RAMCO AVIATION SOLUTION

ENHANCEMENT NOTIFICATION

Version 5.8.9

Commercials

contents

WHAT'S NEW IN SERVICE SALS MANAGEMENT?

Provision to set differential resource rates at resource entity level and price against CO

Reference: APRP-760

Background

When it comes to pricing, differential rates can be defined for each category such as skill, equipment or facility in which the rates may vary with respect to certain slabs of usage. The differential rates available in **Service Pricelist** is meant for this purpose but the rate application is done by summing up usage or hours of all employee / facility code falling under the same Resource Type / Resource #.

The requirement therefore is to enable application of this rate for each Employee # or Facility Code rather than on consolidated hours with respect to source code.

Change Details

Changes have been made so that the differential rate for each employee number or Facility Code and not on consolidated hours with respect to Resource Code

Set Option

- A new parameter for the entity type 'Service Sale Type' has been introduced in the **Set Process Parameters** link in the **Define Process Entities** activity of the **Maintenance Setup** business component as given below:

Process Parameter: Level at which Resource pricing should be done
Permitted Values :

- '0' for 'Resource level
- 1' for 'Indv. Resource level'

Resource tab in the **Manage Sale Quotation** activity under the **Sale Quotation** business component

- Auto Quote Generation
  If the parameter 'Level at which Resource pricing should be done' is set as '1' for 'Indv. Resource level'. Then on generation of quote based estimates, the resource quantity is consolidated against each unique Resource Entity i.e., Facility Object Code #,

- Manual Quote Generation
  If the parameter 'Level at which Resource pricing should be done' is set as '1' for 'Indv. Resource level then on 'manual quote generation the resource quantity is consolidated at Facility object code level.

Note: When new Tasks with Resources or new Resources are added to the quote the Resources retrieved are yet again consolidated at Facility Object Code # level for pricing if the above mentioned parameter is set as Indv. Resource level

<u>**Manage Invoice Release** activity in the **Process Invoice** business component</u>

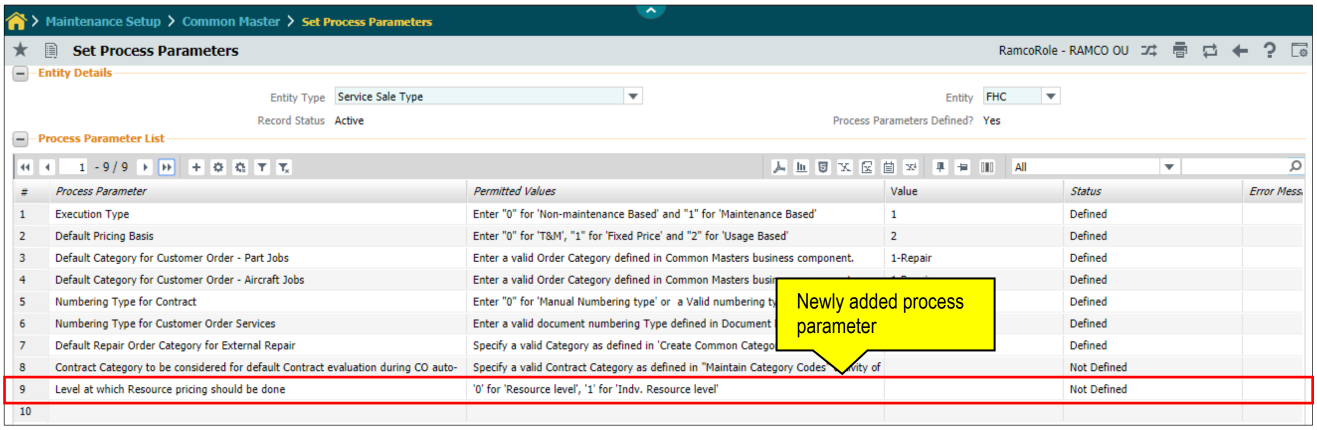
- On release generation, the system consolidates the actual resource consumption quantity at unique employee / facility object code # level for pricing.

Note On Release generation, if the parameter "Level at which Resource pricing should be done' is set as '1' for 'Indv. Resource level', and if there is a capping set for resources, such caps are applied as per current functionality against each Task at per task per Resource type / resource # level.

Note that on any addition of new resource through Timesheet, the system consolidates the same to the existing resource details with grouping to unique Employee #.

Exhibit 1:

Set Sales Process Parameter link in the Define Process Entitites activity of the **Common Masters** business component



#	Process Parameter	Permitted Values	Value	Status	Error Mess.
1	Execution Type	Enter "0" for 'Non-maintenance Based' and "1" for 'Maintenance Based'	1	Defined	
2	Default Pricing Basis	Enter "0" for 'T&M', "1" for 'Fixed Price' and "2" for 'Usage Based'	2	Defined	
3	Default Category for Customer Order - Part Jobs	Enter a valid Order Category defined in Common Masters business component.	1-Repair	Defined	
4	Default Category for Customer Order - Aircraft Jobs	Enter a valid Order Category defined in Common Masters busi		Defined	
5	Numbering Type for Contract	Enter "0" for 'Manual Numbering type' or a Valid numbering ty		Defined	
6	Numbering Type for Customer Order Services	Enter a valid document numbering Type defined in Document		Defined	
7	Default Repair Order Category for External Repair	Specify a valid Category as defined in 'Create Common Catego		Defined	
8	Contract Category to be considered for default Contract evaluation during CO auto-	Specify a valid Contract Category as defined in "Maintain Category Codes" ivity of		Not Defined	
9	Level at which Resource pricing should be done	'0' for 'Resource level', '1' for 'Indv. Resource level'		Not Defined	
10					

Ability to address the capping framework at source card level for airframe jobs

Reference: APRP-279

Background

Complex MROs such as Airframe MRO and Engine MROs provide caps for Material and Resources that are consumed during execution of a job. The Caps provided are applicable at various levels or groups such as on the whole document, certain set of discrepancies falling under a given Source Task and so on. Currently, only a task level cap framework is available. Therefore the requirement is for a provision to identify and set caps at various levels.

Also in order to apply the caps provision has to be given for the application to identify the grouping in a given document.

Change Details

Two new columns 'Cap Grouping' and 'Processing Seq.' have been introduced in the **Mat. Pricing Caps** and **Res. Pricing Caps** tab pages in the **Edit Pricing and Invoicing Details** link page in the **Manage Sale Contract** business component:

- 'Cap Grouping: To identify the level at which Cap is to be grouped or applied.
- Proc. Sequence: To set the sequence in which caps is to be applied for an element in case there are multiple caps applicable.

<u>Material Capping:</u>

The following are the different values listed in 'Cap grouping' combo for defining 'Material Caps'

1. <u>Per Line Item Cap Grouping</u>: The cap application happens for each individual Task/discrepancy and Part combination (or in other words the lowest level of combination that is possible).

   Example: If Covered cap on price for parts consumed against all Discrepancies 1000 USD
   Then Cap will be applied as explained below on the total value of the Parts

Task	Part #	Price	Covered Cap value	Remaining Billable Amt.
Dp1	P1	1100	100	100.00
Dp2	P1	450	450	00.00
Dp2	P2	600	600	0.00
Dp3	P3	750	750	0.00

1. Per Part Cap Grouping: The cap application is for each part irrespective of the Task/discrepancy against which it is consumed.

2. Per Task/Discrepancy Cap Grouping: The cap application is for each task irrespective of the parts consumed against them.

3. Per Parent Task Cap Grouping: The cap application is for all Parts consumed against the tasks identified under a Parent Task, that is, the Tasks which all have a Parent reference and do not have their own pricing must be grouped together for cap application.

4. Per Pricing Task: The cap application is for all Parts consumed against the tasks identified under a Pricing Task as mentioned in Cap definition, that is the Tasks that fall under the pricing of another task are grouped together.

Resource Capping

The following are the different values listed in ‘Cap grouping’ combo for defining ‘Resource Caps’

Per Line Item Cap Grouping: If Cap grouping is selected as 'Per line item' in contract, cap application must happen for each Task and resource code combination available in execution document.

Example: If Covered resource quantity cap for all discrepancies is 10 hours

Then Cap will be applied as explained below on the total value of the Resources

Discrepancy	Resource #	Quantity	Covered Value	Remaining Billable Quantity
Dp1	MECH	12	10	2.00
Dp1	INSP	9	9	0.00
Dp2	MECH	11	11	1.00
Dp2	TECH	12	11	1.00
Dp3	INSP	13	10	3.00

Note: The above said application combination must hold good even if the resource pricing is based on roster or differential rates definition, i.e., all hours (from multiple lines) for a combination of Task and resource code must be considered together for cap application.

1. Per Task / Discrepancy: Cap applications occurs at each task level by grouping all resources consumed against it.

2. Per Parent Task Cap Grouping: Cap application occurs for all Task which have the same Parent Task mapped against them

3. Per Pricing Task Cap Grouping: Cap application happens for all Tasks that has the same Pricing Task mapped against them

4. Across All lines: If Cap grouping is selected as 'Per Pricing Task' in contract, cap application must happen for all Task which have the same Pricing Task mapped against them.

- The existing sequence of evaluation of inclusions code first, then work scope and then exclusions has been removed. Now the Cap application will happen only based on explicit sequence provided on screen.

  Note: When there are multiple cap definitions available for a line, the cap definition with the least sequence # in Contract only is applied.

- Sale Quotation > Manage Sale Quotation
  - On generation of Customer quote, the system identifies the eligible lines for cap application as per the contract and caps are applied
  - On generation of Quote, the system applies caps by converting the Cap values from the Contract to CO currency, if required.

Note: On generation of Warranty Claim quote, no capping is applied.

- **Service Sale Billing** > **Process Invoice** > **Manage Invoice Release**

  - On generation of Customer Release, the system identifies eligible lines for cap application as per the contract and caps are applied.

  - On generation of Warranty Release, system identifies lines under warranty, copies usual irrespective of Warranty Resolution and ensures no cap is applied in Warranty Release.

  - On generation of Release, Caps is applied by converting the Cap values from contract to CO currency, if required.

Exhibit 1:

Mat. Pricing Caps tab in the **Edit Pricing and Invoicing Details** link in the **Manage Sale Contract** activity under the **Sale Contract** business component

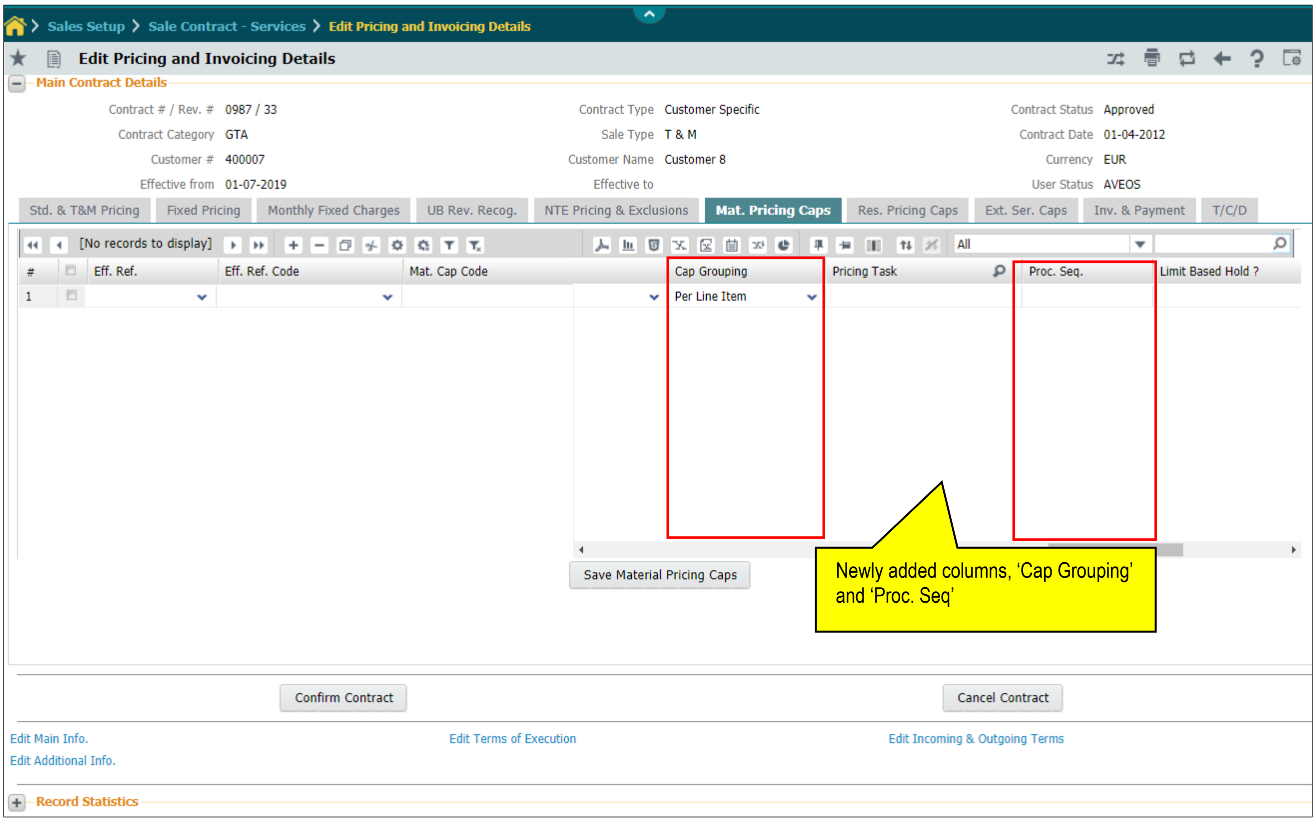
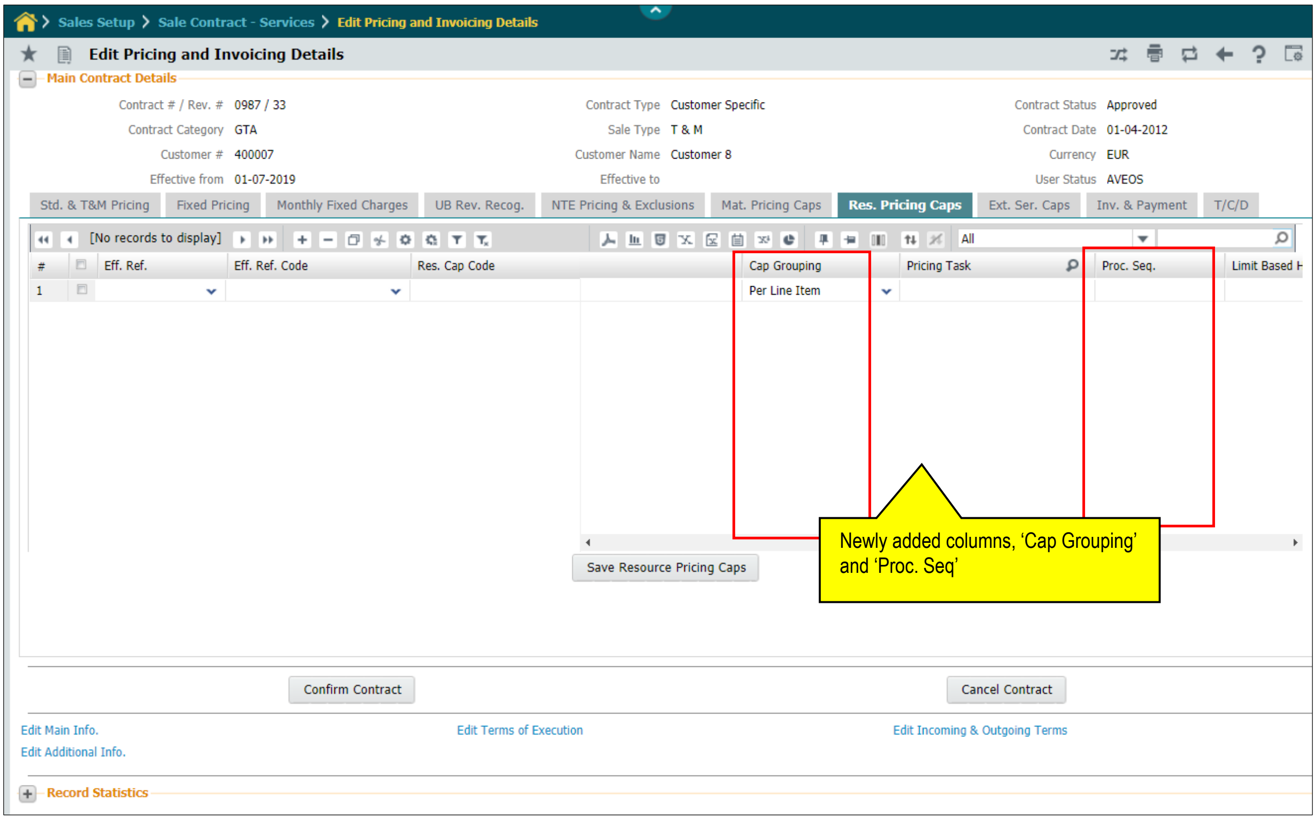


Exhibit 2:

Res. Pricing Caps tab in the **Edit Pricing and Invoicing Details** link in the **Manage Sale Contract** activity under the **Sale Contract** business component


Sales Setup > Sale Contract - Services > Edit Pricing and Invoicing Details
Edit Pricing and Invoicing Details
Main Contract Details
Contract # / Rev. # 0987 / 33
Contract Type Customer Specific
Contract Status Approved
Contract Category GTA
Sale Type T & M
Contract Date 01-04-2012
Customer # 400007
Customer Name Customer 8
Currency EUR
Effective from 01-07-2019
Effective to
User Status AVEOS
Std. & T&M Pricing
Fixed Pricing
Monthly Fixed Charges
UB Rev. Recog.
NTE Pricing & Exclusions
Mat. Pricing Caps
Res. Pricing Caps
Ext. Ser. Caps
Inv. & Payment
T/C/D
[No records to display]
All
#
Eff. Ref.
Eff. Ref. Code
Res. Cap Code
Cap Grouping
Pricing Task
Proc. Seq.
Limit Based
Per Line Item
Save Resource Pricing Caps
Newly added columns, 'Cap Grouping' and 'Proc. Seq'
Confirm Contract
Cancel Contract
Edit Main Info.
Edit Additional Info.
Edit Terms of Execution
Edit Incoming & Outgoing Terms
Record Statistics

Provision to define FPM or Usage based billing rules for Parts contract and set billing milestones at the beginning or end of the horizon

Reference: APRP-298, APRP-299

Background

For the inventory support services provided, ITMs have parts contracts with their customers and they adopt different pricing policies to charge their customers. The most prevalent ones are:

- Pricing based on the PBH rates and
- Fixed Price per Month

In case of such parts contracts, the billing is based on the agreed fleet for which the parts are supported and the Invoices raised for the jobs performed against each of the pricing basis are raised at different milestones Currently, the pricing of aircraft jobs (under aircraft contract), based on the fixed price per month or usage of Aircraft has already been addressed in application.

However, there is no provision to define the rates and bill/price for the parts jobs (under Parts contract) based on the fleet size or Usage and so on.

Hence the requirement is to define the Fixed Monthly Charges/PBH based billing rules for parts jobs and also provide a framework to define milestones at each billing element level within Usage based/FPM pricing basis.

Change Details

➢ A new **Category type**: 'Billing Parameter' is added against the entity 'MRO Sales' under the **Sales Setup** business process > **Category** component >**Maintain Category Codes** activity. (**Exhibit-1**)

- User will be able to define the additional parameters (other than standard operational parameters) based on which the Usage of the parts/aircrafts will be billed.
- The parameters defined here will be available for providing 'Monthly Charges' definition under the sale contract.

➢ Two New Parameters have been added under **Sales Setup** business process > **Sale Contract** component > **Manage Sale Contract** activity under 'Operational Parameters' tab in the 'Edit Terms of Execution' link. (**Exhibit-2**)

1. Category : Commercials
   Element : UB/FP Per month Pricing
   Description : Billing Milestone def. for FP per month and Usage Based pricing
   Permitted Value : '0' for Contract level, '1' for Billing Element Level

   - If the above parameter is set as '0' contract level, then the milestones should be defined at 'Contract level' (for all the billing elements together) under the 'Inv. & Payment tab' – Existing functionality

- If the above is set as '1' billing element level, then the milestone definition can be provided at each 'Billing Element' level under a newly introduced tab 'Monthly Inv. & Payment'. The 'Monthly Invoice & Payment' section in the 'CO. Inv. & Payment' tab will be disabled under the 'Edit Pricing and Invoicing Details' screen.

2. Category : Commercials
   Element : UB/FP Per month Pricing
   Description : Billing based on Min. Usage/Qty. Applicable?
   Permitted Value : '0' for No, '1' for Yes

   - If this parameter is set as 'Yes', then the min. qty/usage can be set against a billing element and the billing can be done based on the min. usage/min. qty. irrespective of the actual usage/qty.

➢ A New tab **'Monthly Invoice & Payment'** is added under **Edit Pricing & Invoicing Details** link with new controls. (**Exhibit-3**)

- This tab will be enabled only when the parameter for 'Billing Milestone setup for Fixed Monthly/Usage based charges' is set as 'Billing Element level'.

- All the fixed monthly charges/usage based charges billing elements which are applicable for the contract can be defined in this tab.

- Against each of the billing element applicable, the following details can be defined
  - Pricing basis
  - Parameter
  - Regular Billing – horizon, milestone, processing days, pay term, invoice category
  - Provisional billing applicability, Horizon, milestone, processing days, pay term, invoice category, Basis of provisional billing
  - Min usage/qty. details
  - On Demand billing requirement and
  - Usage update

- Provisional/Regular Billing Horizon can be set as
  - Calendar Month – Billing milestone will be setup for each calendar month
  - Financial Month – Billing milestone will be setup for each for financial period
  - Quarterly – Billing milestone will be set up for each quarter
  - Half Yearly – Billing milestone will be set up half yearly
  - Yearly - Billing milestone will be set up once for a year.

Note: 'Billing Milestone - Regular' can be set as only 'Calendar Month' or 'Financial Period' is if provisional billing is 'Not required' against any billing element.

- Provisional/Regular Milestone can be set as
  - Beginning of Horizon – The Milestone will be set up at the beginning of the horizon against the billing element.

  - End of Horizon – The Milestone will be set up at the end of the horizon selected against the billing element.

  - Min. Usage/Qty. can be provided against any billing element only when the parameter for 'Min Usage/Qty. based billing' is set as 'Required'.

Note:

1. *'Provisional Billing' can be set only against billing elements with pricing basis : 'Usage Based'*
2. *On Demand Billing 'cannot be set against a billing element with 'pricing basis': FP per month' or against a billing element when 'provisional billing' is set as 'required'.*

➢ The existing tab 'Monthly Fixed Charges' under **Sales Setup** business process > **Sale Contract** component > **Manage Sale Contract** activity > Edit Pricing & Invoicing Details link is renamed as 'Monthly Charges'

Additional controls have added in the multiline of the 'Monthly Charges' tab. (**Exhibit-3**)

- 'Aircraft Group' and 'Part Group': To provide the A/C group or Part group based on which the Fixed Monthly Charges or Usage based charges may vary. The values selected here should be same as the definition provided against the respective Effectivity reference code in the 'Part effectivity' tab.

- 'Qty. from' and 'Qty. to': To define the slab rates based on the qty. of aircraft agreed in the fleet served under the contract.

- The Billing Ref. & Element combo in the 'Monthly Charges' tab is loaded only with the billing elements as defined in the 'Monthly Inv. & Payment' tab if the parameter milestone definition for FPM/PBH based billing is set as 'Billing Element' level.

Note: The Parameter, pricing basis against the billing element defaulted as above should be the same as valued defined in 'Monthly Inv. & payment'.

- In case of billing element with pricing basis : 'Fixed Price per month'- Aircraft Attributes(Aircraft Model, Aircraft Group, Aircraft Reg#, Aircraft MSN), Part Attributes(Part Model, Part Group, Part#, Mfr. Part#, Mfr.#, Serial#) and Slab attributes(Age from, Age to , Qty. from, Qty. to) can be used to define the Pricing definitions

- In case of billing element with pricing basis : 'Usage Based' – Aircraft Attributes(Aircraft Model, Aircraft Group, Aircraft Reg#, Aircraft MSN), Part Attributes(Part Model, Part Group, Part#, Mfr. Part#, Mfr.#, Serial#) and Slab attributes(Age from, Age to , Qty. from, Qty. to, Usage from, Usage to) can be used to define the pricing definitions.

- Slab definitions against 'Part Effectivity' reference code can have only one of the below attributes : Qty. , Usage or Age.

Exhibit 1:

Maintain Category Codes screen

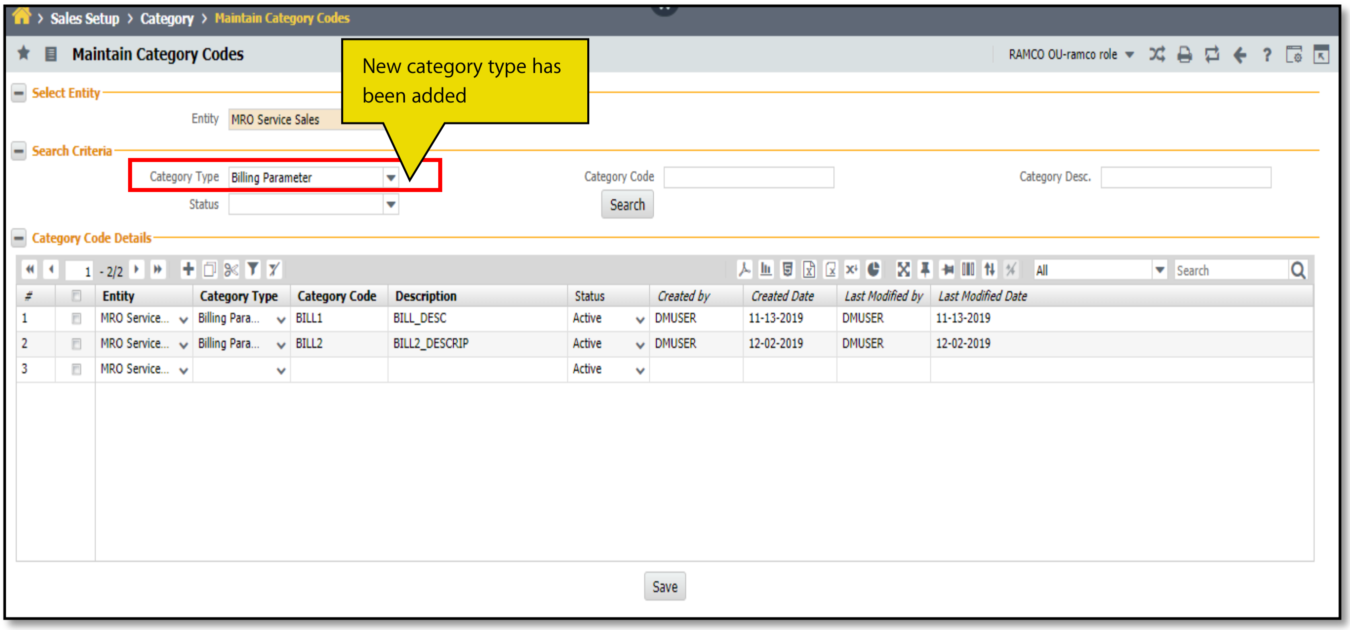


Exhibit 2:

Sale Contract - Edit Terms of Execution screen

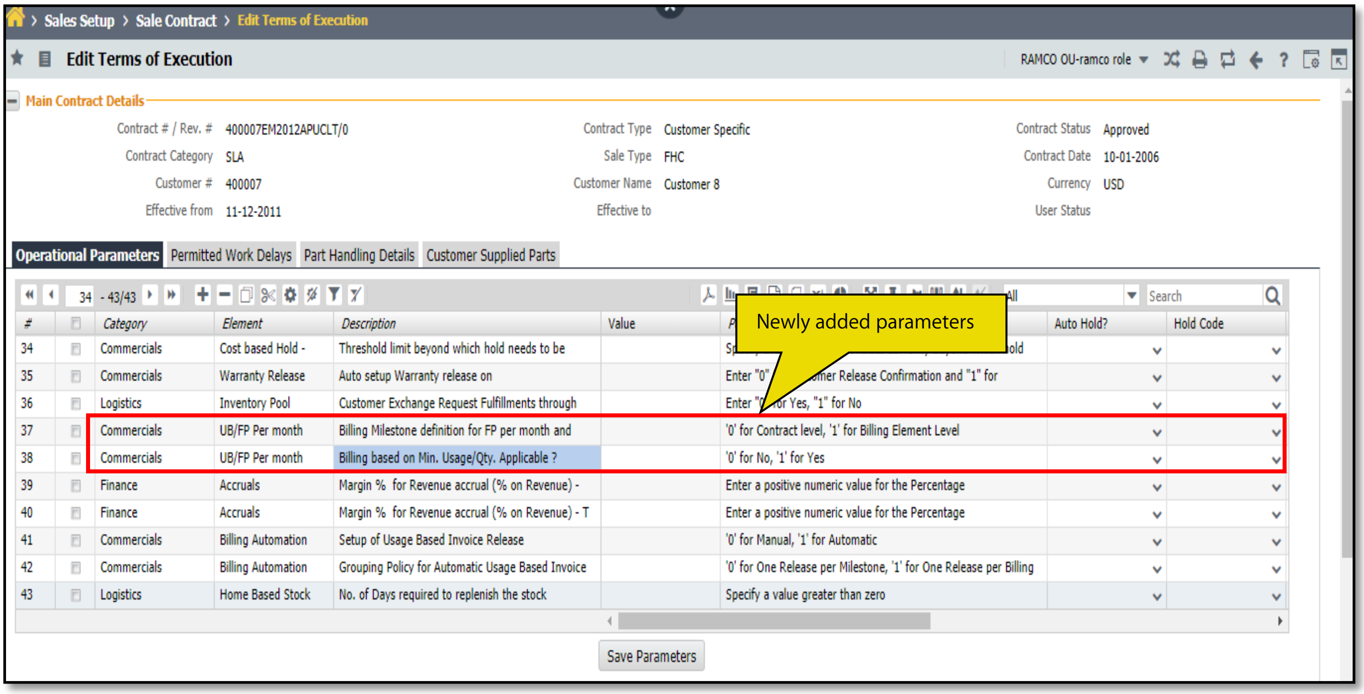


Exhibit 3:

Sale Contract – Edit Pricing and Invoicing Details screen

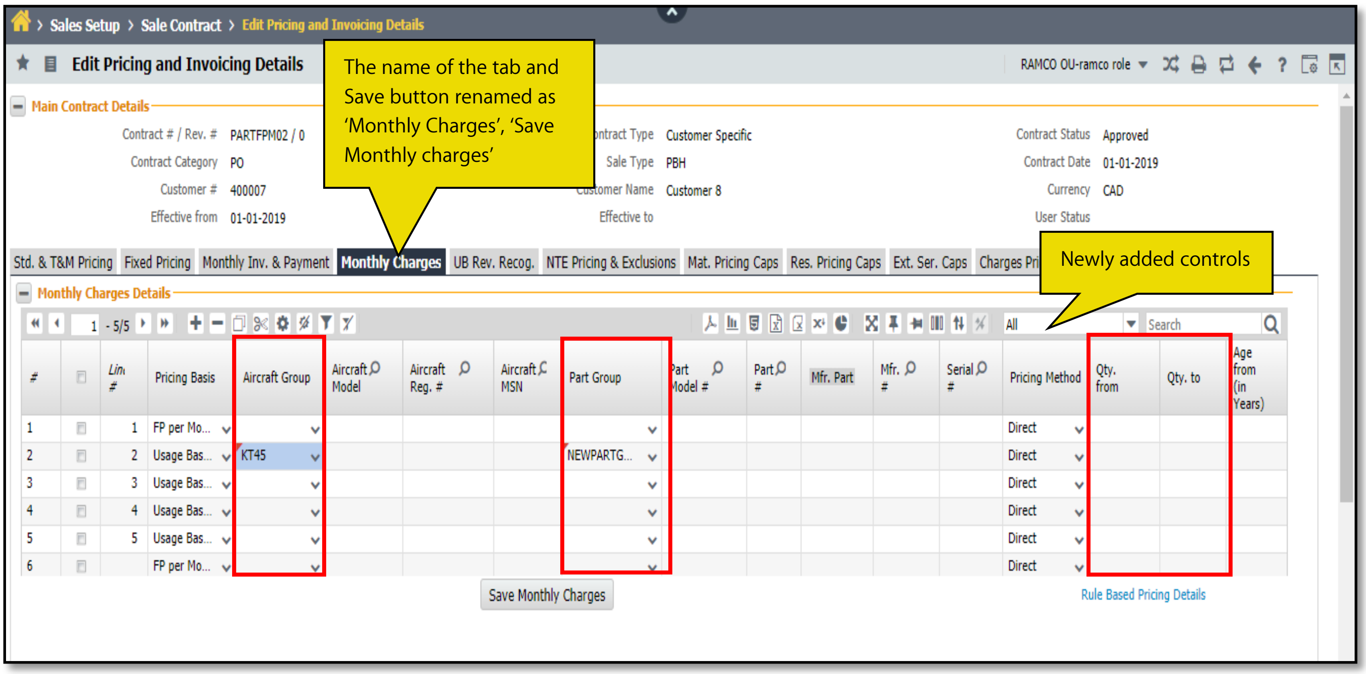
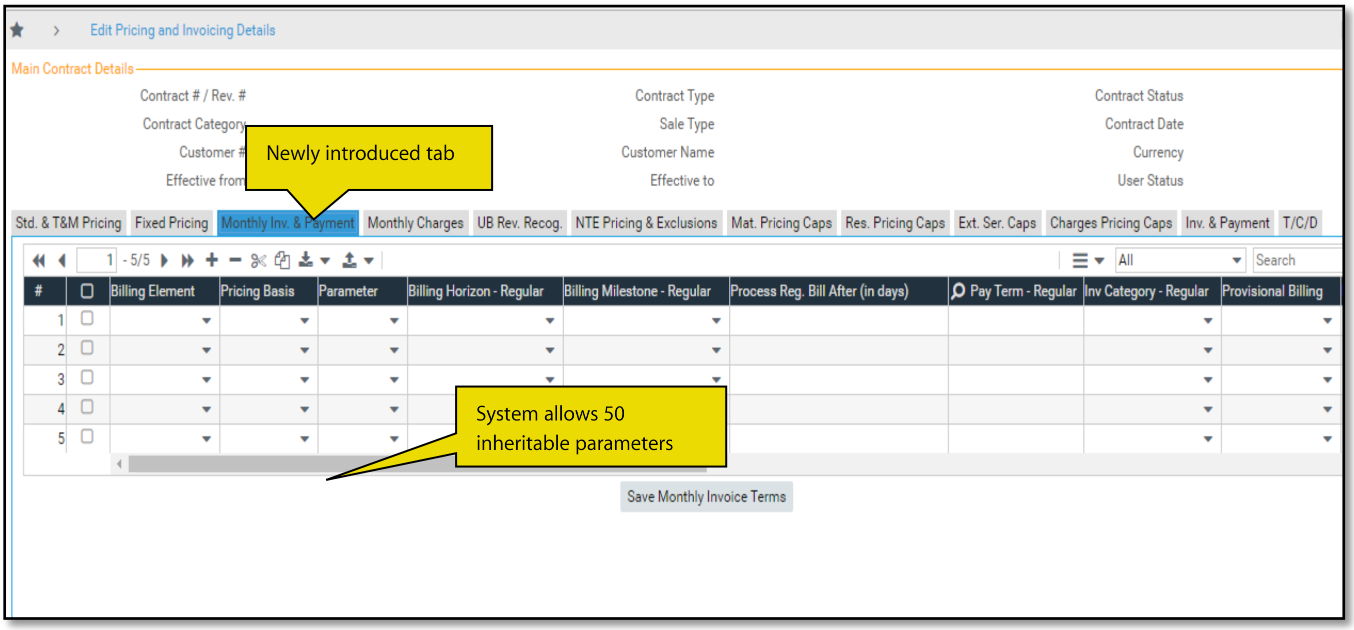


Exhibit 4:

Sale Contract – Edit Pricing and Invoicing Details screen



Ability to update Billing End date for Fixed Monthly pricing of Aircrafts at an Equipment group/category level

Reference: APRP-400

Background

While billing customers on a monthly basis with a fixed price per month per aircraft pricing basis, the eligible aircrafts to be billed in a month are obtained based on their entry into Service Date, i.e., a Billing Start Date, that can be set at an Equipment Group/Category level. These dates simply track the date on which the equipment is eligible to be billed for the specific aircraft. Similarly, the equipment may also be required to be excluded from billing for a month based on their operational end date in the specific aircraft.

