ramco Aviation Solutions

Sales Management

User Guide

Version 5.3

DISCLAIMER

This document is published by **Ramco Systems Ltd.** without any warranty. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose without the written permission of **Ramco Systems Limited.**

Improvements and changes to this text necessitated by typographical errors, inaccuracies of current information or improvements to software programs and/or equipment, may be made by Ramco Systems Limited, at any time and without notice. Such changes will, however, be incorporated into new editions of this document. Any hard copies of this document are to be regarded as temporary reference copies only.

The documentation has been provided for the entire Aviation solution, although only a part of the entire solution may be deployed at the customer site, in accordance with the license agreement between the customer and Ramco Systems Limited. Therefore, the documentation made available to the customer may refer to features that are not present in the solution purchased / deployed at the customer site.

About this manual

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

Who Should Read This Manual

This manual is intended for users who are managing the Aviation industry processes and are new to Ramco Aviation Solution.

This manual assumes that the user is familiar with the Aviation Industry nomenclatures and systems based software.

How To Use This Manual

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

How This Manual is organized

The User Guide is divided into 3 chapters and index. Given below is a brief run-through of what each chapter consists of.

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

Chapter 2 focuses on the **Service Sales Management** sub process.

Chapter 3 dwells on the **Part Sales Management** sub process.

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

Document Conventions

- The data entry has been explained taking into account the "Create" business activity. Specific references (if any) to any other business activity such as "Modify" and "View" are given as "Note" at the appropriate places.
- **Boldface** is used to denote commands and user interface labels.
  Example: Enter **Company Code** and click the **Get Details** pushbutton.
- *Italics* used for references.
  Example: *See Figure 1.1.*
- The ✎ icon is used for Notes, to convey additional information.

Reference Documentation

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

The documentation is generally provided in two forms:

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

Whom To Contact For Queries

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

Table of Contents

Chapter 1/ Introduction

Large execution facilities with specialized equipment and skilled labor makes aviation asset maintenance execution highly capital intensive. Airline operators typically enter into long term contracts with maintenance service providers for outsourcing their maintenance requirements. Outsourcing of maintenance services, especially those related to components, have become increasingly popular among airline operators.

Outsourcing offers advantages of lower capital investments on maintenance facilities and increased operational efficiencies through leverage of the service provider’s core competencies. In addition to providing maintenance services, maintenance service providers also engage in trading or sale of aircraft/component spares, fuel etc.

The **Sales Management** business process aims to address the requirements of both part and service sales for maintenance service providers.

The **Service Sales Management** sub process facilitates the process of receiving the component and the spares supplied by the customer and the shipment of the component and excess spares/cores to the customer.

The **Part Sales Management** sub process facilitates the generation of pack slip, issue and shipment of goods for the sales of parts/goods from the maintenance shop to the customer.

Chapter 2/ Service Sales Management

In the aviation scenario, Maintenance, Repair and Overhaul (MRO) processes occupy a strategic position in ensuring reliability and safety of aviation assets. A service provider carries out airline maintenance operations such as C checks and D checks, repair and overhaul activities on rotables and components, line maintenance, ground support, fuelling and engine removal or installation and engineering support services. These processes allow the MRO to create a customer order, based on the quotation raised for the service. You can process the customer order for the execution of the service.

The **Service Sales Management** sub process provides support for managing service orders such as customer order for both aircraft and components, managing customer supplied spares, tools and core components through the generation of customer goods receipt and delivery of customer goods through pack slips based on customer goods or customer order.

The **Customer Order** business component enables you to create a customer order for the service to be carried out on the customer maintenance object.

The **Customer Order Management** business component enables you to estimate process and release a customer order for the execution of service or repair.

Customer Goods Receipt business component enables you to generate the customer goods receipt on receipt of the part(s) from the customer to the Repair/Maintenance shop. The customer part(s) are delivered to the maintenance shop, for performing the services, or to be used as spares on the maintenance object.

Pack Slip business component enables you to generate a pack slip for the sale of goods or the maintenance object to the customer, with or without a customer order. Pack Slip is the delivery notice sent to the customer along with parts/goods sold, containing information such as customer details, item details, quantities and shipping details.

Setting options and quick codes for creating customer order

Setting options for customer order

You can define the various system parameters for customer order. You can also set options for automatic creation of visit package, repair order and work scope the customer order.

1. Select the **Set Options** link in the **Customer Order** business component. The **Set Options** page appears. *See Figure 2.1.*

