit of measurement in which the part is ordered in a location in the **UOM** column.
- 5. Provide the expected delivery date of the part in the **Exp. Delivery Date** field.
- 6. Enter the **Source** of the stock to be serviced and sent to the customer.
- 7. Specify the **Stock Status** of the part.
- 8. Enter the **Unit Price** of the part.

# 3.1.3 RECORDING TCD INFORMATION

1. Select the TCD tab in the Manage Part Sale activity of the Part Sale Order business component. See Figure 3.7.



∷≡ ∷≡	Basic Value Can\$ 122.00	Tax Can\$ 0.00	Charges Can\$ 0.0	Discount C	Net Value	Can\$ 122.00	
Part Info TCD							
Summary View	O Detail View	Pricing Basis Direct	▼ Part Pric	elist # 👂			
44 4 1 -1/1	· • • + - □ ⊀ •	T,			All	<b>v</b>	Q
# 🗆 Line #	Error Message	Pricing Source	Stock? Prio	ing Aid Pa	art#P	Part Description	Mfr.
1	1	Direct	Yes Sto	ck Avl.   Prev. Quote :3	35895	TESTTEST	:35
2							
4							•
Compute	Price Get Sto	orage / Pricing Ref.	Save				Part Inquiry
			Release For Shipp	ing			
	Edit Terms and Conditions		Upload Documer	ts		View Associated Doc. Attachme	nts

#### Figure 3.7 Recording Additional Info

In the **TCD** multiline:

- 2. Enter the **TCD #**.
- 3. Enter the **Variant #** of the TCD.
- 4. Enter the **Rate** of the TCD.
- 5. Click the **Compute Price** pushbutton to compute price details.
  - Note: Part Sale Order generation in any status will be restricted even during the auto set up of PSO on Request Confirmation (automation of PSO from request) / Request Processing (from CO hub – error Request) if any of the entities in the transaction are restricted as per the master definitions and the parameter against the restriction code is set accordingly.

# **PRE-ORDER QUOTATION**

This activity enables you to generate a Pre-Order Quotation document that can be processed into a Sale Order.

Once a pre-quote is created and configured the supervisor is required to release the quote for customer approval. It can also be returned on the grounds of say corrections to be made in the quote. Subsequently the quotation is released to the customer for customer acceptance.

A Pre-Order Quotation can be recorded in this screen against an RFQ document or it can be done without reference to any RFQ using the 'RFQ Based Quote' or 'Direct Quote' buttons respectively.

# 4.1 MANAGING PRE-ORDER QUOTATION

This activity enables you to provide quotation information for the Customer, along with Contact Information, Shipment Information, Additional, Information while creating the Quotation. The user can quote for parts by directly providing the unit price or by retrieving the price from the Part Pricelist.

There is provision for the user to enter additional quotation information for the customer. If required TCD information can also be provided.

# 4.1.1 RECORDING PRIMARY QUOTATION

1. Select Manage Pre-Order Quotati activity in the Pre-Order Quotation business component. The Manage Pre-Order Quotation page appears. *See Figure 4.1.* 

Manage Pre-Ord	ler Quotation								Ramo	o Role - RAMC	o ou 🖂 🖶	1	<b>←</b> '	2 6
Quotation # <b>P</b> POQ	-000292-2016										+ RFQ based Q	uote	🕇 Di	rect Quote
Quotation # Quotation Type	POQ-000292-2016 Direct	_	Revision #		0 🔻		RFQ # 👂				Status	Draft		
Quote For Remarks	Sale System	generate	es quotation	04-Sep-2016	## _/		Quote Basis	Firm	•		Valid till Date	19-Dec-	2016 10	:27:07 🛗
Customer Info Contac	it Info										Manage Address		[	<b>?</b>
Category Print Remarks		•	User Status		•		Customer Ref.#			Cust	.Service Rep. 👂			
Pricing Basis	Direct	•	Part Pricelist # 👂	12333										
Basic Value	Тах	Ch	narges	Discount		Net	Value							
Af 0.0	00	Af 0.00	Af	0.00	A	f 0.00		Af 0.00						
Primary Quote Add	itional Quote TCD													
Summary View O Detail	View													
< <li>&lt;<li>&lt;<li>&lt;<li>&lt;<li>&lt;<li>&lt;<li>&lt;<li< td=""><td>* * - 0 %</td><td>0 0 T</td><td>T<sub>x</sub></td><td></td><td>7</td><td>T A A</td><td></td><td>¢ #</td><td>HI III +</td><td></td><td>•</td><td></td><td></td><td>Q</td></li<></li></li></li></li></li></li></li>	* * - 0 %	0 0 T	T <sub>x</sub>		7	T A A		¢ #	HI III +		•			Q
# 🖾 Qt. Line #	Error Message		Stock Avlb?	Pricing Aid		Part # 🔎	Part Descripti	ion	M	fr. Part #	Mfr. #	Qty	/ 00	_ C
1	1 Please enter UO	MPlease enter				:35895	test					10	.0	N
4														Þ
Get Stock/Price Ref.						Save								
	Confirm				6	Cancel					Return			
Edit Terms an + Record Statistics	d Conditions		Part Inc	quiry			Upload Do	ocuments			View Associated D	oc. Attacl	hments	