Hence, the need is to be able to set an Operational End date, i.e., Billing End Date, for an equipment in specific aircraft.

Change Details

With this new change, the user will be able to set an Operational End Date in the **Maintain Obj. Ref. dates** screen under the **Sale Contract** business component of **Sales Setup** business process, for an Aircraft at Equipment Group/Category level.

Important Points to be noticed

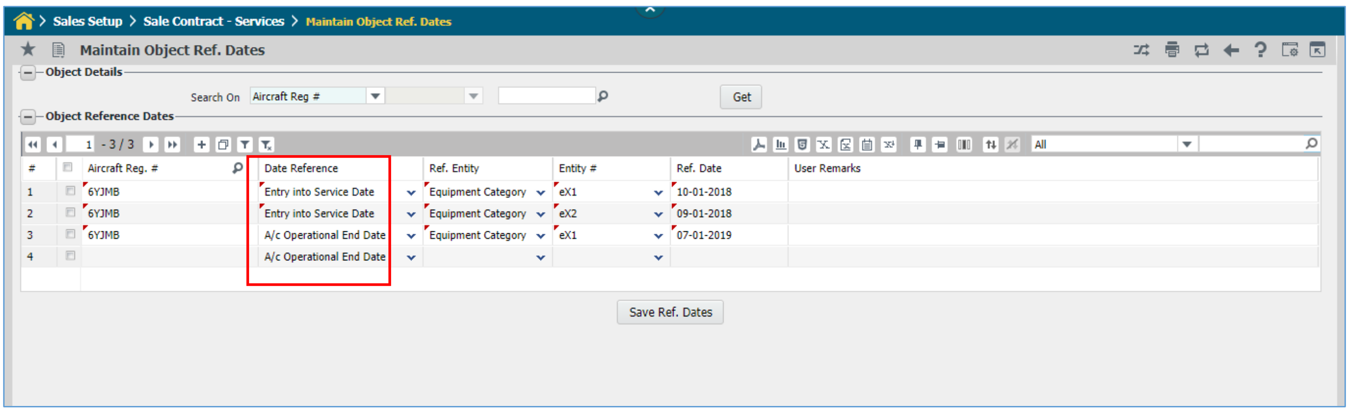
- To set the operational end date, user will need to choose the 'Date Reference' as 'A/c Operational End Date' and select the specific entity for which the date is required to be set.

Impact on the Monthly Invoice Release:

Based on the A/c Operational End date set for an Aircraft – Equipment combination, the specific Equipment will not be eligible for billing during a certain Billing period, if the given date falls before the billing period. If there are multiple equipment eligible for billing in an aircraft, all equipment except the ones for which the operational end date has been achieved, will be retrieved for billing.

Exhibit 1:

Maintain Obj. Reference dates activity



WHAT'S NEW IN CUSTOMER AND SALE CONTRACT?

Provision to identify the pool evaluation requirement at a customer/contract level

Reference: APRP-295

Background

While serving their customers for Part Sales / Exchanges, parts are provided by ITM's through the specific part pools maintained at their locations or customer locations. The parts are maintained in these pools based on certain conditions and requirements of the customer. Hence when a part is requested by a customer(for Sale/Exchange), it should be issued only though the identified pool maintained at the warehouse. Therefore there is a need identify the pool and warehouse from which the part needs to be issued.

However there are MRO's involved in provided Sales/Exchange services but do not maintain any specific pools. In such cases, this pool evaluation is not required.
Hence there is a requirement need is to identify whether pool evaluation is required at each contract or customer level.

Change Details

Two new parameters have been added as given below:

- **Customer > Manage Additional Options**
  Category: Pool Evaluation
  Parameter: Part sales serviced through pool?
  Permitted Values: Enter '0' for 'No' and '1' for 'Yes'

- **Sale Contract > Edit Terms of Execution**
  Category: Logistics
  Element: Pool Evaluation
  Parameter: Top assembly Exchanges serviced through Pool ?
  Permitted Values: Enter '0' for 'Yes' and '1' for 'No'

  Based on this parameter, if the parameter is set as 'Yes', then while generating the MR from Part Sale Order(sale) or Exchange Order(Exchange), the pool and warehouse will be evaluated and identified. If the parameter is set as 'No', then the pool will not be evaluated and the warehouse will be identified as per the existing functionality

Exhibit 1:
Manage Additional Options activity under the **Customer** business component

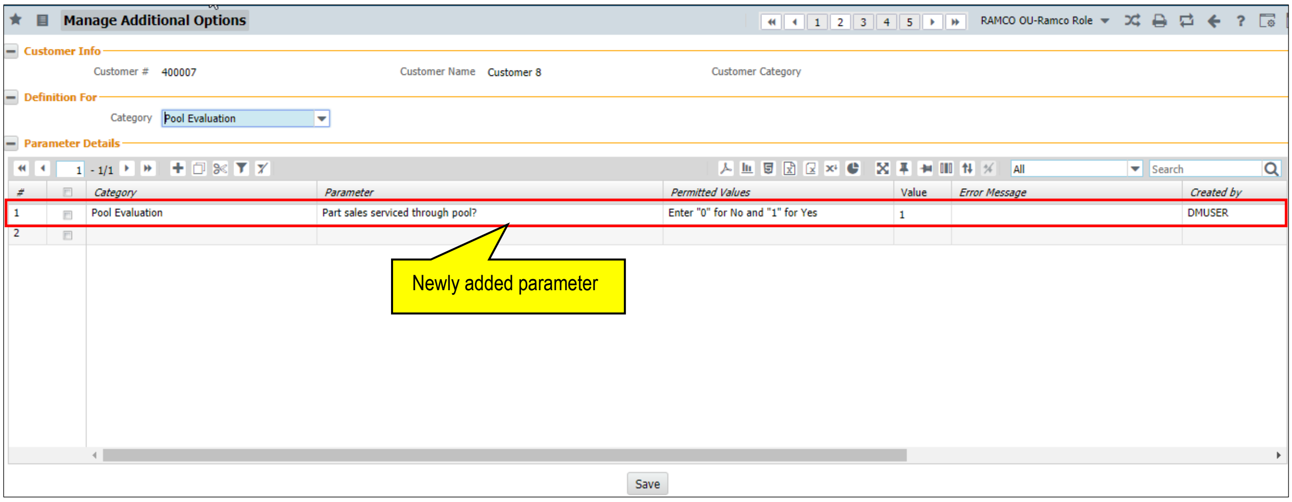
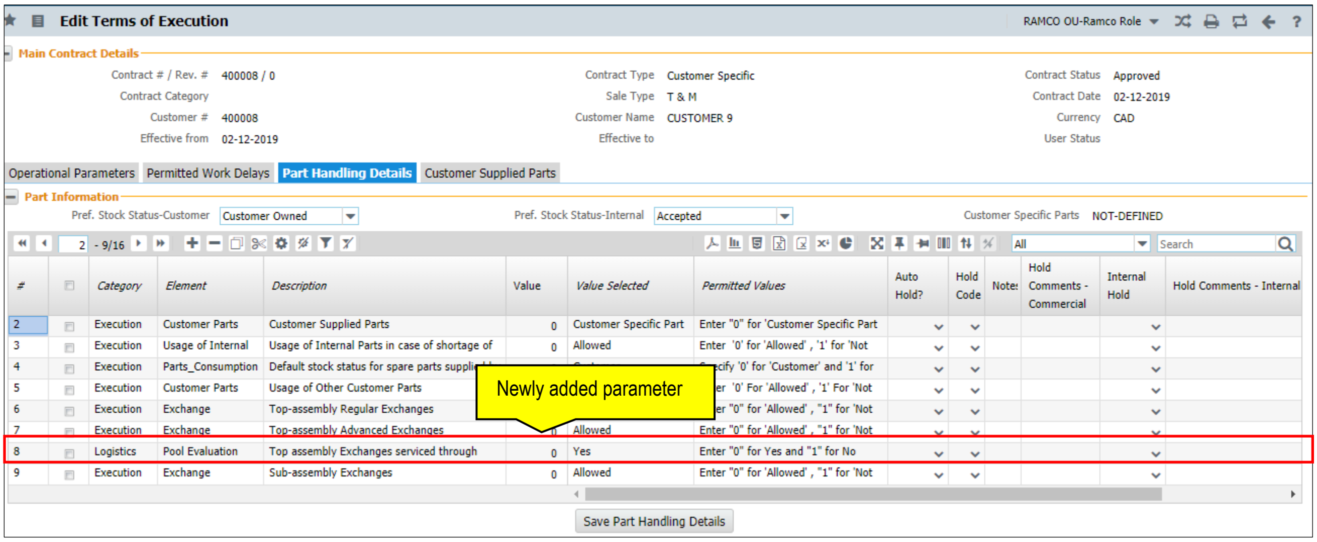


Exhibit 2:

Edit Terms of Execution activity under the **Sale Contract** business component



WHAT'S NEW IN CUSTOMER REQUEST?

Ability to record Customer Request for Bid

Reference: APRP-330

Background

Organizations providing Heavy Maintenance services to their customers, receive RFQ's for Contracts. This RFQ would predominantly be to agree upon the price and work scope in case of Fixed Pricing jobs based on which the Contract will be set up.

Currently a Customer Request can be raised only for:

- Order – This will be converted into a Customer Order/Part Sale Order.
- Quote – This will be the reference for providing a pre-quotation for the job requested.

Hence the requirement is to have a new request type: 'Bid' based on which a 'Bid Contract' can be set up for providing the proposal for the entire contract before entering in to the same.

Also, currently there is no possibility to identify the A/c Reg. # for which a Part # is being requested in case of Request for 'Sale' or 'Exchange', therefore the requirement is to have a new field to capture the 'Req. for A/C Reg. #' in the customer request.

Change Details

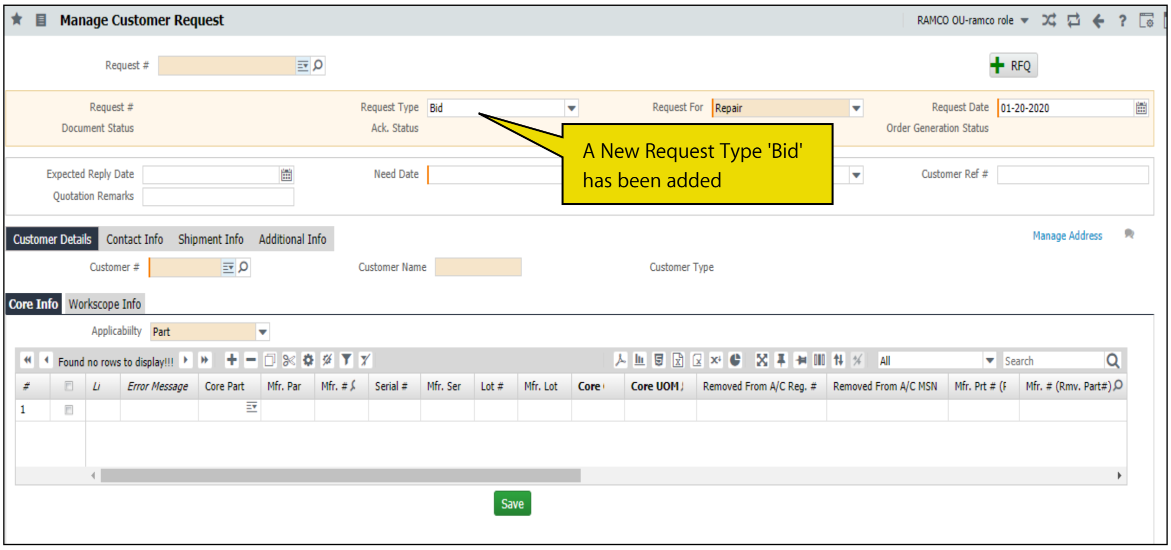
A new Request type 'Bid' has been introduced under **Part Sale Management** > **Manage Sales RFQ** > **Customer Request**. This Bid Request can be used as a reference to set up a 'Bid' Contract.

Note:

- *Request Type 'Bid' can be recorded only against Request for 'Repair' or 'Advance Exchange'.*
- *Request for 'Bid' is not applicable for Pre-Order Quotation.*
- *The 'Core info', 'Work scope info.' Details can be provided for 'Bid Request' as applicable.*

Exhibit 1:

The **Customer Request** screen



Ability to manage request for rental orders and have additional attributes like request category, request purpose, request source

Reference: APRP-296

Background

This enhancement is to enable the Customer Request to manage request for a rental order as currently such provision is not available. Also there is a requirement to maintain additional attributes for tracking SLA agreed as per the contract

Change Details

- In the **Manage Category Codes** activity under the **Category** business component new codes have been added in the 'Category Type' combo field as follows:
  1) Request Purpose
  2) Source Doc. Type
  3) SLA Category

- In the **Manage Customer Request** activity under the **Manage Sales RFQ** business component:

  ✓ New values have been added under the 'Request For' combo as follows:
    1) Rental
    2) Repair
    3) Exchange

  ✓ New controls have been added in the 'Shipment Info.' section to identify the station and delivery point mapped to the customer address ID selected.
    1) Station #
    2) Carrier/Agency #

  ✓ New Controls have been added in the 'Additional Info.' section to maintain Additional attributes required for SLA tracking
    1) Request purpose
    2) Request Source
    3) SLA Category

  ✓ 'Part Info.' multiline
    1) Lease Remarks column have been added in which the user can specifiy the remarks or the number of days to get rented for the particular parts in case if the Request for is 'Rentals'

Exhibit 1:

Manage Category Codes activity under the **Category** business component of the **Sales Setup** business process

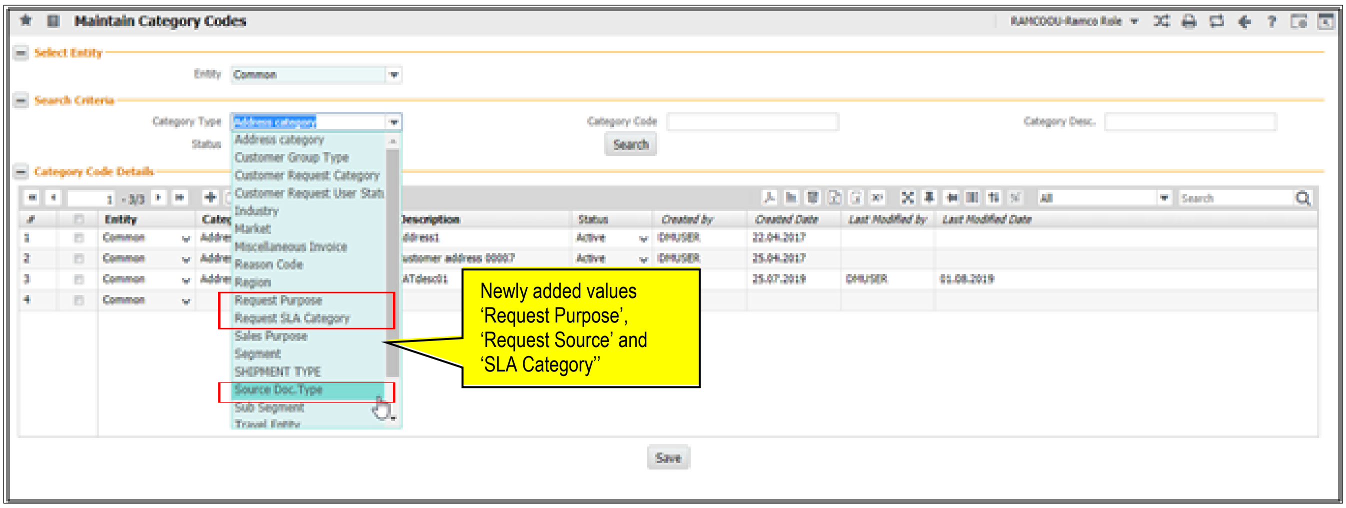


Exhibit 2:

Manage Customer Request activity under the **Customer Request** business component in the **Part Sale Order** business process

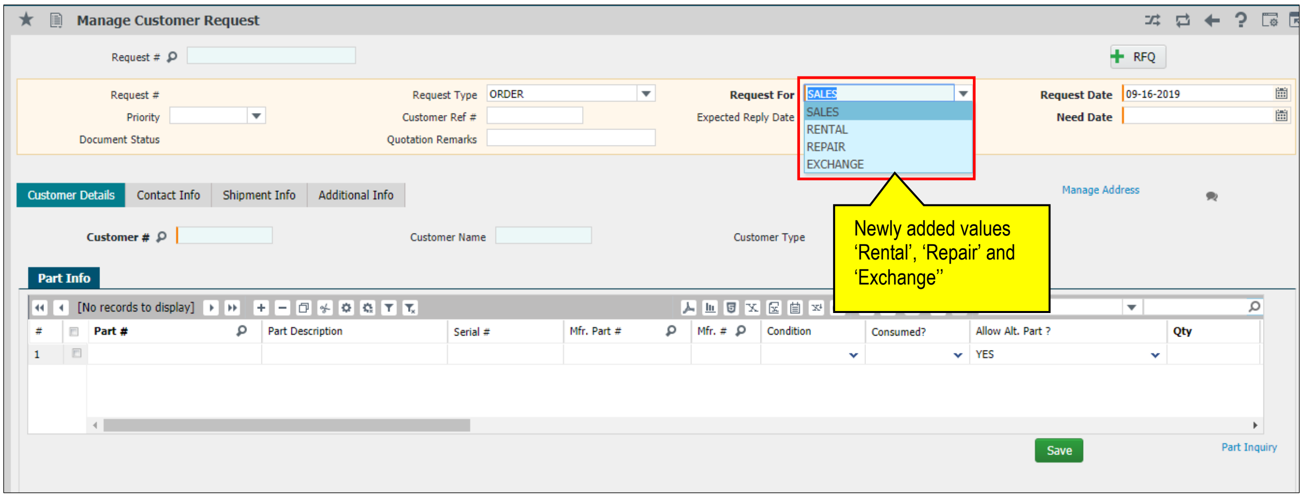


Exhibit 3:

Shipment Info. tab page in the **Manage Customer Request** activity under the **Customer Request** business component

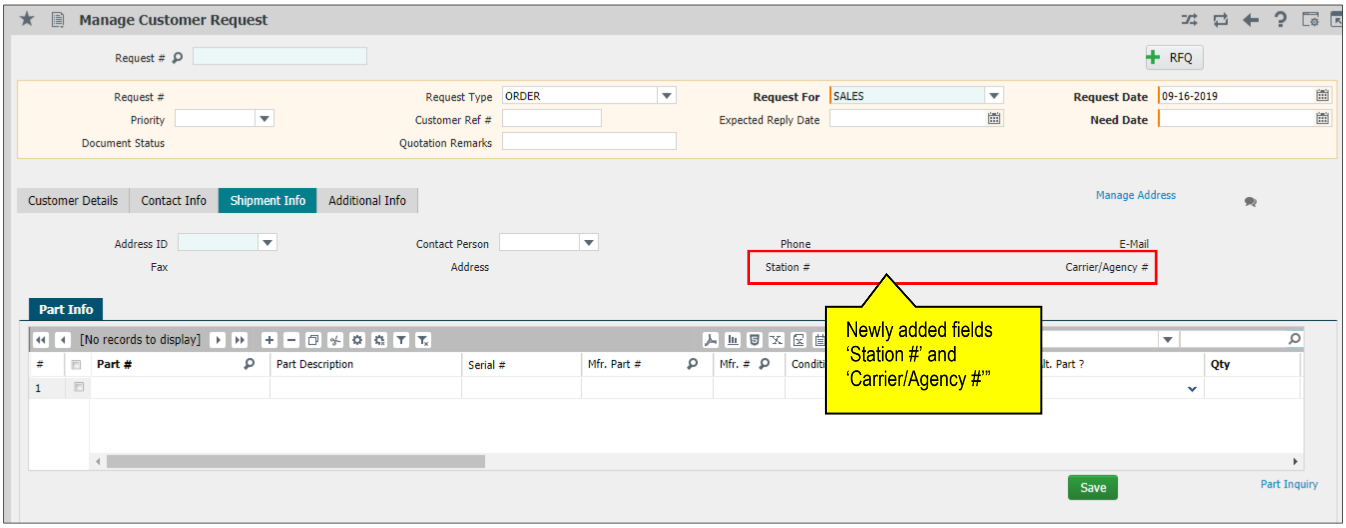


Exhibit 4:

Additional Info. tab page in the **Manage Customer Request** activity under the **Customer Request** business component

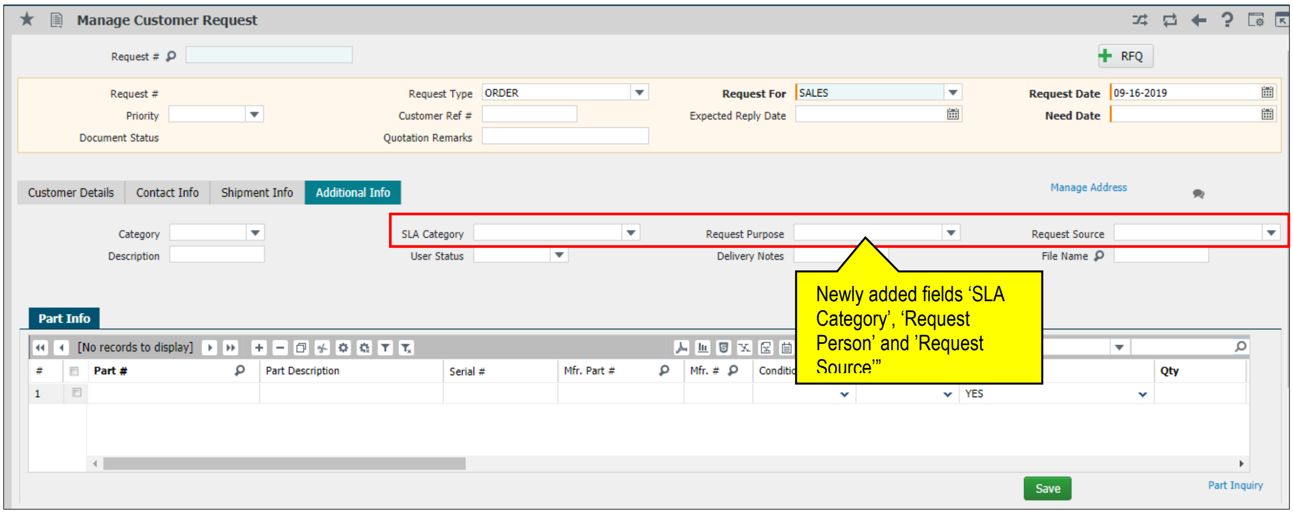
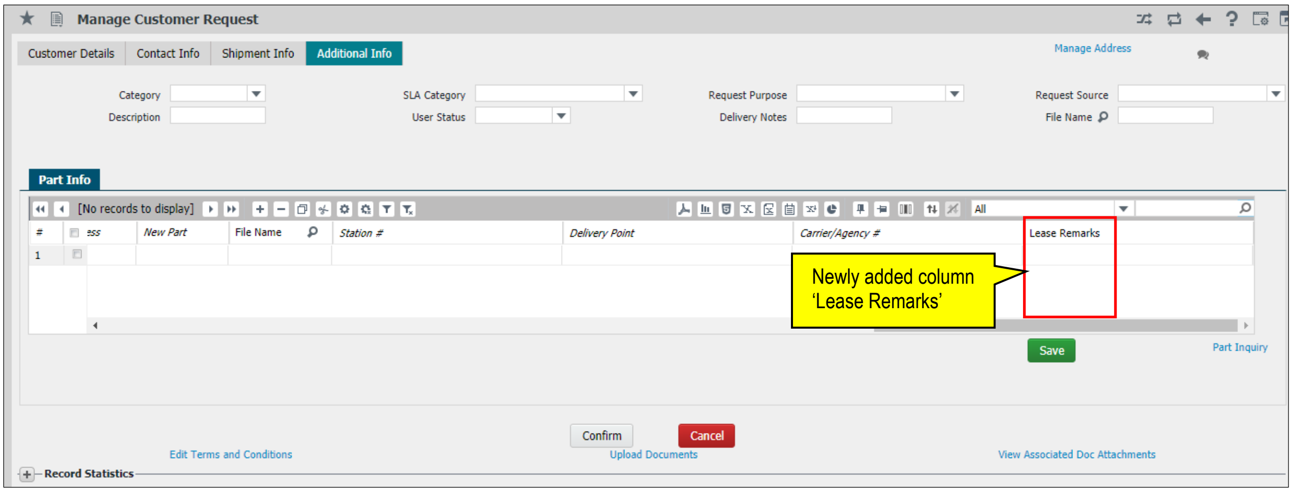


Exhibit 5:

Part Info multiline in the **Manage Customer Request** activity under the **Customer Request** business component



Ability to manage Acknowledgment and Rejections for Customer Requests.

Reference: APRP-304

Background

Major Organizations related to Inventory Operations providing services in MRO industry have a broad customer database. Such organizations receive a large number of requests from their customers before an order is placed. There could be certain customers who would prefer an acknowledgement from the MRO on receiving the Request as a simple notification, prior to order confirmation.

An acknowledgement/rejection of a request benefits the customer to know their status of the request and plan accordingly their business needs.

Currently, there is no provision to display the status of customer request. And also, user should manually send out an acknowledgement against the received request through an email/phone outside the system.
To extemporize the current process, a customer request should have acknowledgement/rejection function that makes it a system driven process.

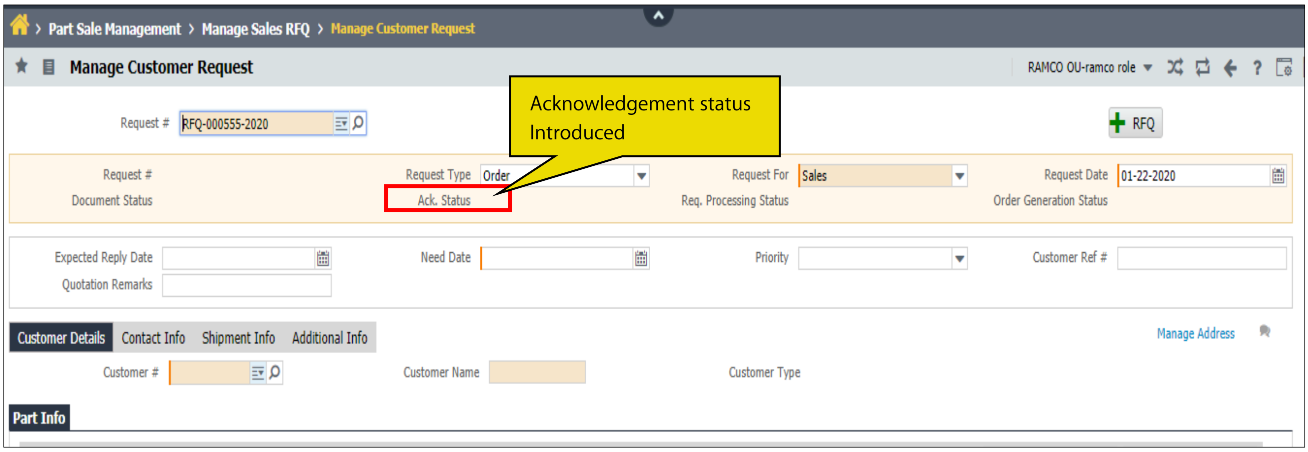
Change Details

A new provision 'Acknowledgement Status' will be added to identify the Acknowledgement Status of customer request in **Manage Sales RFQ>Manage Customer Requests** screen, once the request has been confirmed. The Acknowledgement requirement will be captured for each customer request type as a set option under **Set Sales Process Parameters** screen.

User will be able to acknowledge/reject the request in the screen and remarks column has also been added to provide comments/reason for Acknowledgements/Rejections. New controls have also been added to identify the Acknowledged date as the customer can track the status of their requests easily.

Automatic Acknowledgement mails will be sent to mail addresses of External Contract person setup against the Customer and the mail addresses against the Customer Address IDs.
Request Acknowledgements can also be tracked within the **Customer Order Management** Hub under the 'Requests Pending Acknowledgement' Status tile.

