

RAMCO AVIATION SOLUTION

ENHANCEMENT NOTIFICATION

Version 5.8.4

Sales

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WHAT'S NEW IN SALES SETUP?

Field length changes for customer address fields and addition of new address fields

Reference: AHBG-15470

Background

Currently, the data length for some fields in the Customer Master is limited and does not fit all the data available. Due to this, the data is truncated when created in Ramco software. Truncating a customer name or address field will have impact in their shipping as well as other outward facing documents. Therefore, this enhancement is to increase field lengths.

Change Details

Increase in Data Length

The length of the following fields will be changed to 255 alphanumeric characters in all screens where the following fields are currently available:

Field Name	No. of Alphanumeric Characters	
	Presently	After Enhancement
Customer Name	40	150
Address 1	40	255
Address 2	40	255
Address 3	40	255

Addition of New Fields

New Fields added in Customer master and related screens

Newly added fields	No. of Alphanumeric Characters
Address 4	255
Country	155
Province	155

Exhibit 1:

Create Customer Record activity in the **Customer** business component under the **Sales Setup** business process

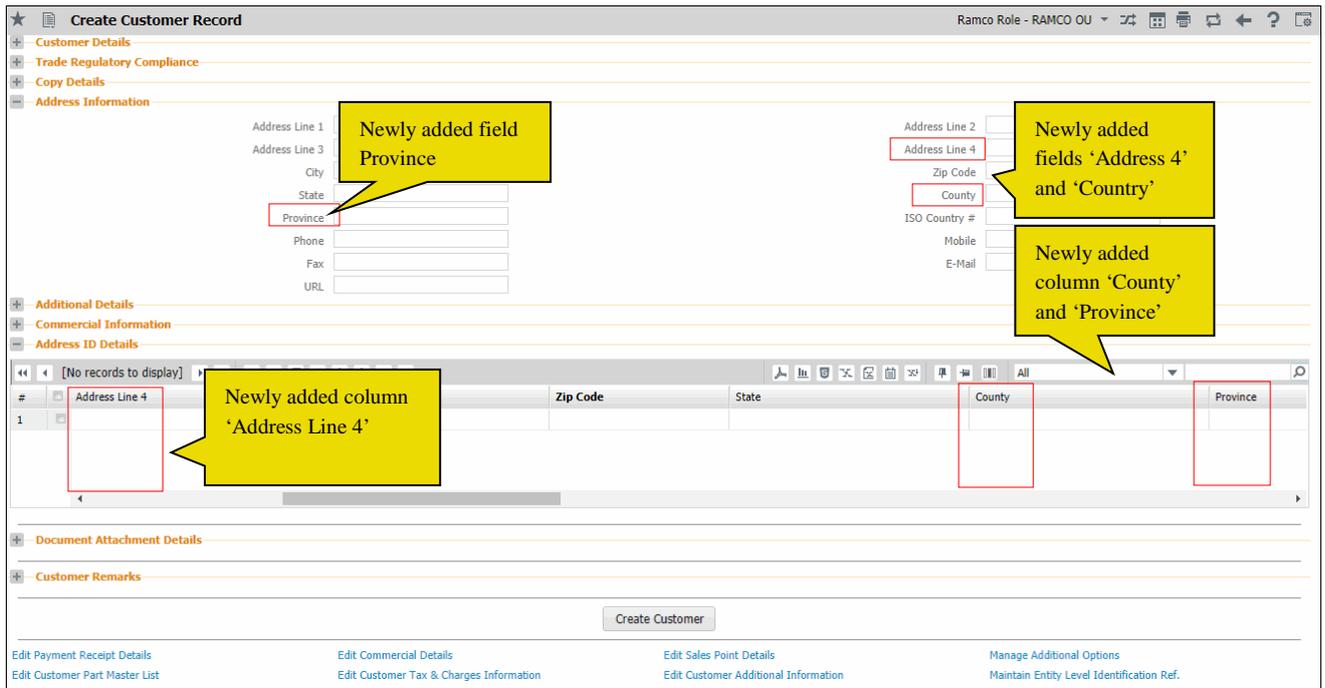


Exhibit 2:

Edit Customer Main Information link in the **Create Customer Record** activity in the **Customer** business component under the **Sales Setup** business process

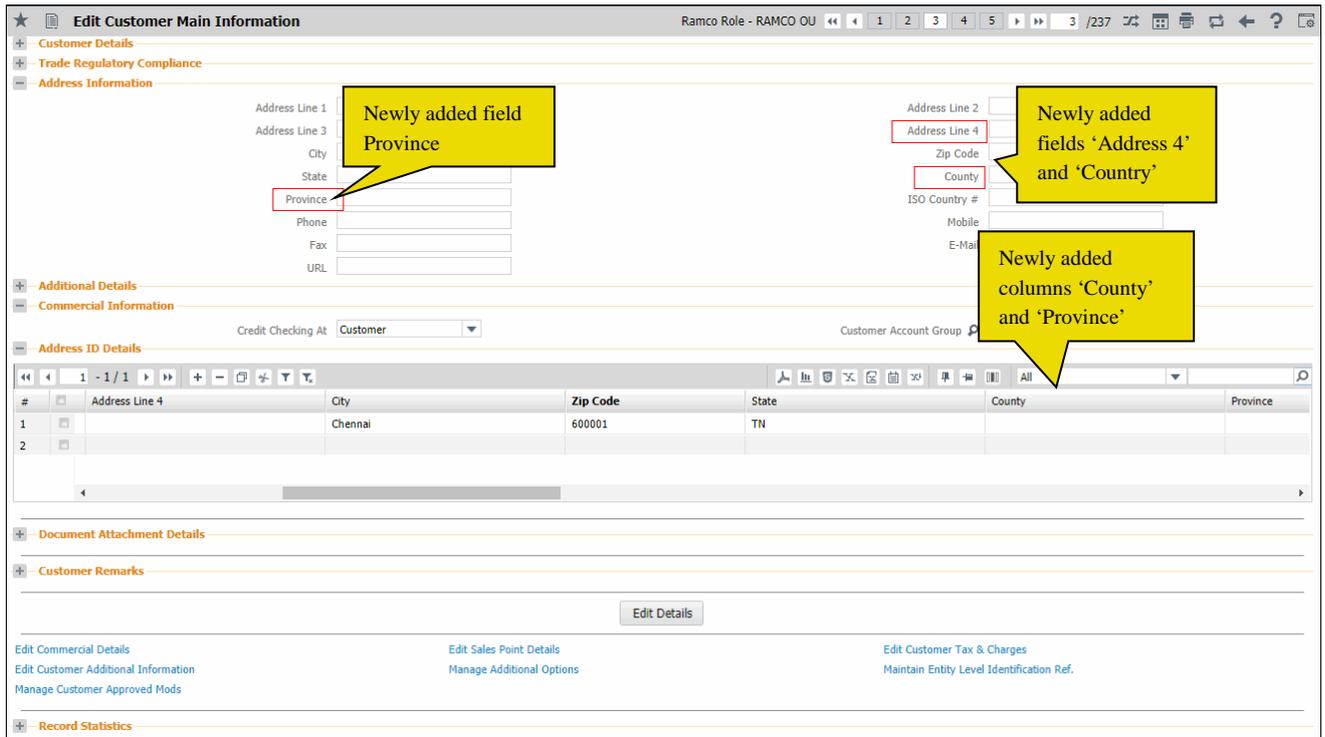


Exhibit 3:

Edit Contact Person link in the **Edit Sales Point Details** link page in the **Edit Customer Record** activity of the **Customer** business component under the **Sales Setup** business process

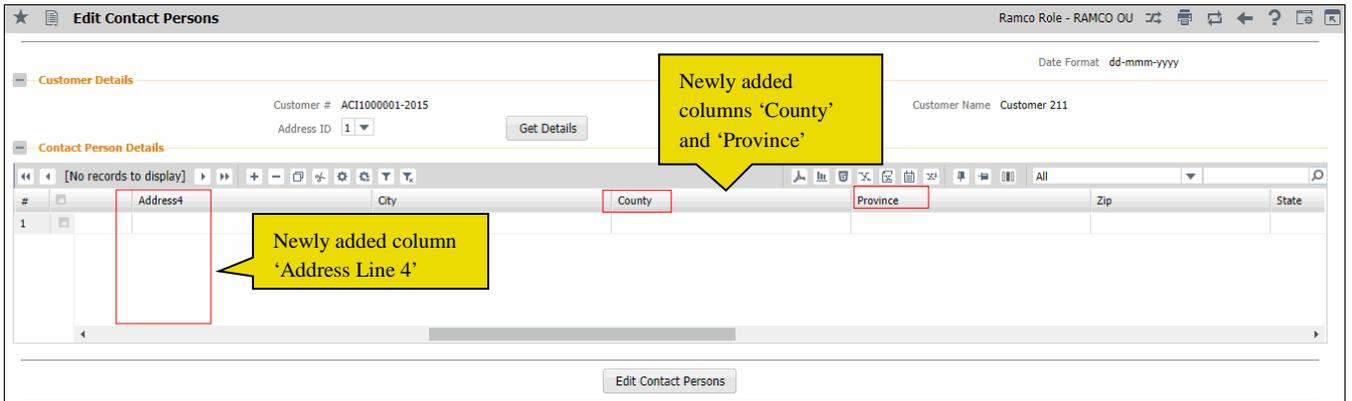


Exhibit 4:

Edit Default Ship/Bill To Customer link in the **Edit Sales Point Details** link page in the **Edit Customer Record** activity of the **Customer** business component under the **Sales Setup** business process

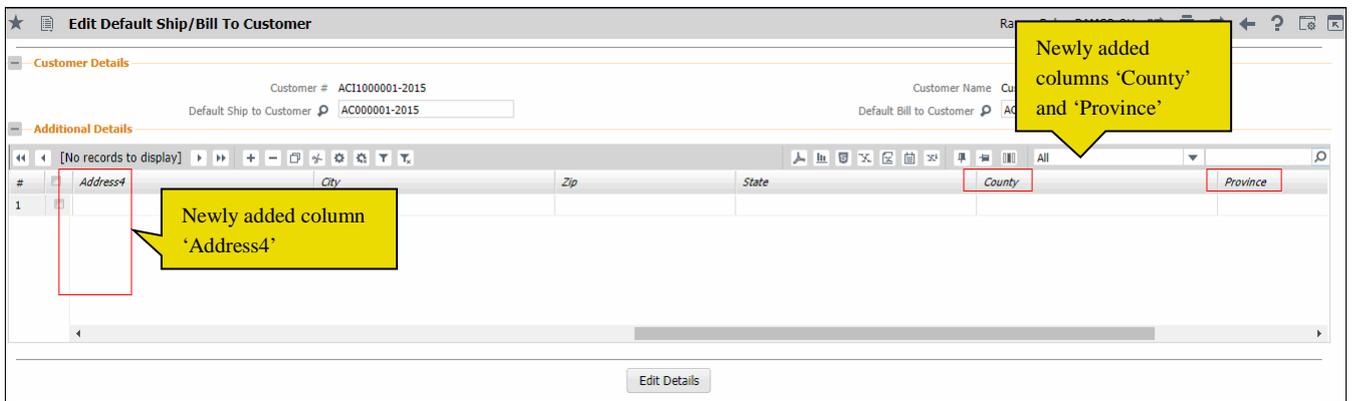


Exhibit 5:

View Customer Record activity in the **Customer** business component under the **Sales Setup** business process

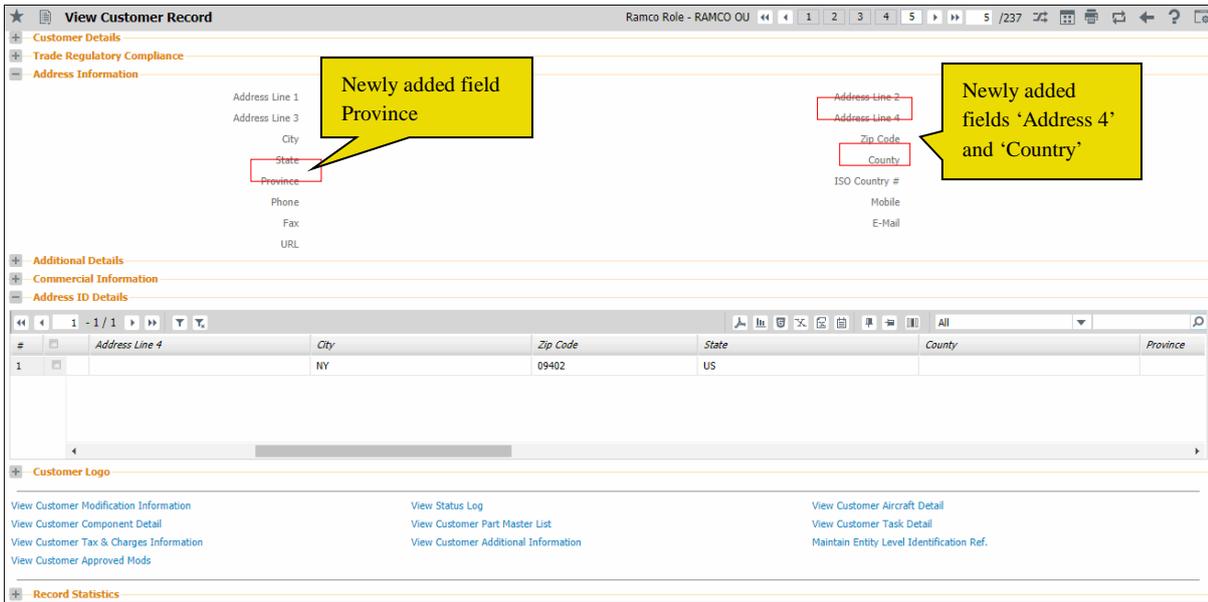


Exhibit 6:

View Contact Person Information link in the **Edit Sales Point Information** link of the **Edit Customer Record** activity in the **Customer** business component under the **Sales Setup** business process

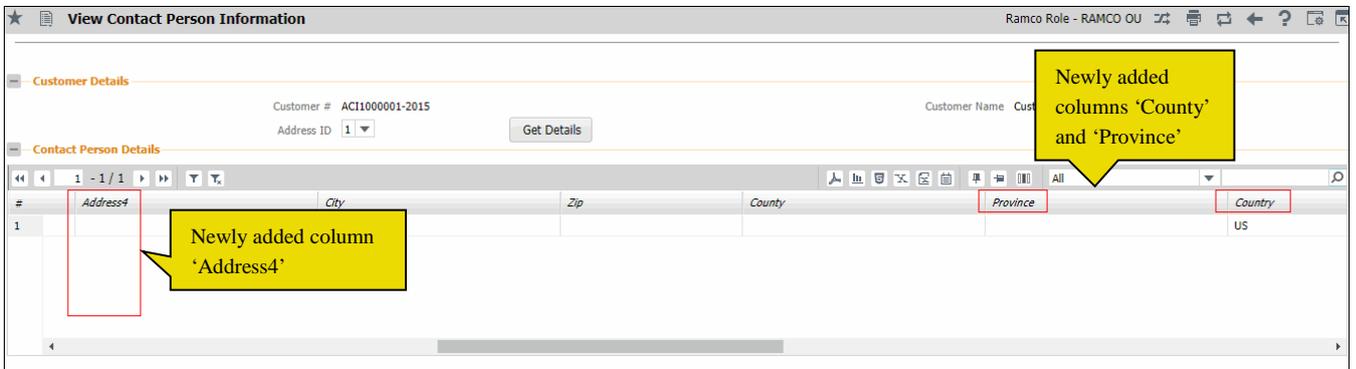
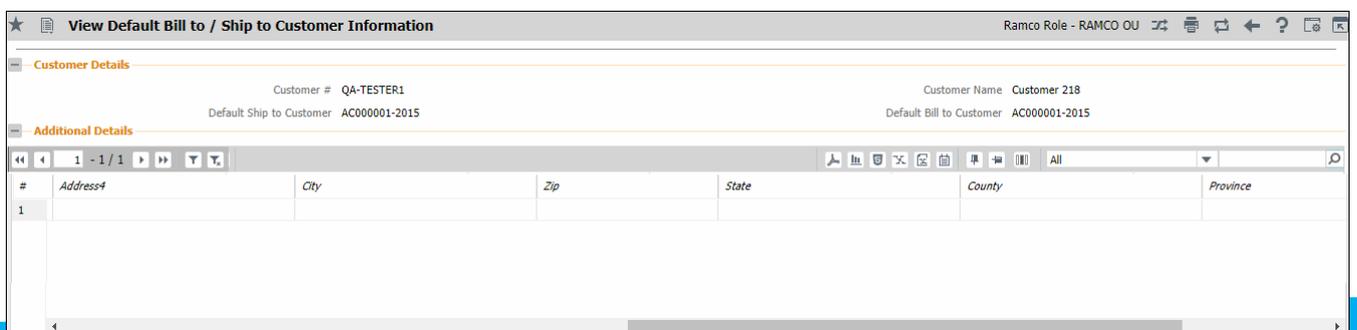


Exhibit 7:

View Default Bill to / Ship To Customer Information link in the **View Sale Point Information** link in the **View Sales**



Point Details link in the **View Customer Record** activity of the **Customer** business component under the **Sales Setup** business process

Exhibit 8:

Shipping Terms tab in the **Edit Incoming and Outgoing Terms** link in the **Sale Contract** business component under the **Sales Setup** business process.

Exhibit 9:

Billing Terms tab in the **Edit Incoming and Outgoing Terms** link in the **Sale Contract** business component under the **Sales Setup** business process.

Ability to Generate the Auto Quote on Release of Estimates

Reference: AHBG-17400

Background

Currently, Sale Quotation is generated manually after release estimates, repair order authorization, exchange order confirmation and purchase order authorization. The requirement is to generate the Quote automatically for Ready-to-Quote Work Orders.

Change Details

A new parameter has been added in the **Set Sales Process Parameters** screen of the **Customer** business component indicating whether to generate the Sale Quotation automatically in 'Fresh' status or manually.