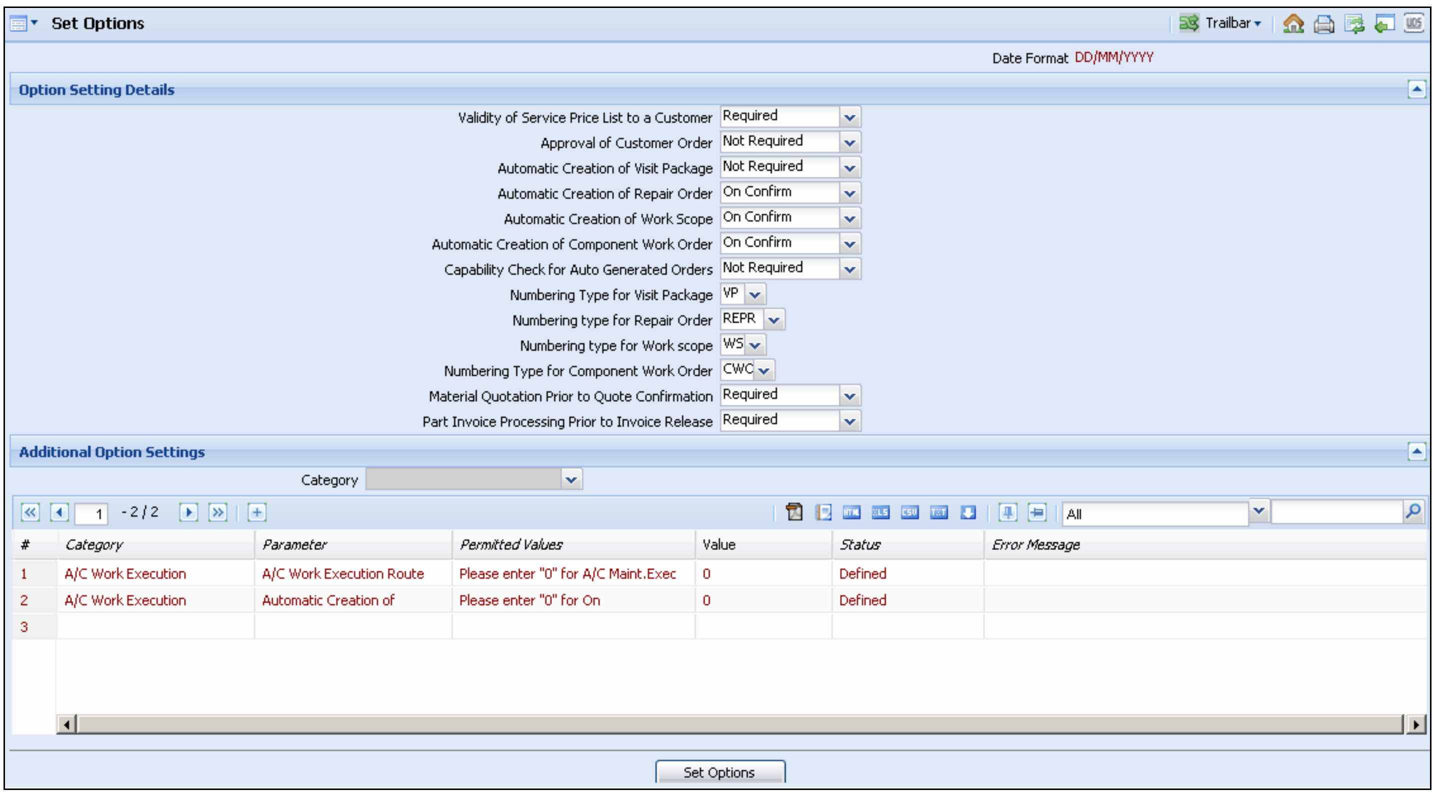


Figure 2.1 Setting options for customer order

2. For a customer order, specify whether service price list validity must be checked or not, by selecting the appropriate option in the **Validity of Service Price List to a Customer** field.

3. Indicate whether the approval of customer order is required or not, in the **Approval of Customer Order** field.

4. In the **Automatic Creation of Visit Package** drop-down list box, specify the stage at which visit package can be created automatically. The options are “On Confirm”, “On Authorize” and “Not Required”. You can select “On Confirm” or “On Authorize” to indicate that the visit package must be created on confirmation or on authorization of the customer order.

5. In the **Automatic Creation of Repair Order** drop-down list box, specify the stage at which the repair order can be created automatically. The options are “On Confirm”, “On Authorize” and “Not Required”. You can select “On Confirm” or “On Authorize” to indicate that the repair order must be created on confirmation or on authorization of the customer order. You can select “Not Required” if the automatic repair order creation is not required.

6. In the **Automatic Creation of Work Scope** drop-down list box, specify the stage at which the work scope can be created automatically. The options are “On Confirm”, “On Authorize” and “Not Required”. You can select “On Confirm” or “On Authorize” to indicate that the work scope must be created on confirmation or on authorization of the customer order. You can select “Not Required” if the automatic work scope creation is not required.

7. In the **Automatic Creation of Component Work Order** drop-down list box, specify the option by which the component work order can be created automatically. The system provides the following options “On Confirm”, “On Authorize” and “Not Required”. By default, this field is set as “On Authorize”.

8. Select “Required” in the **Capability Check for Auto-generated Orders** field, to indicate that the work center capability must be checked for execution orders that are generated automatically.

9. Select the numbering type for visit package, repair order and work scope in the **Numbering Type for Visit Package**, **Numbering Type for Repair Order** and **Numbering Type for Work Scope** fields.

10. Specify the **Numbering Type for Component Work Order** associated to the customer order.

11. In the **Material Quotation Prior to Quote Confirmation** drop down list box, specify whether material quotation prior to confirmation of quote is required or not. The system lists the options “Yes” and “No”.

12. In the **Part Invoice Processing Prior to Invoice Release** drop down list box, specify whether part invoice processing prior to invoice release is required or not.

13. Select the **Category** from the drop-down list box to specify the category type of the parameter and specify the **Value** for the parameter.

14. Enter **Category** and **Value** details in the Additional Option Setting Multiline.

15. Click **Set Options** pushbutton to save the options.

Defining quick codes for customer order

What are quick codes?

Quick Codes are user-defined values, used to categorize a set of details of identified behavior. These quick codes are later used in the process of retrieving or addressing the details by referring to the attached quick code.

Quick codes act as additional qualifiers for a business entity or document. Quick codes can assume user-provided values, which can be used to categorize/group an entity/document record to satisfy specific needs in a user organization's internal processes, especially with respect to unique reporting requirements.

The basic quick code types "Order Category" and "User Status" are predefined in the system. You can create the quick codes for these quick code types. For e.g. "Hold", "Deferred" can be defined as quick codes under the quick code type "User Status".

1. Select **Create Quick Codes** in the **Customer Order** business component. The Create Quick Codes page appears. *See Figure 2.2*.
2. Use **Quick Code Type** drop-down list box to select the quick code to be created.
3. Enter the **Description** for the quick code.
4. Click the **Create Quick Codes** pushbutton.

Note: The system assigns the "Active" status to the quick codes entered.