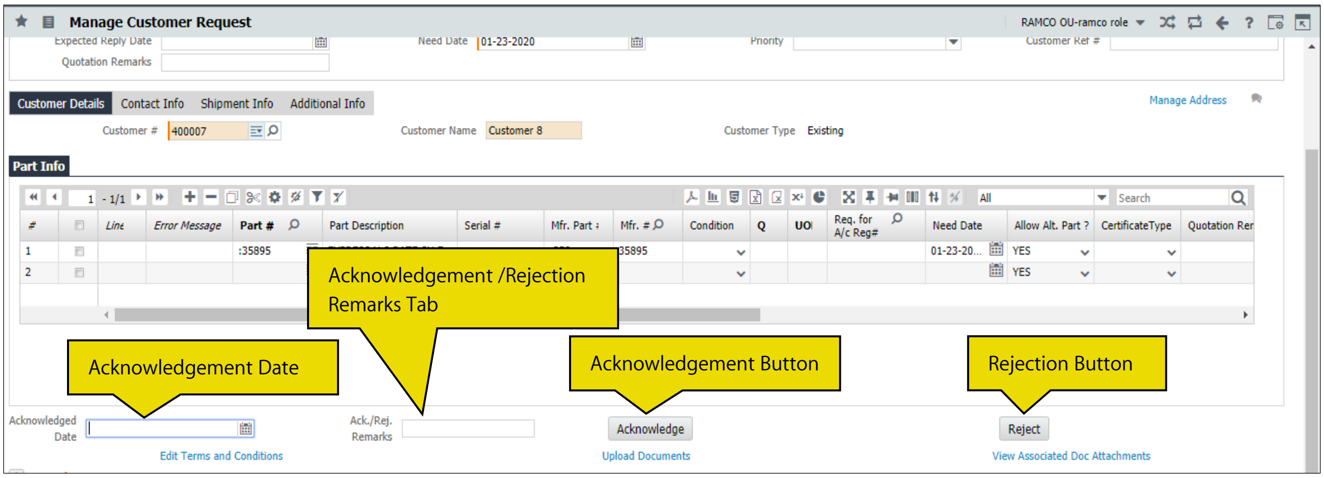
Exhibit 1:
Manage Customer Request screen



- Status ‘Acknowledgement status’ has been added.
- This status bar will display the acknowledgement statuses viz., ‘Ack. Required’, ‘Ack. Not Required’ & ‘Acknowledged’

Exhibit 2:

Manage Customer Request Screen



- Acknowledge and Reject buttons are added.
- Remarks section have also been included in the screen for the customer to know comments/reason if the request has been rejected.
- Acknowledgement date is also added in the screen that helps the customer to keep a better track on the whole process.

Note:

- *Acknowledgement status will be automatically updated as ‘Not Required’ if the request is for ‘Rentals’.*
- *Acknowledgement/Rejection mails will be sent automatically to the customer contact person within five minutes of a selection made by the user.*

Ability to automatically process the request for Exchange / Repair into an Exchange / Regular customer order respectively and manage the automation rules for generating orders for Customer Requests

Reference: APRP-305,306

Background

In the case of ITM business, when a request is received from the customer for Repair/Exchange, an order has to be automatically setup on confirmation of the request if the scope of Parts requested are already agreed under the Contract with the customer.

Currently, Customer Requests are not automatically processed into Customer Order, only request documents are given as reference while Customer Order is generated manually. This feature introduces an automation process where the Customer Order will be generated automatically on confirmation of Request based on set options defined at organization level.

Change Details

- New Set Options have been introduced in **Sales Setup > Customer > Set Sales Process Parameter** screen (Exhibit-1)
    - These set options define whether automation of requests into Customer Order is required or not or based on certain business conditions (Rules).
    - A Customer Request in 'Confirmed' status would be validated for data correctness and evaluated for a valid contract before processing in to an order. Only those requests which are eligible for automation (based on rules) will be processed in to a Customer Order.
    - In case of Request for '**Repair**' :

      If the set option 'Auto Generation of Customer Order on confirmation of Customer Request for Repair' is set as:

        - '**Yes**', then Confirmed Customer Requests on Repair would be automatically processed into Customer Order.
        - '**Yes based on Rules'** , then only those Confirmed Customer Requests satisfying certain business conditions would be automatically processed into customer order.
        - '**No**', then Confirmed Customer Requests on Repair would not be automatically processed into Customer Order.

- In case of Request for '**Advance Exchange'**

  If the set option "Auto Generation of Customer Order on confirmation of Customer Request for Advance Exchange" is set as '**Yes**', then Confirmed Customer Requests on Repair would be automatically processed into Customer Order

- o **'Yes based on Rules'** then only those Confirmed Customer Requests satisfying certain business conditions would be automatically processed into customer order.
- o '**No**', then Confirmed Customer Requests on Repair would not be automatically processed into Customer Order.

➢ New Set Options have been introduced in **Sales Setup > Customer > Set Sales Process Parameter** screen (Exhibit-2)

- These set options define the status in which the 'Customer Order' for Repair/Exchange Order should be set up if the 'Auto Generation of Customer Order on confirmation of Customer Request' is set as 'Yes.'
- These Parameters are mandatory if the parameters for Automation are set as 'Yes'.
- Based on the value selected against this parameter, automated Customer Order generated will be generated 'Fresh/Confirmed/Processed' Status.

Note:

However the Customer Order automatically generated from Requests will be in 'Draft' status irrespective of the above parameter, if all the mandatory details required for Order set up are not available

➢ A new activity has been introduced under **Sales Setup > Customer >Manage Order Automation Rules for Customer Requests** (Exhibit-3)

- Conditions(Rules) which set the context for automation of requests can be defined in **Maintain Order Automation Rules for Customer Requests** screen If the parameter "Auto Generation of Customer Order on confirmation of Customer Request for Repair/Advance Exchange" is set as 'Yes based on Rules',
- Status of 'Auto Generated Customer Order should be set in Maintain Order Automation Rules for Customer Requests screen if automation is set as 'Yes, Based on Rules'
- 'Request For' is loaded with 'Repair', 'Advance Exchange', 'Sales', 'All'. Rules can be defined for 'Request For' as 'All' when the conditions are not specific for each business line.
- 'Request For' combo is loaded only with values of request type for which automation is set as 'Yes, Based on Rules'.
- 'Rules for' indicates whether the rules defined in the screen should be considered as: 'Inclusions' – Indicates that only the requests satisfying the conditions defined should be processed into an order.

  'Exclusion' – Indicates that all the requests satisfying the conditions defined should not be processed into an order.
- Status of Auto Generated Orders indicates the status at which customer order which is to be Auto-Generated.
- Once the Rule Id and Rule Description is entered and saved, user is allowed to defined the rules for automation by clicking the edit icon in column 'Define Rules'

- Rules can be defined depending on business scenario and can be saved. Once the rules are defined, 'Status' Column of that line Rule ID should be changed to 'Active' and saved.
- Thus, when automation is set as 'Yes, Based on Rules' and those requests which satisfy the business rules which are defined in Maintain Order Automation rules for Customer Requests screen are automated. Those requests which do not satisfy any of these business rules are not processed into a Customer Order and will be visible for manual processing in Customer Order Management Hub in 'Unprocessed Requests' tile.

➢ Processing logic for Automation of Customer Request to Customer Orders:

Request for Repair:

- When a request document has a single part, a single Customer Order will be will be generated against the customer request.
- When a request document has a single part with multiple Quantities or a single part with multiple serials, then single Customer Order will be generated against the Customer request if 'Consolidate Exec. Order' for that part in Part Master is set as 'Yes'
- When 'Consolidate Exec. Order' for that part in Part Master is set as 'No' or when repair process code for each part is different, then one Customer Order for Each Qty will be generated.

Request for Advance Exchange:

- When a request document has a single part/ multiple parts/ Single part with multiple serial, then multiple Customer Orders, each order for each part/ part-serial combination will be generated.

➢ Stages of Auto Processing from Customer Request to Customer Order:

Once the request is confirmed, the 'Req. Processing Status' and 'Order Generation Status' in Manage Customer Request screen will be updated depending on auto processing of Customer Request into customer order

Request Processing Status Indicates:

- *Blank* - Customer Request is yet to be confirmed
- *Pending* - When Customer Request is confirmed but still not picked by the Offline routine (scheduler).
- *Under Processing* - When Customer Request is confirmed and picked by the Offline Routine (scheduler).
- *Processed-Error* - When the request is resulted in error due to various reasons (Invalid Part #, Invalid Customer #, No Contract Exist, Multiple Contract Exist)
- *Processed - Customer Request which are processed successfully.*

Order Generation Status Indicates:

- *Generated* - Customer Requests which are successfully auto generated into Customer Orders
- *Not Generated* - Customer Request for which the contract is evaluated but the automation failed against the rule evaluation. For this scenario, Request Processing Status will be 'Processed' and 'Order Generation Status' will be 'Not Generated'

Exhibit 1:

The **Set Sales Process Parameter** Screen

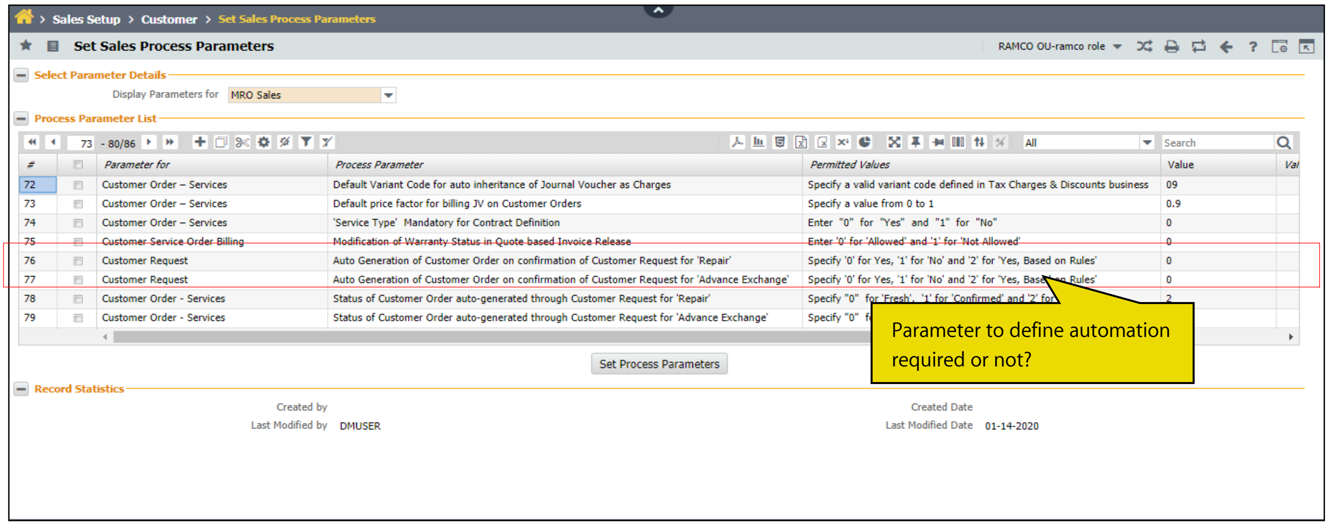


Exhibit 2:

The **Set Sales Process Parameter** Screen

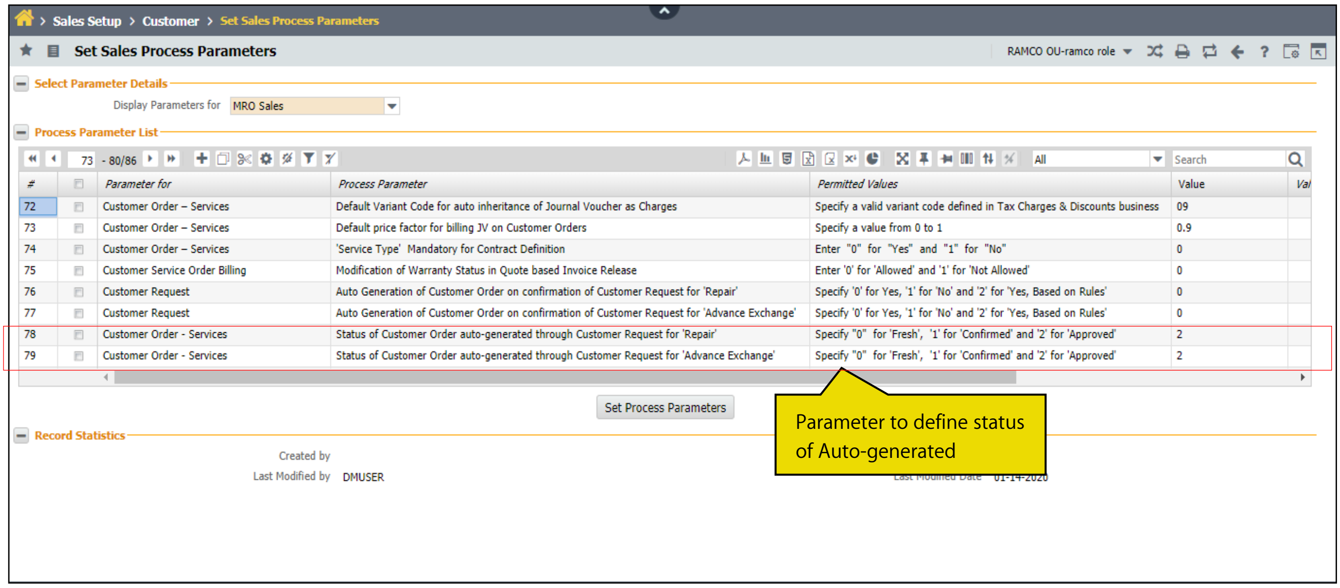


Exhibit 3:

The **Set Sales Process Parameter** Screen

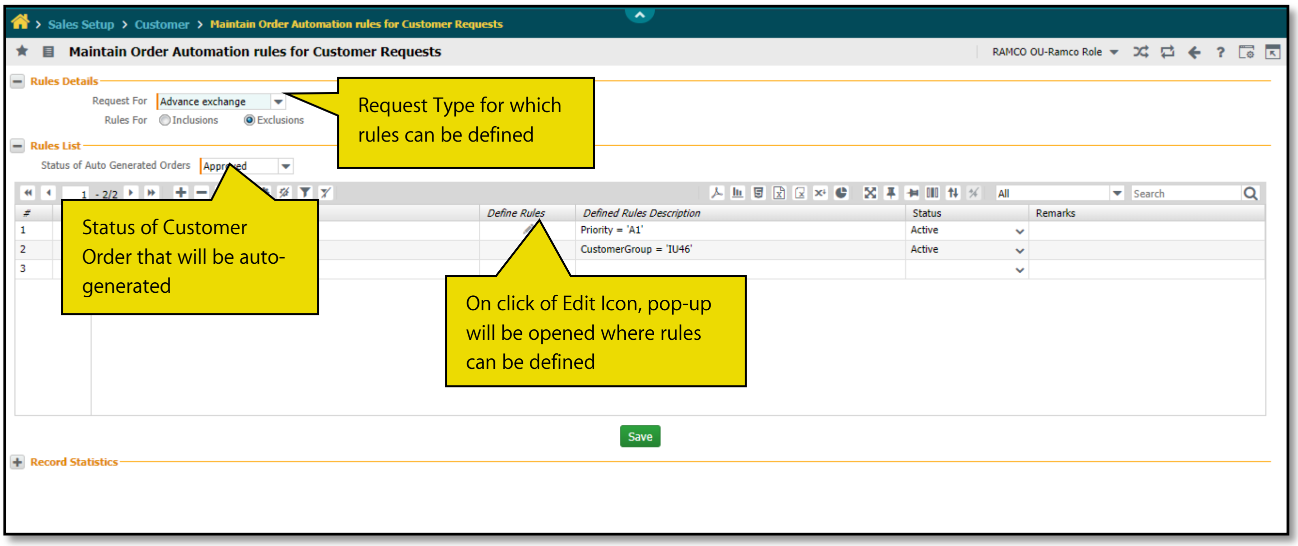
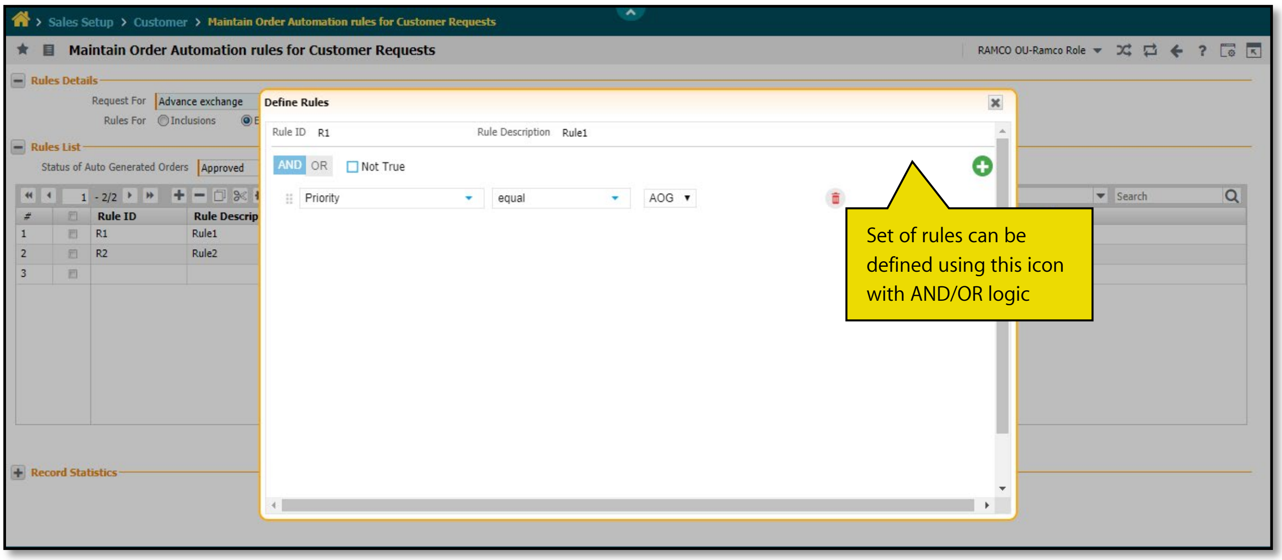


Exhibit 3:

The **Maintain Order Automation Rules for Customer Requests** Screen



Ability to manage order confirmation acknowledgments for part and service sale type

Reference: APRP-606

Background

Major Organizations in MRO industry receive a large number of requests from their customers for specific services. A standard practice is to accept the request as an order and acknowledge the customer on order confirmation. As per the contractual terms, there are agreed SLA's (Service Level Activity) in which acknowledgement of the order have to be sent out to customer within stipulated time period once an order has been confirmed. Failure to do so may lead to SLA delay penalties.

Currently, user manually sends out an acknowledgement against the order through an email/phone outside the system.

To ease the existing process, a customer order must have acknowledgement/rejection function that makes it a system driven process.

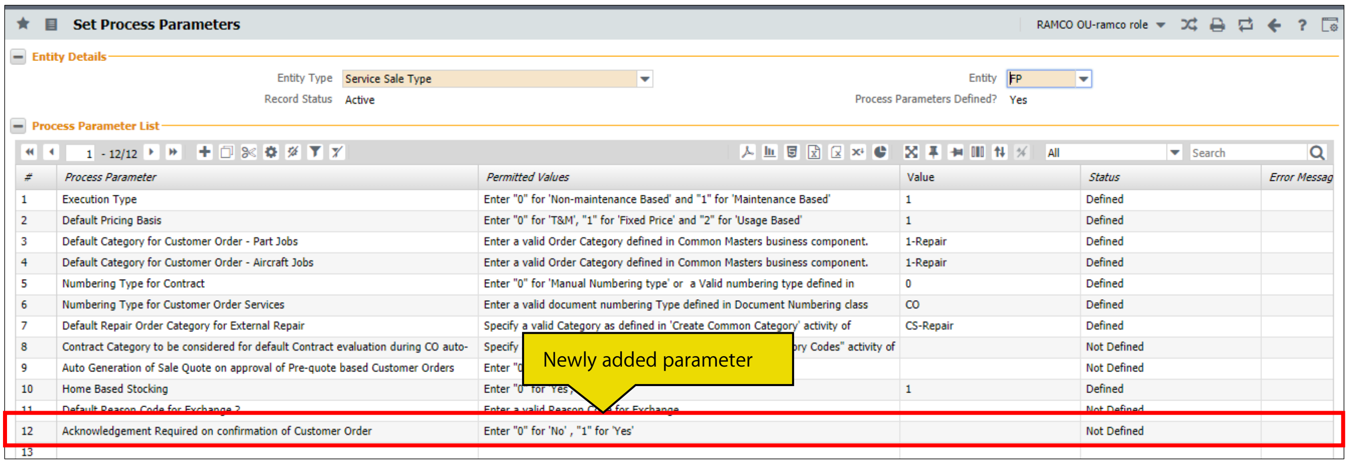
Change Details

A new provision has been added to identify the acknowledgement requirement against each sale type level in **Common Master>Define Process Entities>Set up Process Parameters**, once the request has been confirmed and customer order has been generated automatically by the system. The Ack. Req parameter will be defined for each customer order based on their need for an order to be acknowledged. The definition will be based on the sale contract and sale type which will be evaluated during the generation of customer order.

A provision has been given in the **Customer Order management Hub** to find out the CO's which are pending acknowledgement in the 'Pending Customer Order Acknowledgment' tile. The user will be able to acknowledge the order in the tab and an auto mail will be sent to the customer contact person upon clicking of the 'Acknowledge' button.

Exhibit 1:

Set Process Parameters screen



Set Process Parameters

RAMCO OU-ramco role

Entity Details

Entity Type: Service Sale Type | Entity: FP

Record Status: Active | Process Parameters Defined? Yes

Process Parameter List

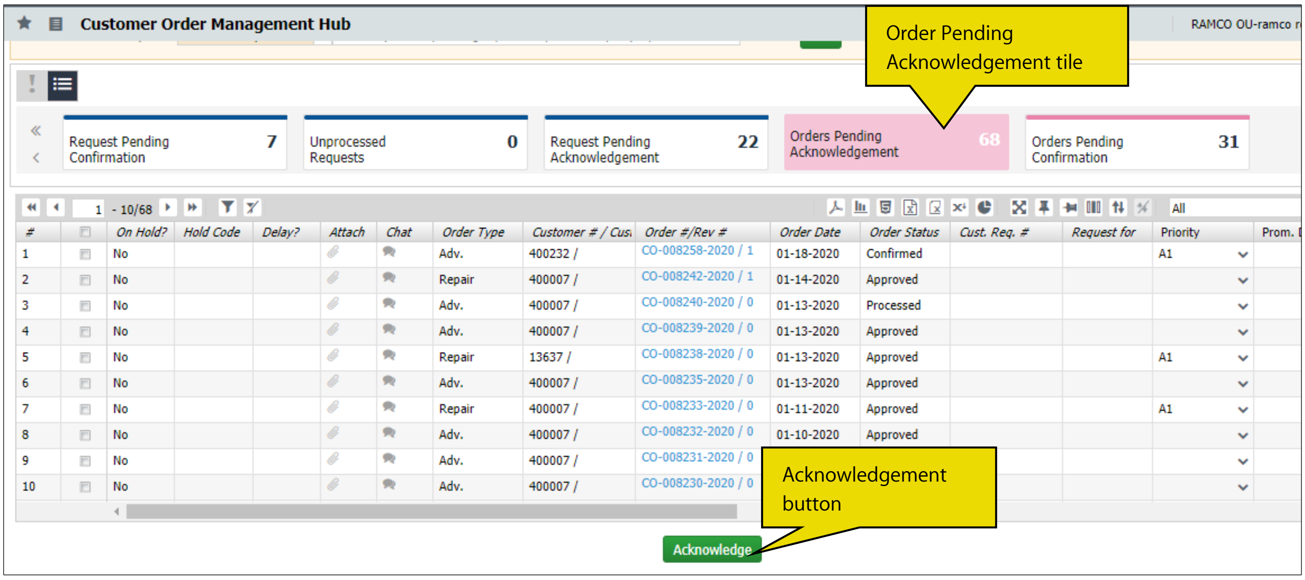
1 - 12/12

#	Process Parameter	Permitted Values	Value	Status	Error Messag
1	Execution Type	Enter "0" for 'Non-maintenance Based' and "1" for 'Maintenance Based'	1	Defined	
2	Default Pricing Basis	Enter "0" for 'T&M', "1" for 'Fixed Price' and "2" for 'Usage Based'	1	Defined	
3	Default Category for Customer Order - Part Jobs	Enter a valid Order Category defined in Common Masters business component.	1-Repair	Defined	
4	Default Category for Customer Order - Aircraft Jobs	Enter a valid Order Category defined in Common Masters business component.	1-Repair	Defined	
5	Numbering Type for Contract	Enter "0" for 'Manual Numbering type' or a Valid numbering type defined in	0	Defined	
6	Numbering Type for Customer Order Services	Enter a valid document numbering Type defined in Document Numbering class	CO	Defined	
7	Default Repair Order Category for External Repair	Specify a valid Category as defined in 'Create Common Category' activity of	CS-Repair	Defined	
8	Contract Category to be considered for default Contract evaluation during CO auto-	Specify ... ry Codes" activity of		Not Defined	
9	Auto Generation of Sale Quote on approval of Pre-quote based Customer Orders	Enter "0		Not Defined	
10	Home Based Stocking	Enter "0" for 'Yes',	1	Defined	
11	Default Reason Code for Exchange 2	Enter a valid Reason C... for Exchange		Not Defined	
12	Acknowledgement Required on confirmation of Customer Order	Enter "0" for 'No' , "1" for 'Yes'		Not Defined	
13					

New Process Parameter ‘Acknowledgement required on Confirmation of customer order’ has been added. Values ‘0’ or ‘1’ can be given to define the parameter. The values entered will be based on the sale type and the terms defined in the sale contract.

Exhibit 2:

Customer order Management Hub Screen



- Pending Order Acknowledgement tile is seen in the customer order management hub. The list of approved customer orders that require acknowledgement will be listed under this tile.
- Upon the click of acknowledge button against a CO, an auto acknowledgement mail will be triggered and sent to the customer contact person as mentioned in the CO within five minutes.

Note:

Acknowledgement required parameter will be applicable to customer orders of the type: ‘Repair/Exchange’ only.

*An automatic acknowledgement mail will be sent to **Customer** Representative mail ID. The mail id should be defined in the customer master. Multiple Mail IDs can also be defined in the customer Master.*

Ability to track and review jobs with provision to render a flexible framework to manage pricing within Customer Order

Reference: APRP-280

Background

There are various ways in which a work scope is received and executed based on the different type of business. In case of heavy maintenance jobs, like that of tasks performed on an aircraft, the work scope is generally requested by the customer for which a contractual agreement is made and signed. However, once the aircraft actually reaches a hanger, the customer may include or exclude certain tasks from the requested work. In such cases the price originally quoted is to be revised locally for the order as this does not change the standard scope agreed as per the contract.

Similarly, when it comes to component/Engine maintenance, the work requested might remain the same, but there is a possibility that the customer may select a different pricing pattern which primarily varies the inclusion and exclusion list of the work scope. This also is generally managed within the order itself.

Therefore there is a requirement to review the work scope information of an order and make modifications to pricing, in-scope /out of scope while the job is still open.

Change Details

A new activity **Manage Customer Order Workscope** has been added under the **Customer Order – Services** business component to help in the review and modification of the following details of tasks within the document:

- Pricing Task Ref.
- Task Pricing Basis
- In scope/Out of scope

The screen has the following sections:

User can provide a Customer Order # in the header (search option is available) based on which the following details of the Order # selected will be displayed:

1. **Header Section:**

   The Header section displays the main info. of the Customer Order such as:

   - Order#: The Customer Order# that is provided
   - Status: The Status of the Customer Order selected
   - Customer #: The Customer# and name for whom the order is raised
   - Contract#/Rev #: Contract #/Rev. # against which the order is evaluated

2. **Order Additional Information**

The Additional Info. of the Customer Order as given below will be displayed in this section:

- Order Applicability, whether Aircraft, Parts or Others
- Object # either Aircraft Reg. # or Part #
- Station/Primary Work Center details
- Order Priority as specified in the CO
- Order Currency as in Customer Order
- Customer PO # as in CO

3. **Work scope Details**

This section contains additional search criteria to filter/view the work scope within the customer Order based on the following:

- Exec. Doc #: The Tasks available under a specific exec. Document (either ‘Shop Work Order’ or ‘Aircraft Maintenance Execution’) within the customer order# can be retrieved by providing the Exec. Doc #
- Entity: Specific Entity like the Task#, Repair Order, Exchange Order or Service Purchases based search can also be performed to retrieve the respective details
- Pricing Task #: Search can also be performed to retrieve all the tasks# under the given Customer Order # with a particular ‘Pricing Task#’
- Contracted: This will enable to search for the tasks# under the customer order which are contracted or not contracted as per the contract.
- COA?: COA based search is also available which will retrieve only the tasks with the COA marked as per the selected option.

4. **Multiline**

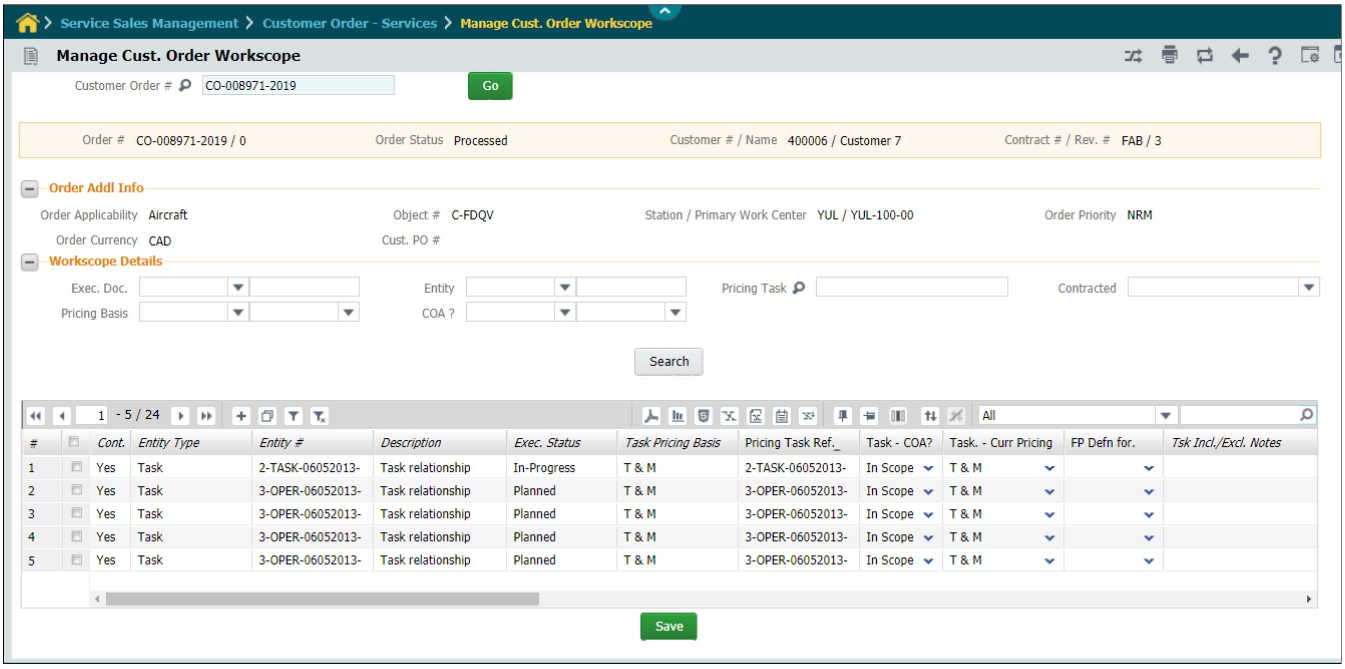
- Based on above additional search criteria, the multiline records will be displayed.
- If no additional search criteria are provided, the entire workscope under the Customer Order # will be retrieved.
- The system retrieves the work scope of the given Customer Order in this section after the generation of Execution document.
- All Tasks in the Execution documents both parent Exec. Doc and child Exec. Docs are retrieved in the multiline irrespective of the status.
- The COA and pricing details of the Task and its constituents are retrieved i.e., Task pricing basis, COA, Material Pricing basis and COA, Resource pricing basis and COA, Others pricing basis and COA as evaluated by the system from Contract.
- The system will also indicate the Contracted? Status against the tasks based on whether Task is a part of the evaluated contract/revision as either Work scope, or Inclusion or Exclusion.
- Modifications can be made to ‘Pricing Task’, ‘Task – COA?’, ‘Task Curr Pricing Basis’, FP defn. at, MAT-COA?, Resource - COA ?, Other resources – COA? against any task# and save the details.