Exhibit 1

Operation Parameters tab in the **Set Sales Process Parameters** activity of the **Customer** business component

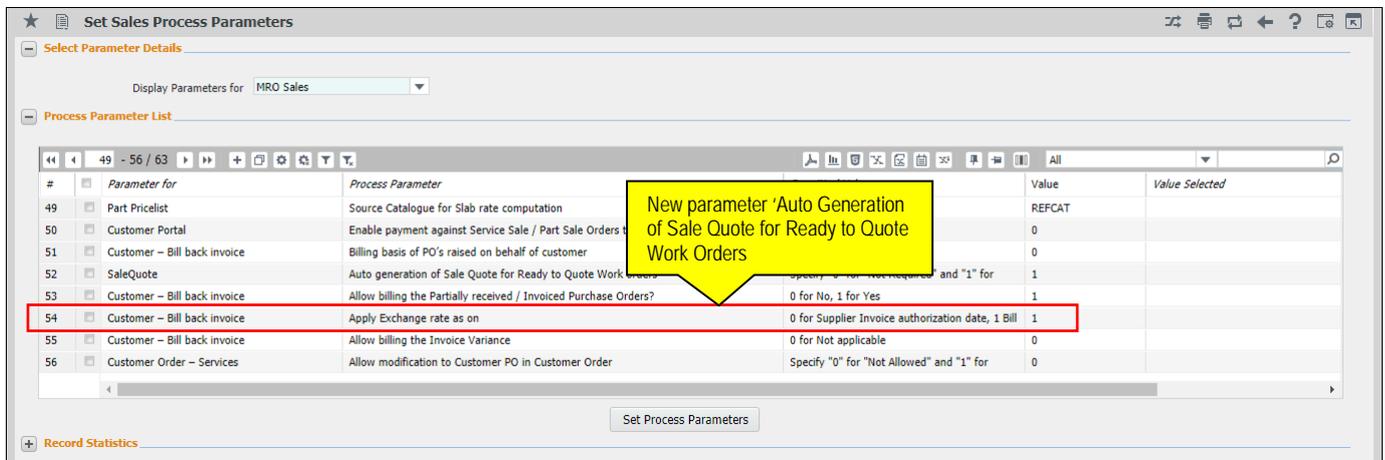


Exhibit 2

Task Summary Details tab in the **Edit Work Estimates** activity of the **Work Monitoring and Control** business component

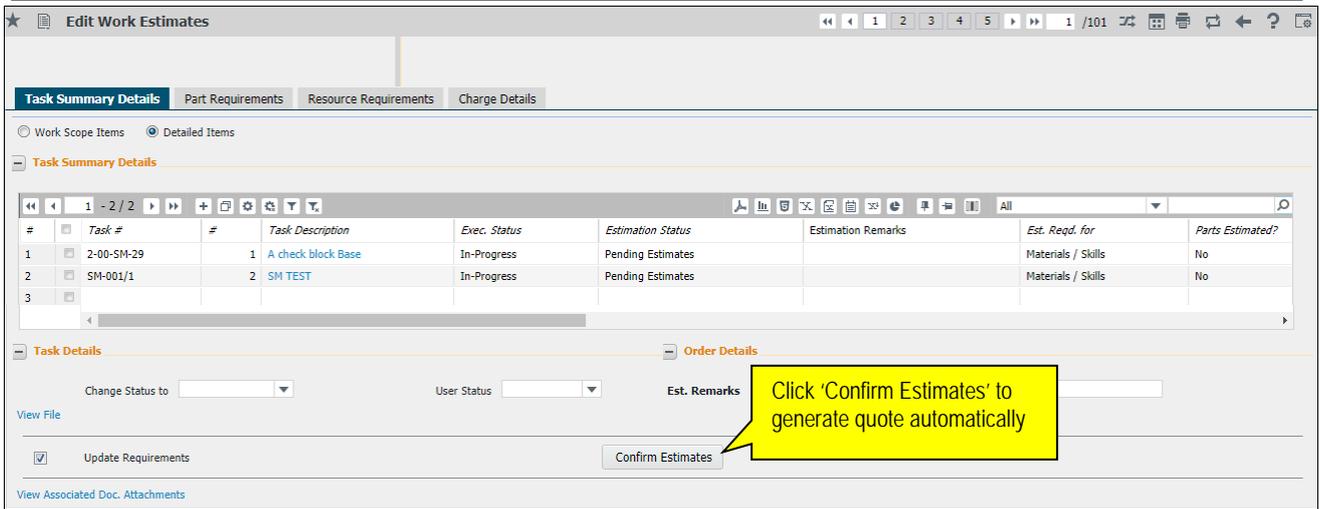


Exhibit 3

Authorize Repair Order activity of the Repair Order business component

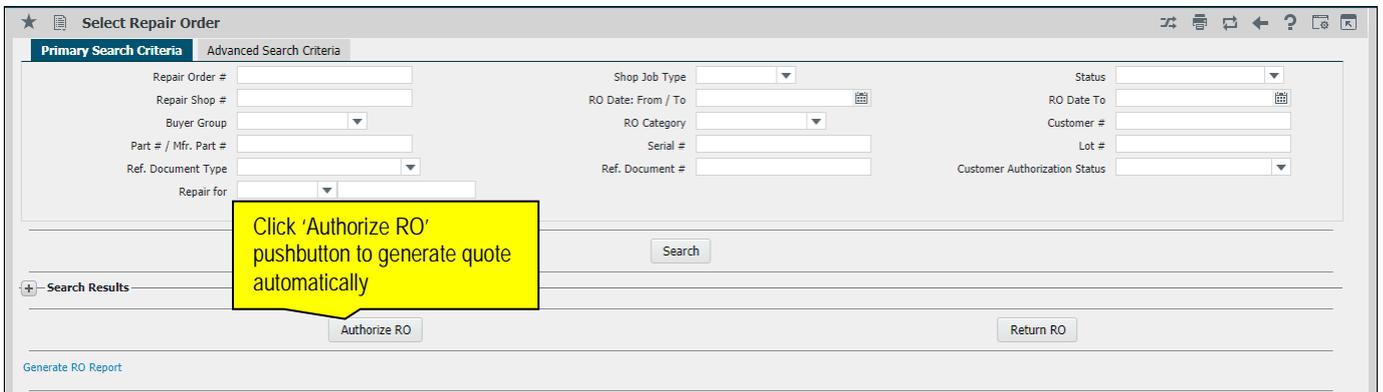


Exhibit 4

Authorize Purchase Order activity of the Purchase Order business component

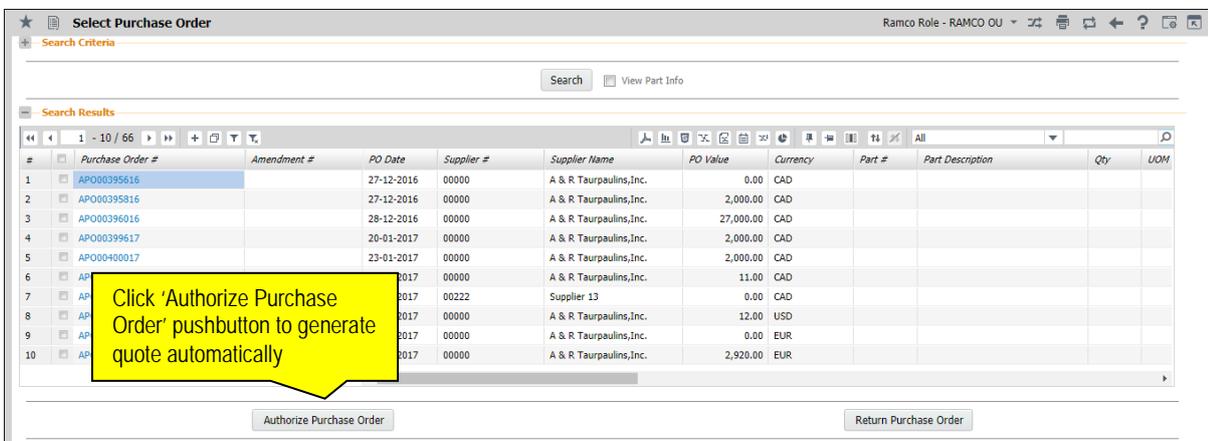


Exhibit 4

Manage Exchange Order activity of Customer Part Exchanges

★ Manage Exchange Order
Ramco Role - RAMCO OU << 1 2 3 4 5 >> 1 /1522

Exchange Order Info
Status Info

Initiating Doc. Info

Sourcing Info

Exchange Part Info

Exchange Activity Log

Initiating Ref. Doc. # Customer Order CO-000164-2012 Get Details

Initiated by 00000011

Parent SWO #

Customer Order # CO-000164-2012

Parent Part #

Initiated Date 02-01-2012 05:05:00 PM

Exch. MR #

Customer # 400016

Parent Mfr. Serial #

Reason For Exch. Adv.Exchange Request Customer

Remarks

Customer Name Customer 11

Parent Part Desc.

#	Core Part #	Mfr. Part #	Mfr. #	Exch. Qty	UOM	Core Mfr. Serial #	Core Mfr. Lot #	Core Condition	Core Stock Status
1	3957985115:F9111	3957985115	F9111	1.00	EA				
2									

Save

Other Info

Confirm
Cancel
Short Close
Force Close

Record Statistics

Click 'Confirm' to generate quote automatically

WHAT'S NEW IN SALES CONTRACT?

Ability to define fixed monthly charges in Sale Contract

Reference: AHBG-15226

Background

In the Aviation Industry when it comes to pricing of aircraft line maintenance services MROs adopt different pricing policies to charge their customers. The most prevalent of them are:

- A. **Pricing based on maintenance events**
 - 1. T&M based rates
 - 2. Flat fixed rate that varies based on the types of services provided
 - 3. Flat fixed rate that is specific against a maintenance object

- B. **Pricing based on the usage of the aircraft / parts covered in the contract**
 - 4. Pricing based on the PBH rates

In addition to the above, a new pricing method is adopted by some MROs, **Fixed Price Per Month**, where any maintenance carried out will not be billed separately as long as the service provided is within the agreed scope. Any out of scope items are billed as soon as the maintenance is performed. That is, this pricing is simply based on a fixed rate per Aircraft Tail # for a month and the same is billed irrespective of the usage unlike PBH.

This enhancement pertains to the ability to define multiple monthly billing elements for aircraft effectivity by introducing 'Fixed Price Per Month'

Change Details

I. Sale Contract

1. Aircraft Effectivity tab

Sales Setup business process > **Sale Contract** business component > **Manage Sale Contract** > **Aircraft Effectivity** tab page

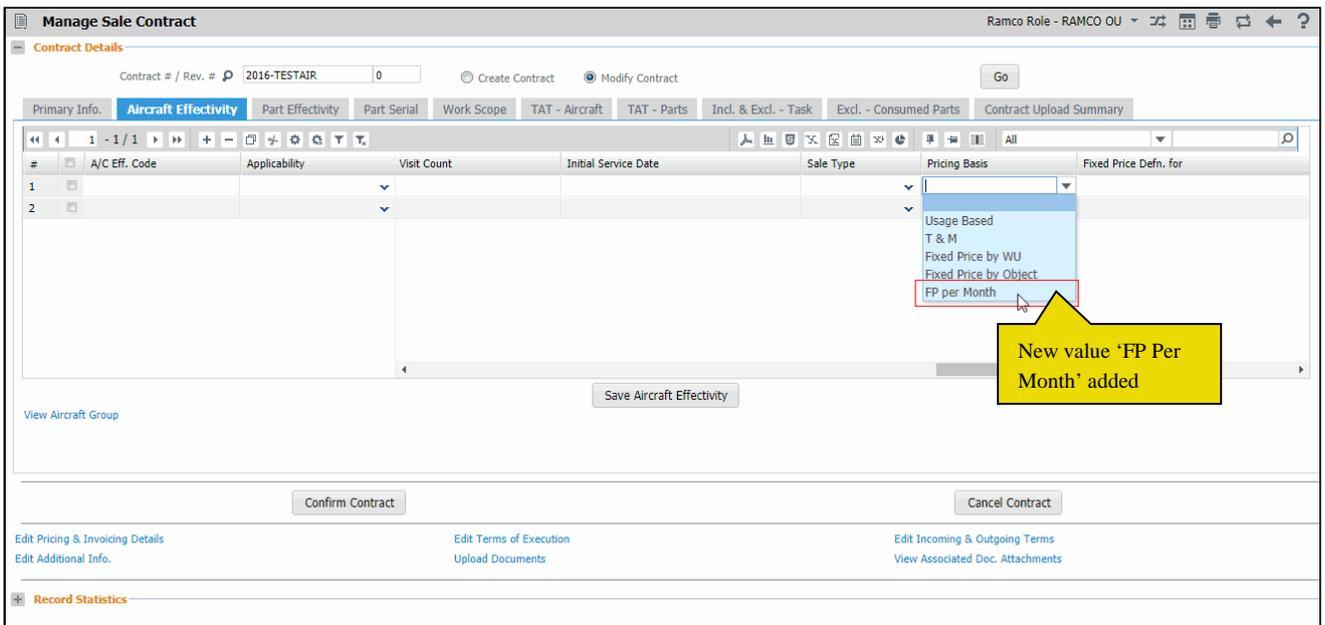
In the Aircraft Effectivity tab page:

A new value 'FP Per Month' is added in the 'Pricing Basis' combo in the multiline.

A new editable control 'Exec. Station' is added in the multiline.

Exhibit 1:

Aircraft Effectivity tab in the **Manage Sale Contract** activity



2. Part Effectivity tab

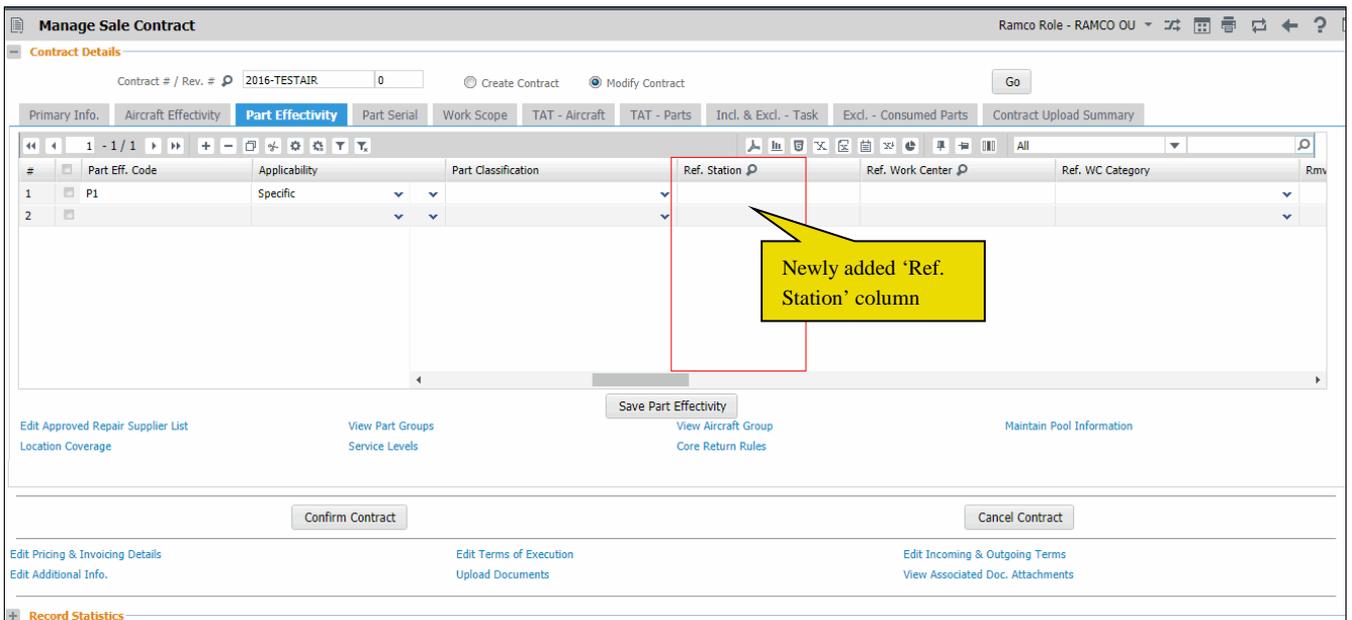
In the Part Effectivity tab page:

A new value 'FP Per Month' is added in the 'Pricing Basis' combo in the multiline.

A new editable control 'Ref. Station' is added in the multiline which lists all the active station codes.

Exhibit 2:

Part Effectivity tab in the Manage Sale Contract activity



3. Monthly Fixed Charges tab

Sales Setup business process > Sale Contract business component > Manage Sale Contract > Edit Pricing and Invoicing link page

In the Fixed Pricing tab

When no object under Aircraft or Part Effectivity tab has been defined with Pricing Basis as 'Fixed Price by WU' then error has been handled on click of the Fixed Pricing tab as 'Pricing Basis 'Fixed Price' is not selected against any object effectivity. Fixed Pricing definition is not applicable.

In the Monthly Fixed Charges tab

The "Usage Based Pricing" tab has been renamed as "Monthly Pricing" tab

A new column **Pricing Basis** with the values listed as below has been added in the multiline.

If the Pricing Basis selected against the any object effectivity of the Contract is 'Usage Based':

- Usage Based
- FP Per Month

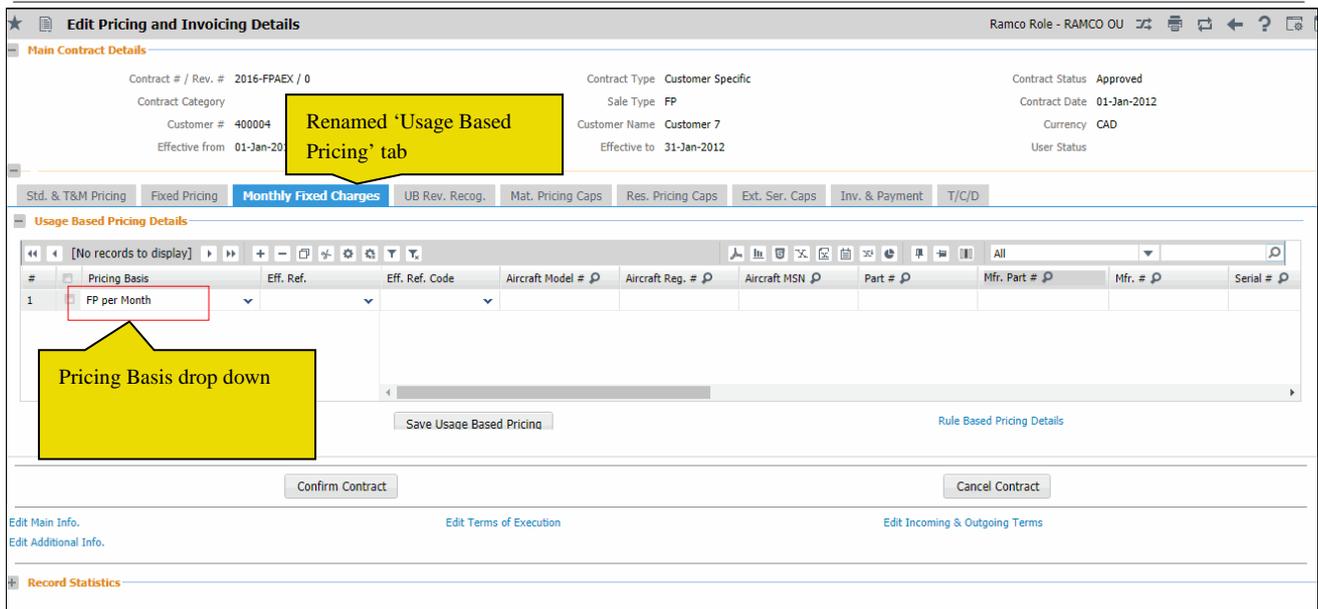
If the Pricing Basis selected against any object effectivity of the Contract is 'Fixed Price Per Month': 'Fixed Price', or 'Time & Material':

- FP Per Month

The Pricing Basis drop down will load 'FP per Month' even when neither FP per Month nor Usage based are chosen as Pricing Basis against any Object Effectivity. This pricing basis is always enabled for defining any Contract level charges that may apply. For example: Warehouse Rental charges, Tech-Records Maintenance Charges, etc.

Exhibit 3:

Monthly Fixed Charges tab in the **Edit Pricing and Invoicing Details** link in the **Manage Sale Contract** activity



A new column **Pricing Method** has been added to recognize Station, Equipment available in Aircraft Configuration and Quantity based pricing variations with values as follows:

- Direct - To define the rates based on the existing parameters such as Aircraft Reg. #, Parameter slabs, Effectivity dates, etc.
- Rule Based - To define the rates based on Execution station, Equipment available in Aircraft Configuration and quantity based slabs.