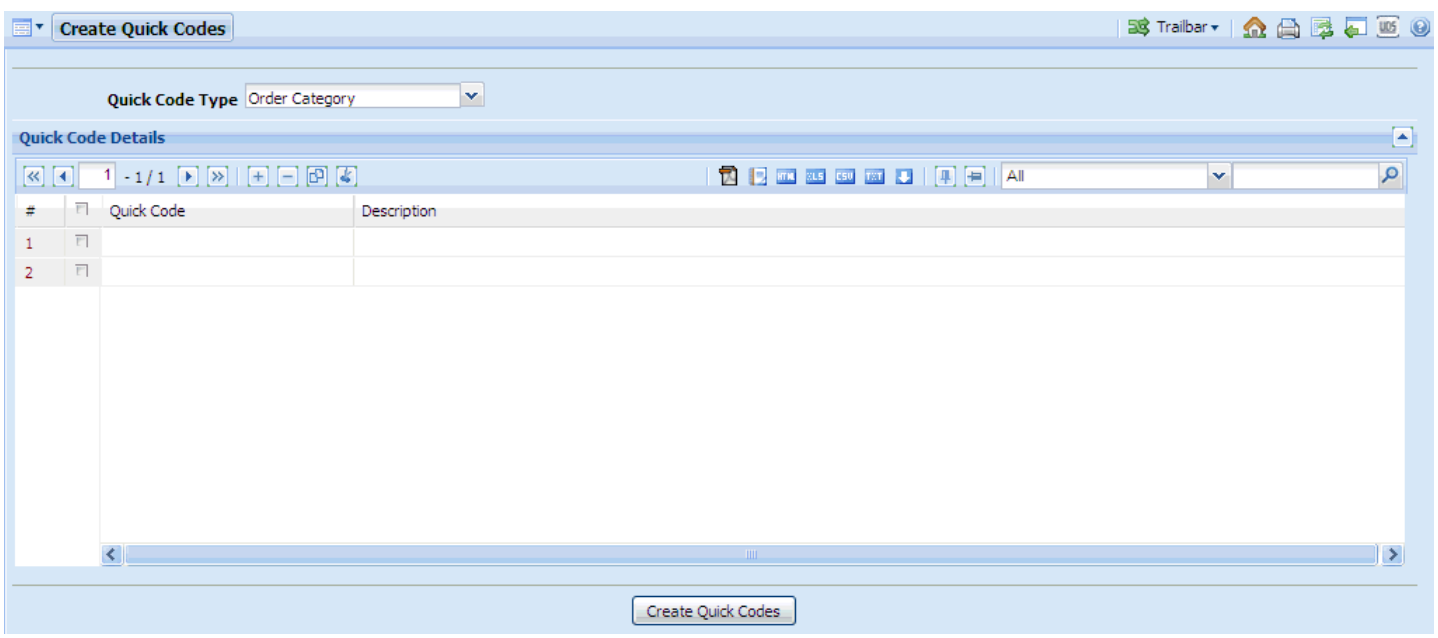


Figure 2.2 Creating quick codes for customer order

Accepting customer order

A *Customer Order* is a document that is created to communicate the details of service to be performed on an aviation asset. This customer order is dispatched to the internal maintenance department that will carry out the maintenance work.

Creating customer order details

1. Select **Create Customer Order** link under **Customer Order** business component. The **Create Customer Order** page appears. *See Figure 2.3.*
2. Select the **Numbering Type** based on which the customer order will be numbered.
3. Enter the **Order Description** pertaining to the customer order.
4. Enter a unique code identifying the customer in the **Customer #** field.
5. Enter the area to which the maintenance object must be shipped or delivered in **Delivery Area** field.
6. Use the drop-down list box to select the **Engagement Mode,** which could be "Regular" or "Contract".
7. Use the **Order Type** drop-down list box to select the type of the customer order. The system provides the options "Bid", "Prospect", "Regular" and "Warranty Claim".
8. Enter the **Expected Receipt Date** on which the maintenance object will be received for service.
9. Enter the date on which the serviced maintenance object will be delivered to the customer, in the **Promised Delivery Date** field.
10. Use the drop-down list box to select the **Priority**, which could be, "High", "Low", "Normal" etc;
11. Use the **Work Center Capability Check** drop-down list box to indicate whether work center capability must be checked or not. The system provides the options "Required" and "Not Required".
12. Click the **Order Execution Details** tab to update the order execution details.

Refer to the topic "Entering customer order execution details" to proceed further.

13. Click the **Object Details** tab to update the object details.

Refer to the topic "Entering object details" to proceed further.

14. Click on the **Work Units Details** tab to update the work unit details.

Refer to the topic “Entering work unit details” to proceed further.

15. Enter the time frame for which the customer is valid in the **Price Held Firm Time** field in the **Order Value Details** group box. Use the drop-down list box provided alongside to select the time unit which could be “Days”, “Weeks” or “Months”.

16. Click the **Create Customer Order** pushbutton to create the customer order. And, click the **Confirm Customer Order** pushbutton to confirm the customer order.

17. Click the **Compute Price** pushbutton to compute the pricing details for the customer order.

Entering customer order execution details

1. Select the **Order Execution Details** tab in the **Create Customer Order** page. *See Figure 2.3.*

2. Enter the purchase order number against which the customer order is being created in **Customer PO #** field in **Reference Document Details** group box.

3. Enter the **PO Date** on which the purchase order was created.

4. Enter the **Material Value Limit**, **Resource Value Limit**, **Total Routine Hrs – Budgeted**, **Total Non routine Hrs – Budgeted**, **Total Labour Hrs – Budgeted and the Total Order Value Limit** specified in the purchase order.

5. Enter the **Quotation #** against which the customer order is being created.

6. Enter the **Customer Representative** code in **Order Execution Details** group box.

7. Use the **Spares Supplied By** drop-down list box to indicate the source that supplies the spares. The system provides the options “Customer”, “Internal”, and “Internal & Customer”.

8. Use the **Preferred Stock Status** drop-down list box to select any one of the preferred stock status.

9. Use the **Primary Part Group** drop-down list box to select any one of the primary part groups.

10. Use the **Approval of Additional Work Scope** drop-down list box to specify whether work units added to the customer order during the execution stage needs to be approved or not. The system provides the options “Required” and “Not Required.