#### Figure 4.1 Managing Pre-Order Quotation

- 2. Select the + RFQ Based Quote to create the quotation based on the customer request for quotation.
- 3. Select the + Direct Quote to create a direct quotation i.e., a quote without a Request reference.
- 4. Enter the Revision # and Quotation# to view a quote that has already been generated
- 5. Enter the basis for the quote in Quote For drop-down list box and provide other details.

#### **Recording customer detail**

6. Select the **Customer Detail** button bar to record customer details. *See Figure 4.2.* 

Customer Detail Contact Info	Shipment Info	Additional Info		Manage Address	<b>P</b>
Customer # 👂 400006		Customer Name Customer 8	Currency	•	

#### Figure 4.2 Recording customer details

7. Enter the **Customer #** and press **<Enter>** to automatically retrieve the customer details.

ram



#### **Contact info**

8. Select the Contact Info button bar to record customer details. See Figure 4.3.

Customer Detail	Contact Info	Shipment Info	Additional Info		Manage Address	
Contact Addre	ess ID	•	Contact Address	Customer Contact Person		
F	Phone		Fax	Email		

#### Figure 4.3 Recording Contact Info

9. Use the **Contact Address ID** drop-down list box to specify the address ID for which the contact person information must be displayed. If there is a default address ID available in the Customer Master, the same will be defaulted.

## **Shipment info**

10. Select the Shipment Info button bar to record customer details. See Figure 4.4.

Customer Detail	Contact Info	Shipment Info	Additional Info	Manage Address	•
Add	ress ID	•	Address	Customer Contact Person	
	Phone		Fax	Email	
Delive	ry Area		Delivery Description		

#### Figure 4.4 Recording Shipment Info

11. Use the **Address ID** drop-down list box to specify the unique number that identifies the address of the customer to which the Parts needs to be shipped. If there is a default address ID available in the Customer Master, the same will be defaulted.

## **Additional info**

12. Select the Additional Info button bar to record customer details. See Figure 4.5.

Customer Detail	Contact Info	Shipment Info	Additional Info			Mana	age Address	,
1	Priority AOG	•	User Status	Crcl	Cust. Service Rep. 👂	00001413		
	Warranty Ref.			Warranty Remarks				

#### Figure 4.5 Recording Additional Info

- 13. Use the **Category** drop-down list box to specify the category to which the Pre-Order Quotation belongs and provide the other details.
- 14. Select the **Primary Quote** tab to record primary quotation details.
- 15. Select the Additional Quote tab to record additional details.
- 16. Select the **TCD** tab to record tax, charges and discount details.

#### To proceed further,

- Select the **Part Inquiry** link at the bottom of the page to check the availability of the Part entered or to view the details of previous Quote, if any.
- Select the Edit Terms and Condition link at the bottom of the page to modify details of the payment terms, Shipment Info., and so on.
- Select the **Upload Documents** link at the bottom of the page to upload documents or attach files for reference.
- Select the View Associated Doc. Att link at the bottom of the page to view details of the documents attached for reference.