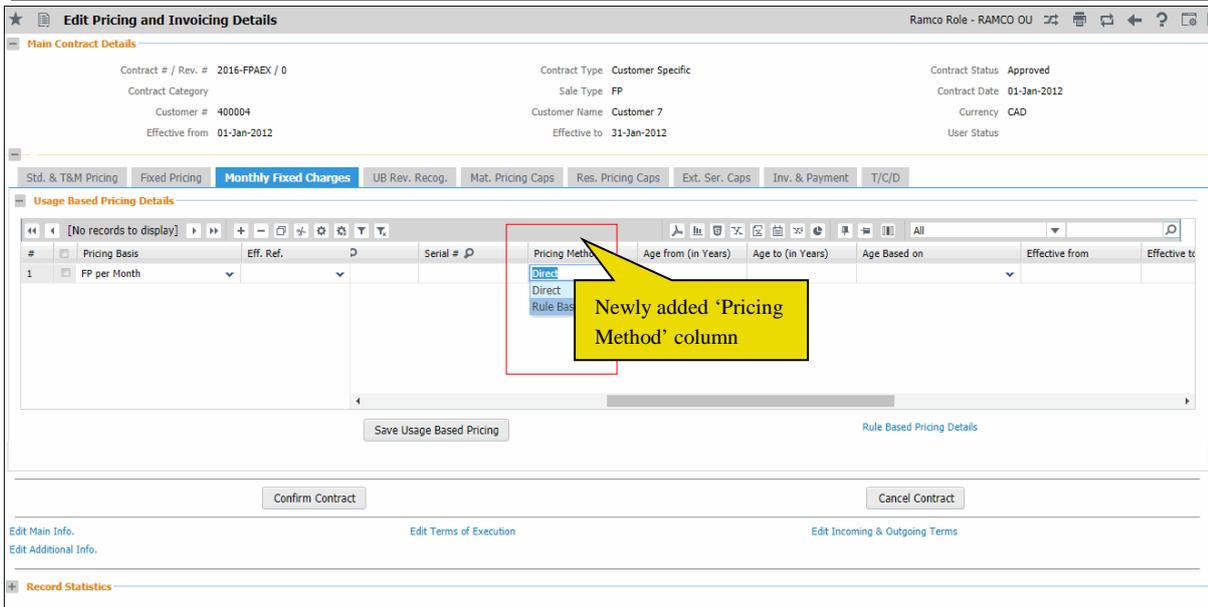


Note:

1. The Rule Based pricing is not supported for Fixed Price per Month for Contract level charges.
2. Rule based pricing definition is mandatory if the pricing method for any of the lines is specified as Rule based.

Exhibit 4:

Monthly Fixed Charges tab in the **Edit Pricing and Invoicing Details** link in the **Manage Sale Contract** activity



Two new values for the Pricing Basis “FP Per Month” will be listed in the **Parameter** column in the ‘Usage Based Pricing Details’ multiline along with the other existing values as below:

- Per Aircraft – To apply the rate defined separately for each aircraft covered in that effectivity line of the contract. The total amount would be the per Aircraft rate multiplied with the no. of Aircrafts available.
- Per Horizon – To apply the billing element once for every billing horizon only irrespective of the Objects

The **Billing Element** Column in the ‘multiline will additionally list all the active Billing Elements as defined in the **Category** business component.

The **Eff. Ref.** column in the multiline will additionally list Contract Level also.

A new editable column **Aircraft Model #** has been added in the “Usage Based Pricing Details” multiline.

Exhibit 5:

Monthly Fixed Charges tab in the **Edit Pricing and Invoicing Details** link in the **Manage Sale Contract** activity

The screenshot displays the 'Edit Pricing and Invoicing Details' window for a contract. The 'Usage Based Pricing Details' section is active, showing a table with columns for #, Pricing Basis, Eff. Ref., Effective from, Effective to, Usage from, Usage to, Parameter, Billing Element, and Rate. A dropdown menu for 'Eff. Ref.' is open, showing 'Contract Level' as a newly added option. The 'Parameter' column has 'Per Aircraft' selected, and the 'Billing Element' column is highlighted. Callouts indicate these are newly added values.

Saving Contract Level Charges

The following error messages have been included while saving Contract level charges:

- 1) Unable to process row # <% 1>. Please do not select any Eff. Ref. code for Contract level charges.
- 2) Unable to process row # <% 1>. Please do not provide any object information for Contract level charges.
- 3) Unable to process row # <% 1>. Please select Parameter as 'Per Horizon' for Contract level charges.
- 4) Unable to process row # <% 1>. Please select Pricing method as only 'Direct' for Contract level charges.



Note:

Eff. Ref. code and Object information such as Aircraft Reg. #, Part #, etc., are not applicable for Contract level charges.

The suitable parameter for Contract level charges is 'Per Horizon' only.

Pricing Method Rule based is not applicable for Contract level charges

In the Work Scope tab page:

A new value 'FP Per Month' is added in the 'Pricing Basis' combo in the multiline.

Exhibit 6:

Work Scope tab in the **Manage Sale Contract** activity

Manage Sale Contract Ramco Role - RAMCO OU

Contract # / Rev. # 2016-TEST / 0 Create Contract Modify Contract Go

Primary Info. Aircraft Effectivity Part Effectivity Part Serial **Work Scope** TAT - Aircraft TAT - Parts Incl. & Excl. - Task Excl. - Consumed Parts Contract Upload Summary

Work Enumeration

#	Eff. Ref.	Eff. Ref. Code	Work Scope Code	Applicability	WBS Code	Pricing Basis	Fixed Price Defn. for
1	Part Effectivity	RES	WS-01	All		Fixed Price by WU	Labour
2							

Note: A dropdown menu is open for the 'Pricing Basis' column of row 1, showing options: Usage Based T & M, Fixed Price by WU, and FP per Month. The 'FP per Month' option is highlighted with a red box and a yellow callout bubble pointing to it with the text 'Newly added pricing basis in Workscope tab'.

[Save Work Scope](#)

[Confirm Contract](#) [Cancel Contract](#)

[Edit Pricing & Invoicing Details](#) [Edit Terms of Execution](#) [Edit Incoming & Outgoing Terms](#)
[Edit Additional Info.](#) [Upload Documents](#) [View Associated Doc. Attachments](#)

[Record Statistics](#)

Ability to define rule based pricing in Contract for the pricing basis FP per Month

Ability to define billing reference dates for milestone stamping

Reference: AHBG-15837 / AHBG-15839

Background

For the new pricing basis introduced, the pricing variations seem to occur based on multiple parameters like, Equipment Group, Equipment Category, Station and Qty based slabs.

A new pricing basis has been introduced in Sale Contract as 'FP per Month'. Since this pricing basis has a similar pattern to that of existing pricing, Usage based, the pricing definitions have been kept together in Contract. But, for FP per Month, there are multiple variations seen in pricing definition based on Service execution stations, slabs of Quantity of Aircraft flown in a given Month and Equipment Group Category.

'FP per Month' being a monthly invoicing pattern, every billing element has its own date from which it would be eligible for billing. There is a need hence to understand what that reference date is against each Billing Element and also capture the actual dates against the Aircraft Reg. #.

A common need would be to charge the customer for a Fixed Monthly service charge only post the date of entry into Service of a given Aircraft Reg. #. This would be the reference date post which that Aircraft is eligible to be billed for that charge/Billing Element.

Rule Based Pricing Details tab

Pricing definition in contract in which application of rates as per slabs can be either of the following:

- Flat
- Incremental

Sales Setup business process > **Sale Contract** business component > **Manage Sale Contract** > **Edit Pricing & Invoicing Details** link > **Monthly Fixed Charges** tab page > **Rule Based Pricing Details** link page



Note:

- Rule based pricing definition is applicable for both FP per Month and Usage Based pricing basis.*
- It is not applicable for any Contract level charges*
- It is mandatory to complete the Rule based pricing definition for all line that have Pricing Method set as 'Rule Based'*

Exhibit 7:

Monthly Fixed Charges tab page in the Manage Sale Contract activity

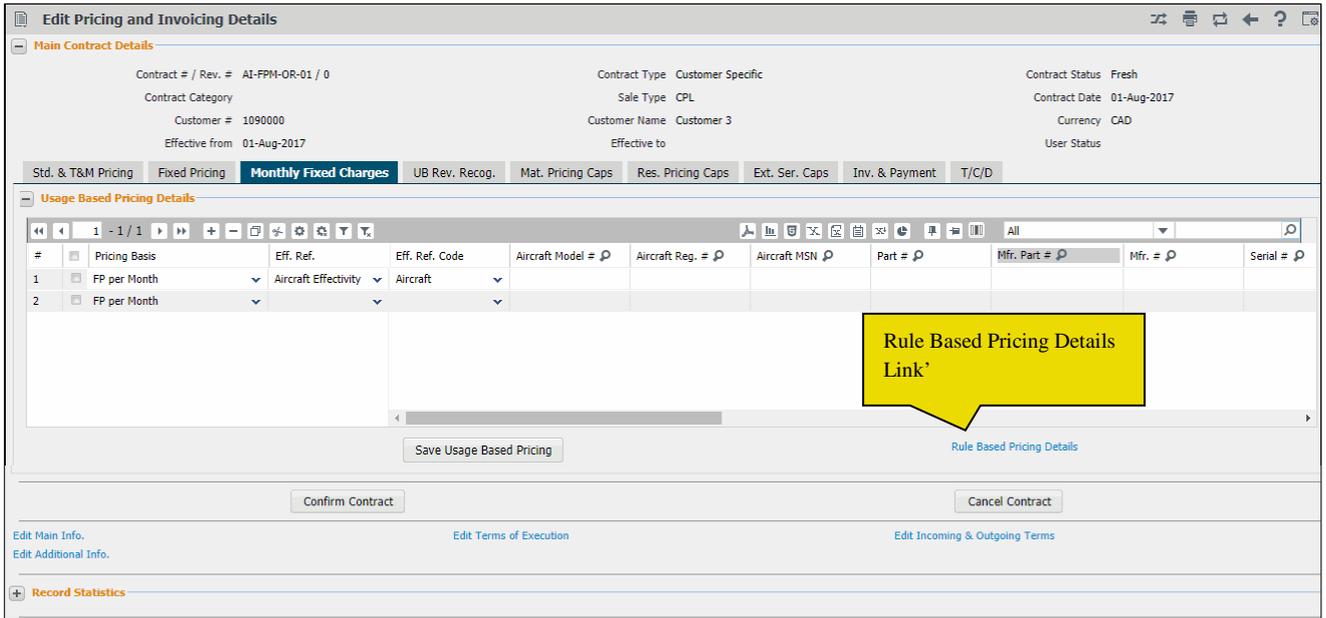
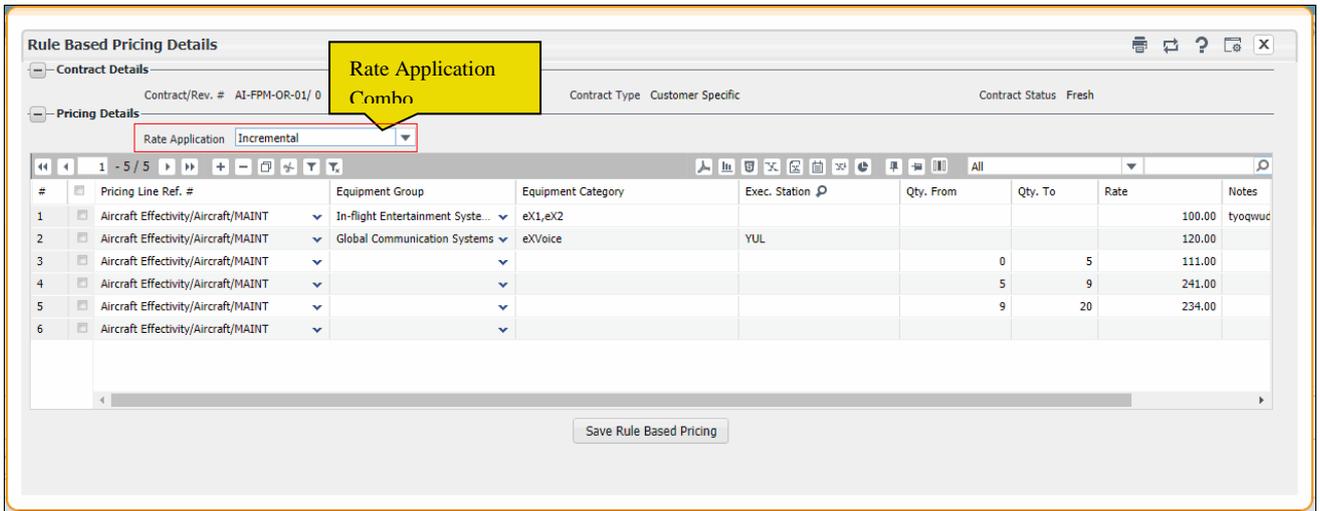


Exhibit 8:

Rule Based Pricing Details link in the Monthly Fixed Charges tab page in the Manage Sale Contract activity



Change Details

Operation Parameters tab

Sales Setup business process > Sale Contract business component > Manage Sale Contract > Edit Terms of Execution link page

In the Operation Parameters tab page

A new operational parameter **UB/FP per Month pricing** has been added for the Category 'Commercials' with

the following description and permitted value:

Description: Billing Start Ref. date for FP per Month and Usage based pricing

Permitted Value:

- '0' for Contract Start date
- '1' for Other Ref. Dates

Exhibit 1:

Operational Parameters tab in the **Edit Terms of Execution** link in the **Manage Sale Contract** activity

Inv. & Payment tab

In the Inv. & Payment tab

The earlier CO Based Inv. & Payment tab has been renamed as **Inv. & Payment** tab.

The **Pricing Basis** drop down list box has been added with the values 'Usage Based' and 'FP Per Month' in addition to the existing values.

Based on the Pricing definitions of the Contract, the corresponding values will be loaded in the Pricing Basis drop down list box.



Note; In-case of FP per Month and Usage Based pricing basis, it is mandatory that both the Monthly Invoice & Payment details as well as CO Based Invoice & Payment details are mandatory.

Exhibit 2

Inv. & Payment tab in the **Edit Pricing and Invoicing** Details link in the **Manage Sale Contract** activity

★ Edit Pricing and Invoicing Details
Ramco Role - RAMCO OU

Main Contract Details

Contract # / Rev. # 2016-FPAEX / 2
 Contract Category
 Customer # 400004
 Effective from 01-Feb-2012

Contract Type Customer Specific
 Sale Type FP
 Customer Name Customer 7
 Effective to 29-Feb-2012

Contract Status Approved
 Contract Date 01-Jan-2012
 Currency CAD
 User Status

Std. & T&M Pricing
Fixed Pricing
Monthly Fixed Charges
UB Rev. Recog.
Mat. Pricing Caps
Res. Pricing Caps
Ext. Ser. Caps
Inv. & Payment
T/C/D

Sale Type Pricing Basis Invoice For Remarks

Monthly Invoice & Payment

Regular Billing Details

Billing once in Process Reg. Bill After Day(s) Invoice Category

On Demand Billing Pay Term For Reg. Billing Usage Update

Remarks on Reg. Bill

Provisional Billing Details

Provisional Billing Process Prov. Bill After Day(s) Invoice Category

Prov. Bill Based On Estimates based on Pay Term For Prov. Bill

Min. Guaranteed Usage Estimated Usage Remarks On Prov. Bill

Notes on Min. Usage

CO Based Invoice & Payment

#	Invoice For	Inv. Type	Inv. Category	Invoicing Event	Event Description	Bill Prior to (Days)	Triggering Task
1							

Auto Set-Up Option for CO based Invoice

Rel. prep. before Event? Set-up of Invoice Release Release of RTB Invoice

Set-up of Cust. Invoice

[Billing Start Ref Date Details](#)

[Edit Main Info.](#)
[Edit Terms of Execution](#)
[Edit Incoming & Outgoing Terms](#)

Record Statistics

Billing Start Ref. Date Details link

This new screen enables to capture Billing Start Reference Dates against each Billing Element at Aircraft Tail level. The user will also be able to identify the other date references, that is, other than Contract Date, against each Billing Element. These date references may also vary at a 'Ref. Entity' level. For example: Warranty End Date of a certain Entity may vary from Warranty End Date of another and this is best to be split if the pricing is at this level. The Ref. Entities available in this screen are Equipment Group and Equipment Category.

Exhibit 3:

Inv. & Payments tab page in the **Edit Pricing & Invoicing Details** page of the **Manage Sale Contract** activity.

Edit Pricing and Invoicing Details

Main Contract Details

Contract # / Rev. # 2016-FPAEX / 1 Contract Type Customer Specific Contract Status Revised
 Contract Category Sale Type FP Contract Date 01-Jan-2012
 Customer # 400004 Customer Name Customer 7 Currency CAD
 Effective from 01-Feb-2012 Effective to 29-Feb-2012 User Status

Std. & T&M Pricing Fixed Pricing Monthly Fixed Charges UB Rev. Recog. Mat. Pricing Caps Res. Pricing Caps Ext. Ser. Caps **Inv. & Payment** T/C/D

Sale Type Pricing Basis Invoice For Remarks

Monthly Invoice & Payment

Regular Billing Details

Provisional Billing Details

CO Based Invoice & Payment

[No records to display]

#	Invoice For	Inv. Type	Inv. Category	Invoicing Event	Event Description	Bill Prior to (Days)	Triggering Task
1							

Auto Set-Up Option for CO based Invoice

Rel. prep. before Event? Set-up of Invoice Release Invoice

Set-up of Cust. Invoice

Save Invoice Terms

Billing Start Ref Date Details

Confirm Contract Cancel Contract

Edit Main Info. Edit Terms of Execution Edit Incoming & Outgoing Terms

Edit Additional Info.

Record Statistics

Billing Start Ref.
Date Details link

Exhibit 4:

Billing Ref. Date Details link in the Inv. & Payments tab page in the Edit Pricing & Invoicing Details page of the Manage Sale Contract activity

Billing Ref. Date Details

Contract Details

Contract/Rev. # UT-001/0 Contract Type Customer Specific Contract Status Approved

Date Ref. Details

#	Billing Ref. & Element	Start Reference Date	Ref. Entity	Entity #	Remarks
1	Usage Revenue/1	Contract Date			
2	Usage Revenue/2	Contract Date			
3		Contract Date			

Save Date Ref.

Ability to capture Pre-approved Mods from customer

Reference: AHBG-17166

Background

A list of Mods that are approved by the customers on each Part # is maintained by the MRO. Therefore the requirement is when a Service Bulletin is due on a customer part, the MRO is to check if the MOD corresponding to the Service Bulletin is approved by the customer for the part.



Note: The service bulletin can be performed on the part only if it is approved.

SB task effectivity is set at part level and / or serial level. The Mod # change for each effective part is provided in the SB document.

Based on the effectivity of the tasks to the part, technician adds the tasks in the work order. Panasonic maintains a list of mods pre-approved by the customer

If the added mod is pre-approved, no separate mod approval is required. If its not in the pre-approved list, mod should be approved by the customer before executing.