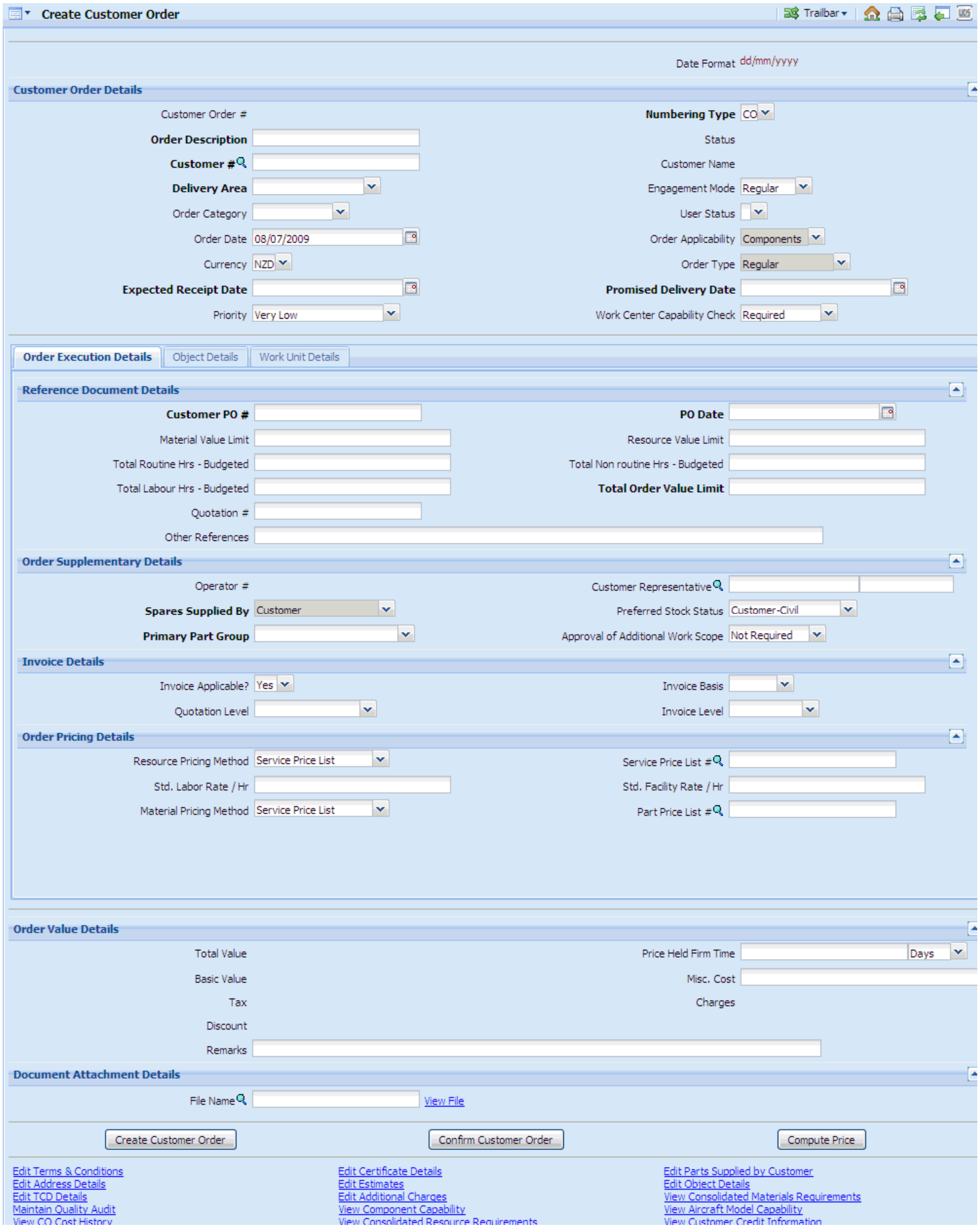


Figure 2.3 Recording order execution details for customer order

11. Use the **Invoice Applicable?** drop-down list box to specify whether invoice is applicable for the customer order or not, in the **Invoice Details** group box. The system provides the options "Yes" and "No".

12. Use the **Invoice Basis** drop-down list to select the basis on which the invoice is raised. The system provides the options "Actuals" and "Quotes".

13. Use the **Quotation Level** drop-down list to specify the quotation level of the customer order. The system provides the options "Task Level**", "**Order Level", "Order Line Level" .

14. Use the **Invoice Level** drop-down list to select the following options "Task Level", "Order Level".

15. Specify the **Resource Pricing Method** in the **Order Pricing Details** group box. The system provides the options "Service Price List", "Work Unit Wise Flat" and "As Entered".

16. Enter the **Service Price List #** that you wish to associate with the customer order.

17. Enter the labour rate charged for an hour in the **Std. Labor Rate / Hr** field, if you have selected "As Entered" in the **Resource Pricing Method** field.

18. Enter the facility labour rate charged for an hour in the **Std. Facility Rate / Hr** field, if you have selected "As Entered" in the **Resource Pricing Method** field.

19. Use the **Material Pricing Method** drop-down list to select any one of the following material pricing methods. The system provides the options "Part Price List", "Service Price List" and "Work Unit Wise Flat".

20. Specify the **Part Price List #**.

Entering object details

1. Select the **Object Details** tab in the **Create Customer Order** page. *See Figure 2.4.*

2. Enter the **Aircraft Reg #, Manufacturer Serial #** and the **Aircraft Model #** in the **Aircraft Effectivity** Details group box and select the **Execute Through** options.