Note:

1. *Modifications cannot be done against cancelled tasks.*
2. *The Estimations requirements against the task will be updated based on the changes made against the pricing task, COA? etc.*
3. *The Hold requirements against the task for Estimates/Quotation will be updated against the tasks based on the modifications saved against the same in this screen*
4. *The Quote/Invoice Release generated against the Customer Order will be impacted based on the changes (COA, Pricing Task) made against the customer order.*
5. *All in scope /out of scope, pricing basis evaluation are done again based on new contract / revision, when contract re-assignment is done to the Customer Order.*

Exhibit 1:

Manage Customer Order Workscope activity in the **Customer Order – Services** business component



Ability to resolve warranty in Invoice Release for quote based bills and setup Warranty Release on confirmation of Customer Release

Reference: APRP-228

Background

This enhancement is to give provision to generate Warranty Release prior to the final invoice in order to claim warranty in the Invoice Release screen by the warranty user. Thus the warranty user need not wait until the final invoice is generated for quote based bills and therefore setup Warranty Release on confirmation of the Customer Release.

Change Details

- A new parameter has been added to enable setting up of Warranty release on Confirmation of Customer Release.in the 'Operational Parameters' tab in the **Edit Terms of Execution** link page in the **Manage Sale Contract** activity under the **Sale Contract** business component as given below:

  Category: Commercials
  Elements: Warranty Release
  Description : Auto setup Warranty release on
  Permitted Value: Enter "0"' for Customer Release Confirmation
  "1" for 'Customer Release Processing'

- A new parameter has been added to enable modification/resolution of warranty in Invoice Release for Quote based billing in the **Set Sales Process Parameters** activity of the **Customer** business component

  Category: MRO Sales
  Parameter For: Customer Service Order Billing
  Description: Modification of Warranty Status in Quote based Invoice Release
  Permitted Value: Enter '0' for 'Allowed' and '1' for 'Not Allowed'

- Another new parameter has been added for approval of warranty claim quote in the **Manage Additional Options** activity under the **Customer** business component as given below:

  Category: Commercials
  Elements: Warranty Claim
  Description: Approval of warranty claim Quote
  Permitted Value: Enter "0"' for Required and "1" for 'Not Required.

- In the **Manage Invoice Release** activity under the **Service Sale Billing** business component, provision has been given as follows:

Actual Basis

- "Warranty Release" is auto setup in 'Fresh' status based on the warranty resolved in the Customer Release.

  Release and the Bill to Customer given if the following conditions are true:

  i. The Billing Basis is 'Actuals'
  ii. The process parameter 'Auto setup warranty release on' is set as '0' for 'Customer Release Confirmation in the 'Operational Parameters' tab of the **Edit Terms of Execution** link page in the **Sale Contract** business component.

Note: 1) If no Warranty Release is already available, a new Warranty Release is setup based on confirmation of customer release.

2) If Warranty release is already available, the system updates the existing Warranty Release on click of the 'Get' pushbutton.

Quote Basis

- Warranty Release is auto setup in 'Fresh' status based on the warranty resolved in customer release and as per warranty Quote if the following conditions are true:

  i. The Billing Basis is 'Quote'
  ii. The process parameter 'Auto setup warranty release on' is set as '0' for 'Customer Release Confirmation in the 'Operational Parameters' tab of the **Edit Terms of Execution** link page in the **Sale Contract** business component

Note: 1) After claiming warranty in Customer Release and on confirmation, Warranty Quote will be generated.

2) If no Warranty Quote is already available, a new Warranty Quote is setup based on confirmation of the Customer Release.

3) If Warranty Quote is already available, the system updates the existing Warranty Quote on click of 'Get' button.

4) On approval of Warranty Quote Warranty Release will be generated. If no Warranty Release is already available, a new Warranty Release is setup based on approval of the Warranty Quote.

If Warranty release is already available, the system updates the existing Warranty Release on click of 'Get' button.

Exhibit 1:

Operational Parameters tab in the **Edit Terms of Execution** link in the **Manage Sale Contract** activity under the **Sale Contract** business process.

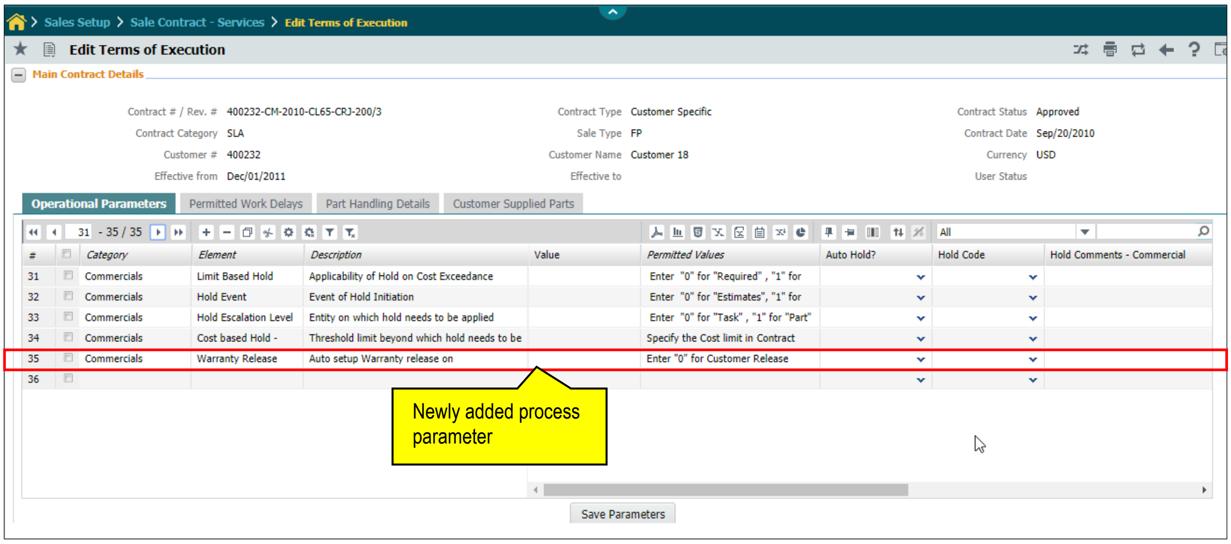


Exhibit 2:

Set Sales Process Parameters in the **Customer** business process

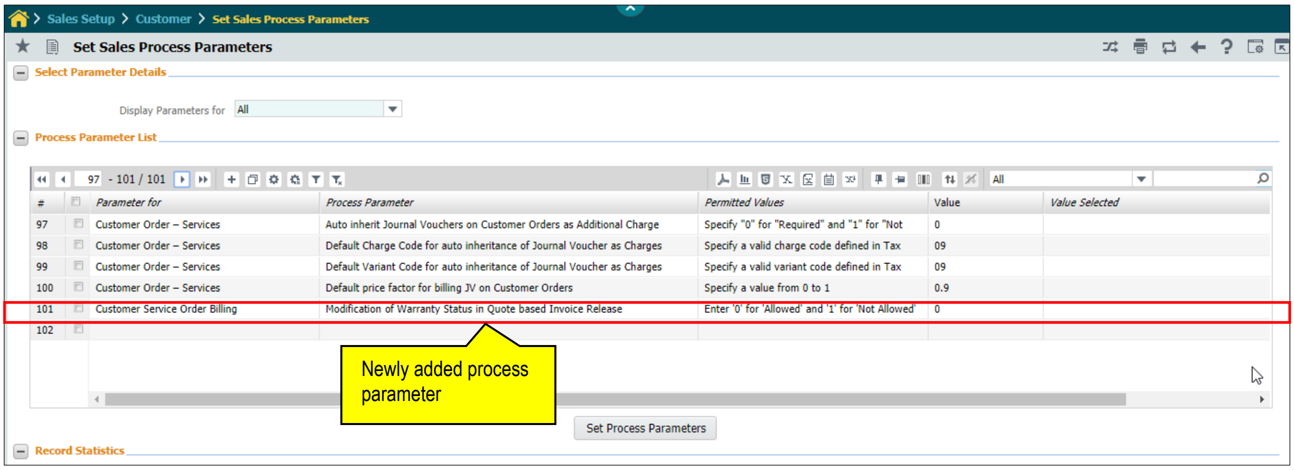
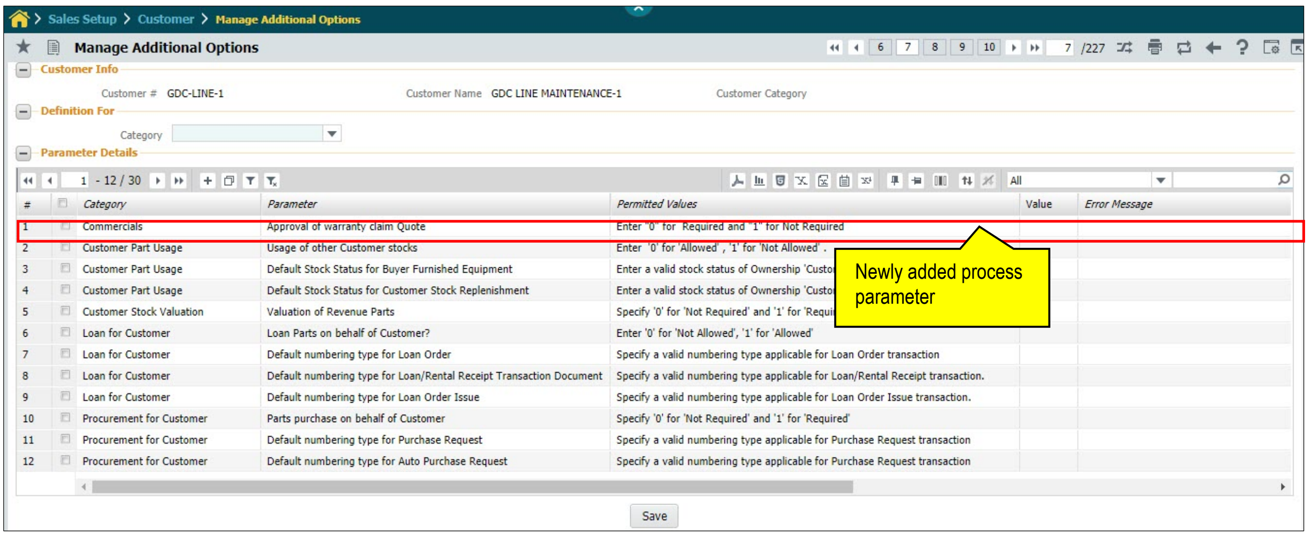


Exhibit 3:

Manage Additional Options link in the **Customer** business component



WHAT'S NEW IN SERVICE SALE BILLING?

Ability to add tasks directly while processing invoice release

Reference: APRP-769

Background

While processing Invoice Release it must be noted that billing processes start predominantly after completion of the tasks. However, there might be situations where the Finance / Commercials team is required to add new tasks under the Execution document and provide the Pricing Basis and the details of the work performed. Therefore the requirement is to create a provision for adding new tasks in the Invoice Release in the Invoice Release similar to the addition of materials/resources.

Change Details

A new pop up screen 'Add Task' has been introduced in the **Manage Invoice Release** activity in the **Process Invoice** business process

A new link 'Add Task' has been added in the 'Reg. Billing Info.' tab on click of which the Add Tasks popup will launch

> *Note: Provision has been given specify the pricing basis also while the new task is being added.*

Ensure that 'Add Tasks' is allowed only in the Invoice Releases in 'Fresh' status.

Header Controls

- Display only fields: Ref.Doc Type, Ref. Doc #, Ref. Doc .Status for which values are defaulted from the respective Invoice Release
- Exec Doc # combo, in which the system lists all the Execution documents # in the respective Invoice Release.
- Parent Task combo in which the system lists all the Parent tasks with the respective seq # (in the format based on the execution document selected in the 'Exec. Doc. #' combo

> *Note: Note that the system saves the details even when the Task # that is being added is not a valid take and is in 'Inactive' status.*

Multiline

- Task #
- Task Description
- Seq #
- Pricing Basis Combo is loaded with the values T&M ' and ' Fixed Price by Work Unit'.

Note: Note that the system automatically selects the pricing basis as 'T&M' if no value is selected in the 'Pricing Basis' combo while adding a new task

- FP – Material
- FP – Labour
- FP – Oth. Res.
- FP-Total
- COA? is loaded with the values "In scope" and "Out of scope".
- Exec. Doc. # is loaded with all the Execution Documents # in the respective Invoice Release.
- Pricing Task # is loaded with all the pricing Task #'s (Tasks which have their own pricing basis) available in all the Exec.Doc #.
- Pricing Task Desc
- Parent Task # loads all the Parent tasks in all the Execution Documents # in the respective Invoice Release.

  Note that the system automatically considers the Parent Task # specified in the header section
- Parent Task Desc.
- Pricing Narration
- Modification Notes

Exhibit 1:

Manage Invoice Release activity in the **Process Invoice** business process

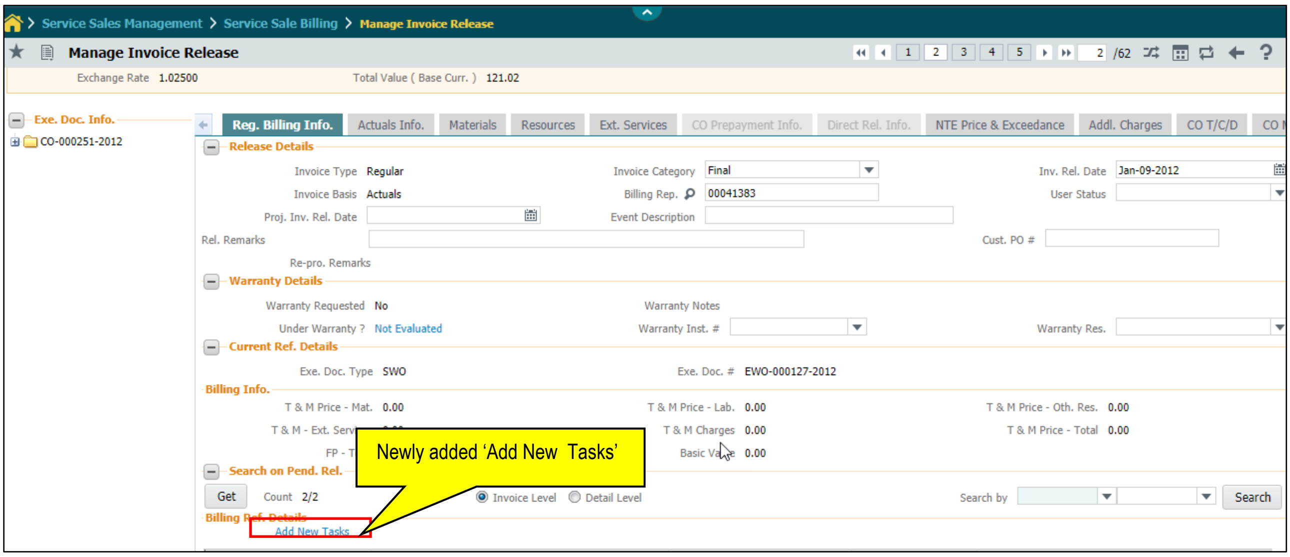
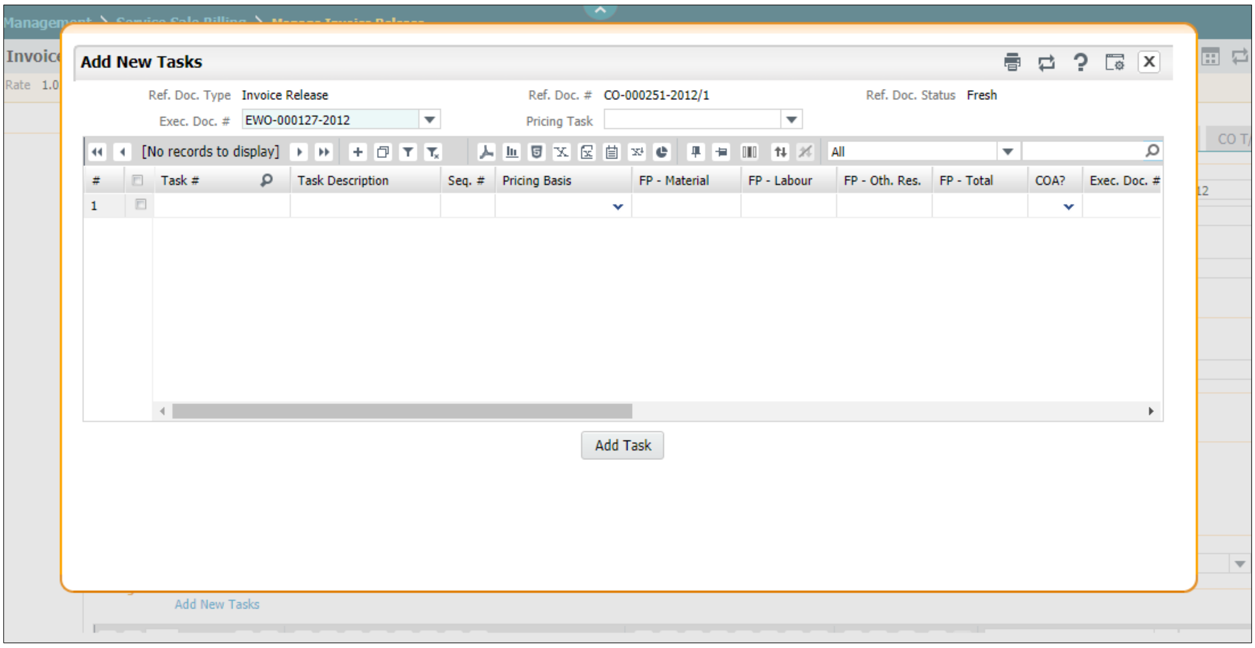


Exhibit 2:

Add New Tasks popup link in the **Manage Invoice Release** activity under the **Process Invoice** business component


Add New Tasks
Ref. Doc. Type Invoice Release
Ref. Doc. # CO-000251-2012/1
Ref. Doc. Status Fresh
Exec. Doc. # EWO-000127-2012
Pricing Task
[No records to display]
All
Task # Task Description Seq. # Pricing Basis FP - Material FP - Labour FP - Oth. Res. FP - Total COA? Exec. Doc.
Add Task
Add New Tasks

Ability to report and review timesheet in Invoice Release for Roster Code based resource pricing

Reference: APRP-772

Background

After completion of work or during work-in-progress, when the Invoice Release is generated, the Commercials role is required to review the resource consumption for such jobs performed including pricing for the same and make price modifications if required. However, there might be some instances where the consumed resources might not be reported during execution of work, in which case, the Billing Representative is required to manually add the resource information against the tasks and provide the relevant pricing details. The current enhancement is designed to address this issue.

For SPL based on Roster Code, the requirement is for a provision to add resource needs to be given against a task with the respective price details.

Change Details

Service Sales Management > **Service Sale Billing** > **Manage Invoice Release** > **Resource Tab** >**Add Resources popup**

A new combo 'Roster Code' has been added in the multiline of the 'Add Resources' popup which will list all the existing Roster Codes available against the given SPL

Service Sales Management > **Service Sale Billing** > **Manage Invoice Release** > **Resource Tab**

A new combo 'Update Qty/Reapply Pricing' has been added under the 'Task-Timesheet Info.' section for the user to specify whether the Billable labor Qty. should be considered from the 'Emp. Timesheet Details' or 'Add Resource' popup screen

> *Note: In the 'Task-Timesheet Info' section, new resource and the respective time details can be updated. Based on the roster definitions in the respective SPL, line will be split up and computation happens under the 'Resource Pricing Details' section.*

The Update. Qty/Reapply Pricing' combo will be defaulted based on the option set for the Parameter, 'Labor Quantity Modification in Invoice Release' available under 'MRO Sales' Parameters in the **Set Sales Process Parameters** screen under the **Customer** business component as given below:

- 'Yes' if the parameter is set as 'Employee Timesheet' Level in which case the quantity as in the 'Employee Timesheet Details' will be considered.
- 'No' if the parameter is set as 'Skill Level' in which case quantity in the 'Resource Pricing Details' will be considered.

> *Note: The resource added using 'Add Resource' in resource pricing details will be considered for Billable Labor Price when 'Update. Qty/Reapply Pricing' is set as Yes as well as No*

Exhibit 1:

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

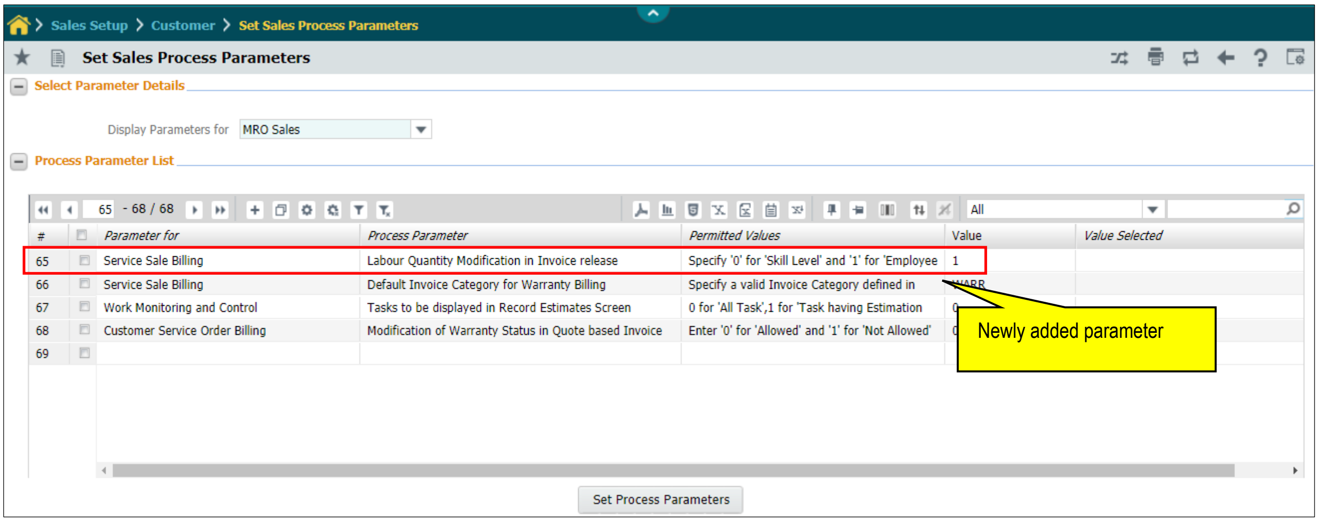


Exhibit 2:

Add Resources popup in the **Resource tab** under the **Manage Invoice Release** of the **Service Sale Billing** business component

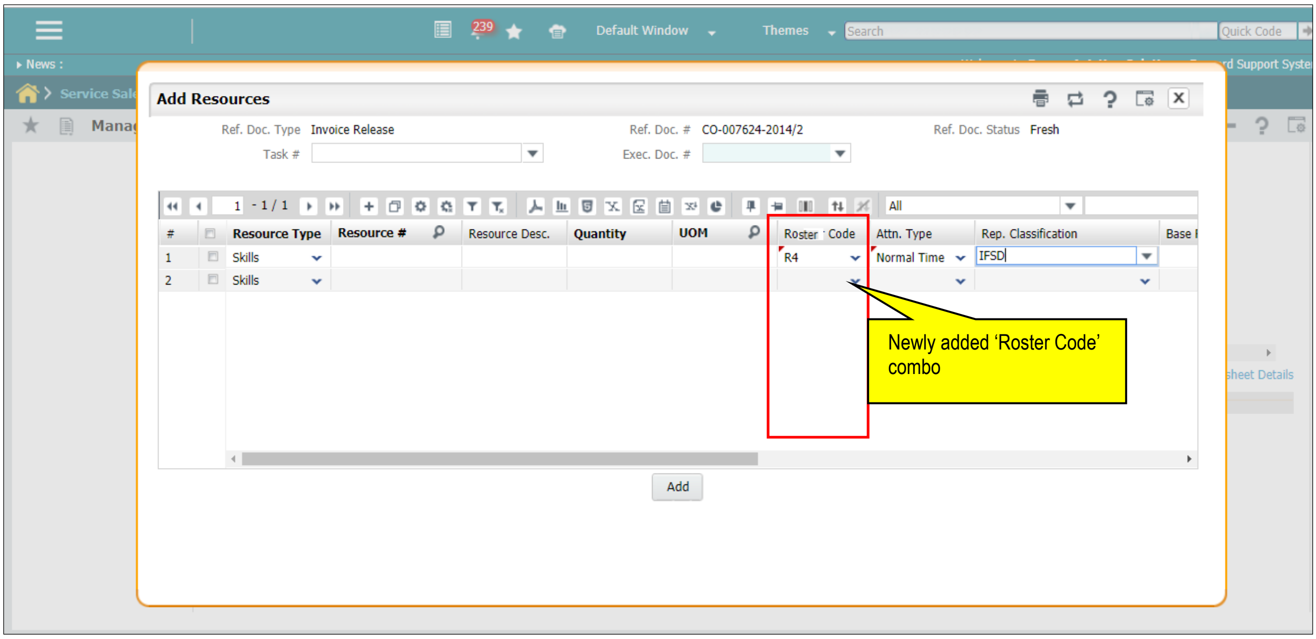
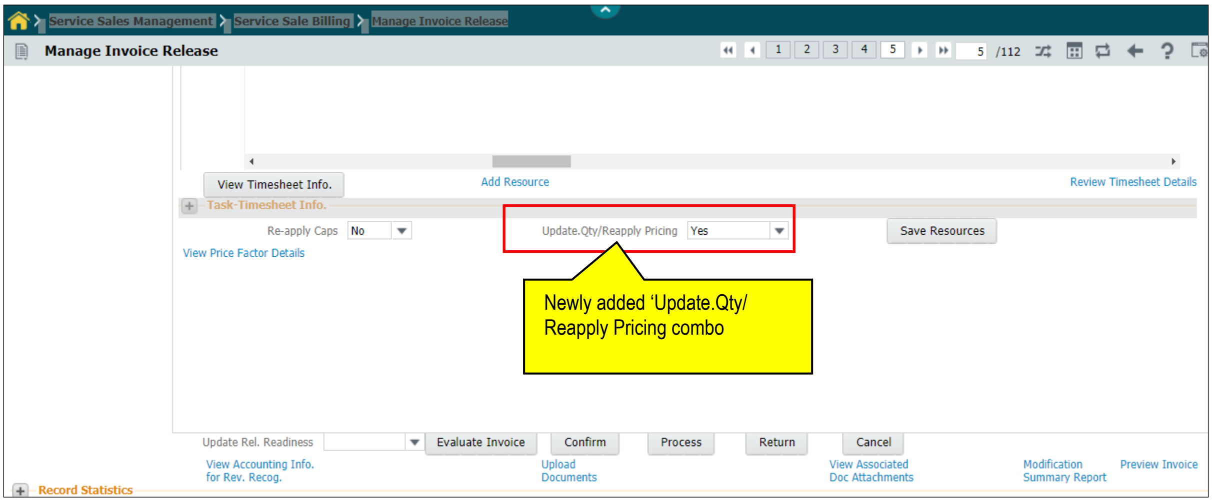


Exhibit 3:

Resource tab under the **Manage Invoice Release** of the **Service Sale Billing** business component


Service Sales Management
Service Sale Billing
Manage Invoice Release
Manage Invoice Release
5 /112
View Timesheet Info.
Add Resource
Review Timesheet Details
Task-Timesheet Info.
Re-apply Caps No
Update.Qty/Reapply Pricing Yes
Save Resources
View Price Factor Details
Newly added 'Update.Qty/ Reapply Pricing combo
Update Rel. Readiness
Evaluate Invoice
Confirm
Process
Return
Cancel
View Accounting Info. for Rev. Recog.
Upload Documents
View Associated Doc Attachments
Modification Summary Report
Preview Invoice
Record Statistics

Ability to bill back JV against MRO jobs for the travel expenses incurred by mechanics

Reference: APRP-768

Background

Sometimes mechanics travel on road to attend customer jobs, while doing so, they incur various expenses like for example: meals, fuel expense, accommodation, taxi charges , parking tickets and so on. Such expenses, recorded as Journal Vouchers must be charged to the Customer against the job being done for them.
The requirement is for a provision to automatically charge back such Journal Vouchers against the corresponding customer jobs.

Change Details

Journal Vouchers that are recorded with CO as reference will be inherited as CO additional charges and the associated Charge and Variant codes will be automatically included into Quote and Release

- New parameters have been added in the **Set Sales Process Parameter** activity of the **Customer** business component under the Display Parameter 'MRO Sales' and Category 'Customer Order – Services' as given below:

#	Process Parameter	Permitted Values
1	Bill back Journal Vouchers with Customer Order reference.	Specify '0' for 'Required' and '1' for Not Required'
2	Auto inherit Journal Vouchers on Customer Orders as Additional Charge	Specify '0' for 'Required' and '1' for 'Not Required' Note the following: If 'Required' is specified then the JV gets automatically inherited and associated with the Charge and Variant codes mentioned in the Process parameters. The Charge and Variant codes gets displayed in their respective columns. If 'Not Required is specified then only the details of the JV is retrieved in the multiline of the **Record Additional Charges** activity. User has to manually provide charge and variant codes to the JV and then click Save .
3	Default Charge Code for auto inheritance of Journal Voucher as changes	Specify a valid variant code defined in Tax Charges & Discounts business component
4	Default Variant Code for auto inheritance of Journal Voucher as changes	Specify a valid variant code defined in Tax Charges & Discounts business component
5	Default Price factor for billing JV on Customer Orders	Specify a value from 0 to 1

- The following changes have been made in the **Record Additional Charges** activity of the **Customer Order – Services** business component

1. 'Task Sequence' column has been renamed as 'Seq. #'

2. The system retrieves all JVs with Customer Order reference if the parameter 'Bill back Journal Vouchers in the **Set Sales Process Parameter** activity of the **Customer** business component is set as 'Required'.

3. For any Journal Vouchers with the Customer Order as reference and Charge Level as 'Order', the details of the Journal Vouchers are retrieved in the multiline of the **Manage Additional charges** screen.

Note: The system allows modification of Charge Code or Variant Code to a auto defaulted line as long as the charge is not inherited into a Quote or Invoice Release.

- In the **Manage Sale Quote** activity under the **Sale Quotation** business component

  The Journal Voucher related charges inherited into **CO Additional Charges** is automatically included in the Customer Quotation and Quote. The user can view both positive and negative values available in **CO Additional Charges** activity

Note that JV related charges that are non-billable are also inherited.

- In the **Additional Charges** tab page in the **Manage Sale Quotation** activity under the **Service Sale Quote** business component the following changes have been made:
  1. Exec. Doc. Type: "Journal Voucher" has been renamed as 'Doc. Type
  2. Exec. Doc. #: Journal Voucher # has been renamed as 'Doc. #'
  3. Task Seq. #: JV line # has been renamed as Seq. #
  4. Charge Code/Variant Code : Charge code/Variant code mapped to the Journal Voucher.

- In the **Manage Invoice Release** activity of the **Service Sales Billing** business component

  On Customer Release generation, the system retrieves the Journal Voucher related charges including non-billable included into CO Addl. Charges.

Note that both positive and negative values available in CO addl. Charges will be retrieved.

Note: On clicking the 'Get' pushbutton the system includes JV related charges into the Quote automatically.