Mod Approval obtained through quote is considered to be applicable for all the parts received from the customer thereon
Compliance of Mod change is recorded on Work completion

Change Details

Operational Parameters tab page in the **Edit Terms of Execution** in the **Sale Contract** business component

The following new parameters for the Category Commercials and for the Element MOD Approval have been added as follows:

Parameter	Permitted Values
Approval for Mods	<ul style="list-style-type: none"> • 0 means "Required" • 1 means "Not Required"
Auto Approve Mod on Quote Approval	<ul style="list-style-type: none"> • 0 means "Yes" • 1 means "No"
Consider Mod Approval in Quotes as pre-approved Mod	<ul style="list-style-type: none"> • 0 means "Yes" • 1 means "No"

Exhibit 1:

Operational Parameters tab in the Edit Terms of Execution link in the Manage Sale Contract activity of the Sale Contract business component

★ Edit Terms of Execution
🔍 🏠 🔄 ⬅️ ? 🖨️

Main Contract Details

Contract # / Rev. # 1090000-FPM/1	Contract Type Customer Specific	Contract Status Approved
Contract Category	Sale Type FP	Contract Date 01-Aug-2017
Customer # 1090000	Customer Name Customer 3	Currency CAD
Effective from 01-Aug-2017	Effective to	User Status

Operational Parameters | Permitted Work Delays | Part Handling Details | Customer Supplied Parts

1 - 10 / 29

#	Category	Element	Description	Value	Auto Hold?	Hold Code	Permitted Values
1	Commercials	Quote - FP In-scope Jobs	Quote for Fixed Price In-scope Jobs	1			Enter '0' for 'Required', '1' for 'Required'
2	Commercials	Mod Approval	Approval for Mods	1			Enter '0' for 'Required', '1' for 'Required'
3	Commercials	Mod Approval	Auto Approve Mod on Quote Approval	1			Enter '0' for 'Yes' and '1' for 'No'
4	Execution	Estimates - FP In-scope Jobs	Estimation for Fixed Price In-scope Jobs	1			Enter '0' for 'Required', '1' for 'Required'
5	Commercials	Quote - FP Out of Scope Jobs	Quote for Fixed Price Out of Scope Jobs	1			Enter '0' for 'Required', '1' for 'Required'
6	Commercials	Mod Approval	Consider Mod Approval in Quotes as pre Approved Mod	1			Enter '0' for 'Yes' and '1' for 'No'
7	Execution	Estimates - FP Out of Scope Jobs	Estimation for Fixed Price Out of Scope Jobs	1			Enter '0' for 'Required', '1' for 'Required'
8	Commercials	Quote - T & M In-scope Jobs	Quote for T&M In-scope Jobs	1			Enter '0' for 'Required' and '1' for 'Required'
9	Execution	Estimates - T&M In-scope Jobs	Estimation for T&M In-scope Jobs	1			Enter '0' for 'Required' and '1' for 'Required'
10	Commercials	Quote - T&M Out of scope Jobs	Quote for T&M Out of Scope Jobs	1			Enter '0' for 'Required' and '1' for 'Required'

Save Parameters

Confirm Contract

Cancel Contract

[Edit Main Info.](#)

[Edit Pricing & Invoicing Details](#)

[Edit Incoming & Outgoing Terms](#)

[Record Statistics](#)

Newly added parameters for the Element 'MOD Approval'

WHAT'S NEW IN SERVICE PRICELIST, SERVICE SALE QUOTATION AND SERVICE SALE BILLING?

Ability to quote / invoice for external repair charges based on a flat value or flat mark-up fee

Reference: AHBG-15243

Background

In some cases MRO Sends customer parts for external repair, these repairs are billed to the customers at a value that is equal to the repair invoice value plus an additional flat markup fee. Currently Ramco application allows definition of mark up as a percentage of repair order quote/ invoice value only. Therefore this requirement is to make provision for defining such flat markup fee for repair orders..

Change Details

Service Pricelist

External Repair Pricing Details

- Application will be enhanced to allow input of 0 as price factor for RO

Additional Task Level Charges

- 'Additional Task Level Charges' tab renamed as 'Additional Charges'
- A new column 'Job Type' added in the 'Additional Task Level Charges' tab page. Job Type should be loaded with the meta data 'Repair Order' and blank.

The flat markup value applicable for the repair orders will be displayed in the quotation

The system automatically displays 'Flat Markup' for every Repair Order in the **External Services** tab of the quotation / invoice release if charges are defined for the Repair Order.

Exhibit 1:

Manage Service Pricelist activity in the **Service Pricelist** business component

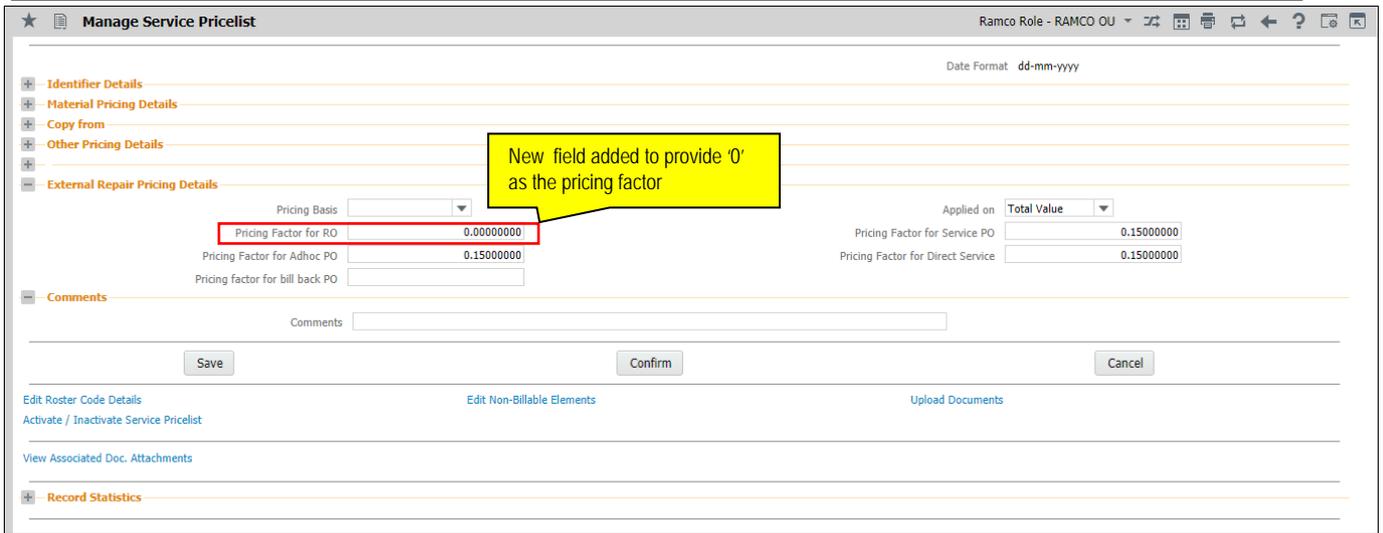


Exhibit 2:

Additional Charges tab in the **Manage Service Pricelist** activity in the **Service Pricelist** business component

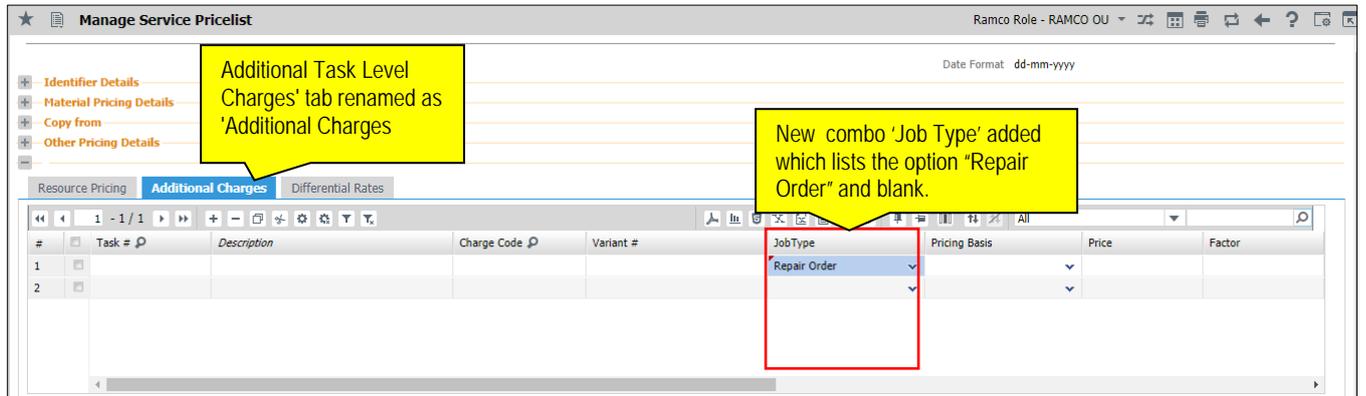


Exhibit 3:

Ext. Services tab in the **Manage Sale Quotation** activity in the **Service Sale Quote** business component

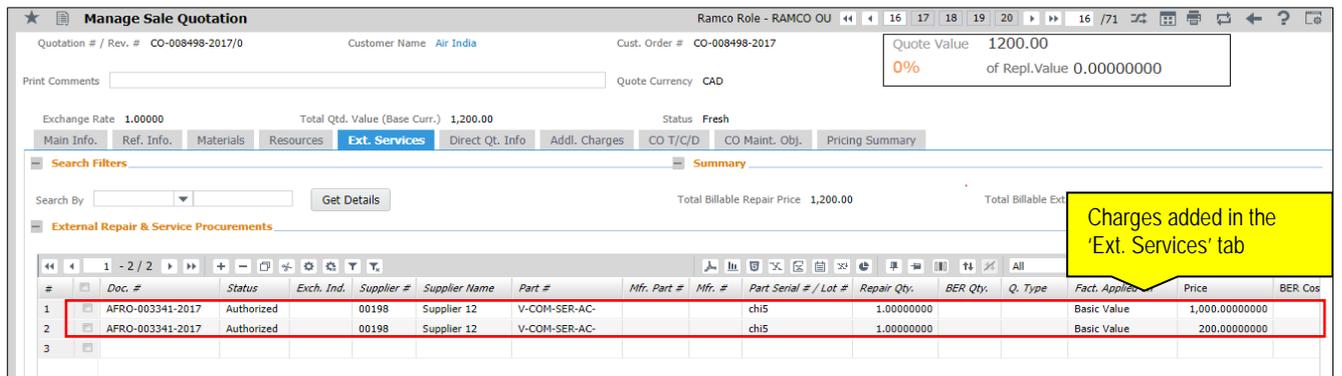


Exhibit 4: **Ext. Services** tab in the **Manage Invoice Release** activity of the **Service Sale Billing** business component

★ **Manage Invoice Release** Ramco Role - RAMCO OU

Cust. Order # / Rel. # **CO-008482-2017/5** Inv. Rel. Readiness **Ready To Bill** Release Status **Processed**
 Customer # **400007** Customer Name **Air India** Currency **CAD**
 Sale Type / Pricing Basis **T & M/TM** Pend. Rel. Exists? **No**
 Basic Value **5,367.00** Order Level TCDs **0.00**
 Exchange Rate **1.00000** Total Value (Base Curr.) **5,367.00**
 Bill To Customer **400007** Ship To Customer **400007**

Exe. Doc. Info.

CO-008482-2017

Reg. Billing Info. Actuals Info. Materials Resources **Ext. Services** CO Prepayment Info. Direct Rel. Info. Addl. Charges CO T/C/D CO Maint. Obj. Pricing Summa

Current Ref. Details

Ext. Services Pricing Summary

SPL # / Rev. # **EXTERNALMARKUP/** Billable Ext. Ser. **0.00** Billable Ext. Rep. **5367.00000000**

Search Filters

Ext. Ser. Pricing Details

Charges added in the 'Additional Charges' tab

Charges will be added in the 'Ext.Services'

#	Exe. Doc. #	Billing Element	Part Group	Qty.	UOM	Fact. Applied on	Basic Rate (CO Curr.)	Unit Tax (CO Curr.)	Unit C
1	AFRO-003332-2017	FLTHK		1.00		Basic Value	2,500.00000000		
2	AFRO-003332-2017	Repair Cost		1.00	EA	Basic Value	2,867.00000000		
3									

WHAT'S NEW IN PBH INVOICING?

Ability to bill MRO Customers based on usage of the object

Reference: AHBG-3423

Background

MROs charge their customers for the services provided based on the Usage of the Aircraft / Component. MROs generally receive the usage from their customers on a periodic basis and charge them accordingly based on contractually agreed rates.

All in-scope jobs are charged based on the actual usage, while out of scope jobs get charged based on other pricing basis. Actual usage based bills are sent to the customer every month.

Change Details

Provision has been made in Contract to define Billing and Invoicing terms for Usage based billing. The user can define these terms for Regular and Provisional Billing.

Regular Bill is the one sent to customer based on actual usage details, while Provisional Bill is the one sent based on some estimated usage value.

Rates can be defined in Contract at multiple levels, such as, Aircraft Registration number, Aircraft Groups, Aircraft Models, Part-Serial, Component level and so on. These rates can also be defined with varying effectivity with respect to Calendar, Usage and/or Age of Aircraft.

Once Contract is defined, milestones are set-up for the dates on which the bill must be sent for the Contract effectivity period. As and when the milestones are achieved, user can choose to update the usage and generate the bill. Multiple bills can be combined later to generate a single Invoice to be sent to the Customer.

I. Contract Set-up

The Pricing and invoicing details must be set up at the Contract level. For usage based billing, 'Pricing Basis' must be set as 'Usage Based' at the Object Effectivity level. Once the Object Effectivity is defined, the rates must be defined for the Object for a Parameter with which it needs to be charged.

Billing frequency can be set for Regular Billing as either once in a Calendar month or a financial period. A buffer time for billing can be set by defining the number of days required to process Regular bill or Provisional bill.

Provisional Bill can be done based on either Estimated Usage of object defined in Contract or Min. Guaranteed usage also defined in the Contract.

Exhibit 1:

The **Edit Pricing and Invoicing Details** screen

UB Pricing Inv & Payment' tab has been renamed as 'Monthly Fixed Charges'

This section has been moved from the 'Monthly Fixed Charges' tab

Exhibit 2:

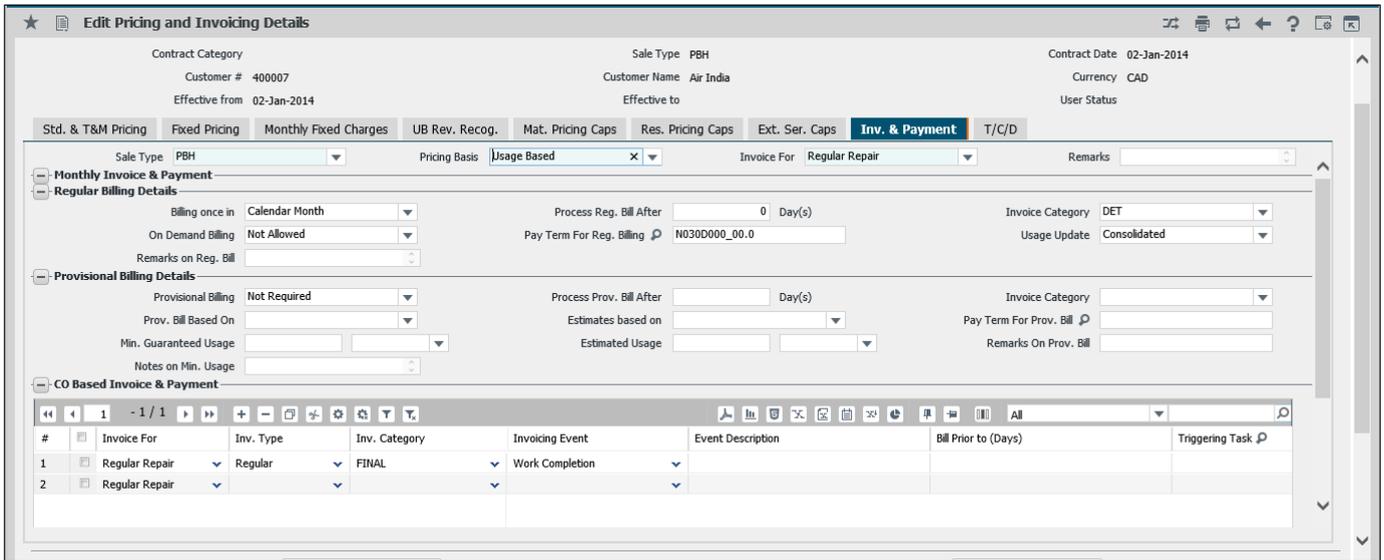
Monthly Fixed Charges tab in the **Edit Pricing and Invoicing Details** screen

'Usage Based' also added along with 'FP Per Month' as the Pricing Basis

#	Pricing Basis	Eff. Ref.	Eff. Ref. Code	Aircraft Model #	Aircraft Reg. #	Aircraft MSN	Part #	Mfr. Part #	Mfr. #	Serial #
1	Usage Based	Aircraft Effectivity	ALL							
2	Usage Based	Aircraft Effectivity	ALL							
3	FP per Month									

Exhibit 3:

Inv. And Payment tab in the **Edit Pricing and Invoicing** Details activity of the **Sale Contract** business component



All the 'Monthly Invoice Releases' invoicing terms are to be defined under the **Inv. & Payment** tab along with the invoice and payment terms of a CO Based Invoice release.

On Demand Billing:

If the user wishes to bill the customer as and when usage information is received (anytime during a month), then 'On-Demand Billing' option can be enabled, such that user can generate bill on any day throughout the Contract effectivity period. Also, the user can choose to bill the customer at individual entity level or at higher level in a consolidated manner. This can be defined against the control 'Update Usage'.

II. Regular / Provisional Bill Generation

Based on the billing frequency defined in the Contract, milestones for bill generation will be set-up on Contract Approval. As and when the milestone date is achieved, the user will be able to pick up the date and update usage for objects and generate bill with rates from Contract. Bill can be generated at individual Aircraft Registration number level. This facility has been provided as part of **Manage Usage Based Billing** screen under the **Service Sale Billing** business component.

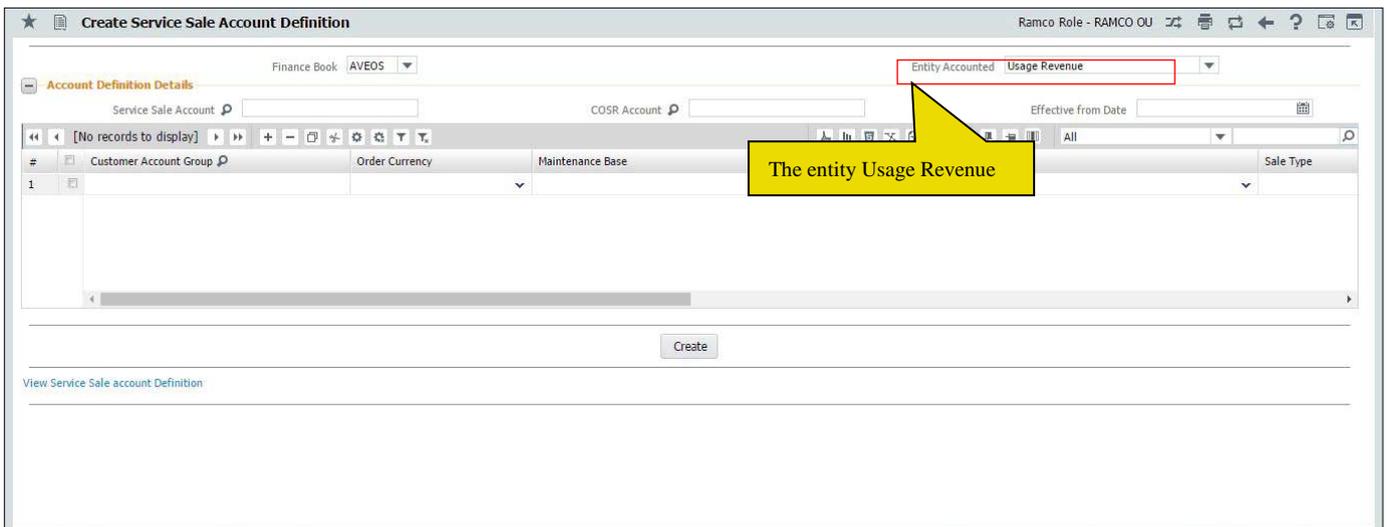
Note: Separate milestones will be set-up for Regular and Provisional Bill. The system automatically fetches the Provisional bill from Contract along with the rates.