3. Enter the **Primary Work Center #** in the **Work Center Details** group box.

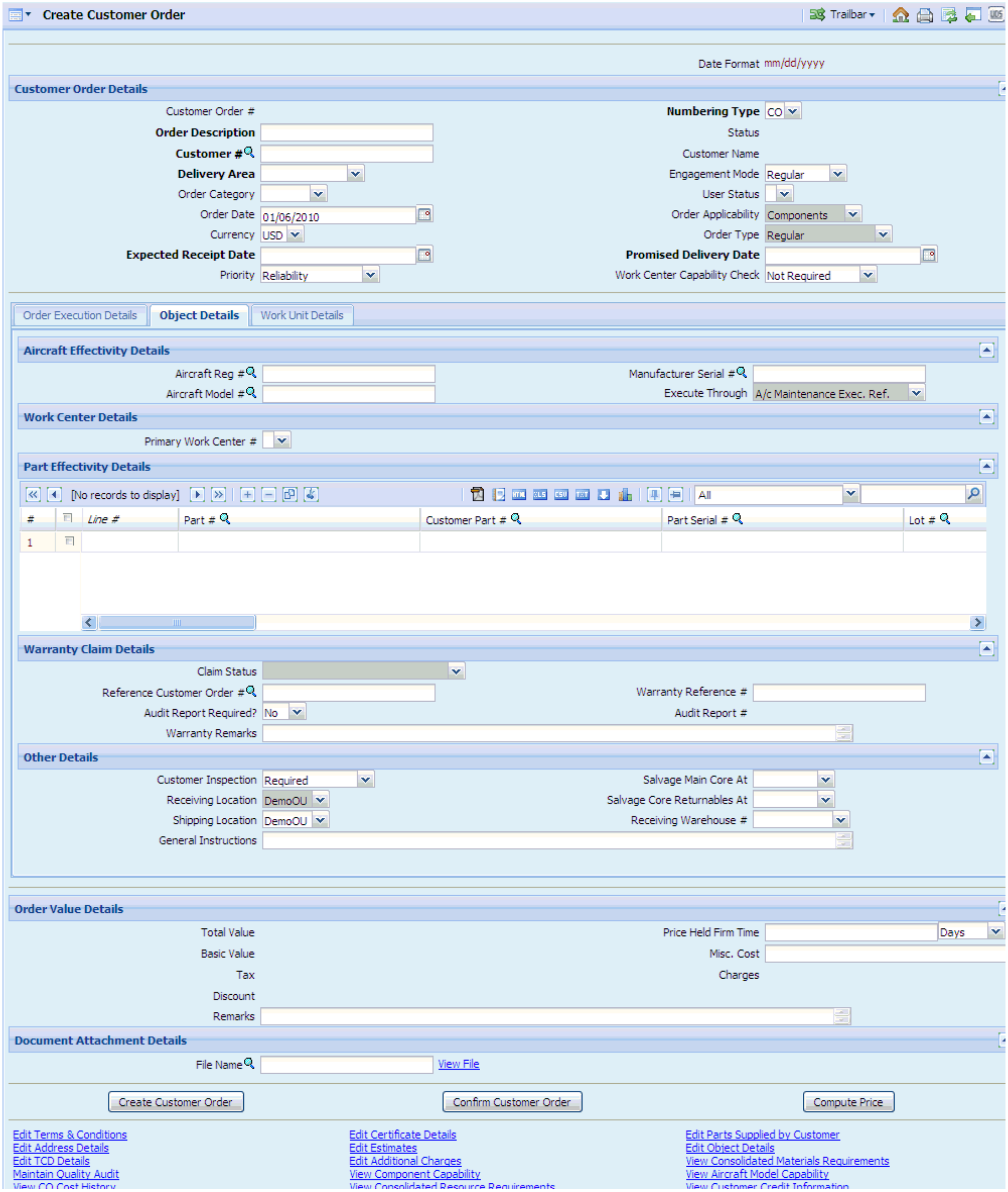


Figure 2.4 Recording object details for customer order

In the **Part Effectively Details** multiline:

4. Enter the **Part #** to which the maintenance object belongs. This needs to be entered only when order applicability is component.

5. Enter the **Customer Part #**, **Part Serial #** and, **Lot #**.

6. Enter the **Part Qty.** for which the maintenance must be carried out.

7. Enter the **Shop Job Type** and, **Stock Status**.

8. Specify the **Execution Facility** of the maintenance service. The system lists the options “External” and “Internal”.

9. Use the **Execution Location** drop- down list box to select the organizational unit in which the execution of maintenance work is carried out.

Note: If the “Execution Facility” is selected as “Internal” the execution location must be set to work center organizational units. If the “Execution Facility” is selected as “External” then the execution location must be set to Repair order organization units.

10. Specify the **Work Center** in which the maintenance work is carried out.

11. Use the **RO Location** drop-down list box to select the organizational unit in which the repair order will be executed.

12. Enter the **Repair Shop** in which the repair will be carried out.

13. Enter the **Salvage Value / Unit**, **Position Code** and the **Level Code** in the multiline.

14. Specify the **Claim Status, Reference Customer Order #, Warranty Reference #, Audit Report Required?** and **Warranty Remarks** in the **Warranty Claim Details** group box.

15. Use the **Customer Inspection** drop-down list box in the **Other Details group** box, and select the option “Required” if the customer inspection of the maintenance work is required. Else select the option “Note Required”.

16. Use the **Salvage Main Core At** drop-down list box to specify the location of salvage action for the specific part. The system lists the following options “MRO” and “Operator”.

17. Use the **Receiving Location** drop-down list box to identify the organizational unit in which the object will be received.

18. Use the **Salvage Core Refundables At** drop-down list box to select the location at which the spares associated with main core are salvaged.

19. Use the **Shipping Location** drop-down list box to select the organizational unit from which the serviced object must be shipped. The system lists all the organizational units in which the pack slip can be created.

20. Use the **Receiving Warehouse #** drop-down list box to specify the warehouse in which the parts required for maintenance service will be received. The system lists all the warehouses associated with the ”Receiving Location”.

21. Enter the **General Instructions** pertaining to the customer order.

Entering work unit details

1. Select the **Work Unit Details** tab in the **Create Customer Order** page. *See Figure 2.5.*

2. Specify the **Work Unit #**, **Work Unit Type**, **Applicability Group, Revision #**, **Repair Process Code**, **Maintenance Type**, **Customer Task Card #**, **Billable ?, AMM/CMM Item #**, **Work Description and Related Task Count** in the **Work Unit Details** multiline.

3. Use the **Quotation Required** drop-down list box to specify whether quotation for work unit is required or not. The system lists the options “Yes” and “No”.