Exhibit 1:

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

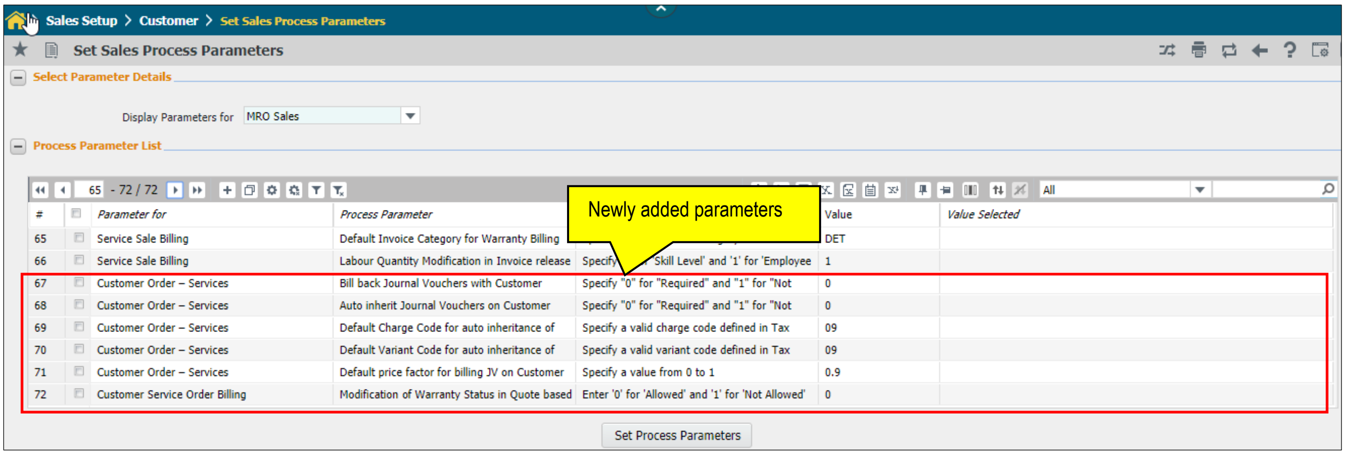


Exhibit 2:

Record Additional Charges activity of the **Customer Order – Services** business component

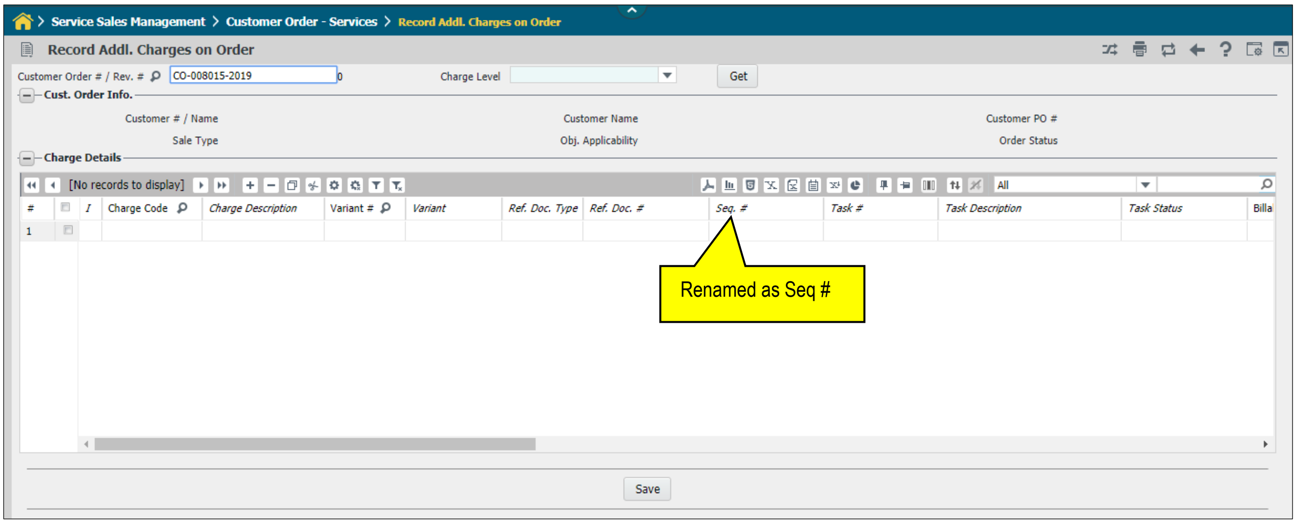


Exhibit 3:

Additional Charges tab page in the **Manage Sale Quotation** activity under the **Service Sale Quote**

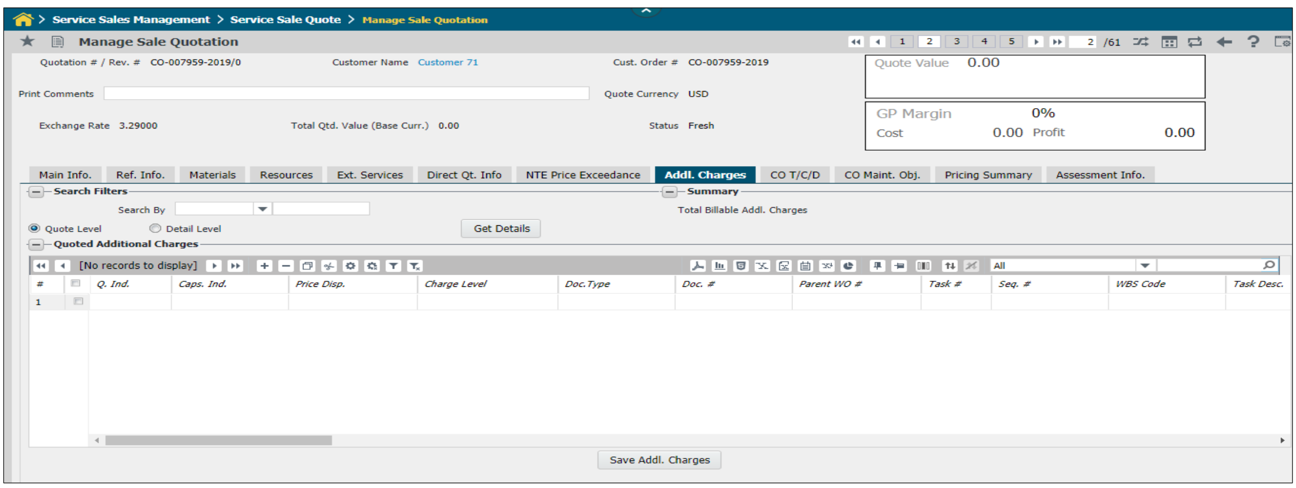
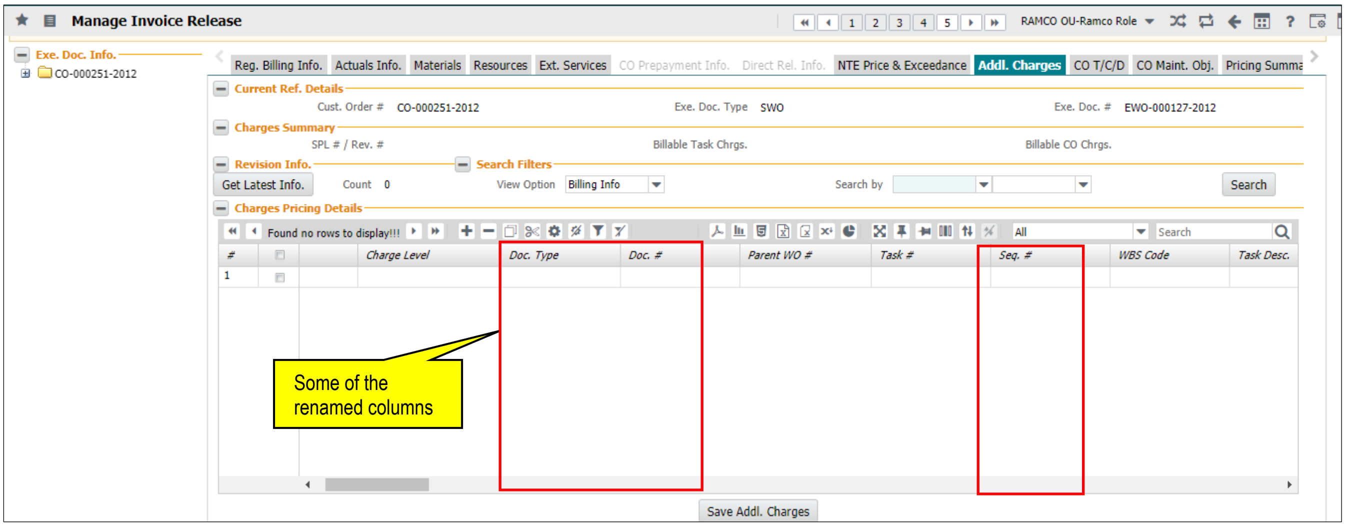


Exhibit 4:

Additional Charges tab page in the **Manage Invoice Release** activity under the **Service Sale Billing** business component



Ability to capture the standard travel time and the charges for AOG jobs and automate the same during invoicing

Reference: APRP-285

Background

In some cases it may happen that the mechanics might have to travel on road to attend customer jobs, while doing so, they tend to incur various expenses which may include mileage charges, distance, toll charges and so on. These expenses are to be charged to the customer against the job being done for them. Therefore the requirement is that such expenses must be maintained and charged based on the standard travel time for AOG jobs and automate the same during invoicing.

Change Details

All Charge codes will be set up in TCD master. The Maintain Standard travel information such as distance and toll rates will be recognized in a separate master. The applicable charge codes will be specified in Sale Contract where the rule for deriving the standard quantity and rate will be specified. Charges will get computed in Invoice Release based on the travel information in the Travel task.

I. A new value 'Travel Entity' has been added in the drop-down list of the 'Category Type' combo when the entity is selected as 'Common' in the header in the **Maintain Category Codes** activity under the **Category** business component.

II. A new screen **Maintain Std. Travel Information** has been introduced as a left pane activity in the **Sale Contract** business component to define the rules for computation of TCD's with the following sections:

- **Search Criteria**
  1. From & To Locations: All active travel locations from **Quick Codes** screen under **Maintenance Task** component of **Maintenance Programs** business process will be listed here.
  2. Eff. From / To Date: The dates for which 'Standard Travel Information' needs to be fetched can be mentioned here
  3. Get pushbutton**:** Within the From and To dates, the system retrieves all the Std. Travel information for the given Effective Date period

- **Multiline**

  Entity: All the entities listed in **Maintain Category Codes** activity under the **Category** business component category codes against the Category Type, 'Travel Entity' will be loaded in this field.
  1. From Location – A mandatory field which is loaded with all the active travel locations from **Quick Codes** activity under **Maintenance Task** component of **Maintenance Programs** business process

2. From Location Name: The name of the exact location which is defined against the quick code will be displayed.
3. To Location – This field is mandatory, both the From & To Locations combo are loaded with all the active travel locations from the **Quick Codes** activity under the **Maintenance Task** component business component.
4. To Location Name - The name of the exact location as defined against the quick codes will be displayed.
5. Value: - The quantity or rate can be defined in this field
6. UOM - The measurement for the value which was specified.
7. Currency - Currency to carry out for the entire transaction.
8. Appl. For Return? - This check box indicates whether toll rate/miles is to be included/billed for return journey also.
9. Eff. From Date - The date on which the mentioned travel information is effective. This field is mandatory.
10. Eff. To Date – The date until which the mentioned travel information is effective.
11. Remarks: Free form text where remarks are captured
12. Notes: Free form text where information related to respective entity can be specified.

III. A new column 'Computation Basis' has been added in the **T/C/D** tab page in the **Edit Pricing and Invoicing Details** under the **Sale Contract** business component multiline with the following drop-down values:

- Direct
- Rule Based

IV. New link 'Rule Based Computation Basis' has been added in Sale Contract.

- New column 'TCD Ref.' has been added in the multiline which lists the TCD code and Variant code.
- New column 'Linked to Travel? ' with the options 'Yes' and 'No' has been included.

Note: All TCD Codes from the TCD tab of Contract with Computation basis selected as 'Rule Based' are listed in the Computation Rules multiline.

- 'Entity for Qty. Info ' is displayed in the multiline and all entities defined in Maintain Std. Travel Info. are loaded in the Entity for Qty Info. dropdown.
- Get Rate From? ' is displayed in the multiline. The drop-down lists the following:

✓ Maintain Std. Travel Info'

- ✓ TCD Master
- ✓ Sale Contract
- Entity for Rate : ' is displayed in the multiline and all entities defined in Maintain Std. Travel Info. are loaded in the Entity for Qty Info. dropdown.
- Remarks : Free form text where remarks can be captured

V. **Manage Process Invoice** activity under the **Process Invoice** business component

VI. **TCD Computation: Logic – Rule Based**

Note: On click of the 'Compute' button, ensure that if the user has selected Computation Basis as 'Direct' then the rate should get computed based on current logic already available

The system checks derivation rule for Quantity information within TCD Rule based computation logic if the 'Linked to Travel?' field is set as 'Yes'. The system retrieves the rate and quantity as set in the Sale Contract, TCD Master and from the Std. Travel Info.

Exhibit 1:

Maintain Category Codes activity under the **Category** business component

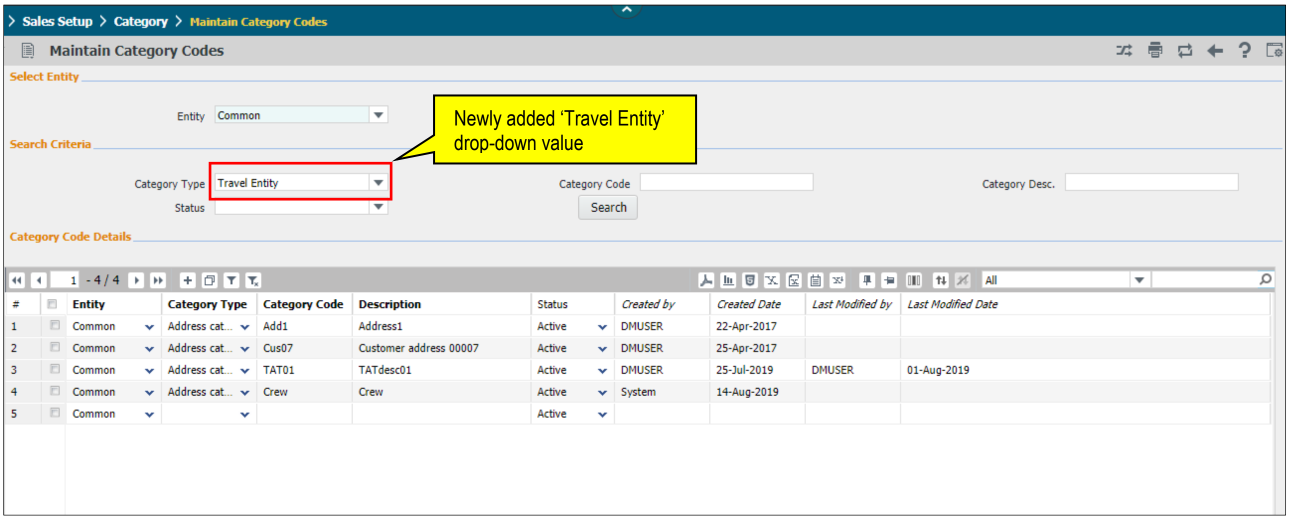


Exhibit 2:

Maintain Std. Travel Info. activity under the **Sale Contract – Services** business component

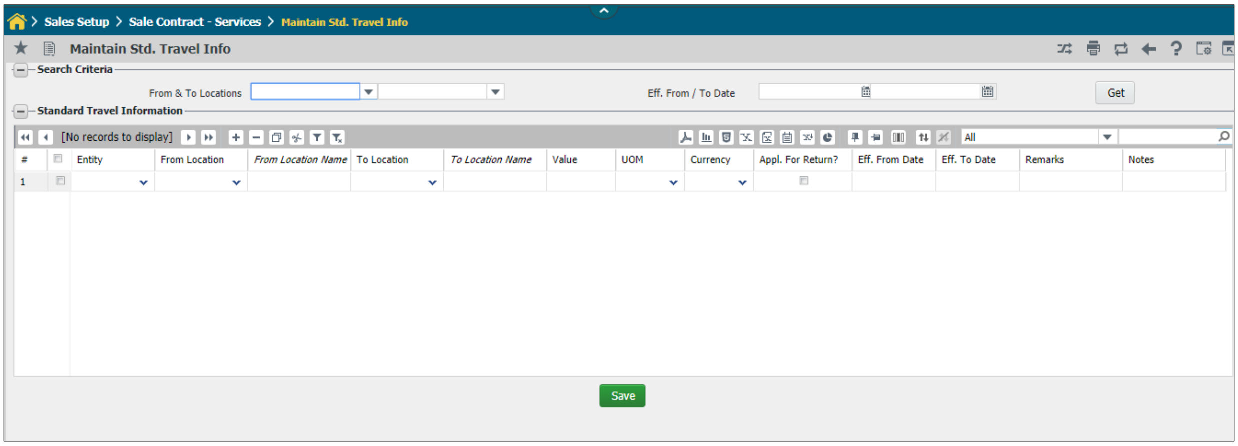


Exhibit 3:

T/C/D tab in the **Edit Pricing & Invoicing** activity under the **Sale Contract - Services** business component

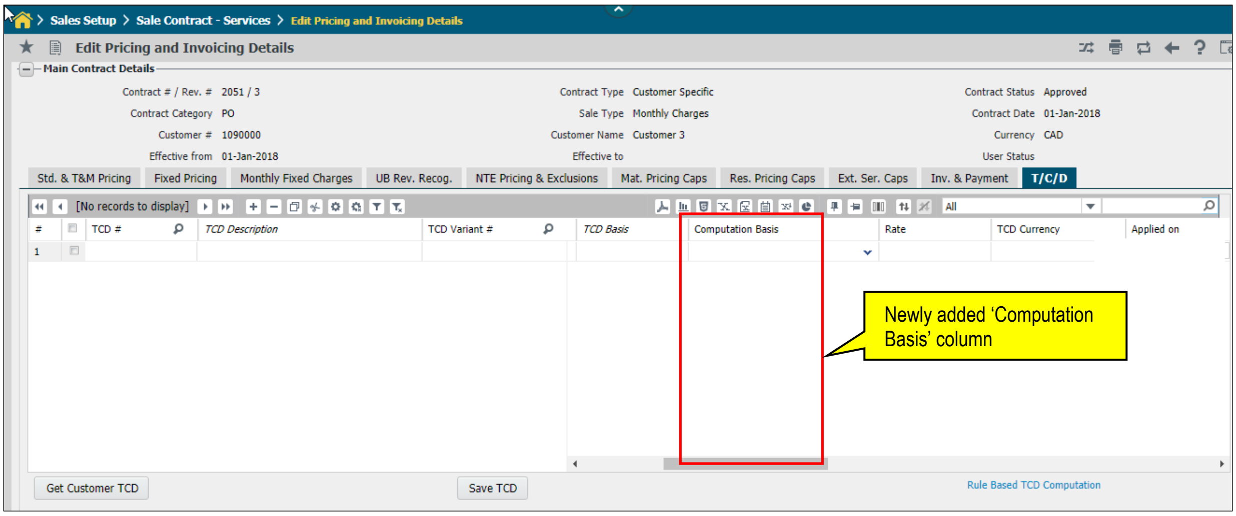
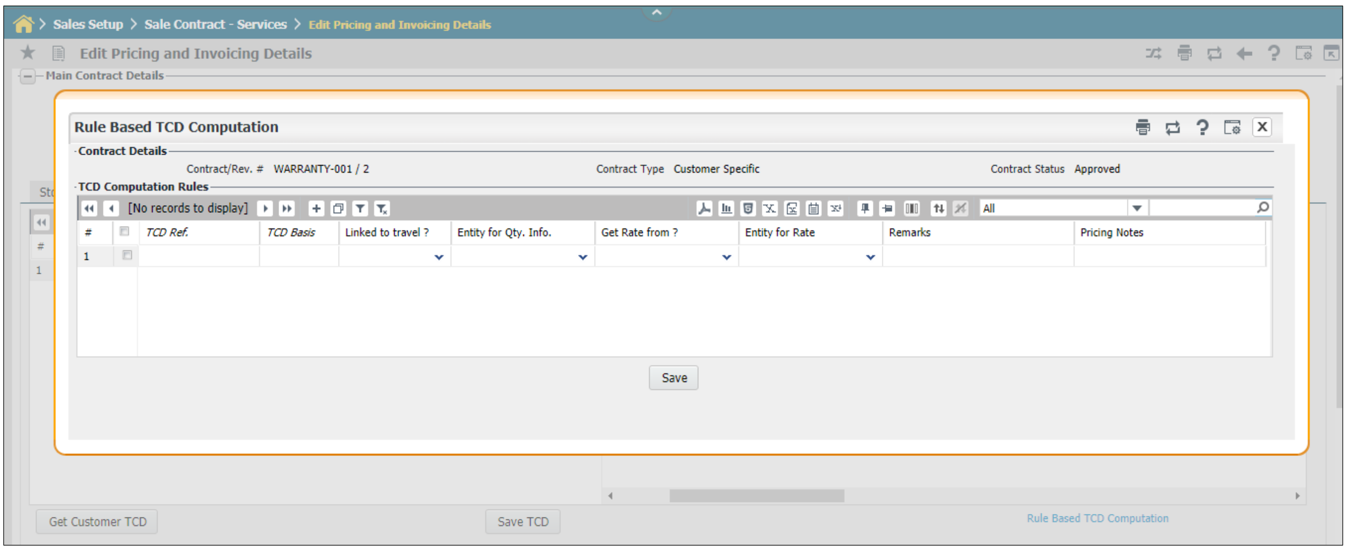


Exhibit 4:

Rule Based T/C/D Computation link page in the **T/C/D** tab in the **Edit Pricing & Invoicing** activity under the **Sale Contract - Services** business component



WHAT'S NEW IN CUSTOMER DEBIT CREDIT NOTE?

Ability to auto default GST and TDS in Customer Debit Credit Note based on Sales Tax Rules

Reference: APRP-759

Background

In India as GST/TDS is applicable on all the services, there is a need to incorporate such taxes in all types of invoices. Therefore the requirement here is for a provision to automatically default GST/TDS in the Customer Item Based Note on generation.

Change Details

- A new parameter has been added in the **Set Finance Process Parameters** activity under the **OU Parameter Set up** business process in order for tax inheritance from Sales Tax Rules in **Customer Item Based Note**

  Category: Customer Debit Credit Note
  Parameter: Allow Inheritance of Taxes in Customer Item Based Note based on
  Permitted Value: Enter '0' for 'Statutory Tax Defaults' and '1' for 'Sales Tax Rules'.

- New fields have been added in the **Create / Edit / Authorize / View Item Based Note** activity under the **Customer Debit Credit Note** business component as follows:

  I. In the 'Note Information' section two fields 'Company Address ID' and 'Company Address'.

  II. In the 'Customer Information' section three new fields, Bill to Customer, Bill to Customer Name and Bill to ID has been added

  Note: The system defaults Address ID mapped to the Finance Book in which the Item based note is being generated in the newly added 'Address ID' field

  The system considers the Tax Region mapped to this Address ID for the 'Tax Region From' and the Bill to Address Id of the Bill to customer will be taken for 'Tax Region To'.

  The the Company Address ID and Address ID fields are mandatory if the login company is an Indian company

- On generation of note, if the parameters 'Tax Inheritance based on Sales Tax Rules' is set as 'Yes' and Sales Tax Rules are defined against the document type 'Customer Item Based Note, the system defaults the Taxes and displays the same in the Item Based Note in the T/C/D screen. Total Note amount is calculated by considering the TCD amount.

Exhibit 1:

Set Finance Process Parameters activity in the **OU Parameter Setup** business component

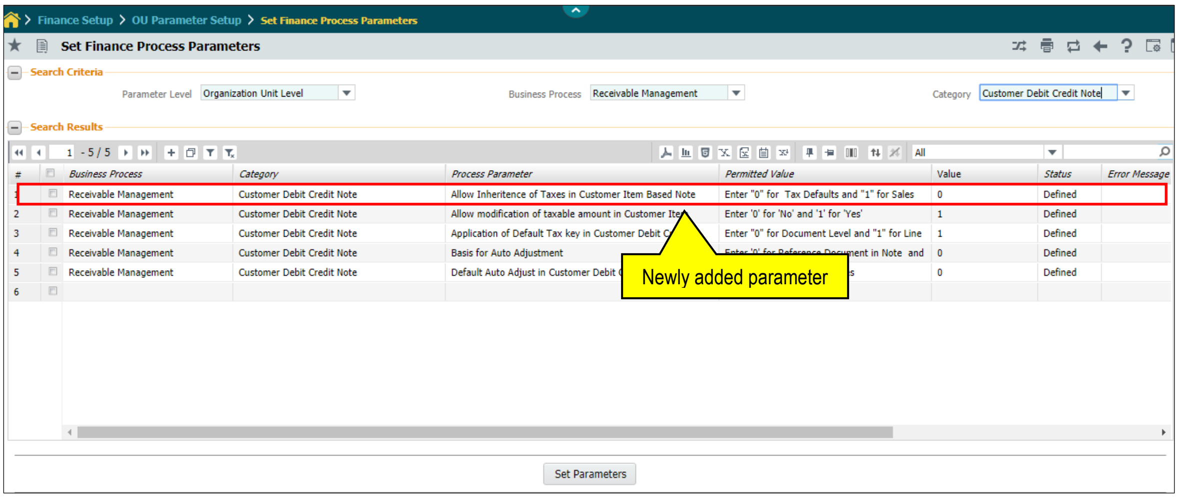


Exhibit 2:

Create Item Based Note activity in the **Customer Debit Credit Note** business component

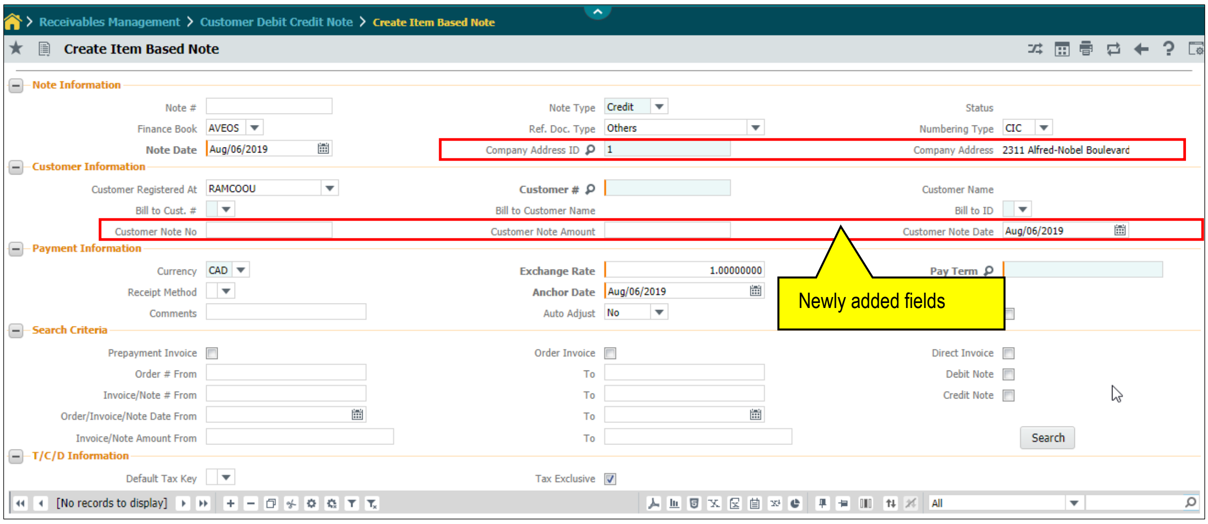


Exhibit 3:

Edit Item Based Note activity in the **Customer Debit Credit Note** business component

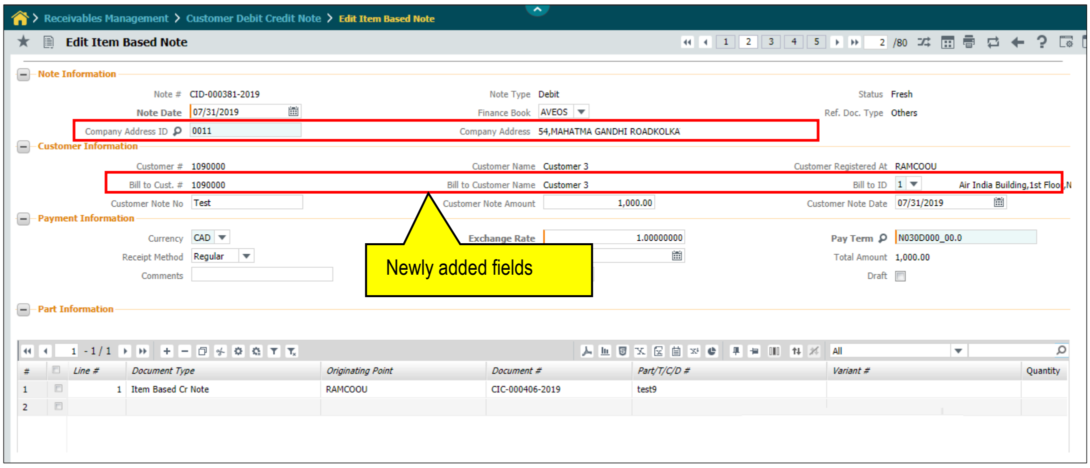


Exhibit 4:

Authorize Item Based Note activity in the **Customer Debit Credit Note** business component

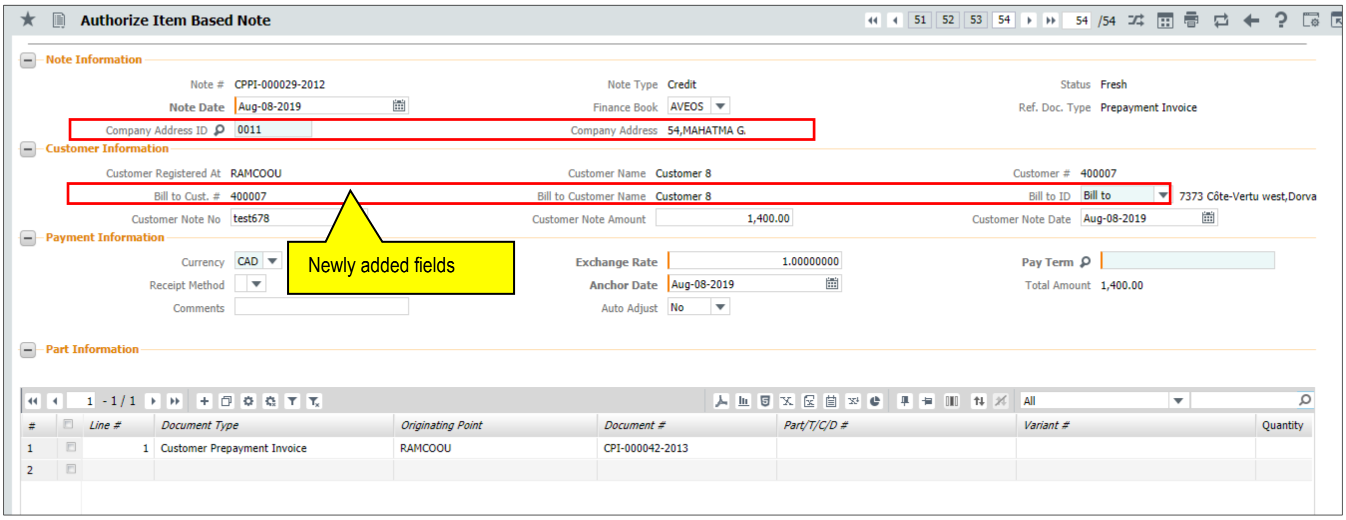
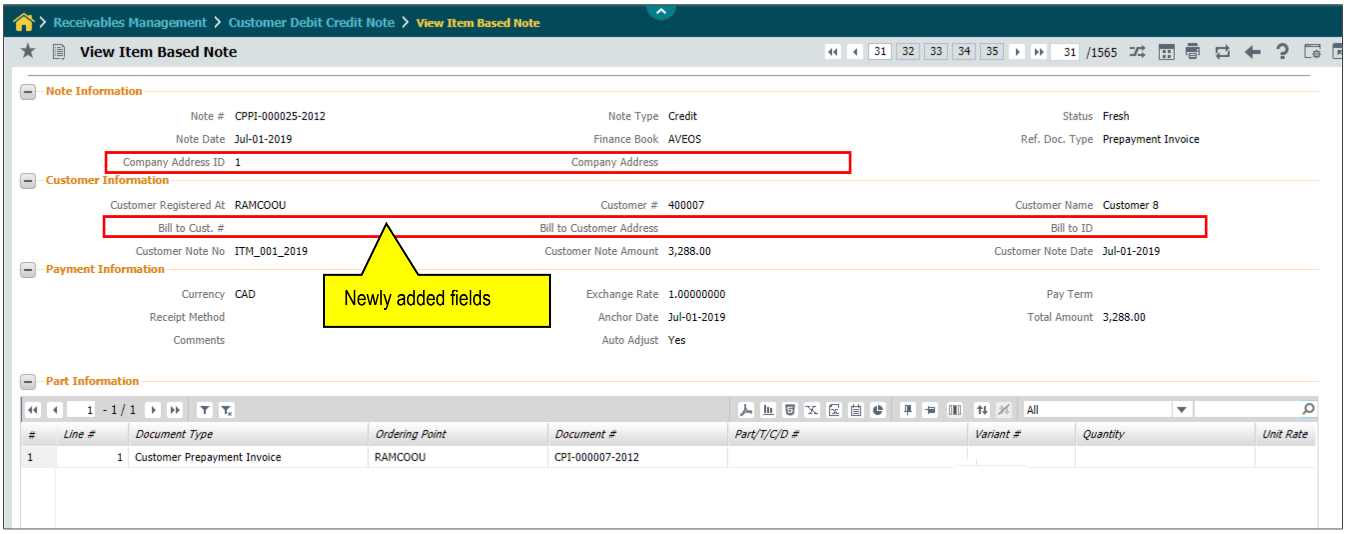


Exhibit 4:

Authorize Item Based Note activity in the **Customer Debit Credit Note** business component



WHAT'S NEW IN ACCOUNTING FOR CUSTOMER SERVICE INVOICE?