III. Account Rule Definition for Service Sale

Account Rule Definition for Service Sale with Usage based pricing basis can be defined under the entity 'Usage Revenue' in **Create Service Sale Account definition** screen under **Account Rule Definition** business component.

Exhibit 4:

The **Create Service Sale Account Definition** screen



- If the user does not require a parameter based definition, then the complete definition can be given in the header itself by just providing ‘Service Sale Account’ and it’s ‘Effective from Date’.
- On the other hand, if the user wants to have parameter based definitions, service sale account definition can be defined based on Sale Type and Customer Account Group.

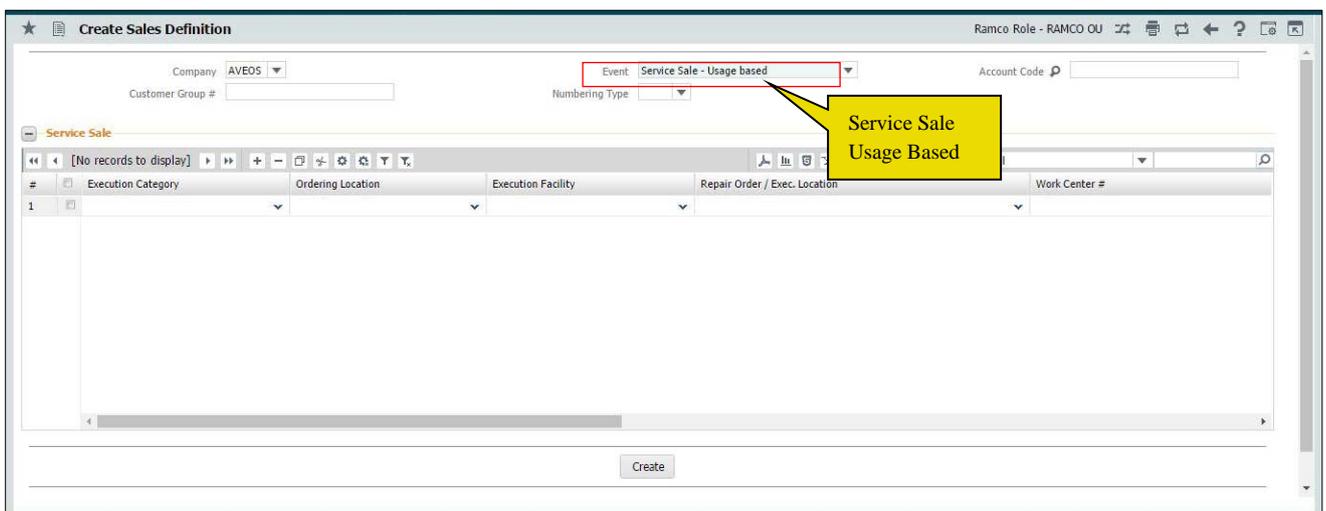
*Note: Ensure that Customer Account Group and Sale Type parameters have been enabled in the **Set Process Parameters** screen to be able to define Account rules for the Entity ‘Usage Revenue’.*

IV. Cost Center Rule Definition for Service Sales

Cost Center Rule Definition for Service Sale with Usage based pricing basis can be defined under the Event ‘Service Sale - Usage based’ in **Create Sales Definition** screen under the **Cost Center Rule Definition** business component.

Exhibit 5:

The **Create Sales Definition** screen



Note: The existing definition for Customer Order Based Service Sale definition will further have to be done for the Event ‘Service Sale – Maint. Based’

Definition for ‘Service Sale – Usage based’ event can be done only for parameters; Aircraft Model, Part Category, Part

Group and Component Type.

V. Invoice Generation

Once the bill is generated and confirmed, Invoice can be generated for individual bills. Alternatively, multiple bills can also be combined to generate a single Invoice. The generated Invoice would queue up in **Customer Service Invoice** screen in 'Fresh' status.

In case there are any further corrections, Invoice can also be returned back to modify the bill and a new Invoice can be generated, using the 'Return Release' button.

Upon auto generation of Invoice, based on the Bill to Customer, the Account code will be derived from the ARD and using the combination of Object # for which usage is defined and the Customer #, matching Cost Center will be derived.

VI. Accounting for Usage Based Billing

PBH accounting is based on a parameter **Set Sales Process Parameters** screen under *Customer* component.

Parameter for: **Service Sale Billing**

Process Parameter: **Revenue booking Policy for Usage based Billing**

Permitted Value: *Specify "0" for "Booking based on actual usage" or "1" for "Booking based on notional margin"*

- If the parameter is set as 'Booking based on actual usage', upon finance invoice creation, the following entry should be generated but actual postings to FBP can happen only on Invoice authorization
 - ✓ *Debit* - Customer Control Account (based on receivables ARD)
 - ✓ *Credit* - Usage based Sales Account (Based on service sale ARD)
- If the policy is set as 'Booking based on notional margin',
 - i. On processing an release against any in-scope task covered under PBH, the following entry should be passed
 - ✓ *Debit* - Deferred Revenue account
 - ✓ *Credit* - Service Sales Revenue (based on service sale ARD)
 - ii. Upon finance invoice creation, the following entry should be generated but actual postings to FBP can happen only on Invoice authorization
 - ✓ *Debit* - Customer Control Account (based on receivables ARD)
 - ✓ *Credit* - Deferred Revenue Account

This method takes care of balancing between Cost and Revenue as notional revenue is booked as and when cost gets booked. At any point in time, the balance sitting in deferred revenue account will represent the under recovery of revenue over cost, (if in debit – meaning expected margin over cost is not recovered), and the additional recovery of revenue over cost, (if in credit). This information will be helpful to revise usage based rates over a period of time.

Important points to be noted

- Regular / Provisional Bill can be set once in every Calendar Month or Financial period.
- If On-Demand Billing is set as 'Allowed' then, Provisional Bill cannot be set as 'Required'.
- Bill milestone will be listed for bill generation only when the milestone date has been achieved. If any buffer time is set in the contract for 'Process Reg. Bill After' then the milestone date will be set up only after the number of days defined.
- On-Demand milestones will be fetched for all Contracts that are enabled with On-Demand billing with current date as a temporary milestone. The date would change every day until the user chooses to generate a bill.
- A free form billing has also been enabled to provide user the ease to bill missed out bills with the help of Direct Billing. User must manually update everything right from Contract information.
- At the time of Bill generation, the user can update the usage either manually or get the values from the Parameter Value information. Any fetched value can also be modified.
- Usage can be updated to the objects on two different basis: at individual entity level or at a Consolidated (higher) level.
- When usage is updated at individual entity level, facility is provided to generate separate Releases for each entity.
- Bill can be generated for individual objects or for all objects under the contract effective for the duration.
- If there are any exceptions, wherein Usage for specific object is not available and if the user wishes to send a separate bill for that object later with the same milestone date, then user can proceed with the bill generation for the rest of the available information with the check box 'Retain Milestone for Exceptions' enabled. This will allow user to update usage and generate separate bill later for the missed out objects.
- Rates fetched from Contract can also be modified as per needs in the Bill.
- Invoice generation is facilitated from Bill, which would generate a Customer Service Invoice in 'Fresh' status.

Manage Usage Based Billing – Select Documents

Under the business process **Service Sale Management**, business component **Service Sale Billing** and **Manage Usage Based Billing** activity, user will be provided with list of Contracts and milestones for which Bill generation is pending as part of **Select Documents** screen.

Exhibit 6:

The **Select Documents** screen has been categorized into two parts:

Cancel Milestones

#	Invoice Type	Milestone Type	Mode of Billing	Customer #	Customer Name	Nature of Contract	Contract #	Revision #
1	Regular	Regular	Milestone Based	1090000	Customer 3	Service Contract	SC-PBH-04	0
2	Regular	Regular	Milestone Based	101	Customer 2	Service Contract	SaleContract-PBH-04	0
3	Regular	Regular	Milestone Based	1090000	Customer 3	Service Contract	SC-00021	1
4	Regular	Regular	Milestone Based	101	Customer 2	Service Contract	SC-PBH-01	0
5	Regular	Regular	Milestone Based	101	Customer 2	Service Contract	SC-PBH-01	1
6	Regular	Regular	Milestone Based	1090000	Customer 3	Service Contract	SC-PBH-21	0
7	Regular	Regular	Milestone Based	1090000	Customer 3	Service Contract	SC-PBH-21	1
8	Regular	Regular	Milestone Based	400004	Customer 7	Service Contract	SC-PBH-23	0

- **Update Usage / Generate Bill** – Lists all pending milestones for various Contracts for which bill generation is pending in multiple groups, such as; **Alert, Overdue, Cancelled** and **On-Demand**
- **Process / View Generated Bills** – Lists all generated bills under various statuses. The user can select and act upon any open bills that need quick processing.

The above categorization of a Milestone being Alert or Overdue is determined by a set option in **Set Sales Process Parameters** under the Parameters for ‘MRO Sales’.

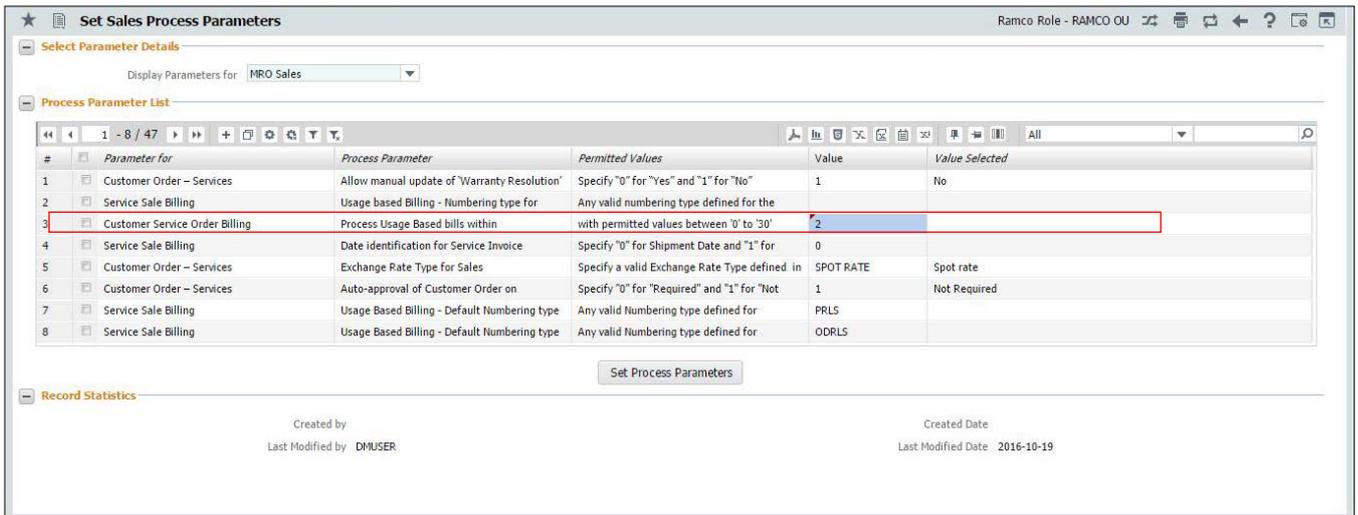
Parameter for: **MRO Sales**

Process Parameter: **Process Usage Based Bills within**

Permitted Value: Specify values between 0 to 30

Exhibit 7:

The **Set Sales Process Parameters** screen

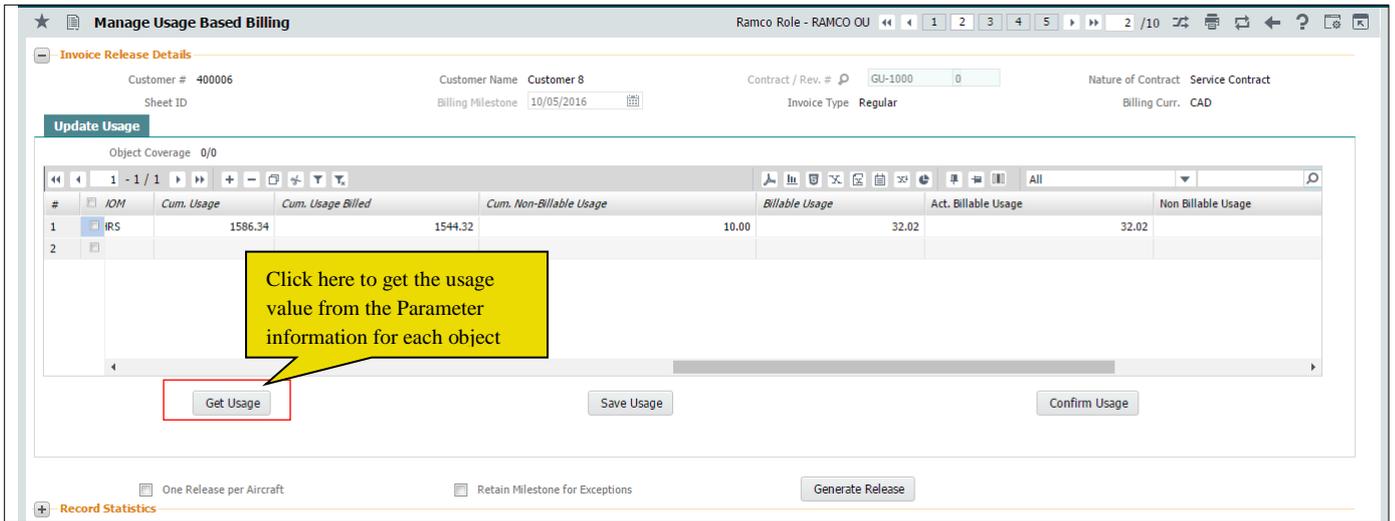


Manage Usage Based Billing – Get Usage

‘Get Usage’ is applicable for the aircrafts for which ‘Update Usage’ is selected as “Individual Entity”. On click of ‘Get Usage’, the usage is fetched from the Parameter information of the Object. The system Fetches usage already billed, non-billed and provisional usage already billed automatically. Though the actual usage is defaulted from the parameter value information, the user has facility to modify this value, for each value for each project

Exhibit 8:

The **Manage Usage Based Billing** screen

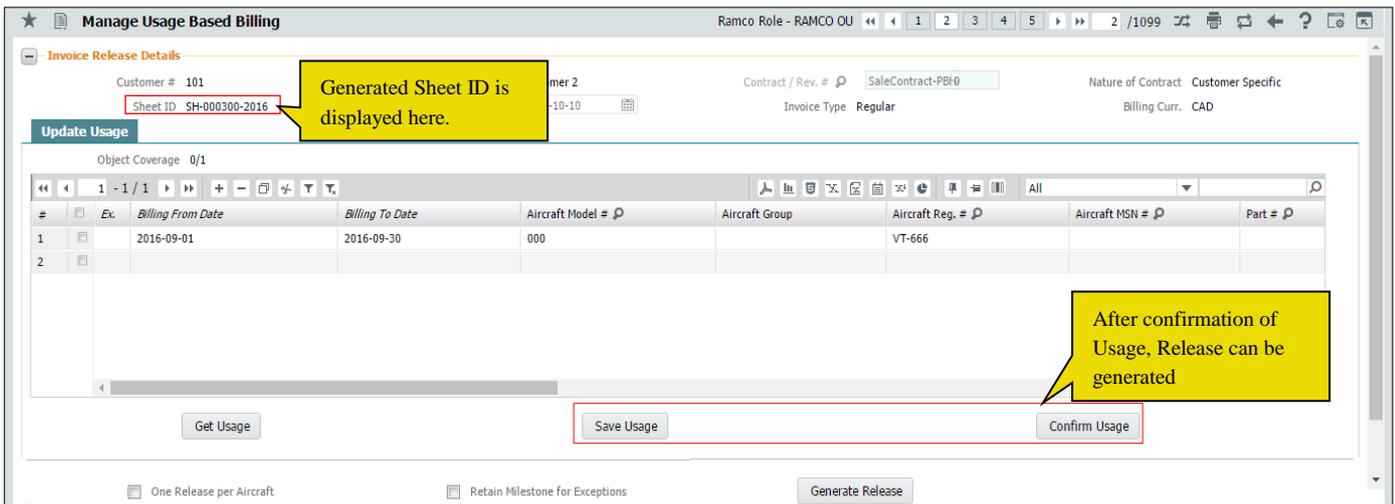


Manage Usage Based Billing – Release generation

On selection of a specific milestone from the **Select Documents** screen, all the Objects that are effective for the selected Contract will be fetched for the user to upload the usage against and generate a unique ‘Sheet ID’ for the same. The usage can either be manually updated or be fetched from the Parameter Value information of the Object.

Exhibit 9:

The Manage Usage Based Billing screen



This Sheet ID can be converted into a single or multiple Releases (Bills) as required by the user, by using the option ‘One Release per Aircraft’ while generating release.

Note: The option of ‘One Release per Aircraft’ is applicable only for Aircraft Effective Contracts.

If there are any objects for which Usage is not available, then while generating Release, ‘Retain Milestone for Exception’ can be used to retain the same milestone for creating a new Release for the left out objects.

On successful generation of Release, the rates defined in the Contract for each object will be fetched and the Release amount will be arrived at. Again, as in the case of usage, the rate can also be modified by the user.