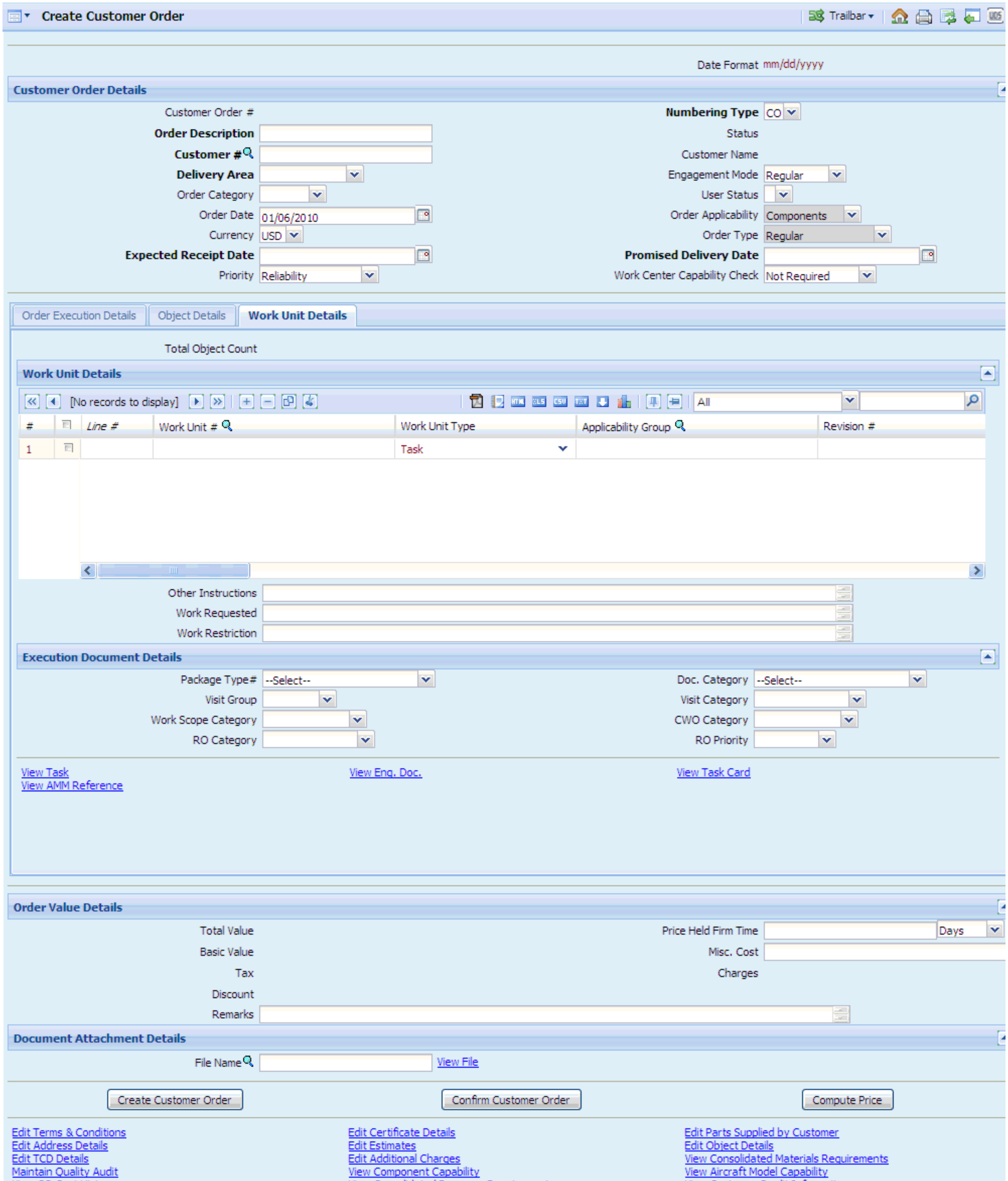


Figure 2.5 Recording work unit details for customer order

4. Enter the total man-hours to complete the non-routine work unit (Decimal). Ensure that the value entered is positive in **Non – Routines Est. Man Hrs**.

5. Enter the total price estimated for resource utilization in **Total Est. Resource Price** and the total price estimated for material usage in **Total Est. Material Price**.

6. Enter the fee charged by the service provider for holding parts supplied by the customer in **Embodiment Fee** field.

7. Enter the **Misc Cost** that will be incurred by the work unit execution.

8. Enter the **Remarks** or Comment regarding the work unit.

9. Enter the textual instructions in **Work Requested**, **Work Restriction** and **Other Instruction** fields.

10. Use the **Package Type #** drop-down list box to specify the type of package that needs to be planned and the **Doc. Category** to specify the document category.

11. Use the **Visit Group** drop-down list box to specify the group to which the visit package belongs and the **Visit Category** drop-down list box to specify the category to which the visit package belongs in the **Execution Document Details** group box. Also, specify the **Work Scope Category**, **CWO Category**, **RO Category** and the **RO Priority**

12. In the **Order Value Details** group box, enter the duration for which the customer order is valid, in the **Price Held Firm Time** field.

13. Enter the miscellaneous cost incurred on the customer order, in the **Misc. Cost** field.

To provide additional information for customer order,

▼ Select the **Edit Terms & Conditions** link to specify terms and conditions for the customer order.

▼ Select the **Edit Certificate Details** link to enter certificate information for the customer order.

▼ Select the **Edit Parts Supplied by Customer** link to enter details of parts supplied by the customer.

▼ Select the **Edit Address Details** link to enter the address details for the customer order.

▼ Select the **Edit Estimates** link at the bottom of the page to map the customer task and the Internal task.

- Select the **Edit Object Details** link to enter details for the maintenance object for which the customer order is created.
- Select the **Edit TCD Details** link to enter taxes, charges and discount details for the customer order.
- Select the **Edit Additional Charges** link to enter details of additional charges pertinent to the customer order.
- Select the **Maintain Quality Audit** link to enter details of quality audit carried out on the customer order.
- Select the **View Component Capability** link to know the work center- part number mapping details**.**
- Select the **View Aircraft Model Capability** link to know work center- aircraft model mapping details.
- Select the **View CO Cost History** link to know comprehensive details of cost pertinent to the customer order.
- Select the **View Consolidated Resource Requirements** link to view consolidated resource requirements for the customer order.
- Select the **View Customer Credit Information** link to know currency and credit limit details of the customer associated with the customer order.\
- Select the **View Task Card** link to view the task card created in the third party application.
- Select the **View AMM Reference** link to view the details of aircraft maintenance manual for the task.

Entering customer-supplied part details for a customer order

You can record the details of parts supplied by the customer for MRO operations.

1. Select **Edit Parts Supplied by Customer** link in the Create Customer Order page. The **Edit Parts Supplied by Customer page** appears.
2. Enter the part number supplied by the customer in the **Part #** field.
3. Enter the **Customer Part #** field and select the mode in which the part must be replenished, in the **Replenishment Policy** field
4. Enter the **Remarks** pertaining to the customer-supplied part.
5. Click the **Edit Part Details** pushbutton to update the customer-supplied part details.

Entering terms and conditions for customer order

You can enter the terms and conditions that are applicable to the customer order.

1. Select **Edit Terms & Conditions** link at the bottom of the **Create Customer Order** page. The **Edit Terms & Conditions** page appears. *See Figure 2.6*.

2. Enter General Terms Agreement Details for customer order.

To specify **General Payment Terms** for the customer order,

3. Select the method by which the payment will be received, in the **Receipt Method** field.

4. Enter the **Pay Term** applicable for the customer order.

5. Indicate who should bear the insurance amount in the **Insurance Liability** field. Furnish the other insurance details such as the **Insurance Amount** and **Insurance Terms**.

To specify **Advance Payment Terms** for the customer order,

6. Specify whether advance payment is applicable or not by selecting “Yes” or “No” in the **Advance Applicable** field.

7. Enter the date by which the advance payment must be made, in the **Advance Payable By Date** field.

8. Enter the percentage of amount that is to be received as advance, in the **Advance Percent** field.

9. Select the option by which the advance payment must be made, in the **Advance Percent On** field, which could be “Total Value” and “Basic Value”.

10. Enter the amount that is to be received as advance in the **Advance Payable** field.

11. Enter the **Advance Tolerance Percent** field to indicate the maximum deficit / excess amount in percentage that can be received as advance.

12. Select the action to be taken on non-payment of advance, in the **Action on Non payment** field.

To enter general outbound delivery terms,

13. Identify the **INCO Term**, **Carrier #**, **Port of Departure** and **Port of Destination** for serviced goods shipment.

14. Specify whether the freight charge is billable to the customer, in the **Freight Billable** field and enter the **Freight Amount**.