## 4.1.2 RECORDING PRIMARY QUOTATION

1. Select the **Primary Quote** tab page in the **Manage Pre-Order Quotation** activity of the business component. *See Figure 4.6.* 



Pri	mary	Quote Additional	Quote TCD											
Su اھ	mmary	View 🔘 Detail View												
44	4	1 -1/1 🕨 🗰	+ - 0 + 0 0 1	T <sub>x</sub>		ЪI	l 🛛 🗴	2 🗄 😒 🔮	# # III	All	•			Q
#		Qt. Line #	Error Message	Stock Avlb?	Pricing Aid		Part # 🔎	Part Description		Mfr. Part #	Mfr. #	Qty	U0_	С
1		1	Please enter UOMPlease enter				:35895	test				10.0		Ν
2														Ν
		4												Þ
Get	Stock	/Price Ref.					Save							

#### Figure 4.6 Primary Info tab

- 2. Enter the Part # and the Qty of the part for which the quotation is applicable.
- 3. Enter the unit of measurement in which the quantity of the part in the Quotation is measured in the UOM column.
- 4. Enter the expected delivery date of the part in the **Exp. Delivery Date** column.
- 5. Enter the **Unit Price** that is to be quoted for one quantity of the part.

Note: If the Pricing Basis is 'Direct', the Unit Price column will be visible.

- 6. Click the Get Stock/Price Ref. pushbutton to retrieve stock availability / pricing details.
- 7. Enter **Pricelist #** if "Pricelist' is specified in the 'Pricing Basis' field.
- 8. Click on Get Stock/Price Ref. pushbutton to retrieve the pricing details
- 9. Click on **Compute Price** button to retrieve and compute the price for the Parts entered.
- 10. Click Save.

# 4.1.3 RECORDING ADDITIONAL QUOTE DETAILS

1. Select the **Additional Quote** tab in the **Manage Pre-Order Quotation** activity of the **Pre-Order Quotation** business component. *See Figure 4.7.* 

Pr	mary Q	uote Addit	ional Quote TCD					
۲	ummar	y View 🔘 Detai	ils View		Qt. Line # 1 💌	Part Description TESTTEST	Condition	
44	4	1 - 2 / 2	• • + - O * •	Ci ▼ T <sub>x</sub>			III AI	Q
#		Qt. Line #	Quote For	Priced?	Prc. Source	Error Message	Stock Avlb? Pricing Aid	
1		1 🗸	Sale	✓ Yes				
2		1 🗸	Sale	✓ Yes				
3		1 🗸	Sale	*				
		<						>
	Get	Stock/Price Ref.	. Compute Price		Save		Part Inquiry	

#### Figure 4.7 Additional quote tab

- 2. To provide Additional Quote for the same Part # for which the Primary Quote is given, select the line # of the Part as defined in the Primary Quote tab from the Qt. Line # drop down list box from the header. If additional Quote is for an alternate part against a part from the primary quote, select the Qt. line # in the multiline and enter the Part # and quantity of the part in Qty. and the Qty of the part for which the quotation is applicable.
- 3. Enter the unit of measurement in which the quantity of the part in the quotation is measured in the **UOM** column.
- 4. Enter the expected delivery date of the part in the **Exp. Delivery Date** column
- 5. Enter the **Unit Price** that is to be quoted for one quantity of the part.

🌤 Note: If the Pricing Basis is 'Direct', the Unit Price column will be visible.

- 6. Click the Get Stock/Price Ref. pushbutton to retrieve stock availability / pricing details.
- 7. Enter **Pricelist #** if the Pricing Basis is 'Pricelist'.

- 8. Click the **Get Stock/Price Ref.** pushbutton to retrieve the pricing details.
- 9. Click the Compute Price pushbutton to fetch and compute the price for the Parts entered.
- 10. Click on **Save** button.

# 4.1.4 RECORDING TCD DETAILS

 Select the TCD tab in the Manage Pre-Order Quotation activity of the Pre-Order Quotation business component. See Figure 4.8.