Exhibit 10:

The Manage Usage Based Billing screen

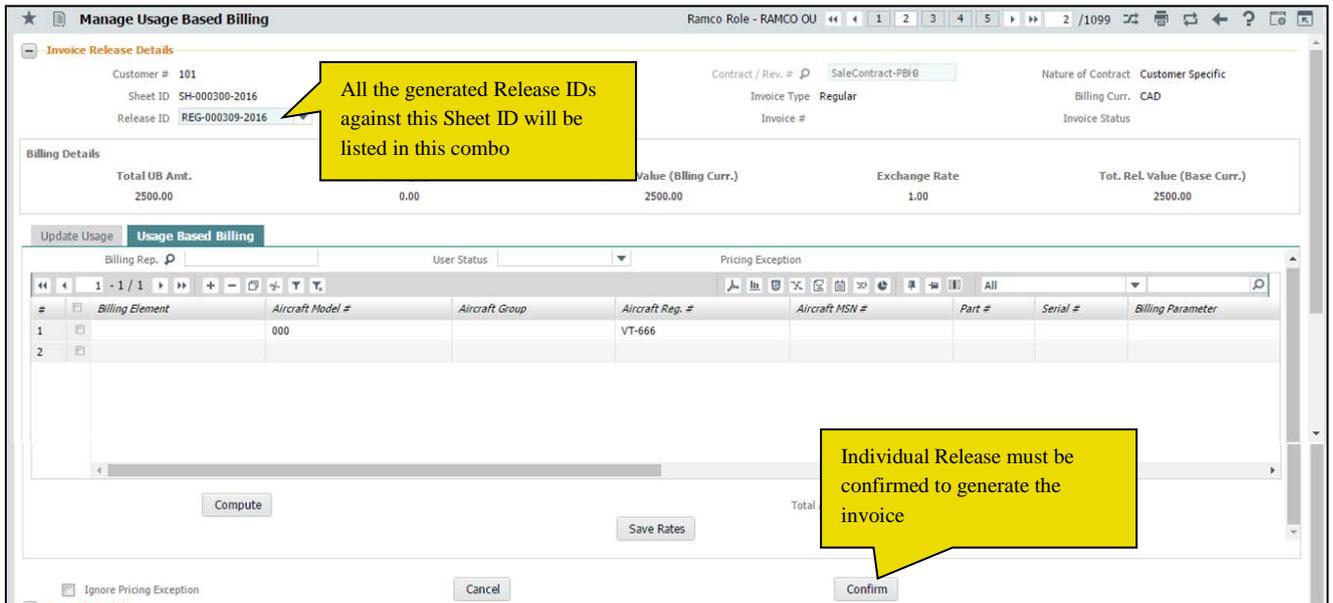
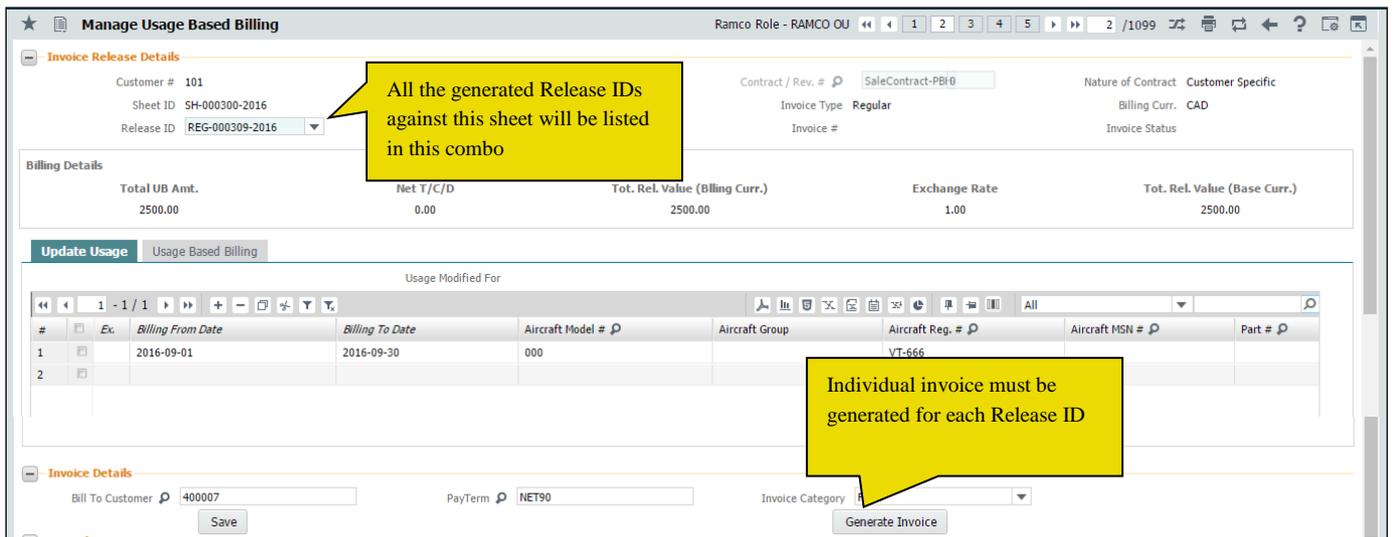


Exhibit 11:

The Manage Usage Based Billing screen



Once Confirmed, Release can be converted to Invoice directly or the user can go back to **Select Documents** screen to generate Invoice for multiple Releases under ‘Process/View Generated bills’ category.

Exhibit 10:

The **Select Document** screen

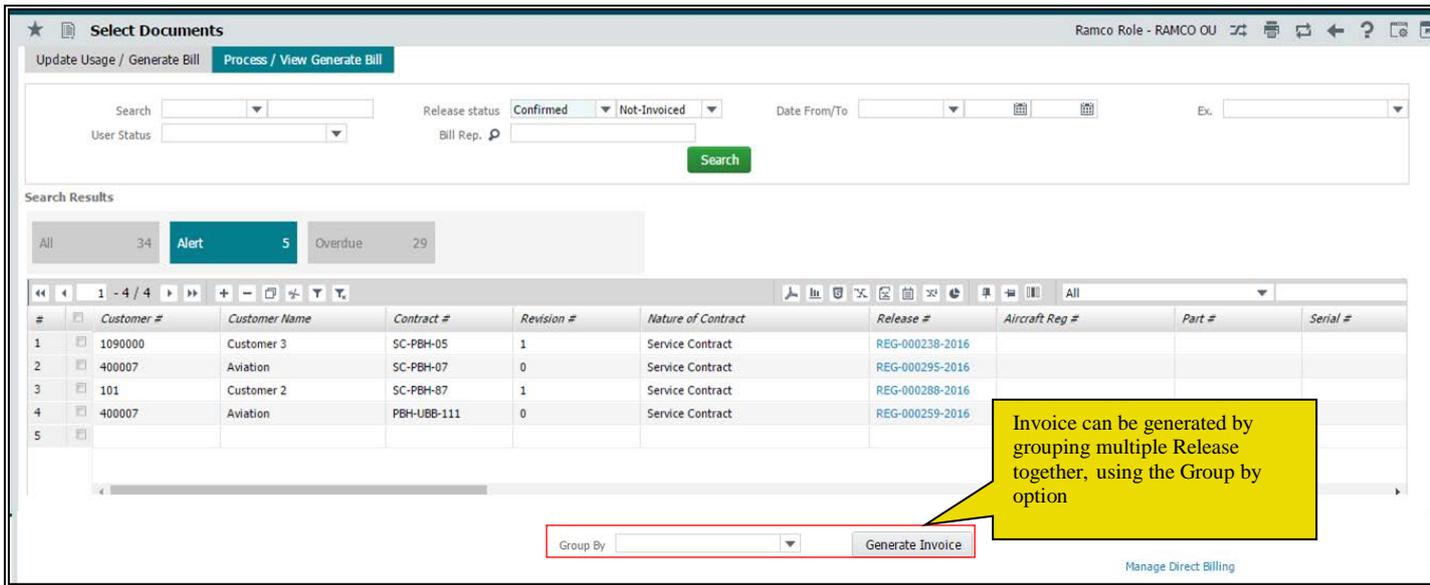
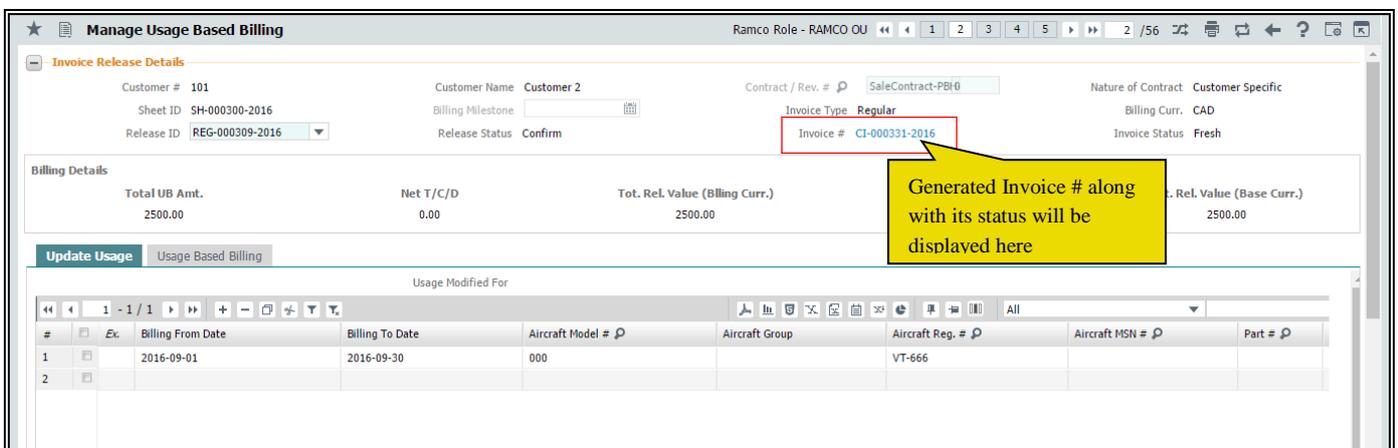


Exhibit 11:

The **Manage Usage Based Billing** screen

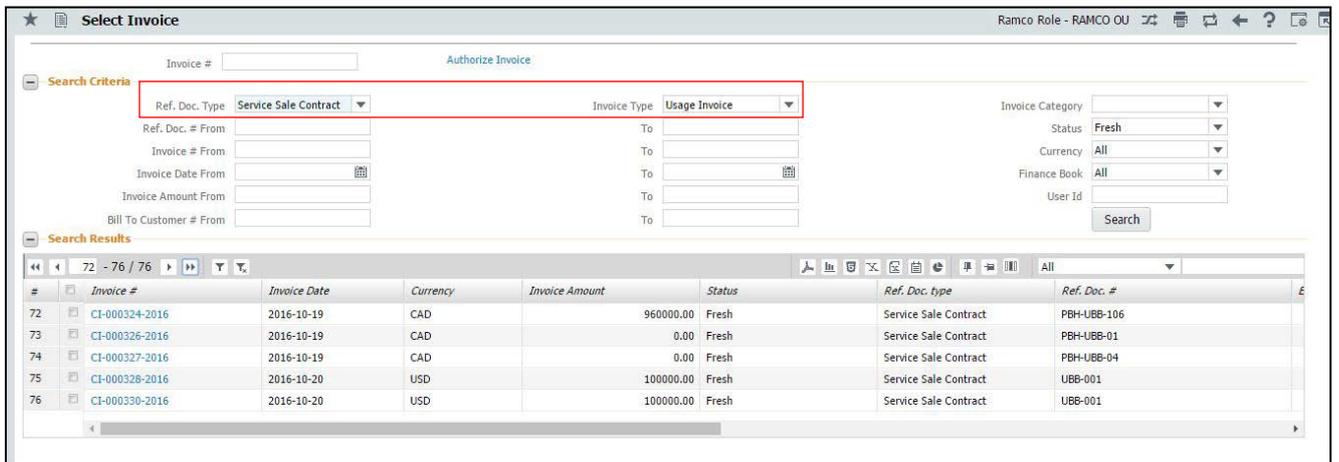


Customer Service Invoice

The generated Invoices from **Manage Usage Based Billing** screen, is queued up in the **Authorize Invoice** screen under **Customer Invoice** business component in 'Fresh' status.

Exhibit 12:

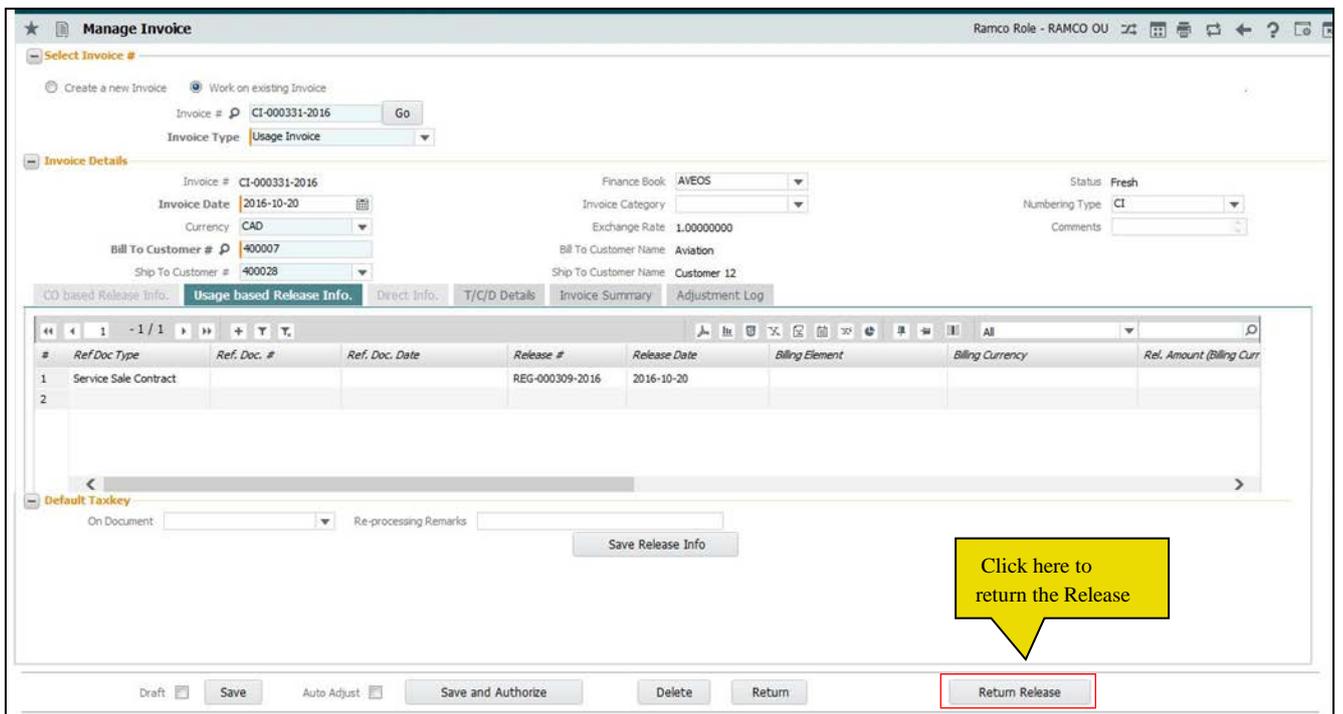
The **Select Invoice** screen of the **Customer Service Invoice** activity



Just like Customer Order based Invoices, these Invoices can be modified, Authorized or even Returned. One more facility has been provided to Return and Re-process the Release associated to the invoice.

Exhibit 13:

The Manage Invoice screen



The 'Return Release' button is used to put the Release in 'Returned' status, where it can be edited and confirmed against to generate a new Invoice.

WHAT'S NEW IN SERVICE SALE BILLING?

Ability to generate Fixed Monthly Invoice Releases and also price the out of scope jobs running under the pricing policy FP per Month under CO based Invoice releases

Reference: AHBG-17120 / AHBG - 17156

Background

'Fixed Price Per Month' is yet another periodic pricing method found in MROs apart from the Usage Based Pricing. There is a requirement to invoice for services provided on a monthly basis with a fixed charge set at Aircraft level or even fixed for a period, i.e, it could be a Fixed Price Per Aircraft or Fixed Price Per Month. Either way, this is equivalent to the monthly Usage Based bills.

The new pricing basis is required to be setup in Contract and the Invoices are required to be generated regularly with system prompting with apt milestones.

Change Details

'Fixed Price Per Month', being similar to Usage Based Billing, the **Manage Usage Based Billing** screen is reused where it has been renamed as **Process Monthly Invoice Releases** with automatic release generation enabled for 'FP per Month' Invoice Releases

A new tab **Monthly Fixed Charges** has also been introduced.

Before getting into the Invoice Release generation, there are a few pre-requisites to be setup as following:

- Requirement of Monthly Invoice Release generation automatic or Manual: This is to be setup in the Contract under the **Operational Parameters** tab in the **Edit Terms of Execution** link in the **Manage Sale Contract** business component.
- If Monthly Invoice Release is to be setup automatically, set the grouping policy for the releases - Set grouping policy as either 'One release per Milestone' or 'One release per Billing Element'

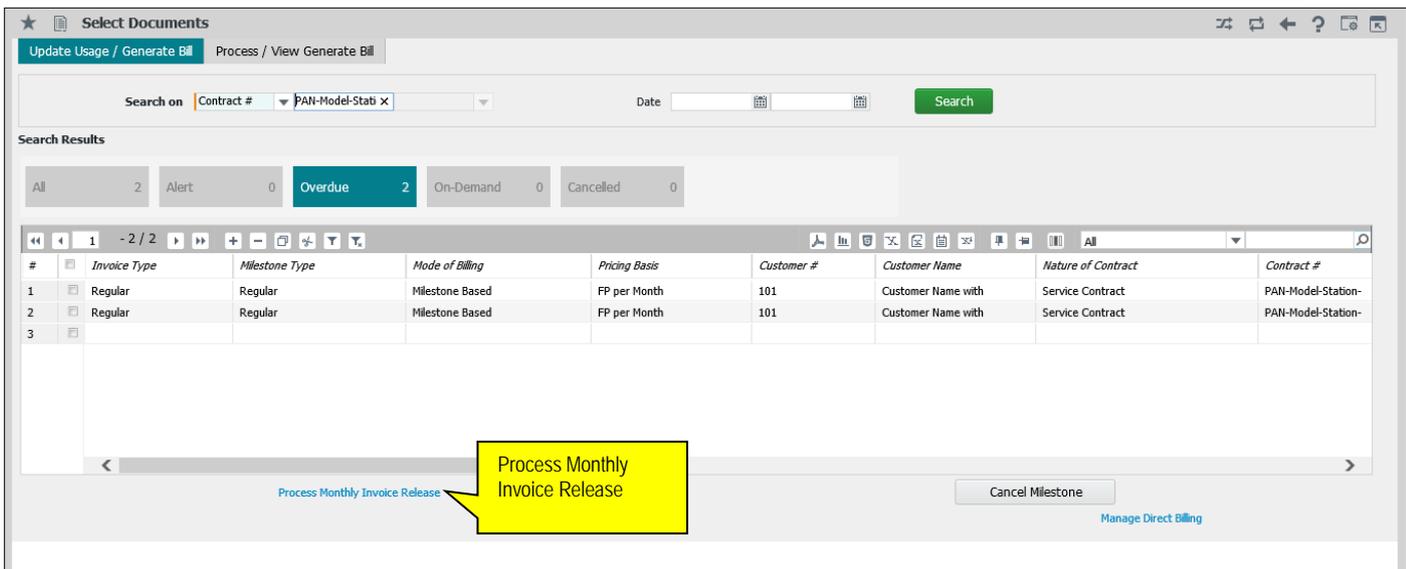
Monthly Invoice Release Generation

I. Manual Release generation

In order to manually generate Monthly Invoice Releases, it is necessary that the monthly milestone is achieved. These milestones will be retrieved in the **Select Documents** screen of **Manage Monthly Invoice** release activity.