Ability to account Usage Revenue based on Service Sale ARD defined at Billing Element Level

Reference: APRP-109, 761

Background

Currently the Usage Based Revenue from the Customer Service Invoice will be posted to single revenue account irrespective of any additional parameters.
This enhancement enables the user to define the Service Sale Account Rule Definition with the combination of the parameters: Customer Account Group, Sale Type and Billing Element.
Hence when a Customer Service Invoice is generated for Usage Based Billing, the revenue would be posted to different Revenue accounts depending on the billing element against which the revenue is being billed.
This provides the user the Usage Revenue breakup at each billing element level for detailed revenue analysis.

Change Details

This enhancement allows definition Service Sale ARD at Billing Element level.
A new parameter:' Billing Element' has been introduced.

Exhibit 1:

Set Service Sales Parameters:

A new parameter 'Billing Element' has been introduced under **Book Keeping** business process > **Account Rule Definition** and **Create Service Sale Account Definition** activity.

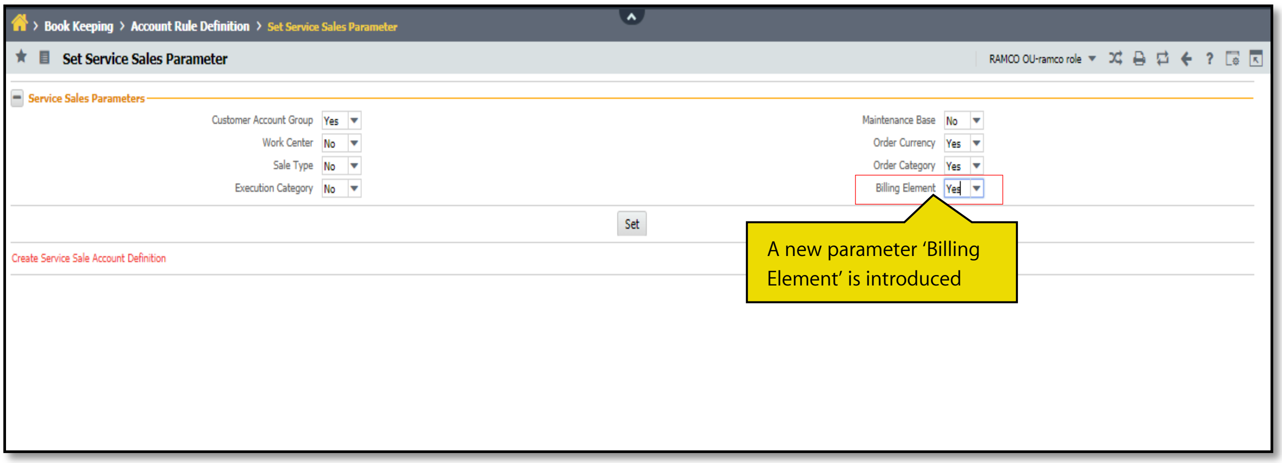
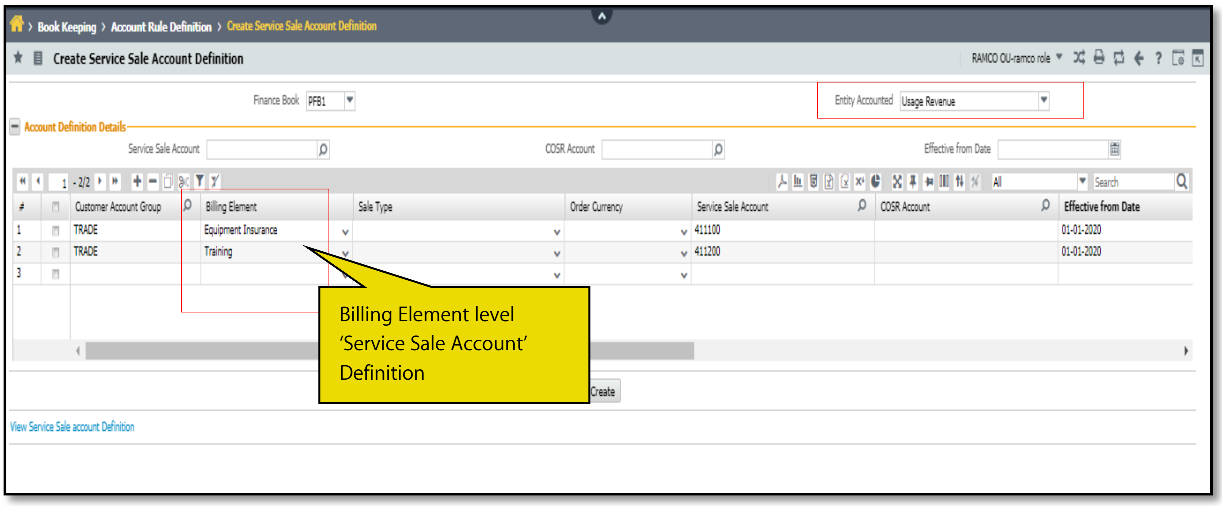


Exhibit 2:

Create Service Sale Account Definition:

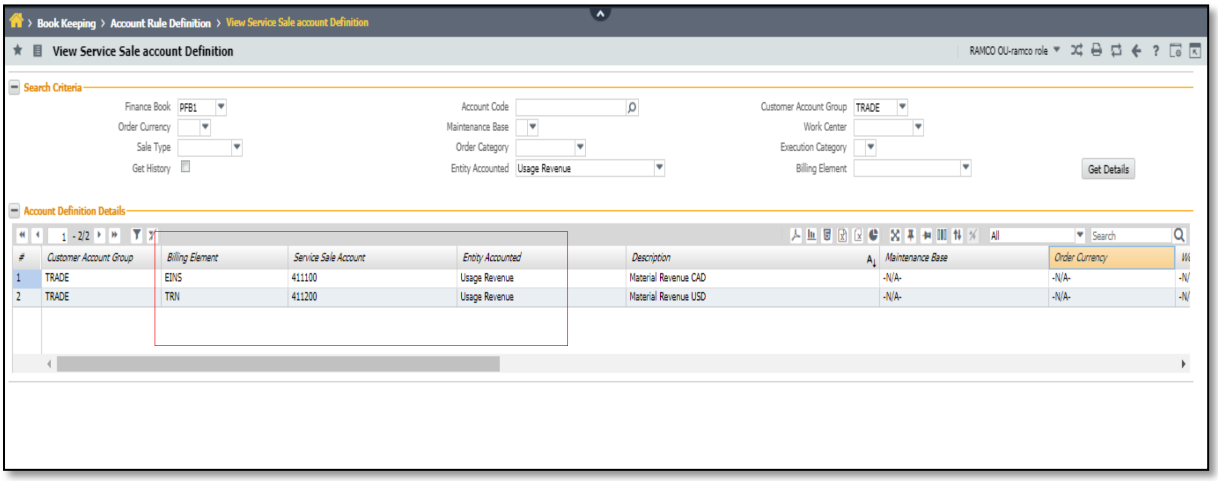
A new control 'Billing Element' has been introduced for the **Entity Accounted**: Usage Revenue under **Book Keeping** business process > **Account Rule Definition** and **Create Service Sale Account Definition** activity.



Note: Billing Element level definition can be provided only when the parameter above is set as 'Yes'

Exhibit 3:

View Service Sale Account Definition:



Note: When a customer service invoice is generated for Usage Revenue with multiple billing elements or multiple invoice releases with different billing elements, then the accounting information will be displayed at the billing element level with the respective revenue account code if the ARD for 'Usage Revenue' is defined at billing element level with multiple account codes. Now the Usage Revenue account code can be defined based on Customer Account Group, Billing Element & Sale Type.

WHAT'S NEW IN COMMERCIALS MANAGEMENT?

Customer Order Management Hub

Reference: APRP-307/APRP-308/APRP-332/APRP-850

Background

For Organizations dealing with multiple business models such as MRO Services, Part Sales Services and Exchanges, application currently supports tracking these businesses in different business components. But, a common hub to track and review all businesses in a single screen would make the review process much efficient.

The **Customer Order Management Hub** is intended for this purpose as it brings together all businesses an organization deals with, along with provision to act on them on bulk, identify exception documents or troubled documents and make informed decisions.

Since, this hub will deal with all types of businesses across multiple customers, the need to be able to restrict the access / visibility of certain documents based on conditions to individual users is inevitable. For this reason, hub is enabled with an option to set User Preferences at individual role and username combination. Based on the preferences set, the data visibility and auctioning will be restricted.

Change Details

The hub is structured to provide the summary information first and allow the user to review and act on bulk at summary level itself by providing sufficient information upfront. The summary information for Customer Requests and Customer Order are segregated based on the document status and any exceptions identified.

This segregation is provided to user with the help of filtering tiles - one set for exceptions and another for status based. Further details of a specific document can be accessed on need basis, by simply clicking on individual documents in Summary List.

*Note: Though the **Customer Order Management** Hub is intended to help track all business types this release deals with Requests of all types but Customer Orders for Repair and Exchange only. Part sales will be delivered in subsequent releases.*

Exhibit 1:

Customer Order Management Hub - Summary from Tiles

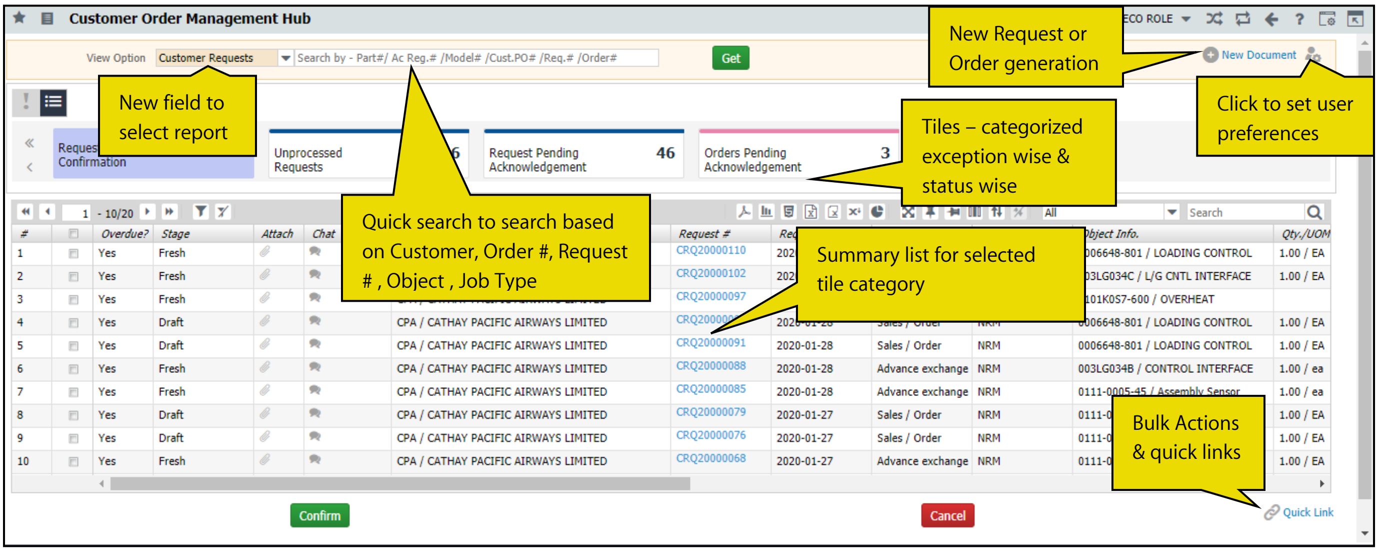
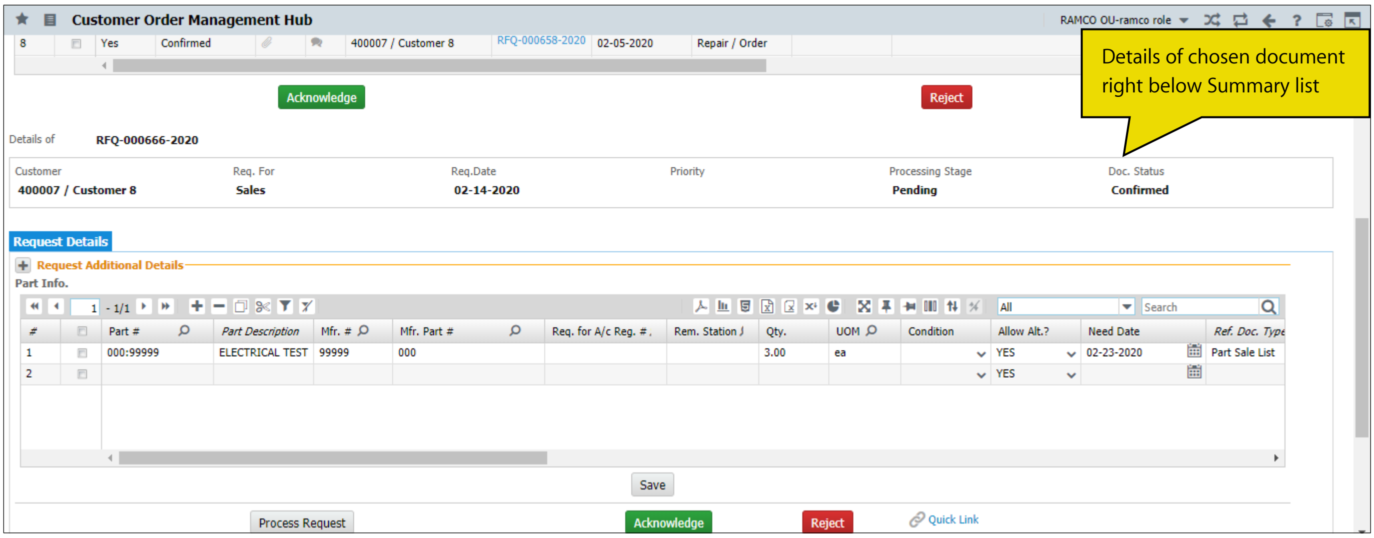


Exhibit 2:

Customer Order Management Hub - Specific Document details (On click of each Request # / Cust. Order # in Summary list



Ability to set user preferences for data accessibility in Customer Order Management Hub

Reference: APRP-307

Background

The user will have to set user preferences or filter criteria based on a set of configurable parameters to manage data retrieval in the Customer Order Hub.

Change Details

A new interface is introduced for Screen Defaults and Preferences which enables the user to set certain parameters to enable visibility to individual tile enabled for document filtering on screen launch. This screen can be launched from within the **Customer Order Management hub** by clicking on the icon, in the top right corner of the screen.

This setting is useful to be able to enable access to users specifically. In an organization, the Commercials Team may have multiple users who might have different responsibilities, and user pretences settings would help in assigning this responsibility.

*Note that a user will be allowed to set these preferences or use this screen to assign responsibility only if the user has access to the activity **Manage Screen Default and Preferences**.*

Exhibit 3:

Customer Order Management Hub - Launching **Manage Screen Default and Preferences**

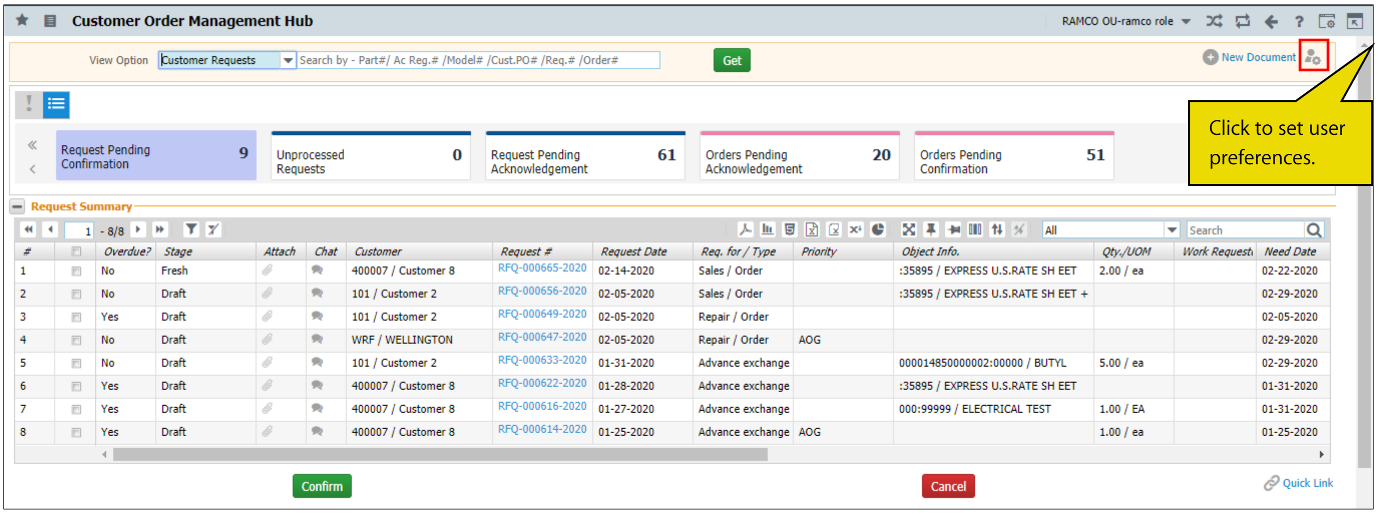
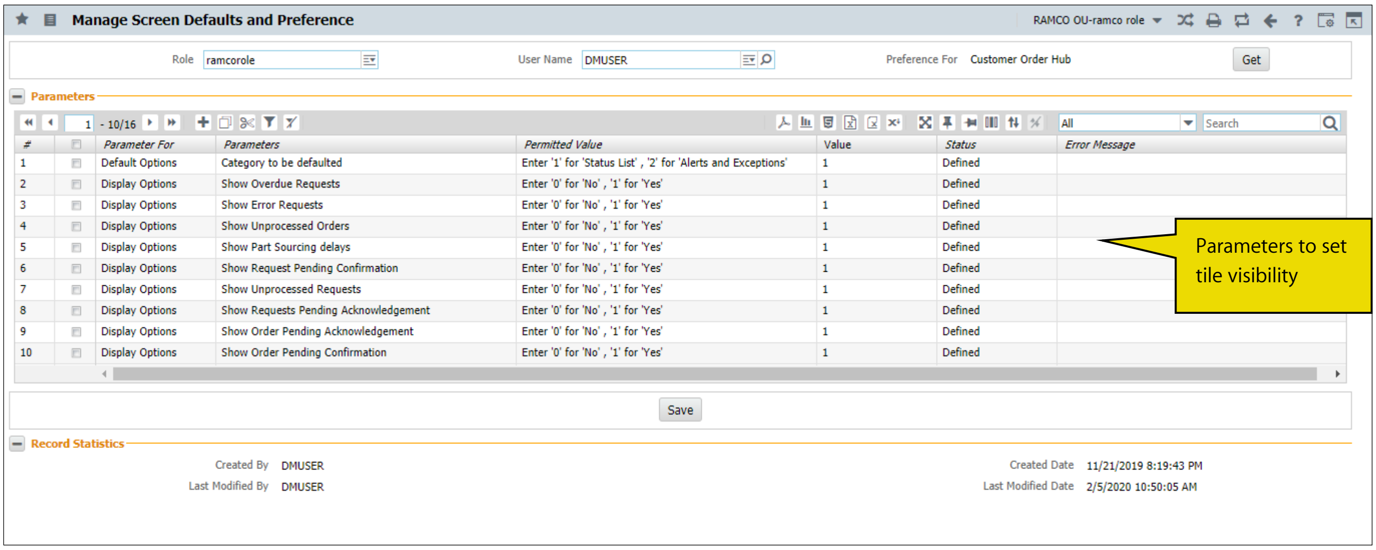


Exhibit 4:

Manage Screen Default and Preferences


Manage Screen Defaults and Preference

RAMCO OU-ramco role

Role ramcorole User Name DMUSER Preference For Customer Order Hub Get

Parameters

1 - 10/16 All Search

#		Parameter For	Parameters	Permitted Value	Value	Status	Error Message
1		Default Options	Category to be defaulted	Enter '1' for 'Status List' , '2' for 'Alerts and Exceptions'	1	Defined	
2		Display Options	Show Overdue Requests	Enter '0' for 'No' , '1' for 'Yes'	1	Defined	
3		Display Options	Show Error Requests	Enter '0' for 'No' , '1' for 'Yes'	1	Defined	
4		Display Options	Show Unprocessed Orders	Enter '0' for 'No' , '1' for 'Yes'	1	Defined	
5		Display Options	Show Part Sourcing delays	Enter '0' for 'No' , '1' for 'Yes'	1	Defined	
6		Display Options	Show Request Pending Confirmation	Enter '0' for 'No' , '1' for 'Yes'	1	Defined	
7		Display Options	Show Unprocessed Requests	Enter '0' for 'No' , '1' for 'Yes'	1	Defined	
8		Display Options	Show Requests Pending Acknowledgement	Enter '0' for 'No' , '1' for 'Yes'	1	Defined	
9		Display Options	Show Order Pending Acknowledgement	Enter '0' for 'No' , '1' for 'Yes'	1	Defined	
10		Display Options	Show Order Pending Confirmation	Enter '0' for 'No' , '1' for 'Yes'	1	Defined	

Save

Record Statistics

Created By DMUSER Created Date 11/21/2019 8:19:43 PM

Last Modified By DMUSER Last Modified Date 2/5/2020 10:50:05 AM

Ability to review and process Customer Requests in Customer Order Management Hub

Reference: APRP-308

Background

Customer Request is the document which captures the need for a service from Customers. Request can be registered for a repair, an exchange or even a sale. The requests coming in from Customers through email, chat or even through portal, will have to be further evaluated and processed into respective orders.

Change Details

Customer Order Management Hub help in tracking and processing these Customer requests for any of the above said types. The following are status wise categorization of requests using which a request can be taken forward to an Order;

1. Requests Pending Confirmation – All requests which are pending to be Confirmed
2. Unprocessed Requests – All Requests which have not been translated into the respective Order document due to failure in automation
3. Request Pending Acknowledgement – All requests which require acknowledgement to be sent to Customer
4. Overdue Requests – All requests which are past the need date given but yet to be translated into an Order
5. Error Requests – All requests which have resulted in errors during data validation or Contract evaluation.

While the first three tiles are based on status of the requests, the last two are exceptions to be tracked on priority.

Each of the above tiles have a set of actions associated with them and all such actions can be performed in bulk.

One business example could be as follows:

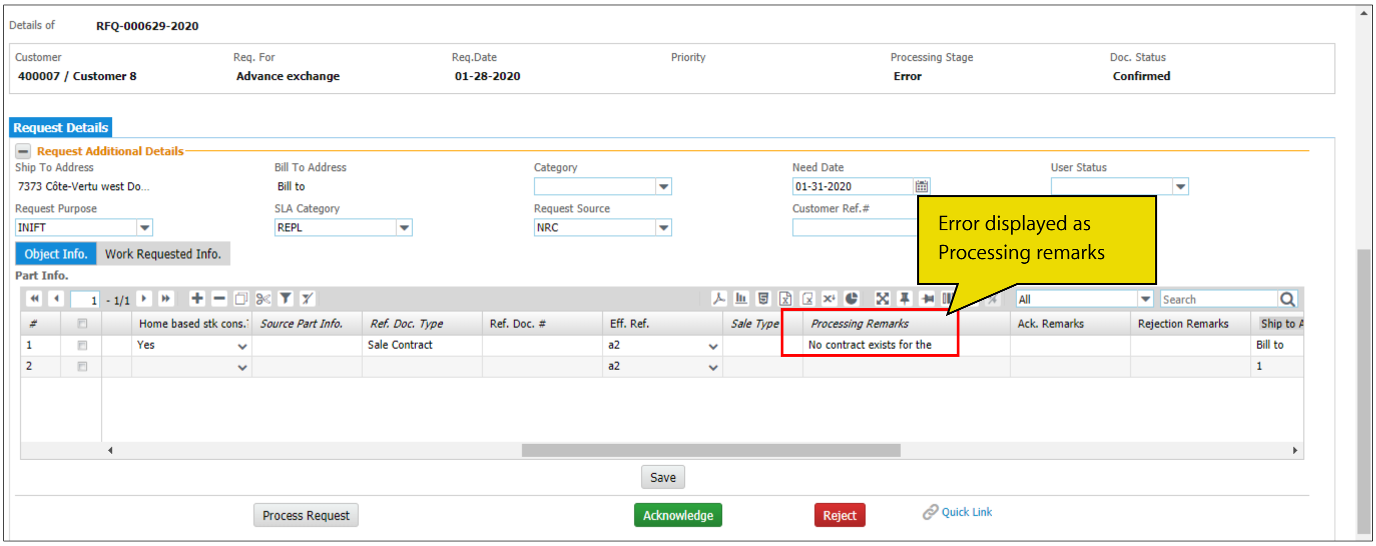
MRO Organization and customer have an agreement/Contract for Exchange of certain components. Customer would raise a request to the MRO for Exchanging of a component prior to sending in the unserviceable core unit. The request may be raised through the E-mail IT functionality and hence the request would automatically be confirmed. If it is agreed that the MRO will send in an acknowledgement for the request received, then the Request document would be identified for pending acknowledgement and hence would be listed under the 'Request Pending Acknowledgement' tile. CSR need not traverse to Customer request screen to record acknowledgement, the same can be done directly from while also acting on multiple requests at once. The acknowledged request would be processed automatically into an order based on option settings for order automation. Assuming that the request encounters an error during the contract evaluation cycle, order generation would be stopped and the same request would be listed under the 'Error Requests' exception tile. It is now up to the CSR to review and rectify this block to ensure order is generated for the request. When the request carries more than one part information, user can simply click on one request document to review the

document details right below the Summary List. The Details section will list the errors encountered against each part and CSR can review and rectify them by taking aid from the Quick Links provided. Once done, user can either wait for system to recognize the request and process it again in a while or manually initiate order generation by clicking on 'Process Request' button.

In similar way, another request might not have errors on data validation or contract evaluation, automation of order would have been stopped based on order automation rules. Such requests will be listed under the 'Unprocessed Requests' tile. The request can be reviewed manually and processed into an order by clicking on the same button 'Process Request'.

Exhibit 5:

Error Request processing



Ability to review and process Customer Orders from Customer Order Management Hub

Reference: APRP-332 / APRP-850

Background

Just as in case of Request processing, Customer Order can also be tracked within the **Customer Order Management Hub** with categorization based on status and exceptions. Starting from Customer Orders in 'Fresh' status till Exchange source part sourcing, exchange shipment or repair main core shipment, hub provides visibility end to end.

Change Details

The following are the tile enabled to track Customer Orders:

1. Order Pending Confirmation – All Customer Orders pending to be Confirmed
2. Order Pending Acknowledgement – All Customer Orders pending to be Acknowledged
3. Orders Pending approval – All Customer Orders pending to be Approved
4. Exec. In-progress – All Customer Orders for repair where repair execution is in-progress
5. Pending Part Sourcing - All Customer Orders for Exchanges where the Exchange demand is yet to be satisfied
6. Pending Shipments – All Customer Order pending with either core / source shipment
7. Pending Core Receipts – All Customer Orders pending with unserviceable core receipts from Customer in place of an exchanged component
8. Unprocessed Orders – All Customer Orders for Exchange where the Exchange order is not associated to a demand warehouse yet.
9. Part Sourcing Delays – All Customer Orders for Exchanges where the Exchange demand is yet to be satisfied beyond the Customer need date
10. Core Receipts Overdue - All Customer Orders pending with unserviceable core receipts from Customer in place of an exchanged component beyond a threshold period.

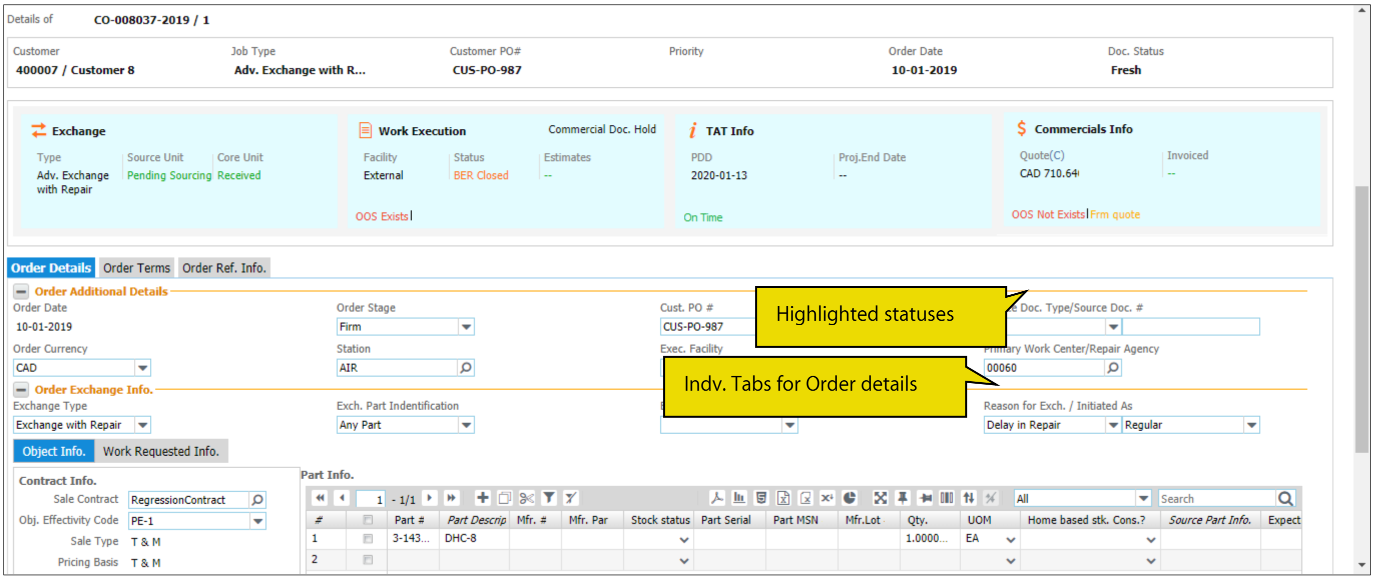
Each of these tiles are positioned with their own set of actions which the user will be able to use when need arises. Additionally, just as in Requests management, each Order # in Summary List can be clicked to retrieve complete end-to-end information in a details section which will provide visibility of related Customer Request, Customer Order main information which includes Object Information., Work Scope, Billing and Shipping Terms , Warranty Terms and other downstream related documents. A quick summary on the Order status, Turnaround time and commercial information is provided upfront as highlighted cards.

Customer Order can get amended during the process multiple times for various reasons, that is., Prom. Delivery date modification, new workscope addition, billing/ shipping terms modification, and so on. Hub

is built to support all amendments within itself with capability to track revisions to the Customer Order as well. Certain amendments such as PDD modification or Cust. PO # modifications are permitted in bulk as well.

Exhibit 6:

Customer Order Management Hub - Customer Order Details



WHAT'S NEW IN LOGISTICS COMMON MASTER/CUSTOMER MASTER?

Provision to maintain INCO Terms for covered locations under a sale contract.