F	'rimar	y Qı	uote	Ad	ditiona	al Quo	ote T	CD														
				Re	f .Type	e /Line	#		Ŧ	v		Part D	escription						Condition			
	• •			[N	o reco	ords t	o display	•	••	+ - 0 % 0	Q T	T <sub>x</sub>			x 🛛 🗄	X4 C	# # 00	All		T		Q
#			Ref. T	/pe		Lin	e #	TCD	# P	TCD Description		Variant # 🔎	Variant Descrip	tion		Rate	TCD Amount		TCD Currency		Billable?	
1			Primary	/	~	•													AFA	~	YES	*
			<																			>
													Save									
							Confin	m					Can	a					Retur	n		
						_	comm						Can	-					Recu			

Figure 4.8 TCD tab

- 2. Select the **Ref. Type/Line #** in the header or in the multiline against which TCD must be applied.
- 3. Select TCD # and the Variant # of the TCD
- 4. Provide the **Rate** of the TCD.
- 5. Click on Save pushbutton.
- 6. Click **Confirm** pushbutton to confirm the Pre-Order Quotation.
- 7. Click **Cancel** pushbutton to cancel a Quotation.
- 8. Click Return to send the pre-order quotation for re-computation of prices.

# 4.1.5 RELEASING THE QUOTATION FOR CUSTOMER APPROVAL

- Select the Manage Pre-Order Quotation activity in the Pre-Order Quotation business component. The Manage Pre-Order Quotation page appears.
- 2. Select the Quotation # that is 'Fresh' status which you wish to release for customer approval.
- 3. Press < Enter> to retrieve the relevant quote details.
- 4. Select the item from the multiline for which you wish to release quotation for customer approval.

🎘 Note: Only quotes that are in Fresh status can be confirmed

5. Click the **Confirm** pushbutton to confirm the pre order quotation.

🌤 Note: Only quotes that are in 'Confirmed' status is allowed to be released

6. Click the Release to Approval pushbutton to send the quote for customer approval. See Figure 4.9.

# ramco

Manage Pre-Ord	er Quotation									Ramco	Role - RA	мсо ои	7\$	을 다	+? 🗔	
Quotation # 👂 PO	Q-000251-2016									RFQ bas	ed Quot	e	+ D	rect Quote		
Quality	-		Desident #		0		DE0 # 0	DEO 00022	7 2016							
Quotation T	1 # POQ-000251-201 (ne PEO PEO-000223)	6	Revision #		0 🖤		RFQ # 👂	RFQ-00022	/-2016	Status			atus	Confirmed		
Quotadon 1	PC RFQ RFQ-000227	-2016														
Quote F	Quote For Sale   Quotation Date 21/1					🗰 Quote Basis Firm 💌							Date	28/10/2016	16:33:33 🛗	
Remai	ks various Part Condi	Follow Up		1												
Customer Info Conta	ct Info Shipmen	t Info Addi	tional Info								Mar	nage Add	ress		<b>R</b>	
Customer #	<b>400007</b>		Customer Name	Air India			Customer Type	Existing				Curr	ency	USD	•	
Pricing Ba	sis Direct	T	Part Pricelist # 👂													
Basic Value	Tax		"harnes	Discount		Net V	alue									
¢ 1000	10	¢ 100.00	¢ 0.00	Dideotarie	¢ 0.00	nuc n	£ 1100.00									
\$ 1000.		\$ 100.00	ş 0.00		ş 0.00		\$ 1100.00									
Primary Quote A	dditional Quote	TCD														
🐵 Summary View 🔘 Detail View																
••••1 -1/1	> > + = =	0 % 0	ST T.					1 x C	<b>₽ ≈ 00</b>	All			Ŧ		Q	
# 🖻 Qt. Line #	Qt. Line # Error Message Stock Avlb? Pricing				Pa	rt#₽	Part Description		Mfr. Part #		Mfr. #	Qty	UOM	Condition		
1	1				0-0	440-4-	APU BATTERY	TTERY		1 36361		1.00	EA	New	*	
2														New	*	
1						Click here to se										
					for customer approval									/		
								pproru								
					Releas	se for Ap	oproval									
Record Statistics	Edit Terms and Con	ditions		Upk	Upload Documents View Associated Doc. Attachments											
		Created by	DMUSER			Created Date 21/10/2016										
		Modified by	DMUSER		Modified Date 21/10/2016											

Figure 4.9 Release For Approval

# 4.1.6 ACCEPTANCE / REJECTION OF QUOTE

Once a quote is confirmed it is released for approval, the system displays the "Summary and Acceptance" tab. This tab enables you to view the quotation details. All the primary and Additional Quotes provided for the part along with the TCD will be displayed under this tab.