Exhibit 1:

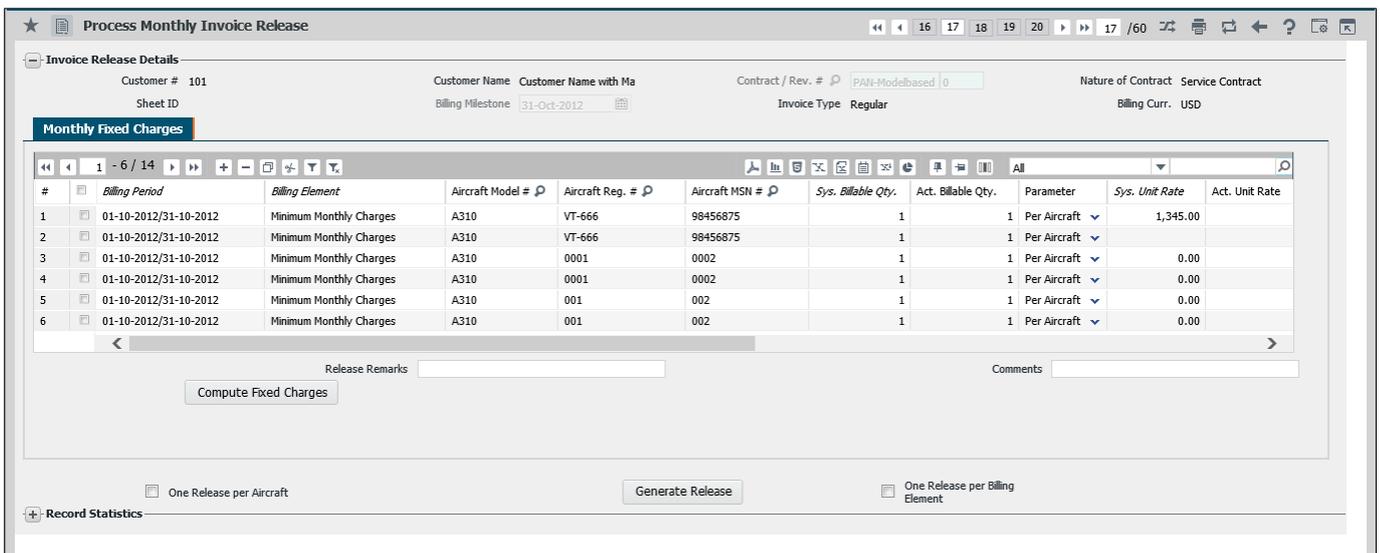
Select Documents page of the **Service Sale Billing** business component



The milestones once retrieved will have to be selected and processed for Invoice Release by clicking on the **Process Monthly Invoice Release** link.

Exhibit 2:

Monthly Fixed Charges tab page in the **Process Monthly Invoice Release** business component



New **Monthly Fixed Charges** tab has been introduced. All applicable objects eligible for billing are retrieved automatically and on click of 'Compute Fixed Charges' the rates defined as per in Contract will be automatically applied. Release can be generated and confirmed for Customer Invoice preparation. While generating release, two options are available: One release per Aircraft – which will generate individual Invoice release for each Aircraft retrieved and One release per Billing Milestone – which will generate individual Invoice release for each Billing Element applicable.

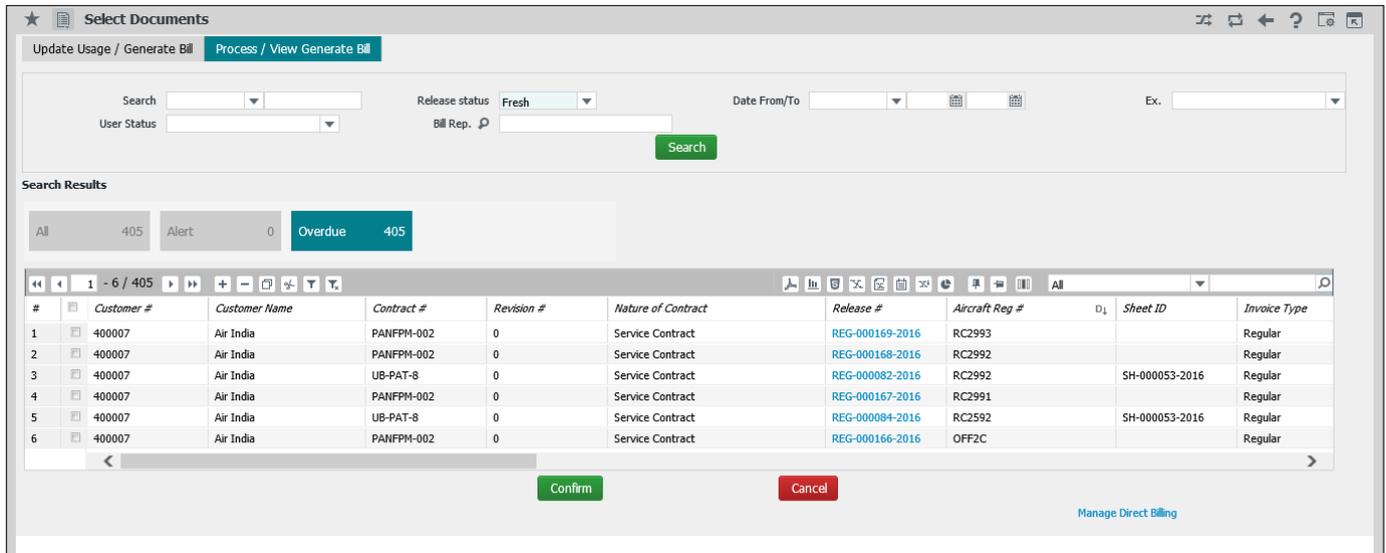
Automatic Monthly Invoice Release Generation:

If set as automatic generation, Monthly Invoice Releases would be automatically set up once the monthly milestones are achieved. All generated Invoices can be seen in **Select Document** screen of **Manage Monthly Invoice Release** screen in

'Fresh' status.

Exhibit 3:

Select Documents page in the **Service Sale Billing** business component



The Releases can be reviewed in this screen and bulk confirmed for Customer Invoice generation. Invoices can be generated from the same screen as well, if preferred.

Manage Direct Billing:

The Direct Billing link is enabled for user to define both Usage based and Fixed Monthly charges. The behavior of the screen remains the same as it was developed.

CO Based Invoice Release Generation:

Just like for Usage Based Pricing, Fixed Price per Month also can be configured for the requirement of processing the CO Based Invoice Release for In-scope items as per Contract. Apart from this, releases can also be grouped based on Billing Elements just as in the Monthly Invoice Releases.

Pre-requisites to be setup:

- If automatic release setup is enabled, set the grouping policy for the releases under **Operational Parameters** tab in **Sale Contract** business component, which could be either 'One Release per Milestone' or 'One Release per Billing Element'.
- If the above option is set as 'One Release per Billing Element', then Billing Elements will have to be mapped against the tasks that are going to be performed. This Billing Element mapping is possible at two levels; either Package Type level or Task level. Default Billing Element for other external documents can also be defined.

Set Process Parameters link in the **Define Process Parameters** activity of the **Common Master** business component

#	Entity Type	Process Parameter	Permitted Values
1	Package Type	Billing Element Association level for Invoicing	Enter:

			<ul style="list-style-type: none"> '0' for Package Type '1' for Task
2	Package Type	Default Billing Element for Package Type	Enter a valid Billing Element defined in Maintain Category Codes

Set Sales Process Parameter activity in the **Customer** business component

#	Entity Type	Process Parameter	Permitted Values
1	Service Sale Billing	Default Billing Element for External Repairs	Enter valid Billing Element define in Maintain Category Codes
2	Service Sale Billing	Default Billing Element for Exchange Orders	Enter valid Billing Element define in Maintain Category Codes
3	Service Sale Billing	Default Billing Element for Purchase Orders	Enter valid Billing Element define in Maintain Category Codes
4	Service Sale Billing	Default Billing Element for Expense Invoice	Enter valid Billing Element define in Maintain Category Codes
5	Service Sale Billing	Process CO based Release / Invoice for In-scope Fixed Price/Month Jobs	Specify "0" for "Required" and "1" for "Not Required"

Once the above parameters are set, Invoice Releases are generated automatically based on defined requirements similar to how it is currently working.



Note: If automatic grouping policy is set as 'One Release per Billing Element', the same Customer Order may have multiple invoice releases in 'Fresh' status simultaneously.

Process the Release to retrieve the Releases in the **Customer Invoice** screen.

Auto generated Invoice Release

1. Billing Element association at Package Type level

- The system retrieves and displays all the automatically generated Invoice Releases post their release milestone.
- The system generates Invoice Release for the entire Aircraft Maintenance package against the Default Billing Element defined in the **Define Process Entities** activity of the **Common Master** business component.
- For all out of scope tasks running under Pricing Basis 'FP per Month', if release generation is set as automatic and Grouping Policy for Automatic CO based Invoice Releases generation is set as 'One release per Billing Element',

Example: CO # - CO-00037-2017

Package #: AME-003781-2017

Package Type: Adhoc Service

Default Billing Element for Adhoc Service - 'On Call Service Charge'

In the above scenario, upon billing milestone achievement, the system automatically generates one Invoice Release for the CO against the Billing Element 'On Call Service Charge'

2. Billing Element Association at Task level

While auto-generating an Invoice Release with grouping policy 'Billing Element', the Invoice Releases as per the Billing Element, on splitting, is done only at the Pricing / Parent Task level and not at the Operational Tasks level. The Billing Element of the Pricing Task is automatically applied to all the Operational Tasks under it.

3. Billing Element association at Task Category level

On Search, the system retrieves and displays all automatically generated Invoice Releases post their release milestone. For all out of scope tasks running under Pricing Basis 'FP Per Month' the system generates Invoice Releases grouping tasks that have same Billing Element associated to them if the following conditions are true:

1. Release generation is set as automatic
2. Grouping Policy for Automatic CO based Invoice Releases generation is set as 'One release per Billing Element',

Example: CO # - CO-00037-2017

Package #: AME-003781-2017

- I. Tasks : Media Load - TV > Billing Element - 'Media Load charges'
- II. Non-Routine > Billing Element - 'Adhoc Services'

In above scenario, upon billing milestone achievement, the system automatically generates two Invoice Releases, one against the Billing Element 'Media Load Charges' and another again 'Adhoc Services'

4. Billing Element of Invoice Release

On creation of an Invoice Release, the system maintains and updates a Billing Element in the Invoice Release header that must have the Billing Element of the Tasks being billed with in the release.

The system performs the following:

- i. If there is only one Billing Element in the Release, update the same for the Billing Element of the Inv. Release
- ii. If there are multiple Billing Elements in the Release, update the Billing Element of In. Release as 'Multiple'



Note: This Billing Element of the Invoice Release will not be displayed anywhere in the front end of Process Invoice

Processing Auto-Generated Inv. Release

- **Deletion of Task:** Task from the Release that has been deleted is considered as Pending and yet to be billed, and therefore will not be part of the current release.
- **Addition of Pending Task:** Click the **Get** pushbutton to fetch a task that was earlier deleted from a release into another release.
- **Save the addition of Pending Task:** On click of **Save** pushbutton, a new task is added into the Release.

- Modification of Billing Element:** On click of **Save**, if any of the Billing Elements of the Tasks in the Release are modified, the changes are saved and the Billing Element of the Invoice Release is updated accordingly if required.



Note: No automatic re-generation of Release is required on Billing Element modification of the Task.

Exhibit 4:

Set Process Parameters link in the **Define Process Parameters** activity of the **Common Master** business component

#	Process Parameter	Permitted Values	Value	Status	Error Mess.
76	Allow Unscheduled Task addition in Work Reporting Hub?	Enter '0' for 'Not Allowed', '1' for 'Allowed'	1	Defined	
77	Allow Non Standard Task creation in Work Reporting Hub?	Enter '0' for 'Not Allowed', '1' for 'Allowed'	1	Defined	
78	Allow Discrepancy creation in Work Reporting Hub?	Enter '0' for 'Not Allowed', '1' for 'Allowed'	1	Defined	
79	Allow Deferred/Pending Discrepancy addition in Work Reporting Hub?	Enter '0' for 'Not Allowed', '1' for 'Allowed'	1	Defined	
80	Allow only valid Deferral Item #?	Enter '0' for 'Not Allowed', '1' for 'Allowed'	0	Defined	
81	Collapse Document Info cards section by default in the Work Reporting Hub?	Enter '0' for 'Not Required', '1' for 'Required'.	1	Defined	
82	Allow Exe. Comments modification after Task Completion?	Enter '0' for "Not Allowed", "1" for "Allowed"	1	Defined	
83	Document Info cards display order in the Work Reporting Hub?	Enter the corresponding card numbers separated by commas. 3-Customer, 4-	3,4,10,6,7,8,9,5,11	Defined	
84	Revert Sign-off while recording new Execution Comments for a Signed-off task?	Enter '0' for 'No', '1' for 'Yes'	0	Defined	
85	Allow Exe. Comments modification after Task Sign-Off?	Enter '0' for 'Not Allowed', '1' for 'Allowed'	1	Defined	
86	Show only Locked-on items by default on launch of Work Reporting Hub?	Enter '0' for 'No', '1' for 'Show only My Clock', '2' for 'Show only All Clock'	0	Defined	
87	Automatically stop login user's running clock during Completion/Closure/Pre-Closure	Enter '0' for 'No', '1' for 'Yes'	0	Defined	
88	Automatically stop login user's running clock during Closure/Deferral/Transfer of	Enter '0' for 'No', '1' for 'Yes'	0	Defined	
89	Default Tasks/Discrepancies as New Records in the Part Requirements/Request tab	Enter "0" for 'Not Required', "1" for 'Required without Existing Records', "2" for		Defined	
90	Copy ATA code from Source during creation of non routines?	Enter '0' for 'No', '1' for 'Yes'	0	Defined	
91	Billing Element Association level for Invoicing	Enter '0' for Package Type and '1' for Task	0	Defined	
92	Default Billing Element for Package Type	Enter a valid Billing Element defined in Maintain Category Codes	0	Defined	

Exhibit 5:

Set Sales Process Parameter activity in the **Customer** business component

#	Parameter for	Process Parameter	Permitted Values
1	Customer - Bill back invoice	Allow billing the Invoice Variance	0 for Not applicable
2	Customer - Bill back invoice	Allow billing the Partially received / Invoiced Purchase Orders?	0 for No, 1 for Yes
3	Customer - Bill back invoice	Apply Exchange rate as on	0 for Supplier Invoice authorization date
4	Customer Order - Services	Allow manual update of 'Warranty Resolution' in CO & SWO?	Specify "0" for "Yes" and "1" for "No"
5	Customer - Bill back invoice	Billing basis of PO's raised on behalf of customer	0 for Supplier Invoice
6	Service Sale Billing	Default Billing Element for Expense Invoice	Enter valid Billing Element define in Maintain
7	Service Sale Billing	Default Billing Element for Exchange Orders	Enter valid Billing Element define in Maintain
8	Service Sale Billing	Default Billing Element for Purchase Orders	Enter valid Billing Element define in Maintain

Exhibit 3:

Set Sales Process Parameter activity in the **Customer** business component

Set Sales Process Parameters

Select Parameter Details

Display Parameters for: MRO Sales

Process Parameter List

#	Parameter for	Process Parameter	Permitted Values	Value	Value Selected
9	Service Sale Billing	Default Billing Element for External Repairs	Enter valid Billing Element define in Maintain		
10	Service Sale Quote	Allow Price revision of Fixed Prices on getting the latest Estimates	Specify '0' for No and '1' for Yes		
11	Service Sale Billing	Process CO based Release / Invoice for Inscope Fixed Price/Month Jobs	Specify '0' for "Required" and "1" for "Not		
12	Service Sale Billing	Process CO based Release / Invoice for Inscope FP per Month Jobs	"0" for "Required" and "1" for "Not Required"		
13	Customer Order - Services	Allow modification to Customer PO in Customer Order	Specify "0" for "Not Allowed" and "1" for		
14	Customer Service Order Billing	Process Usage Based bills within	with permitted values between '0' to '30'	1	
15	Customer Order - Services	Exchange Rate Type for Sales	Specify a valid Exchange Rate Type defined in	~BR~	
16	Service Sale Billing	Date identification for Service Invoice generation	Specify "0" for Shipment Date and "1" for	0	

Set Process Parameters

Record Statistics

Created by: Last Modified by: DMUSER

Created Date: Last Modified Date: 11-Oct-2017

Note: Newly added process parameters for the Entity 'MRO Sales'

Exhibit 4:

Manage Invoice Release activity in the Service Sale Billing business component

Manage Invoice Release

Re-pro. Remarks

Current Ref. Details

CO # Exe. Doc. Type Exe. Doc. #

Billing Summary

T & M Price - Mat. T & M Price - Lab. T & M Price - Oth. Res.
 T & M Charges T & M - Ext. Services T & M Price - Total
 FP - Total Basic Value

Search on Pend. Ref. Search on Cur. Ref.

Get Count Invoice Level Detail Level Search by Search

Billing Ref. Details

#	Exch. Ind.	Task #	Task Seq. #	WBS Code	Task Desc.	Billing Element	Pricing Basis
1							
2							
3							
4							
5							

Save Reg. Billing Info.

Re-Compute & Save Price

Provision to extract a report of all open Invoice releases at a detailed Task/Billing Element level to review rates and other details

Reference: AHBG-19267

Background

It is important to have a thorough review of rates of an Invoice release prior to processing it into an Invoice. Today, this review has to be done for individual documents with no way to do this in bulk. A detailed report on this regards would help make the processes effective on reviewing rates not having to go through documents one by one.

Change Details

Two new links have been added as below:

1. In the **Select Customer Order - Services** page of the **Process Invoice** activity of the **Service Sale Billing** business component:
 - **CO based invoice release** link - On click of this link, an excel-based report that can be saved is generated. The report would list down all the open Invoice Releases at Task level, with the break-up of rates across Labour, Materials and so on.
2. In the **Select Documents** page in the **Process Monthly Invoice Release** activity in the **Service Sale Billing** business component :
 - **Monthly Invoice Release – Summary Report** link - On click of this link, an excel-based report that can be saved is generated. The report would list down all open Monthly Invoice Releases at Billing Element level.

Exhibit 1:

Select Customer Order - Services page of the **Process Invoice** activity of the **Service Sale Billing** business component in the **Service Sales Management** business process

Select Customer Order - Services Ramco Role - RAMCO OU

Search Criteria

Inv. Type / Cat: **Regular** | Inv. Rel. Readiness: **Ready To Bill** | Inv. Rel. Basis: []
 Order Based: [] | Sale Type: [] | Execution Status: []
 Customer Based: [] | Cust. Service Rep.: [] | Maint. Object: []
 Work Center: [] | Invoice Basis: [] | Addl. Search: []
 COA Exists?: [] | CO Currency: [] | Date from/to: []
 Release Status: **Pend.Procd.**

Search

Process Invoice

[CO based Inv. Release - Summary Report](#)

#	P ?	Error Log	Inv. Rel. #	Event Compl.?	Exe. Doc. #	Execution Status	Customer #	Cust. Order #	Cust. PO #	Sale Typ
1			1	Yes	AWO-000001-2011		417895	CO-000027-2011	QQQ	TIME AN
2			2	Yes	EWO-000031-2011		400007	CO-000052-2011	CAVER772-733395-OV	TIME AN
3			1	Yes	AFRO-000024-2011		400420	CO-000054-2011	Ops-cmc-024	TIME AN
4			1	Yes	AWO-000003-2011		417895	CO-000143-2011	PO-XXXX1234	TIME AN
5			1	Yes	CWO-000153-2012	Closed	400420	CO-000234-2012	12121	TIME AN
6				Yes	CWO-000616-2012	Closed	400007	CO-001045-2012	CPO-111333-2012	TIME AN
7				Yes	AFRO-000833-2012	Closed	408876	CO-002098-2012	CO-PO-0FA9B1	POWER I
8			1	Yes	AFRO-000915-2012	Closed	401288	CO-002291-2012	TY-56C4F	POWER I
9				Yes	AFRO-001236-2012	Closed	408876	CO-003163-2012	CO-PO-785413	POWER I

Newly added link "CO Based Inv. Release"

[CO based Inv. Release - Summary Report](#)

Exhibit 2:

Select Documents page in the **Process Monthly Invoice Release** activity in the **Service Sale Billing** business component

Select Documents Ramco Role - RAMCO OU

Update Usage / Generate Bill | **Process / View Generate Bill**

Search: [] | Release status: **Confirmed** | **Not-Invoiced** | Date From/To: [] | Ex: []
 User Status: [] | Bill Rep.: []

Search

Search Results

All 39 | Alert 0 | Overdue 39

[Monthly Invoice Release - Summary Report](#)

#	Customer #	Customer Name	Contract #	Revision #	Nature of Contract	Release #	Aircraft Reg #	Part #	Serial #
1	400007	Air India	PAN-CONT	0	Service Contract	REG-000241-2016	Multiple		
2	490592	Customer 202	PANFPM-10	0	Service Contract	REG-000233-2016	Multiple		
3	490592	Customer 202	PANFPM-09	1	Service Contract	REG-000181-2016			
4	490592	Customer 202	PANFPM-09	1	Service Contract	REG-000194-2016			
5	400007	Air India	UB-PAT-1	0	Service Contract	REG-000109-2016	N995		
6	400006	Customer 8	UB-PAT-7	1	Service Contract	REG-000120-2016			

Group By: [] Generate Invoice

[Manage Direct Billing](#)

Newly added link "Monthly Invoice Release - Summary Report"

[Monthly Invoice Release - Summary Report](#)

WHAT'S NEW IN CUSTOMER INVOICE?