15. Enter **Packaging Notes** and **Shipping Notes** fields.

16. Furnish **Outbound Delivery Terms** for the serviceable component, cores and spares as required.

To enter **Part Salvage Terms** details,

17. Enter the price that will be incurred on evaluating the part for Beyond Economic Repair in the **BER Value** field.

18. Specify the salvage action for the part declared as BER, in the **Salvage At** field.

19. Click the **Edit Terms and Conditions** pushbutton.

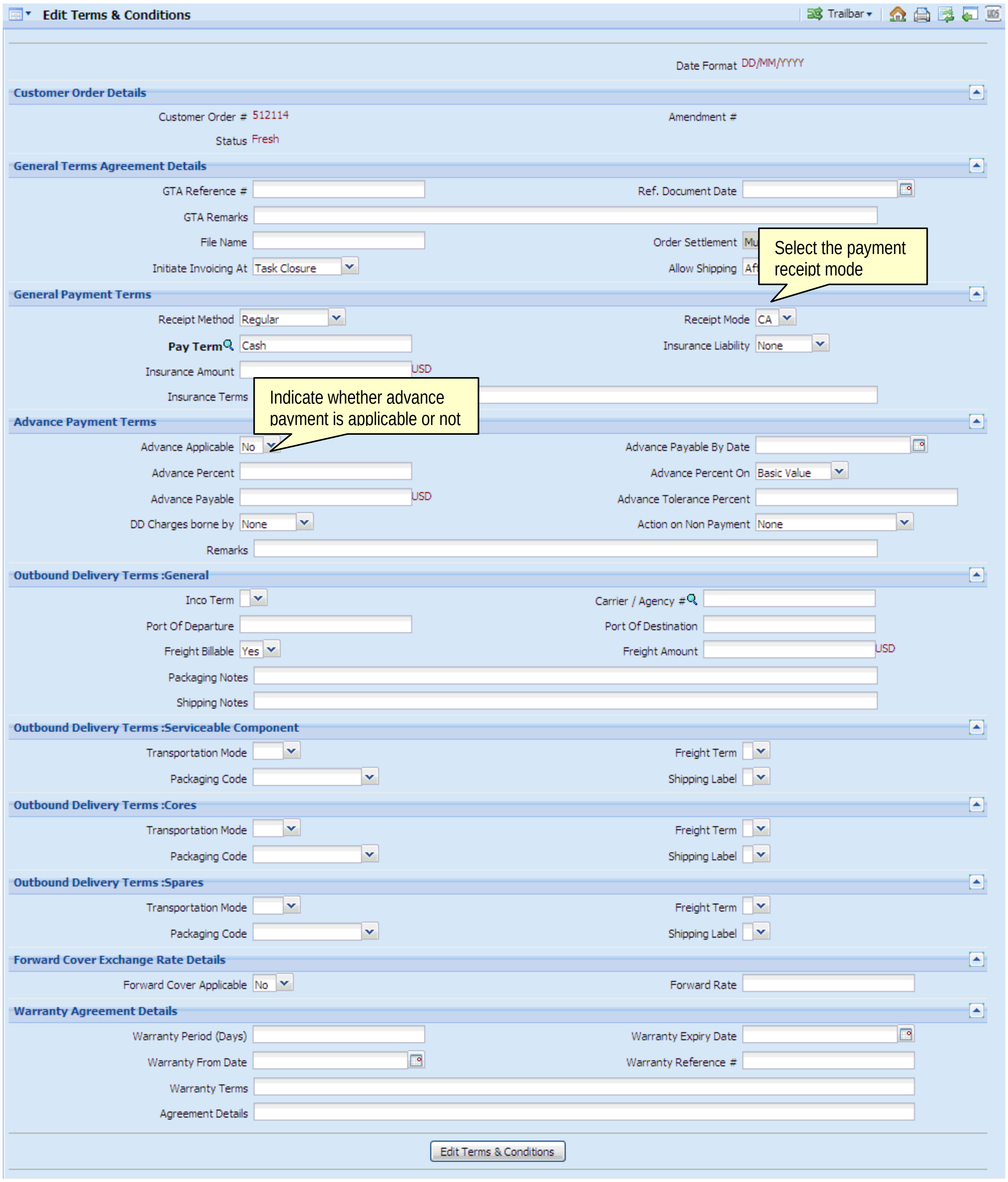


Figure 2.6 Entering terms and conditions for customer order

Specifying TCD details for a customer order

You can specify the different taxes, charges and discounts applicable for the customer order.

1. Select **Edit TCD Details** link at the bottom of the **Create Customer Order** page. The **Edit TCD Details** page appears. *See Figure 2.7*.