- 1. Click the **Confirm** pushbutton to confirm the pre order quotation in the **Manage Pre-Order Quotation** activity of the **Pre-order Quotation** business component.
- 2. Click the **Release to Approval** pushbutton to send the quote for customer approval. The 'Summary and Acceptance' tab appears *4.10.*
- 3. Select the **Summary and Acceptance** tab to view the quotation details.

Primary Quote Additional Quote TCD Summary and Acceptance																					
Ref. Type/ Line #							Ŧ	Part Description								Condition					
	H I		1 - 1 / 1	• •	+ -	0 *	0.0	тт	1		ii ∞ C	2	🗏 🖮 💷 🛛 All			•		Q			
4	ŧ		Qt. Qty		UOM	Conditio	on		Exp. Delivery Date		A	Actions		Accepted	Qty			Remarks	Rejection Code		Base Rate
1				5.00	EA	New			22/02/2017 12:42:36		4	Accept	~				5.00		_	~	
2													*	Cli	ck ł	k here to request a				~	
													re-guote of values								
			4												99		0				•
	Save Re-Quote																				
_	Bog	owd 6	tatistics	Edit Terms and Conditions					Upload Documents					View Associated Doc. Attachments							
	- nec	ord a	uaustics –			Created b Modified b	by DMUS	SER SER									Crei Modi	ated Date 03/08 fied Date 15/02	3/2016 2/2017		

#### Figure 4.10 Acceptance/ Rejection of quote

To accept a quote,

4. Select 'Accept' in the **Action** column in the multiline and specify the quantity for which the quote is accepted for in the **Accepted Qty**. column.

To accept a quote,

1. Select 'Reject' in the **Action** column in the multiline and specify the **Remarks** and enter the **Rejection Code** against the line that is being rejected.

- 🌤 Note: If 'Reject' is selected as the Action column in the multiline, ensure that the Remarks column is specific
- Note: You can specify the Rejection Code in the multiline. The system lists all the quick codes that are defined for the 'Category Type' Rejection Code in the **Maintain Category Codes** activity of the **Category** business component.
- 2. Click **Save** pushbutton.

To re-quote,

3. Click the **Re-Quote** pushbutton to request the re-quotation of the values.

# Index

# A

Acceptance / rejection Quote, 24 Acknowledge, 16 Advance Exchange, 11 Advance: Exchange, 11

# С

Check Part Availability, 12 Compute Price, 20, 21 Compute Price, 16 Contact Info, 18 Core Info, 12 Create Numbering Type, 9 Customer Request, 7 Customer Portal, 7 Request, 5 Customer Request, 8

# D

Default Numbering Type, 9 Direct Quote, 20 Document Numbering Class, 9

# G

Get Stock, 22

# Η

Home Based: Stock, 13

# Μ

Manage Address, 12 Customer Request, 11 Customer Requests, 5 Part Sale Order, 14 Pre-Order Quotation, 24 Managing Pre-order quotation, 20

# Ν

New Part: Request, 17

# 0

Ordered Qty, 17

# Ρ

Part Details, 9 Part Inquiry, 19 Parts Off on Sale, 5 Pre-Order Quotation, 6 Pre-Order Quotation, 6 Primary Quote, 21 Prospect ID, 12

# R

Recording Additional Info, 16 Contact Info, 15 Customer detail, 18 Shipment Info, 15 Recording Additional quote details, 22 Part information, 17 Primary quotation, 20, 21 TCD details, 23 Releasing Quotation for customer approval, 23 Request Date & Time, 11 Request for Quotation, 5 Request For, 11 Request: Purpose, 12; Source, 12 RFQ Based Quote, 18

# S

Shipment info, 16 Shipment Info, 21 SLA: Category, 16 Stock: Status, 17

# U

Unit Price, 17 UOM, 13

# W

Workscope Infomation, 12

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