Ability to group CO based Releases & Monthly Releases in Customer Service Invoice

Reference: AHBG-17200

Background

With the introduction of the new pricing basis 'FP per Month', period invoicing which was so far meant only for Usage Based Pricing has become yet another Monthly/Periodic billing. To handle this along with UB, the same **Manage Usage Based Billing** screen is reused with automatic release generation enabled for 'FP per Month' Invoice Releases.

For an organization running their services on different pricing basis such as Time and Material, Fixed Price by Work Unit, Usage Based and Fixed Price Per Month, it is expected to group all releases and generate a single Invoice for a Customer.

Change Detail

The option "Fixed Monthly Charges" has been added in the **Entity Accounted** drop-down list box in the **Create Service Sale Account Definition** activity in the **Account Rule Definition** business component

Service Sale Account definition - Non Parameter Based

Note that Service Sales Account and Effective From Date can be specified. However, COSR cannot be provided for this entity

Service Sale Account definition - Parameter Based

Note that Customer Account Group, Sale Type, Service Sale Account Code & Effectivity Date alone can be specified. Any other column including the COSR cannot be provided for this entity.

The **Ref.Doc Type** drop down list box in the header of the **Generate Customer Service Invoice** activity of the **Customer** business component will list the following options:

- Service Sale Contract
- Customer Order

The **Billing Element** drop-down list box in the header of the **Generate Customer Service Invoice** activity of the **Customer** business component lists all the active Billing Elements as defined in the **Maintain Category Codes** activity in the Customer business component.

The Invoice Type drop-down list box in the header of the combo **Generate Customer Service Invoice** activity of the **Customer** business component lists values as follows:

Selection in the Ref.Doc Type field	Invoice Type lists the following:
-------------------------------------	-----------------------------------

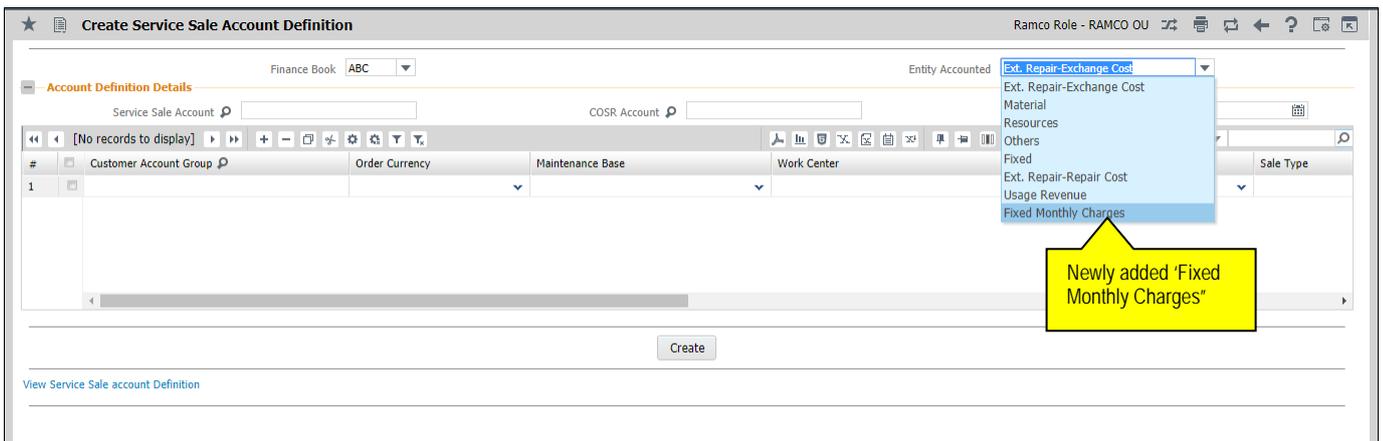
Customer Order	<ul style="list-style-type: none"> • Service Invoice • Prepayment Invoice
Sale Contract	<ul style="list-style-type: none"> • Monthly Invoice

With the above fields enabled, all Invoice Releases that are processed from both Manage Monthly Invoice Releases and Process Invoice activities will be retrieved in the **Generate Customer Service Invoice** screen.

Monthly Invoice Releases will be retrieved with their Reference Documents as their corresponding Sale Contracts and the CO Based Invoice Releases will as usual have their Reference Document as the Customer Order Release.

Exhibit 1:

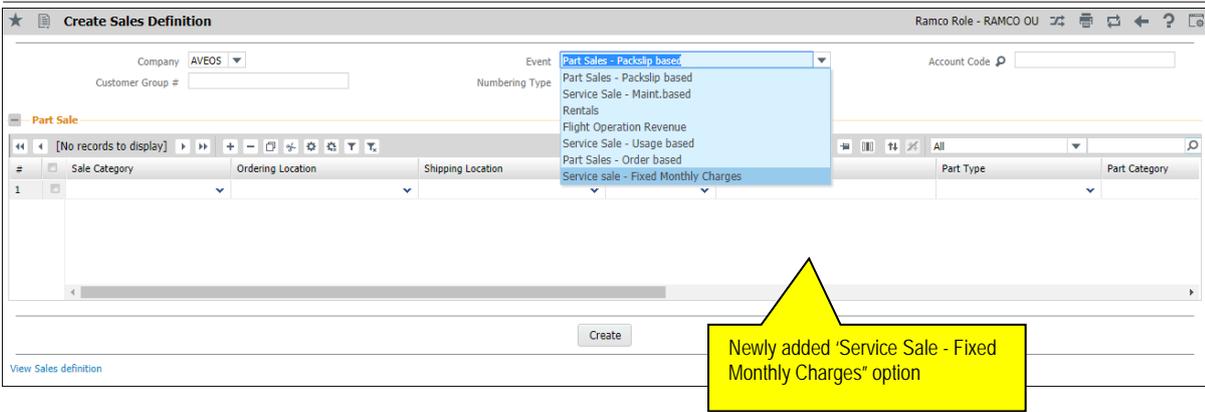
Create Service Sale Account Definition activity in the **Account Rule Definition** business component of the **Book Keeping** business process



Note: Similarly, New Entity - 'Fixed Monthly Charges' has been added in both Delete/View Service Sale Account Definition under Account Rule Definition in Book Keeping Business Process."

Exhibit 2:

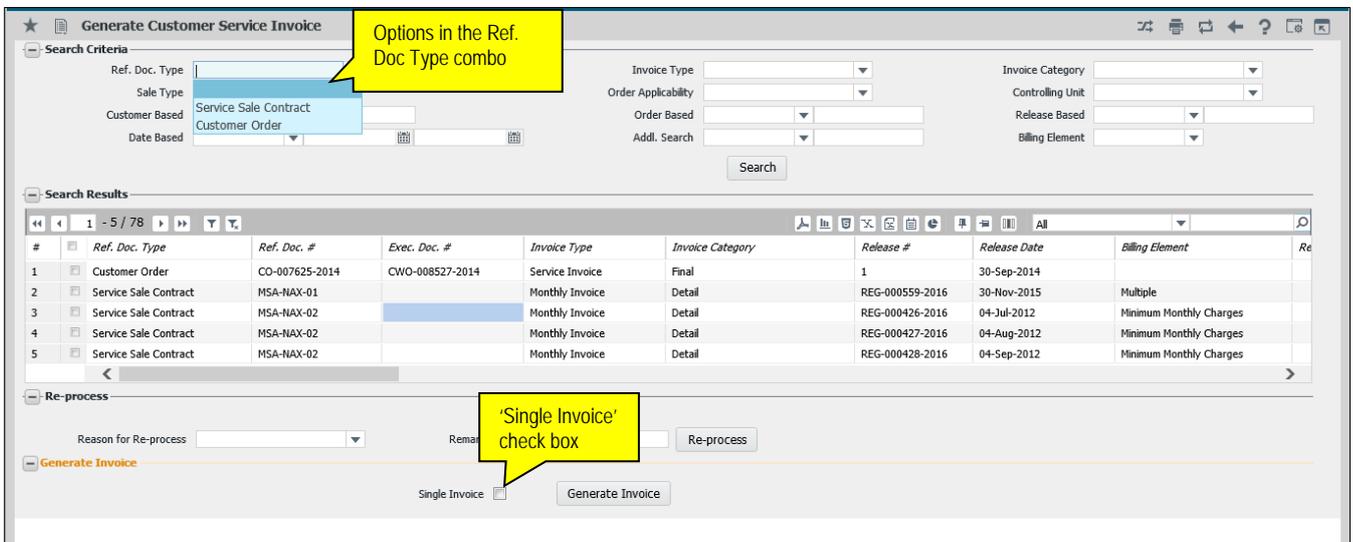
Create Sale Definition activity in the **Cost Center Rule Definition** business component of the **Management Account** business process



Note that similarly the Event combo in both the Delete Sale Definition and View Sale Definition pages have been added with the option “Service Sale – Fixed Monthly Charges”

Exhibit 3:

Generate Customer Service Invoice activity in the Customer Invoice business component



All Invoice Releases can be grouped into a Single Invoice by simply selecting the required Invoice Releases from the multiline and Generating Invoice with the Single Invoice check box checked.

Once Invoice is generated, all CO based Invoice Release details will be displayed under the **CO Based Release Info.** tab and all **Monthly Invoice Releases** will be displayed in the **Monthly Release Info.** tab.

Exhibit 4:

CO Based Release Info. tab in the **Manage Invoice** activity of the **Customer Service Invoice** business component

Manage Invoice

Select Invoice #

Create a new Invoice Work on existing Invoice

Invoice # CI-000242-2016 Go

Invoice Type Service and Monthly Invoice

Invoice Details

Invoice # CI-000242-2016 Finance Book AVEOS Status Fresh

Invoice Date 21-Oct-2016 Invoice Category Final Numbering Type CI

Currency CAD Exchange Rate 1.00000000

Bill To Customer # 400184 Bill To Customer Name Customer 18 Cust. PO #

Ship To Customer # 400184 Ship To Customer Name Customer 18 Comments

CO based Release Info. Monthly Release Info. Direct Info. T/C/D Details Invoice Summary Adjustment Log

#	Ref. Doc. Type	Ref. Doc. #	Ref. Doc. Date	Release #	Release Date	Billing Element	Order Curr.	Release Amt. (Order Curr.)
1	Customer Order							

Default Tax Keys

On Material On Resource On Document Tax Exclusive

Exhibit 5:

Manage Invoice screen in the **Edit Invoice** activity of the **Customer Service Invoice** business component

Manage Invoice

#	Ref. Doc. Type	Ref. Doc. #	Invoice Amount	Material	Labour	Other Resources	Fixed Price
1	Customer Order						
2	Customer Order						

Default Tax Keys

On Document Tax Exclusive

Compute Save Dir. Info.

View Customer Order

Draft Save Auto Adjust Save and Authorize Delete Return

Click here to return the generated invoice to 'Return' status for further modifications

View Info. Record Statistics

In the **Edit Invoice** page of the **Customer Service Invoice** business component all following activities are made available:

- **Delete Invoice:** The generated Invoice is deleted and all the releases, CO based release and monthly releases, in the Invoice are again made eligible for creating a new Invoice.
- **Return Invoice:** The generated Invoice is updated to 'Returned' status for further modifications.
- **Reverse Invoice:** The generated Invoice is updated as 'Reversed' and a new Invoice is generated for all the releases inside it.
- **Return Release:** The system does not allow return release if the invoice does not have any CO based releases.

Returns both UB and FP per Month releases back to release stage for reprocessing.

WHAT'S NEW IN CUSTOMER SERVICE ORDER?

Ability to compute customer TAT in Business days

Reference: AHBG-17435

Background

Generally an MRO has maintenance and repair bases in different geographical locations across the world. However, each of these locations follow different work and leave calendars. Therefore TAT for the Aircraft and part jobs in the Work Centers in these regions is to be computed in business days by considering the work and leave calendars specific to that region.

Change Details

1. A new activity **Maintain Standard Work Calendar for Work Center** has been introduced in the **Work Center** business component to define Work Center wise calendar.
2. Also, a new tab **Holiday Master** is provided to associate Holiday Master to the Work Center in the 'Associate Shifts/Date wise Availability' screen

Customer Service Order

The system computes and retrieves the Promised Delivery Date based on the TAT Start Ref. date based on the Business Calendar of the Location which the CO is being created. Business Days as the business calendar can be set in the 'TAT Stated In' column in the multiline of the TAT-Aircraft/Parts tab in the **Manage Sale Contract** business component.

Exhibit 1:

TAT - Parts tab in the **Manage Sale Contract** activity in the **Sale Contract** business component

The screenshot displays the 'Manage Sale Contract' application window. The 'TAT - Parts' tab is active, showing a table with columns for '#', 'Part Eff. Ref. Code', 'Allowed Qt. App. Duration', 'Std.Qt. Prep.Duration', 'TAT Stated In', and 'TAT Notes'. The 'TAT Stated In' dropdown menu is open, showing 'Business Days' and 'Calendar Days' as options. A yellow callout box highlights the 'Business Days' option with the text: 'Business Days can be set here as the business calendar of the location of the creation of CO'. The interface also includes buttons for 'Save Part TAT Details', 'Confirm Contract', and 'Cancel Contract', along with various utility links at the bottom.

Exhibit 2:

TAT & Commercial tab in the **Manage Customer Order** activity in the **Customer Service Order** business component

Manage Customer Order
 Order # / Rev. # CO-008351-2017 / 1
 Create Order | Modify Order | Go

Order Details | Work Execution Info. | **TAT & Commercials** | Shipping Terms | Billing Terms | Taxes / Charges / Discount

TAT Details

TAT Stated in **Business Days** | TAT Duration - Cust. 2 | Adjustment - Cust. Duration (Days)

Adj. Comments | TAT Duration - Planning 19

Start Ref. Date Manual | Start Date 10-Oct-2017 18:18:24 | Original Contract Req. Date

End Ref. Date Shipment Date | Promised Delivery Date 12-Oct-2017 | Planned End Date 16-Oct-2017 20:09:40

Penalty Notes | TAT Revision Comments tyuhji

Other Order Details

NTE Price

Pricelist Reference

Save TAT & Commercials

Confirm | Cancel

Manage Order Execution | View Parts Information | Manage Exchange Order

Record Statistics

Exhibit 3:
Order Execution Details tab in the **Manage Order Execution** activity in the **Customer Service Order** business Component

Manage Order Execution | Ramco Role - RAMCO OU | 36 | 37 | 38 | 39 | 40 | 72

Order # CO-008512-2017 / 0 | Contract # / Rev. # ABC / 0 | Status **Processed**

Sale Type T & M | Order Priority **Normal** | Primary Work Center 185-20

Order Category 1-Repair | Primary Part Group | Customer # 400007

Order Execution Details | Billing & Warranty | Cust. Correspondence | Work Execution | Invoice History | Shipping Details

TAT Details

TAT Stated in **Business Days** | TAT Duration - Cust. 2 | Adjustment - Cust. Duration (Days)

Adj. Comments | TAT Duration - Planning 2

Start Ref. Date Receipt Date | Start Date 26-10-2017 03:02:05 PM | Org. Contracted Req. Date 28-10-2017 03:02:05 PM

Ex. Delay - Qt.Approval (Days) 0.00 | Ex. Delay - Other Approvals (Days) | Total Excusable Delay (Days)

End Ref. Date Shipment Date | End Date | Promised Delivery Date 28-10-2017 03:02:05 PM

Adj. Contracted Req. Date 28-10-2017 03:02:05 PM | Planned End Date 25-10-2017 08:48:36 PM

Penalty Notes | Revision Comments **PDD Calculation**

TAT Modification History

#	Modified by	Modified Date	Start Date	End Date	Adj. TAT duration-Cust.	Promised Delivery Date	Planned End Date
1	DMUSER	26-10-2017					25-10-2017 08:48:36 PM

WHAT'S NEW IN TIME TRACKING SETUP?

Simple Average based time apportioning for task running in parallel

Reference: AHBG-15933

Background

Currently, when it comes to apportioning time for parallel running tasks, the system apportion the time based on the elapse time given for the task. However, the requirement is to apportion the time on an equal basis for the parallel running tasks.

Change Details

In order to apportion the time based on Simple Average or Weighted Average, a new set option has been added in the **Set Process Parameters** activity of the **Time Tracking Setup** business component under the **Time Tracker** business process.

Process Parameter	Permitted Value
Time Apportioning logic for parallel running tasks	Enter: <ul style="list-style-type: none"> • 0 for Weighted Average • 1 for Simple Average

Example:

Task-01 Started at 11:00AM with elapse time 120 min

Task-02 Started at 11:00AM with elapse time 180 min

Task-03 Started at 11:00AM with elapse time 60 min

Clock stopped successfully at 11:30AM

Given that total clocked time is 30mins, the time apportioning happens as follows:

1. Weighted Average Method:

Based on elapsed time, 30 minutes is to be distributed among the 3 parallel running tasks

Task-01 = 10 min (0.17 in decimals)

Task-02 = 15 min (0.25 in decimals)

Task-03 = 5 min (0.08 in decimals)

2. Simple Average Method:

Irrespective of elapsed time, 30 minutes will be distributed among the 3 parallel running tasks equally

Task-01 = 10 min (0.17 in decimals)

Task-02 = 10 min (0.17 in decimals)

Task-03 = 10 min (0.17 in decimals)

Exhibit 1:

Set Process Parameters page in the **Time Tracking Setup** business component of the **Time Tracker** business process

★ **Set Process Parameters** 🔍 🖨️ 🔄 ⏪ ⏩

— **Select Parameter Details**

Parameters for: Common ▼ ▼ Status: Active

— **Process Parameter List**

#	Process Parameter	Permitted Values	Value	Value Selected	Status
11	Allow Modifications to Approved Time Off Records	Specify "0" for 'No', "1" for 'Yes' and "2" for 'Not	0	No	Defined
12	Bar Code based login into T&A system	Specify "0" for 'No', "1" for 'Yes'	1	Yes	Defined
13	Enable Clock your time - Multiple Time bookings?	Specify "0" for 'No', "1" for 'Yes'	0	No	Defined
14	Time records approval by alternate authorizer	Specify "0" for "Not Required", "1" for "Required"	1	Required	Defined
15	Allow attendance reporting by Alternate authorizer beyond effectivity period	Specify "0" for 'No' and "1" for 'Yes'	1	Yes	Defined
16	Time Apportioning logic for the parallel running tasks	Specify "0" for Weighted Average and "1" for Simple	1	Simple	Defined
17					

Newly added parameter
"Allow
Apportioning logic for

Set Process Parameters

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