Reference: APRP-297

Background

Major Organizations related to Inventory Operations providing services in MRO industry deals with an enormous amount of shipping transactions from/to customers (depending on the shipment type) all the time. All such shipping transactions are driven by INCO terms which is known as 'International Commercial Terms' that determines the terms and conditions between the buyer and seller with respect to the responsibilities and costs incurred during the delivery of goods. Since it is necessary to identify the responsibility of various shipping charges, an INCO term should be defined against a particular transaction and all the charges that had incurred during the transaction should be settled between the parties that are involved in the transaction.
As many shipping transactions occur across the application, INCO terms is required to be defined and mapped under a Sale Contract or Customer. As there exists an activity already under **Logistics Common Master**, there is a need to create new provisions to maintain the default agreed INCO terms across various locations at Customer/Contract level..

Change Details

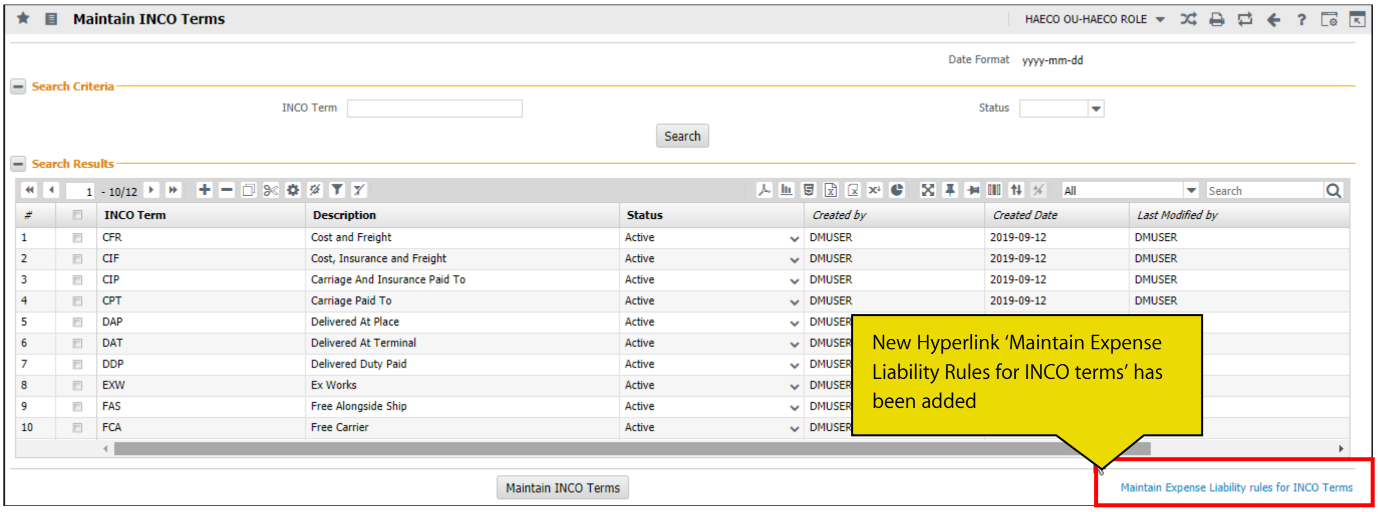
A new Hyperlink '**Maintain Expense Liability Rules for Agreed INCO terms**' is added to **Logistics Common Master> Maintain INCO terms** screen. The screen facilitates to setup the applicable expenses under each INCO term. On click of the hyperlink, a new screen is launched, which allows the user to define and maintain various expenses/charges along with the responsibility of buyer/seller to bear the incurred charges, for each of the agreed INCO terms. An INCO term in 'active' status should be chosen in the header section and expense liability rules like Cost Element, Cost Head, TCD Code Type and the party responsible for the expense occurred can be defined against a specific INCO term.

A new activity '**Maintain Agreed INCO Terms** has been introduced in **Customer Master** component. This screen can be used to set the applicable INCO terms as per agreed Contract terms to each Customer which may vary based on the Shipment Type (Inbound/Outbound). INCO term can be varied for same Customer/Contract based on the Shipping locations

A link '**Maintain Default Rules for Agreed INCO terms**' is added in **Customer Master> Maintain Agreed INCO terms** screen. This screen can be used to maintain billing policies for the default expenses defined against each INCO term in **Logistics Common Master**. The billing policies can be varied based on the Sale Type that could either be Service/Part Sale Type.
A 'Get' button is added in the Header section to help the user fetch all the expenses of an INCO term from **Logistics Common Master**.

Exhibit 1:

Maintain INCO terms Screen



- A New Hyperlink has been added in the bottom of the screen. This hyperlink will help the user to define various expenses for existing INCO terms.

Exhibit 2:

Maintain Expense Liability Rules for INCO terms Screen

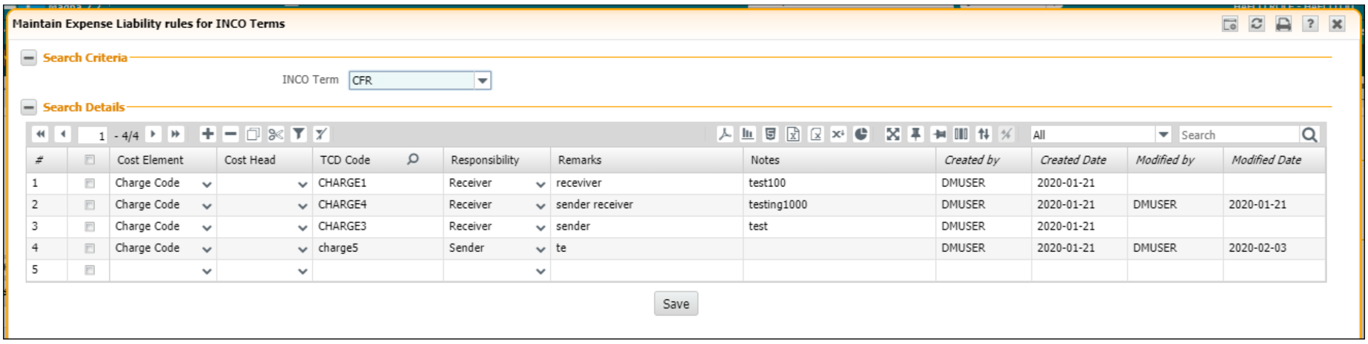


Exhibit 3:

Maintain Agreed INCO terms Screen

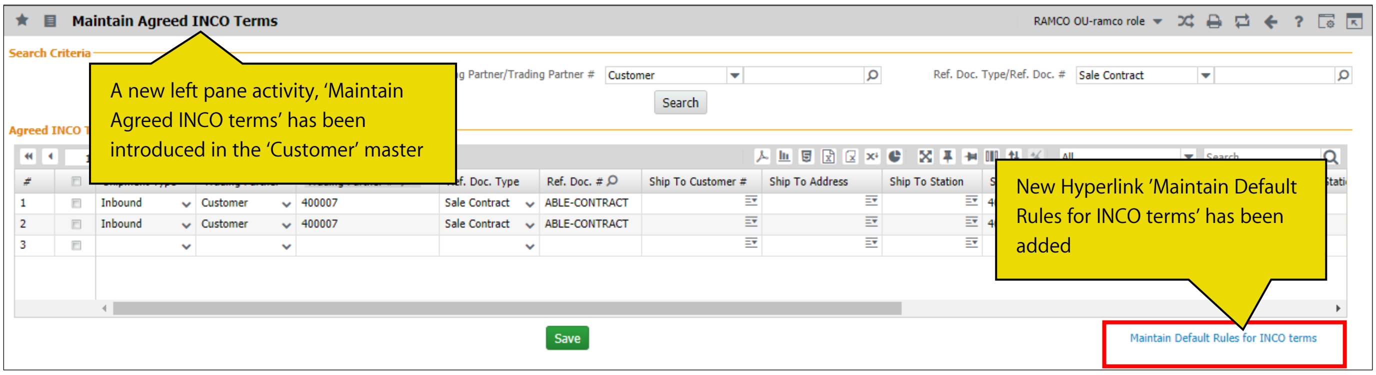
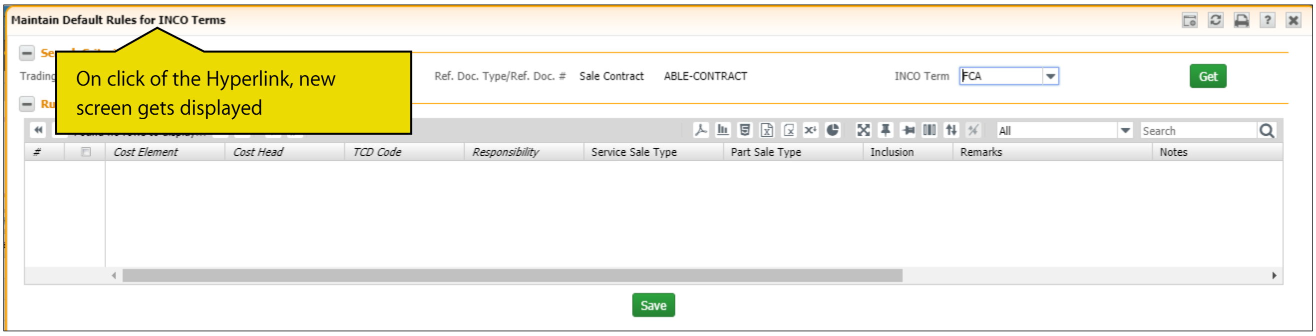


Exhibit 4:

Maintain Default Rules for INCO terms Screen



Note:

As INCO term can vary for each event and billability depends on combination of INCO terms, sale type and pricing type

Applicable INCO term can be maintained at each customer address level in the customer master.

WHAT'S NEW IN PART SALE ORDER?

Ability to allocate parts against Sale Order based on the need date of the part

Reference: APRP-763

Background

Sometimes during Part Sales, the MRO receives requests for provisional orders from customers in which the MRO holds an agreement to place orders for certain parts to be delivered ranging over a certain period of time. In such cases, it is required to record a Part Sale Order however no parts must be allocated or issued to the Customer until the date of actual requirement.

Therefore the requirement is for a provision to capture the lead time for generating MR based on the expected delivery date of the parts in Part Sale Order and auto generating the MR based on scheduler on need date

Changes

- Two Set Options have been introduced against the Part Sale Type in the **Define Process Entities** activity of the **Common Master** business component to define whether MR generation is to be postponed till the lead date for demand and the standard lead days for MR generation.

#	Process Parameter	Permitted Values
1	Postpone MR Generation until Lead date	Enter: • "0" for "No" • "1" for "Yes"
2	Default lead time (in days) for MR generation	• Enter the valid No. of Days

During approval of the PSO, if the above set option is 'Yes' MR generation would be stalled and queued up for generation later on the lead date.

- A new "Planning Status" has been introduced in the **Manage Part Sale Order** activity of the **Part Sale Order** business component to differentiate the Approved and Processed stages of the PSO.

- A new column "Lead Days For Demand" has been added in the Part Info section Which will be defaulted with the value set against the parameter "Default Lead Time (in days) for MR generation. User will be able to modify the same in the PSO if required based on which the MR will be generated"

Note: The system does not allow modifications to the "Lead Days For Demand" column if the MR is already generated.

- A new display only column 'Proc. Lead Time' has been added in the Part Info multiline which displays the standard purchase lead time for the supplier-part# combination in case of 'Regular/Drop shipment' procurement.

Exhibit 1:

Set Process Parameters link in the **Define Process Activities** screen under the **Common Master**

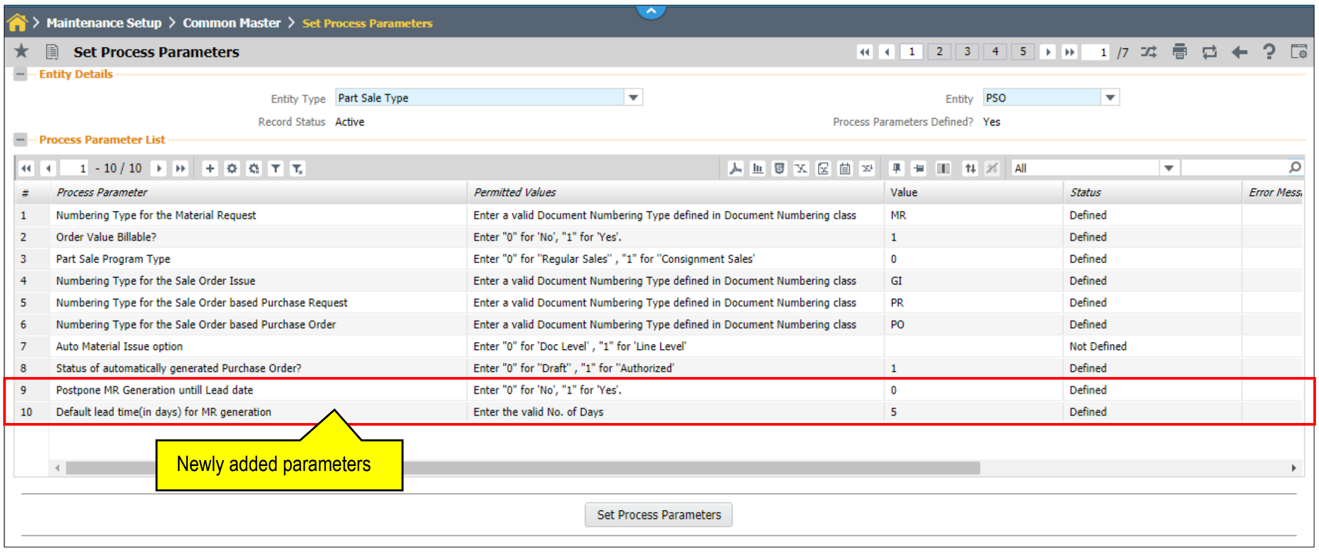


Exhibit 2:

Manage Part Sale Order activity in the **Part Sale Order** business component

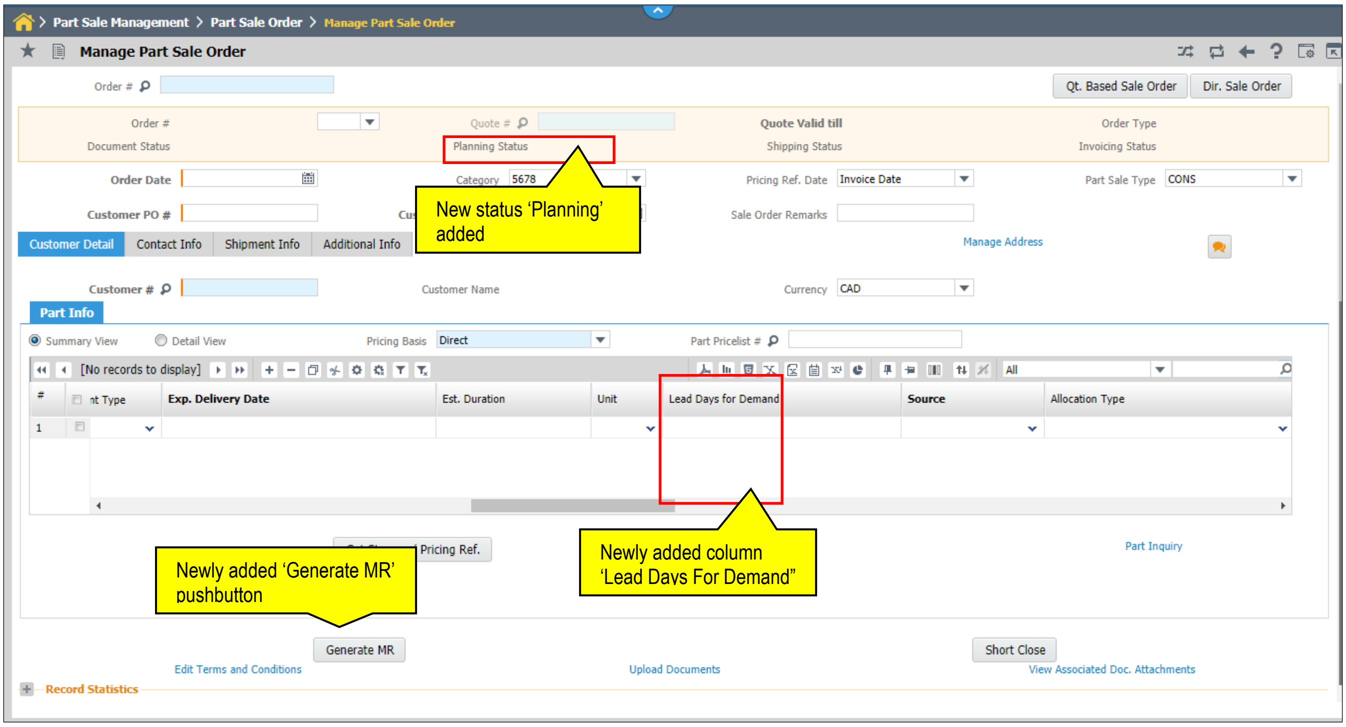
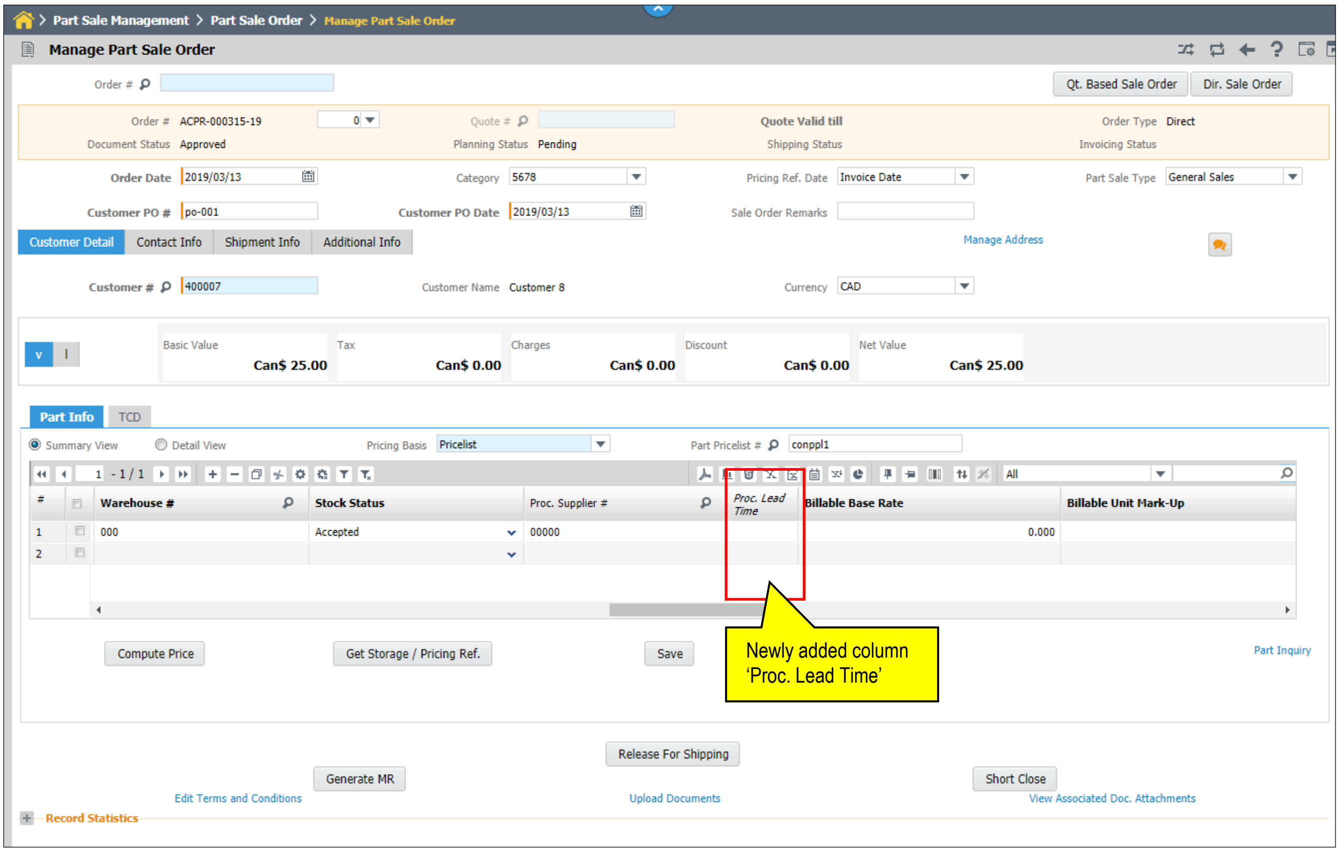


Exhibit 2:

Manage Part Sale Order activity in the **Part Sale Order** business component



Provision to enable sale of Capital Parts through Part Sale Order

Reference: APRP-325

Background

ITM's business provides the Inventory Management services to their customers as well as sell parts based on the requests from the customer. In certain cases, the customer may also request for capital part through part sale order.

Currently, however, Part Sale Order does not allow a Capital Part to be sold. Hence the requirement is that Part Sale Order needs to be raised for a Capital Part through the existing frame work.

Change Details

A new parameter has been added in **Sales Setup** > **Customer** > **Set Sales Process Parameter** screen to identify whether Capital Parts is allowed or not.

Based on this option, PSO can be created for capital parts.

- Based on the parameter, if the Capital Part Sales is set as 'No', then the existing functionality will be continue and 'Capital Part' will not be allowed in the **Part Sale Order** and error message will be displayed as above.

Note:

- The Sourcing option for Capital part sales can be either 'Inventory' or 'Procurement'(Regular or Drop shipment).
- The pricing basis for the capital part under sale can be either direct pricing or based on the price list.
- On Issue Confirmation, the Asset tag mapped to the Part serial # issued would be auto retired based on a set option.
- Cost will be booked on retirement either to Customer suspense account of cost of goods sold account based on set option.

Exhibit 1:

Set Sales Process Parameters screen

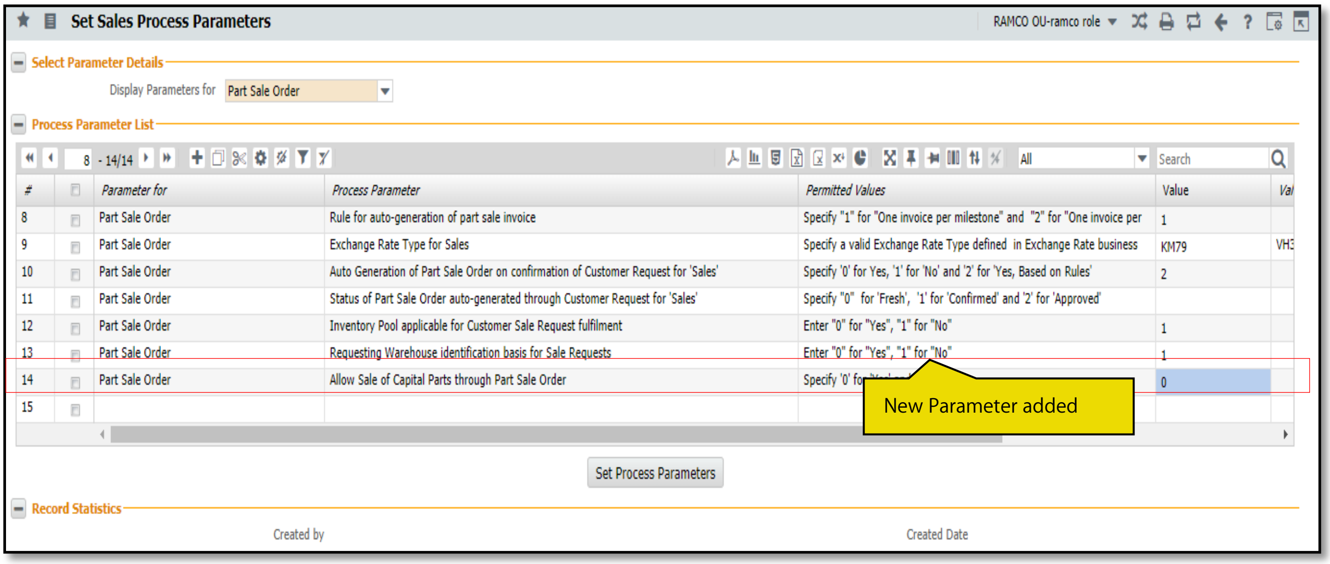
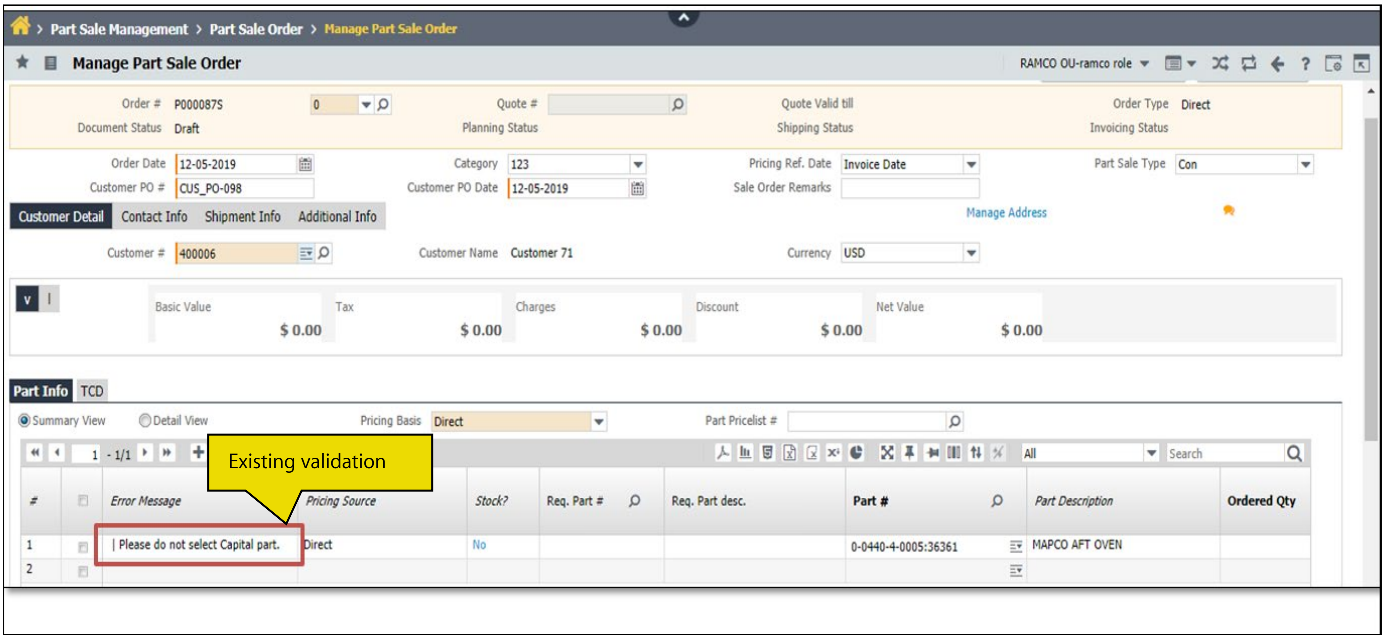


Exhibit 2:

Manage Part Sale Order screen



Ability to update returned quantity against Part Sales Order

Reference: APRP-289

Background

MRO's in the process of carrying out part sales business, sometimes face scenarios where parts are returned by the customers. This may be due to several reasons, for example while picking the part a wrong Serial # could have been picked and shipped to the customer other than the one allocated by the system. Thus that part is returned by the customer to get the right Serial #.

Therefore the requirement is a provision to record such Part Sale Return in the system to track the parts being returned by the customer.

Change Details

Provision has been given for recording of the return of the same part for parts issued against a Part Sale Order 'General Issue'. The return of the same part will be recorded in 'General Return' with respect to that General Issue. This returned quantity will be updated against the Part Sale Order on confirmation of the general return

- In the **Manage Part Sale Order** activity of the **Part Sale Order** business component a new backend column 'Returned Qty' has been added in the PSO 'Part Info.' table at both Order level and Detail level

- The system updates the 'Returned Qty.' against the Part Sale Order Line # in the backend on Confirmation of General Return

Note: The Return Qty. is sent as an output to the report calling service on launch of the report for Part Sale Order.

Ability to extract a report providing a comparison of quote provided for a job versus the actual billable values

Reference: APRP-287

Background

While reviewing a bill, it is necessary to have a comparative review on the quantity or the amount estimated and quoted earlier for the job versus the actual billable values in order to understand the efficiency of estimations and quotations.
Hence the requirement is to have a report to compare the Estimated/Quoted values against Actuals for the Resource and Material.

Change Details

A new ARI Report **Quote Vs Actuals Comparison Report** has been added in **Report Management** > **Manage Reports** > Report Type – Advanced Report. (Exhibit – 1)

- Based on the search criteria provided: For eg. 'Customer Order# from' and 'Customer Order# to', the report data is will be shown for the invoice releases generated for the customer orders within the range provided.
- Different Reports will be launched with the output details for 'Material Comparison' and 'Resource Comparison'.

A new link **Material Comparison Report** has been added under **Service Sales Management** > **Service Sale Billing** > **Process Invoice** > under Materials tab. (Exihibit-2)

If the report is launched through the 'Material Comparison report' link under Materials tab, the output details will be displayed for the respective Invoice Release.

- This Report provides the comparison of Quote/Estimated and Actuals Qty. for the Material.
- On launch of the **Material Comparison Report**, the details of actual qty. of materials consumed, qty. estimated, quoted and Invoiced against all the tasks in the respective invoice release will be displayed as Output details (Exhibit 3)
  - Estd. Qty - The Qty. of Part # estimated against the task / Discrepancy in work order will be displayed.
  - Based on the Billability/Non Billability of the Part # against Task #/Description Quote – billable Qty, Quote-Warranty Qty., Invoice Billable Qty., Invoice Warranty qty.
    will be displayed.
    - Quote- Billable Qty - Indicates the total qty. quoted for the part with billable flag: 'Yes' against the task

- Quote- Warranty Qty – Indicates the total qty. quoted for the part with billable flag: 'No' against the task
- Quote- Billable Qty – Indicates the total qty. available in the process invoice for the part with billable flag: 'Yes' against the task
- Quote- Warranty Qty – Indicates the total qty. available in the process invoice for the part with billable flag: 'No' against the task

- Quoted Price - Quoted Price denotes value derived based on the Price quoted for that part in the last approved revision of the quotation.
- Inv. Price - Inv. Price denotes Actual price i.e final value provided against the task-Part under the material tab.

A new link **Resource Comparison Report** has been added under **Service Sales Management** > **Service Sale Billing** > **Process Invoice** > under **Resources** tab. (Exhibit 4)

- If the report is launched through the **Resource Comparison Report** link under **Resources** tab the output details will be displayed for the respective Invoice Release.
- This Report provides the comparison of Quote/Estimated and Actuals Qty. for the Resources.
- On launch of the **Resource Comparison Report**, the details of actual qty. of resource hours consumed, qty. estimated, quoted and Invoiced against all the tasks in the respective Invoice release will be displayed as Output details (Exhibit 5)

  - Resource # - 'Resource #' (Viz., Mech, Eng, LAME etc.,) which has been booked/quoted/invoiced against all the tasks/discrepancies in the execution document will be displayed.
  - Estd. Qty - Estd. Qty indicates the Qty estimated against the task / Discrepancy in work order.
  - Based on the Billability/Non Billability of the Resource # against Task #/Description Quote – billable Qty, Quote-Warranty Qty., Invoice Billable Qty., Invoice Warranty qty.
    will be displayed.
    - Quote- Billable Qty – Indicates the total hrs. quoted for each resource with billable flag: 'Yes' against the task.
    - Quote- Warranty Qty – Indicates the total hrs. quoted for each resource with billable flag: 'No' against the task
    - Quote- Billable Qty – Indicates the total hrs. available in the process invoice for each resource with billable flag: 'Yes' against the task
    - Quote- Warranty Qty – Indicates the total hrs. available in the process invoice for each resource with billable flag: 'No' against the task
  - Quoted Price - Quoted Price Denotes value derived based on the Price quoted for the Resource in the last approved revision of the quotation.
  - Inv. Price - Inv. Price denotes Actual price i.e final value provided against the task-Part under the Resource tab.

Exhibit 1:

Manage Reports screen

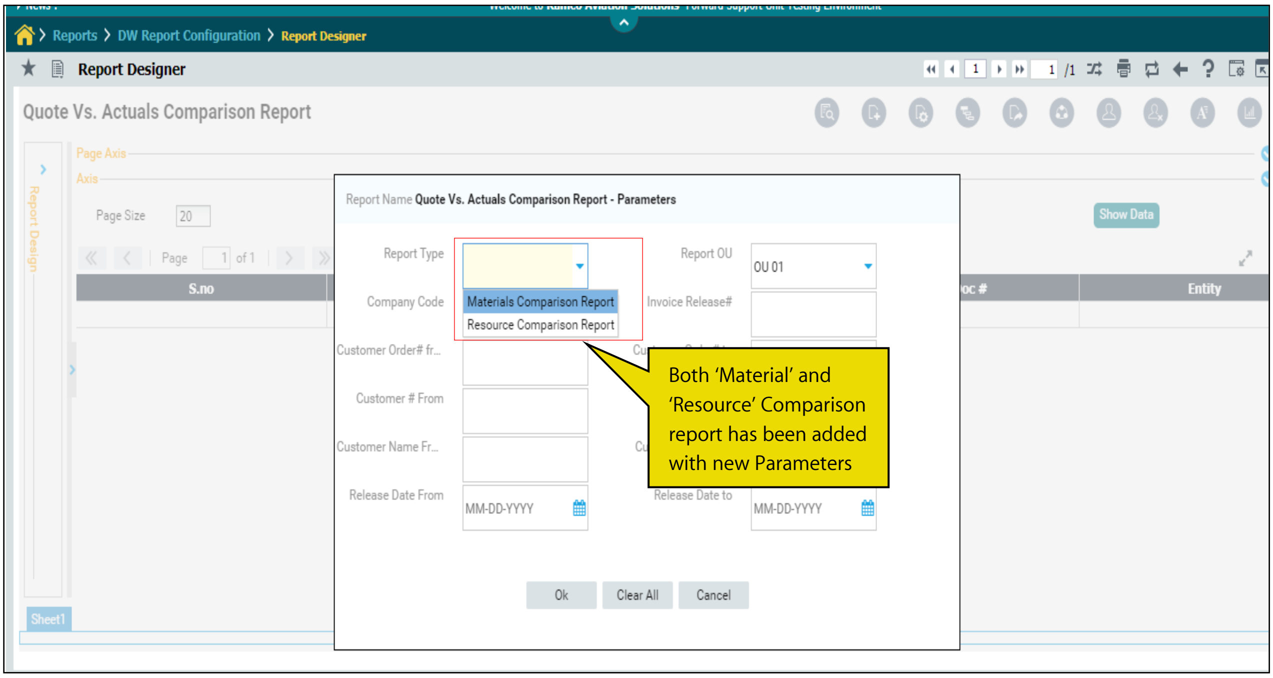


Exhibit 2:

Manage Invoice Release screen

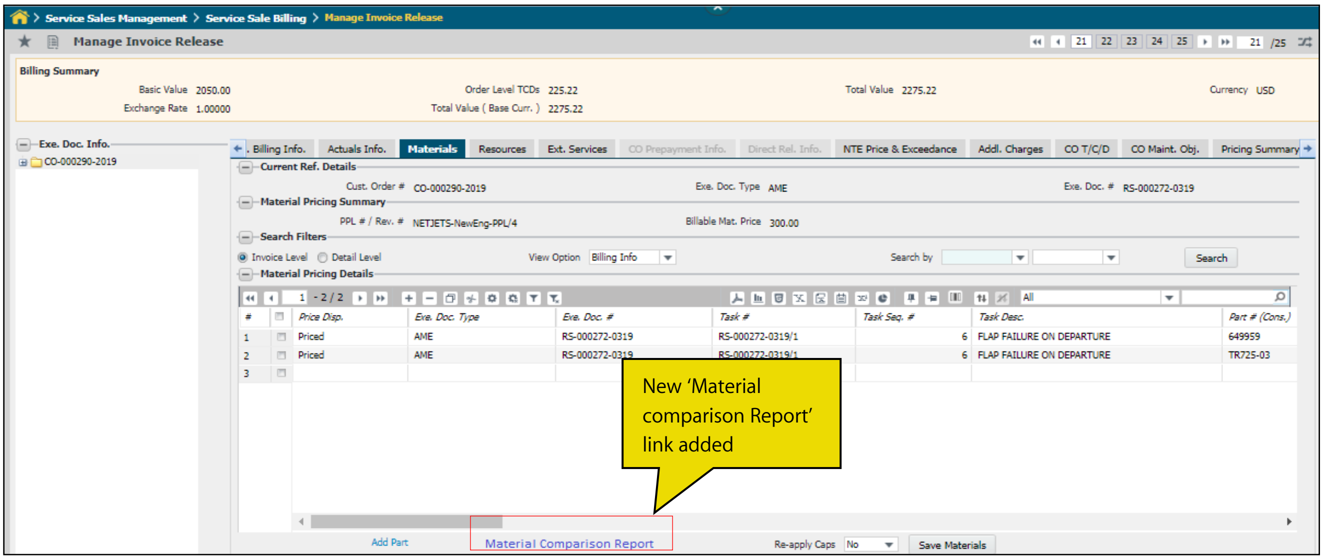


Exhibit 3:

Material Comparison Report

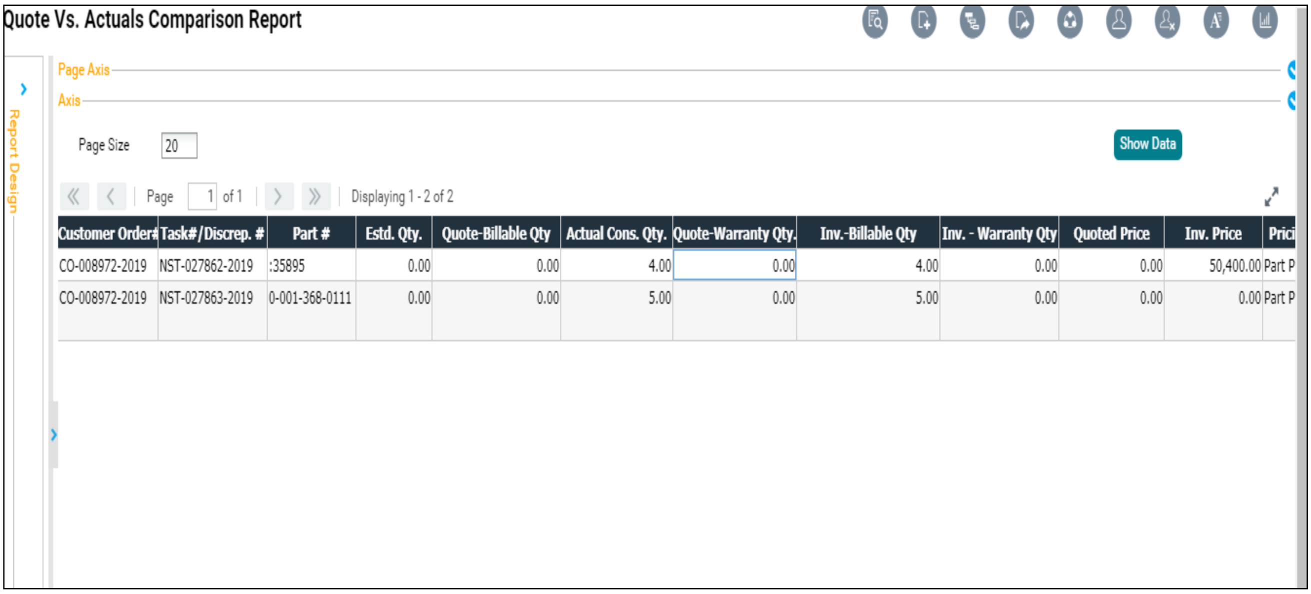
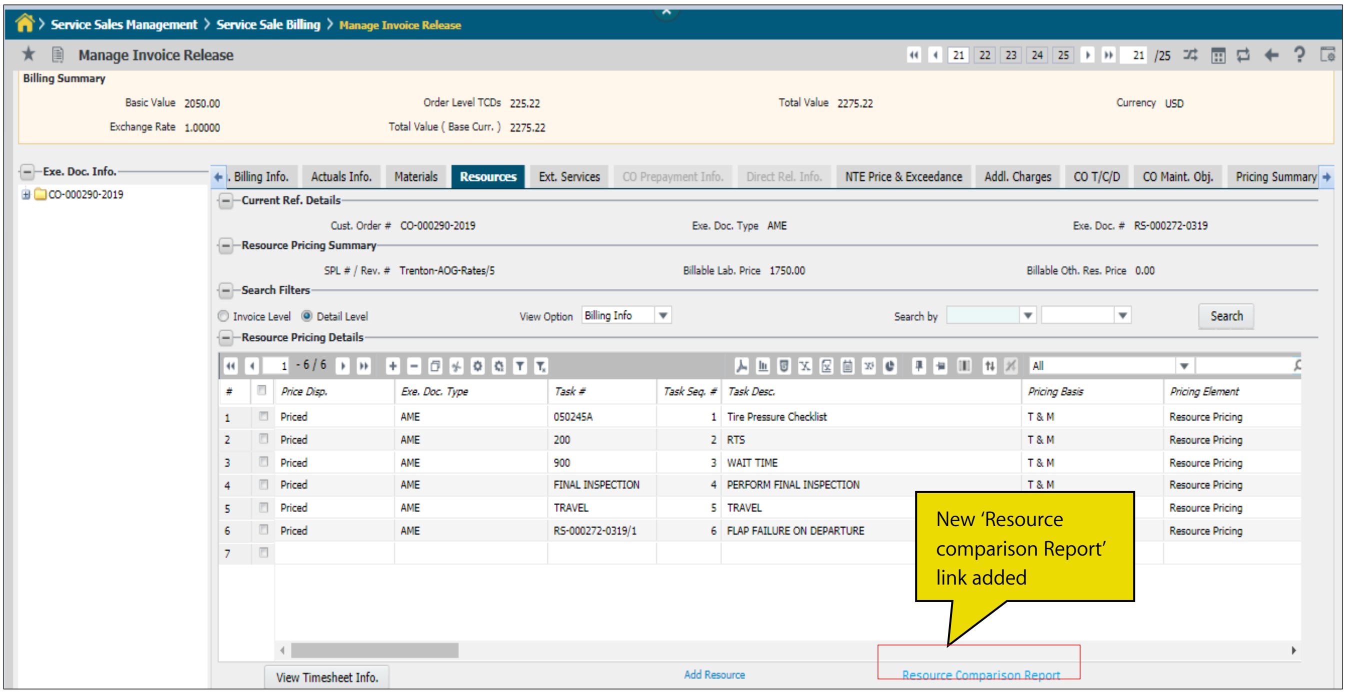


Exhibit 4:

Manage Invoice Release screen



Ability to extract a report on modifications done to Invoice Release along with user information

Reference: APRP-286

Background

The requirement is for a provision to extract a report with all the modifications done to Invoice Release along with the user information. All modifications to identified pricing and billability related fields across various tabs in Invoice Release will be tracked as part of the modification report.

Change Details

A new link "Modification Summary Report" has been added in the main screen of **Manage Invoice Release** under the **Process Invoice** activity of the **Service Sale Billing** business component. On click of this link a new report with input and output parameters as given below

> *Note: The 'Modification Summary Report' when launched from the 'Process Invoice' component launches with the set context against the Input parameters based on the Specific Invoice Release selected.*

Modification Summary Report – Header

- Report OU
- Company Code
- Customer Order # From
- Customer From
- Customer Name From
- Modified Date From
- Report Description
- Invoice Release #
- Customer Order # To
- Customer # To
- Customer Name To
- Modified Date To

Output Details

- Company Code - Displays the Company Code of Customer Order for which the modifications are being made
- Invoice Release # - The invoice release # in which modifications are made
- Invoice Release Rev. # - The revision number of the invoice release in which modifications are made

- Inv. Release status – The status of the invoice release in which modifications are made
- Customer Order # - The customer order of the invoice release in which modifications are made
- Exe. Doc. Type - The value available against the 'Exec. Doc Type' field in the 'Current Ref. Details' section of the 'Reg. Billing Info.' tab of the respective Invoice Release#
- Root Exe. Doc. # - The value available against the 'Exec. Doc# ' field in the 'Current Ref. Details ' section of the 'Reg. Billing Info.' tab of the respective Invoice Release#
- Customer # - The value available against the 'Customer' field in the 'Release Main Info.' section in the header of the respective Invoice Release#
- Customer Name - The name of the 'Customer' available against the 'Customer' field in the 'Release Main Info.' section in the header of the respective Invoice Release #
- Change Type:
    1. Modification – Indicates that the value against the qualified fields has been modified in the respective invoice release.
    2. Addition - Indicates that the Change Type should be displayed as 'Addition', if any new value is being added/provided against the qualified fields in the respective invoice release.
    3. Deletion – Indicates that he Change Type should be displayed as 'Deletion', if any existing value is being deleted/removed against the qualified fields in the respective invoice release.
- Information Group – Implies all the ‘tabs’ available in the Invoice Release # such as Reg. Billing Info., Materials, Resources, Ext. Services, CO Prepayment Info., Direct Release Info., Addl. Charges, and CO T/C/D. The Information Group displays the respective tab name in which the changes are made in the Invoice Release
- Information Sub Group - Information Sub Group implies the multiple ‘Sections’ available in each of the above mentioned tabs of Invoice Release #. The Information Sub Group displays the section name against which the changes are made.
- Field Modified – Indicates the column name in case changes are done against any of the modifiable columns in the sections in any of the tabs.
- Record Identifiers - Denotes the Exec Doc. #, Task # and Task Seq #. Displays only the 'Exec Doc #' in the 'Record Identifiers' field if the changes are made against the header level fields in the Invoice Release. However, if the changes are made against any specific task in the Invoice Release, the system displays the 'Exec Doc # / Tasks # /Task Seq.
- Old Value – Indicates the old value existing in any of the modifiable fields before the changes are made
- New Value – Indicates the new value provided in any of the modifiable fields after the changes are done
- Modification Notes - Provided by the user in the Invoice release when the changes are made
- Modified By - The login user Id of the person who did any modification changes against any of the column.
- Modified Date - The Date and Time on which any modification changes done by login user against any of the column
- Created By - The login user Id of the person who created the Process Invoice
- Created Date - The Date and Time on which any the Invoice Release has been created

Exhibit 1:

Manage Invoice Release activity under the **Service Sale Management** business process

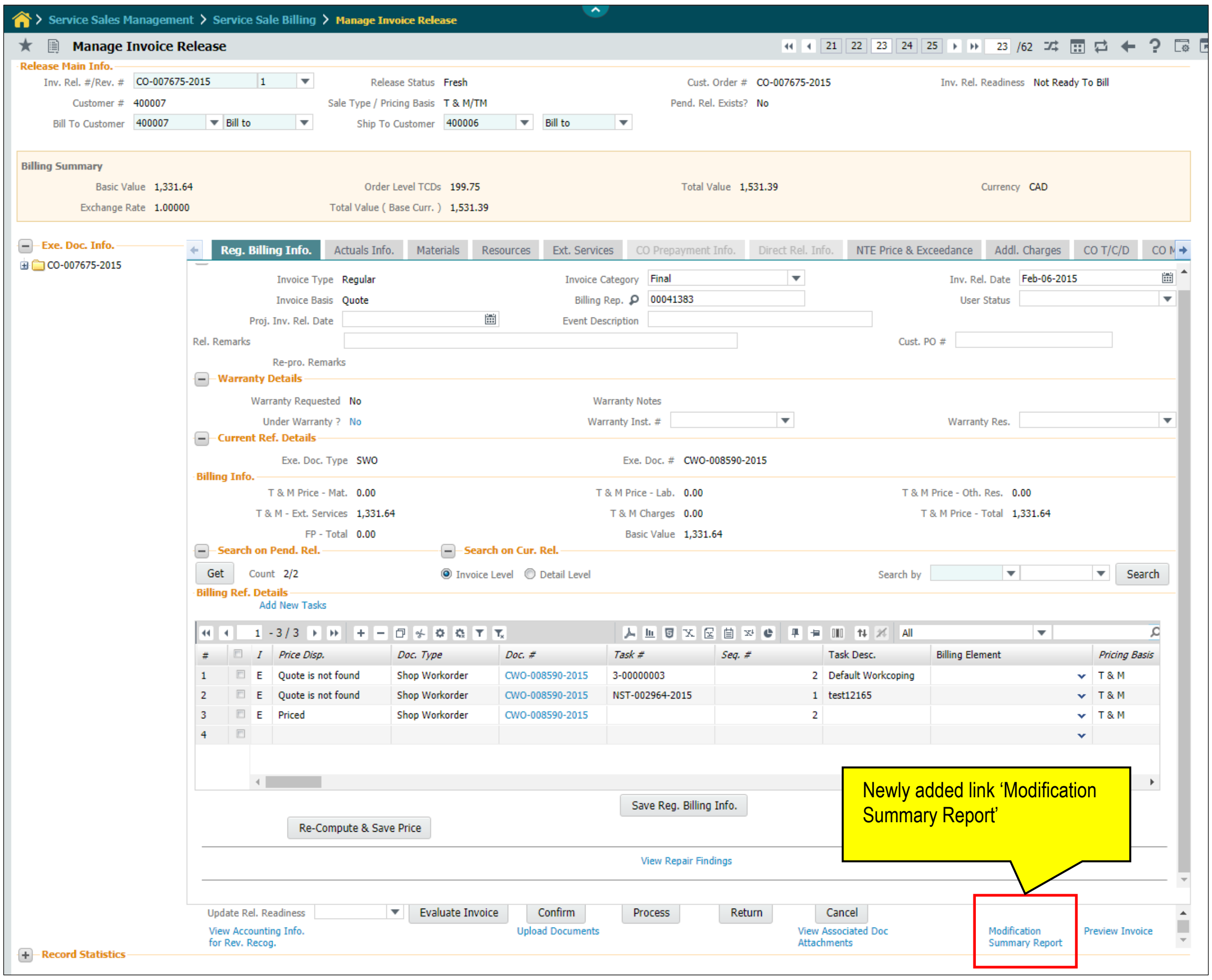
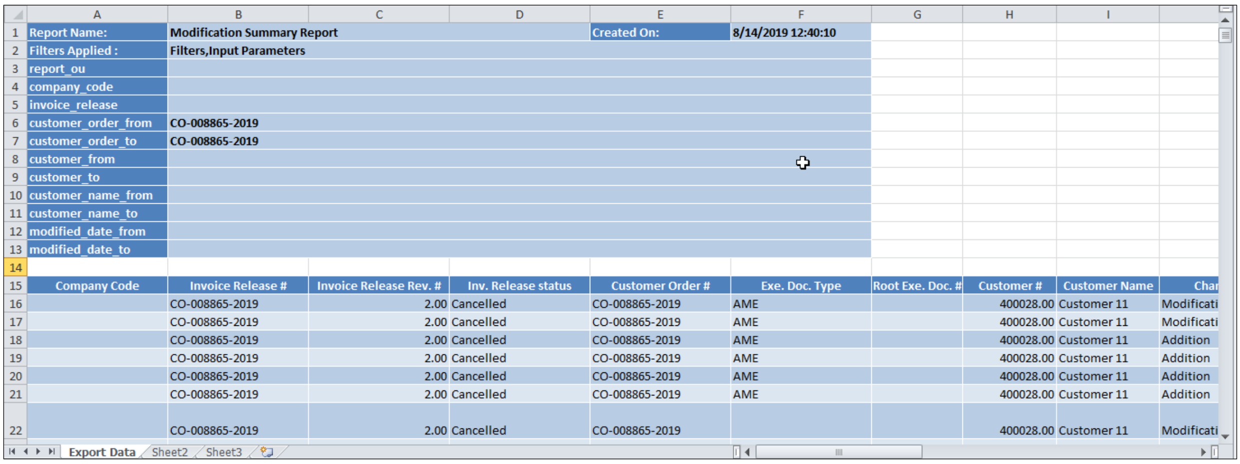


Exhibit 2:

Modification Summary Report



	A	B	C	D	E	F	G	H	I	
1	Report Name:	Modification Summary Report			Created On:	8/14/2019 12:40:10				
2	Filters Applied :	Filters,Input Parameters								
3	report_ou									
4	company_code									
5	invoice_release									
6	customer_order_from	CO-008865-2019								
7	customer_order_to	CO-008865-2019								
8	customer_from									
9	customer_to									
10	customer_name_from									
11	customer_name_to									
12	modified_date_from									
13	modified_date_to									
14										
15	Company Code	Invoice Release #	Invoice Release Rev. #	Inv. Release status	Customer Order #	Exe. Doc. Type	Root Exe. Doc. #	Customer #	Customer Name	Char
16		CO-008865-2019	2.00	Cancelled	CO-008865-2019	AME		400028.00	Customer 11	Modificati
17		CO-008865-2019	2.00	Cancelled	CO-008865-2019	AME		400028.00	Customer 11	Modificati
18		CO-008865-2019	2.00	Cancelled	CO-008865-2019	AME		400028.00	Customer 11	Addition
19		CO-008865-2019	2.00	Cancelled	CO-008865-2019	AME		400028.00	Customer 11	Addition
20		CO-008865-2019	2.00	Cancelled	CO-008865-2019	AME		400028.00	Customer 11	Addition
21		CO-008865-2019	2.00	Cancelled	CO-008865-2019	AME		400028.00	Customer 11	Addition
22		CO-008865-2019	2.00	Cancelled	CO-008865-2019			400028.00	Customer 11	Modificati

Export Data / Sheet2 / Sheet3

Ability to extract employee wise details of timesheet booked in PDF format

Reference: APRP-765

Background

Normally time is reported by each employee as per the tasks performed in various work orders within a selected period. When it comes to on-road maintenance jobs, the employees incur some additional expenses like meals, fuel and so on. In such cases the normal practice is to charge the expenses back to the customer. Therefore it is a requirement to check if the particular employee is applicable for such meal or fuel charges, a complete view on the jobs performed in that day with respect to his time booking is a requirement. For this timesheet report helps make a decision during the time of billing.

Hence a provision is to be created to launch a report in summary format with important and mandatory information which the user to go back anytime to the detailed format for other details.

Change Details

Enhancement has been made for a new PDF report with the details of timesheet in summary format to be launched from the already existing **Review Timesheet Details** link at the bottom of the Resources tab page in the **Manage Invoice Release** activity under the **Service Sale Billing** business component.

Note that the time records are sorted in the report in such a way that each page of the report carries records pertaining to one employee only.

Exhibit 1:

Resources tab in the **Manage Invoice Release** activity under the **Service Sale Billing** business component

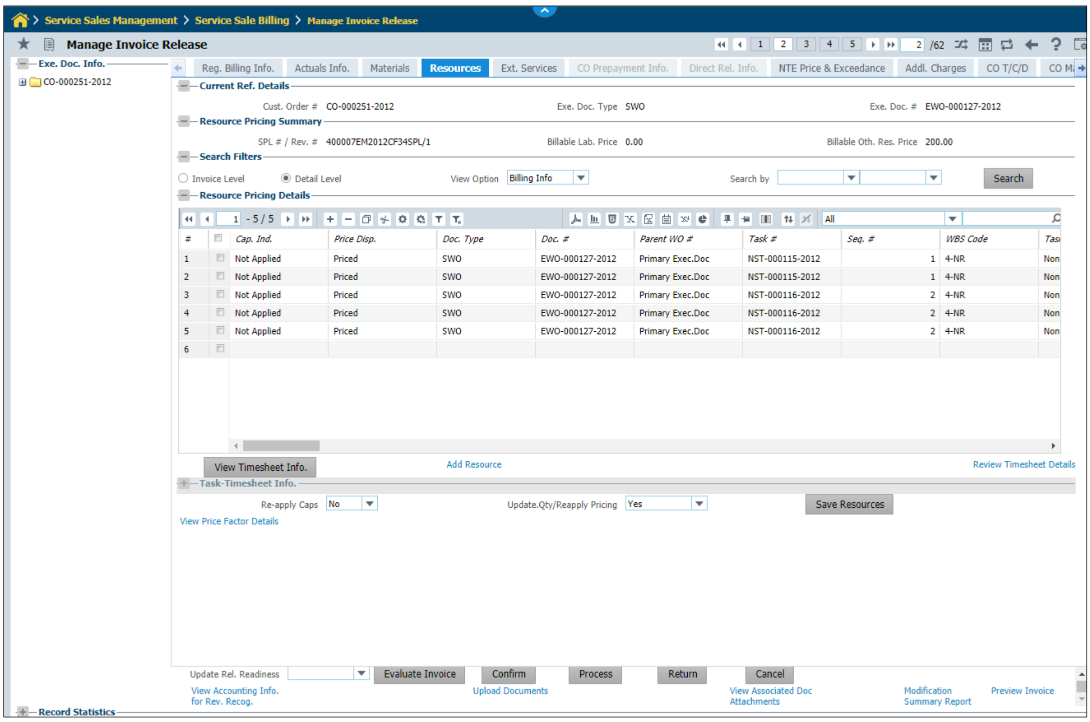


Exhibit 2:

Timesheet Report in the **Review Timesheet Details l**ink page in the **Resource** tab of the **Manage Invoice Release** activity

TimeSheet Report

Emp. # / Res. #	Emp. Name / Res. Desc.	From date / time	To Date / Time	Actual Hours	Emp. Comments	Task # / Discrepancy #	Task desc. / Discrepancy desc.	Exec. Doc #	Station #
00041383	MARK SENECHAL	5/18/2017 4:18:55 PM	5/18/2017 4:19:18 PM	0.01		3-00000003	Default Workcoping	CWO-008752-2017	yul
	MARK SENECHAL	5/18/2017 4:19:35 PM	5/18/2017 4:19:38 PM	0.00		3-00000003	Default Workcoping	CWO-008752-2017	yul
	MARK SENECHAL	5/18/2017 4:20:02 PM	5/18/2017 4:20:08 PM	0.00		3-00000003	Default Workcoping	CWO-008752-2017	yul

WHAT'S NEW IN REPORTS MANAGEMENT?

Ability to review sale orders for ordered, shipped and invoiced quantity

Reference: APRP-764

Background

Managing huge volumes of Sale Orders in Part Sales business is very tedious for the commercials personal. More so in cases where the Sale Orders are generated for a certain period of time during which the parts are released in partial shipments. Therefore the commercials does not have visibility on details like number of parts ordered by customers, number of parts issued, number of parts shipped or the number of parts invoiced.

Hence the requirement is for a provision to review this information in bulk without having to launch each Part Sale Order separately

Change Details

A new report **Review Part Sale Order Details** has been added to the list of Advance Reports in the Manage Reports screen under the Reports Management business component. This is to enable review of Part Sale Order for ordered, shipped and invoiced quantity recorded by customer representative on monthly basis against a **Part Sale Order**.

Search Criteria

Finance Book Customer # Part # Document Type Order Currency Invoice Currency	Document Date From/To Order Category Customer Account Group Exceptions Criteria Cust. Service Rep

Note: The "Additional Search" with "Pending Invoice" retrieves all orders that are pending for the Invoice Quantity

Note that on report launch, the system considers all Part Sale Orders that are in 'Approved' status only.

The following details of all the eligible documents will be retrieved in the report if the document type is 'Invoice' :

Finance book Doc. Type Document # Line # Doc. Date Ref. Doc. Type Ref. Doc. # Ref. Doc Line # Ref. Doc. Date Customer # Customer Name Order Currency Invoice Currency Exchange Rate Part # Part Description Mfr Part #	Mfr # UOM Condition Unit Price Total Ordered Qty Total Order Value Invoiced Qty Pending Invoice Qty Exp. Delivery Date Revenue - Invoice Currency Revenue - Base Currency Cost of Sales Profit Customer PO # Customer PO Date

The following details of all the eligible documents are retrieved in the report document type is 'Sale Order':

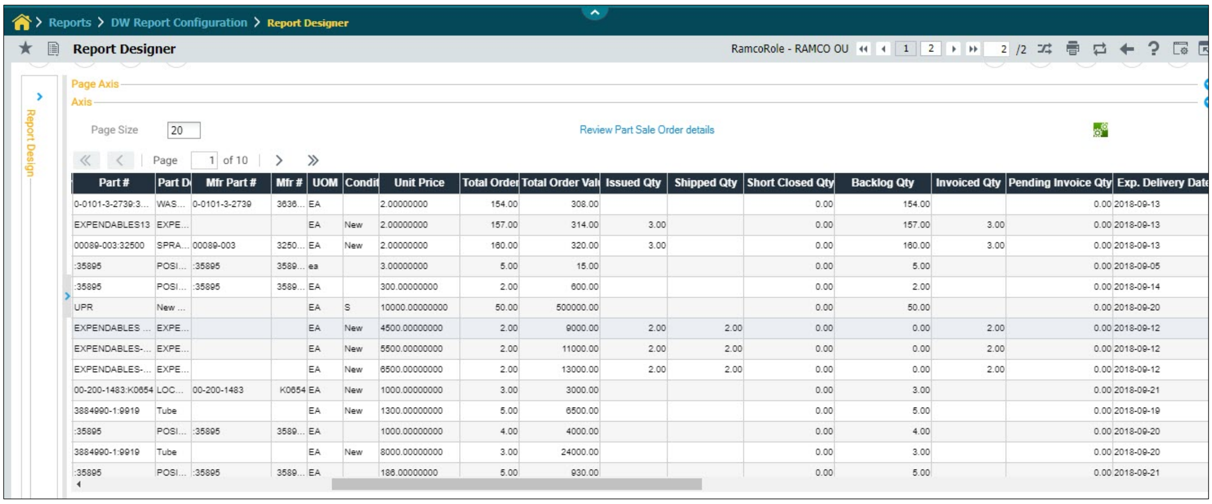
Finance book Doc. Type Document # Line # Doc. Date Ref. Doc. Type Ref. Doc. # Ref. Doc Line # Ref. Doc. Date Customer # Customer Name Order Currency Invoice Currency Exchange Rate Part # **Part Description**	Mfr Part # Mfr # UOM Condition Unit Price Total Ordered Qty Total Order Value Issued Qty Shipped Qty Short Closed Qty Backlog Qty Invoiced Qty Pending Invoice Qty Exp. Delivery Date Customer PO # Customer PO Date

The system makes calculations as given below:

- Total Ordered Value = Total Ordered Qty. * Unit Price
- Profit = (Revenue-Based Currency) - (Cost of Sales)

Exhibit 1:

Review Part Sale Order Details Report



Part #	Part D	Mfr Part #	Mfr #	UOM	Condit	Unit Price	Total Order	Total Order Val	Issued Qty	Shipped Qty	Short Closed Qty	Backlog Qty	Invoiced Qty	Pending Invoice Qty	Exp. Delivery Date
0-0101-3-2739:3...	WAS...	0-0101-3-2739	3636...	EA		2.00000000	154.00	308.00			0.00	154.00		0.00	2018-09-13
EXPENDABLES13	EXPE...			EA	New	2.00000000	157.00	314.00	3.00		0.00	157.00	3.00	0.00	2018-09-13
00089-003:32500	SPRA...	00089-003	3250...	EA	New	2.00000000	160.00	320.00	3.00		0.00	160.00	3.00	0.00	2018-09-13
:35895	POSI...	:35895	3589...	ea		3.00000000	5.00	15.00			0.00	5.00		0.00	2018-09-05
:35895	POSI...	:35895	3589...	EA		300.00000000	2.00	600.00			0.00	2.00		0.00	2018-09-14
UPR	New ...			EA	S	10000.00000000	50.00	500000.00			0.00	50.00		0.00	2018-09-20
EXPENDABLES ...	EXPE...			EA	New	4500.00000000	2.00	9000.00	2.00	2.00	0.00	0.00	2.00	0.00	2018-09-12
EXPENDABLES-...	EXPE...			EA	New	5500.00000000	2.00	11000.00	2.00	2.00	0.00	0.00	2.00	0.00	2018-09-12
EXPENDABLES-...	EXPE...			EA	New	6500.00000000	2.00	13000.00	2.00	2.00	0.00	0.00	2.00	0.00	2018-09-12
00-200-1483:K0654	LOC...	00-200-1483	K0654	EA	New	1000.00000000	3.00	3000.00			0.00	3.00		0.00	2018-09-21
3884990-1:9919	Tube			EA	New	1300.00000000	5.00	6500.00			0.00	5.00		0.00	2018-09-19
:35895	POSI...	:35895	3589...	EA		1000.00000000	4.00	4000.00			0.00	4.00		0.00	2018-09-20
3884990-1:9919	Tube			EA	New	8000.00000000	3.00	24000.00			0.00	3.00		0.00	2018-09-20
:35895	POSI...	:35895	3589...	EA		186.00000000	5.00	930.00			0.00	5.00		0.00	2018-09-21

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