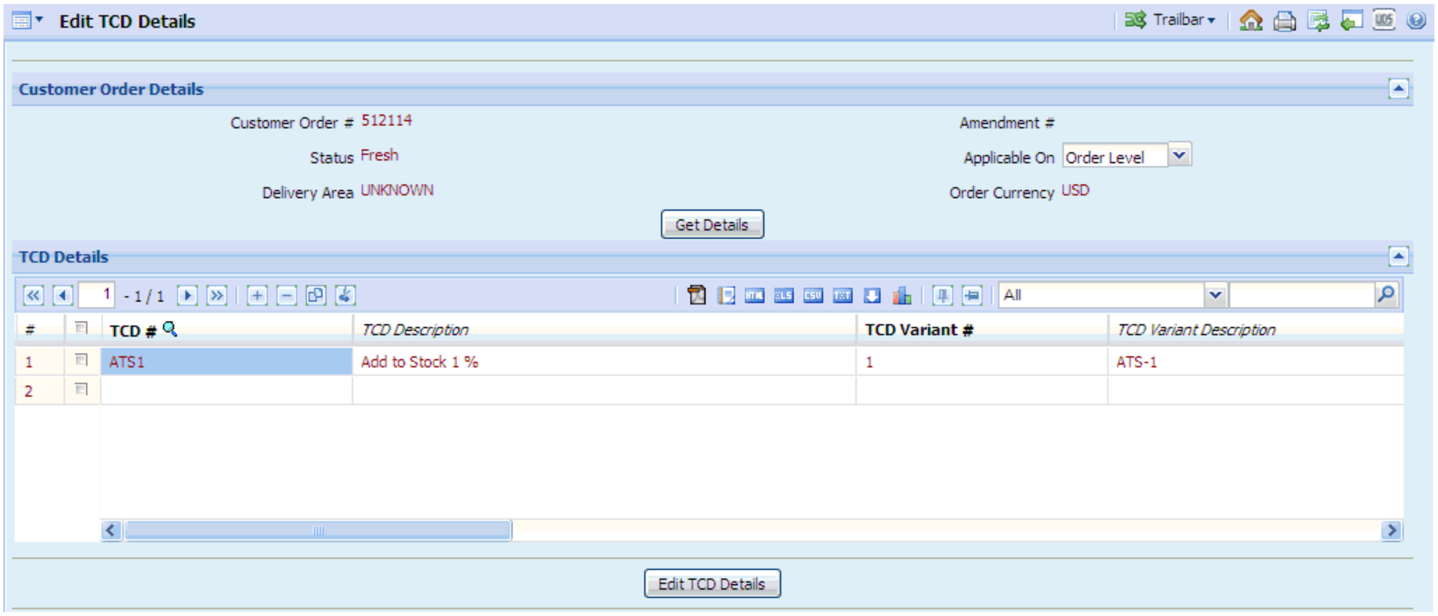


Figure 2.7 Specifying TCD details for a customer order

2. Select the **Part #** for which you wish to define the TCD details.

3. Select the **TCD Mode**, which could be “Labor”, “Material” or “Document”.

4. Click the **Get Details** pushbutton to retrieve the existing TCD details for the TCD mode and part selected.

5. Enter the code identifying the TCD and the number identifying the variant of the TCD in the **TCD #** and **TCD Variant #** fields in the multiline.

6. Enter the rate of the TCD in the **TCD Rate** field.

7. Identify the **Pay to Supplier #** to whom the payment must be made.

8. Click the **Edit TCD Details** pushbutton to save the TCD details.

Identifying certificate requirements for a customer order

You can enter the certificates that are applicable to customer order.

1. Select **Edit Certificate Details** link at the bottom of the **Create Customer Order** page. The **Edit Certificate Details** page appears. *See Figure 2.8*.

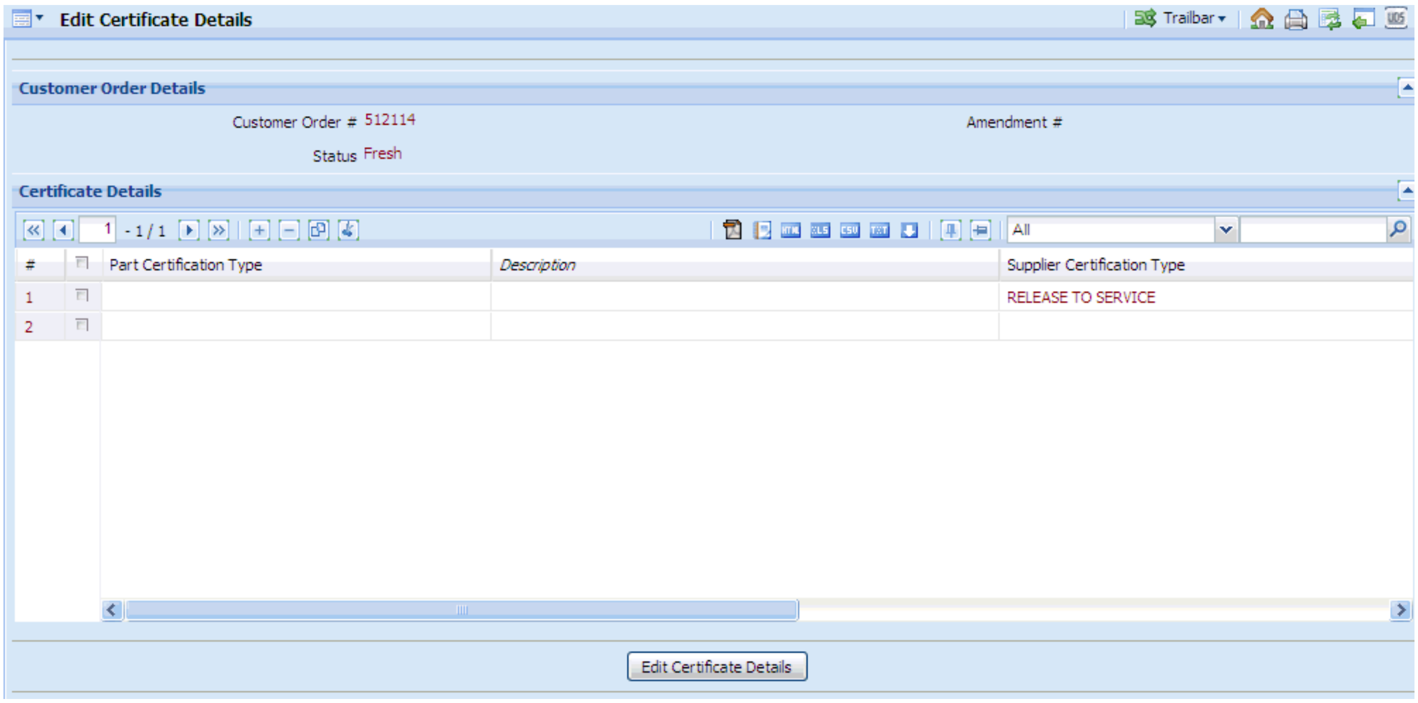


Figure 2.8 Identifying certificate requirements for a customer order

2. Select the type of the certificate applicable to the customer order in the **Certificate Type** field.

3. Enter the file name of the document that contains the certificate details in the **Template** field.

4. Click the **Edit Certificate Details** pushbutton to update the certificate details for the customer order.

Entering address details for a customer order

You can enter address details of the ‘bill to’ and ‘ship to’ customers identified for a customer order.

1. Select **Edit Address Details** link at the bottom of the **Create Customer Order** page. The **Edit Address Details** page appears.

To enter bill to customer details,

2. Select the customer to whom the service is billed, in the **Bill To Customer #** field.

3. Select the address of the ‘bill to’ customer in the **Bill To Address** field.

4. Furnish the **Address, Contact Person, Work Phone #, Email** and **Fax** details for the ‘bill to’ customer.

To enter ship to customer details,

5. Select the customer to whom the serviced goods are to be shipped, in the **Ship To Customer #** field.

6. Select the address of the ‘ship to’ customer in the **Ship To Address** field.

7. Furnish the **Address, Contact Person, Work Phone #, Email** and **Fax** details for the ‘ship to’ customer.

8. Click the **Edit Address Details** pushbutton.

Estimating customer order

You can estimate a customer order after creation.

As a part of estimation, you can furnish the detailed work scope for the customer order line number. If the sub-components need maintenance service, you can also enter the details of work units that must be carried out on the sub-components. The system retrieves all the work units for which the “Estimation required” is marked as “Yes” in the “Customer Order” business component.

For the maintenance objects, you can update technical records by entering aircraft, component and parameter information. You can also create an aircraft or the component for which maintenance work has to be carried out.

Estimating work scope for a customer order

You can furnish detailed work scope information for a customer order line number. This information can be entered only for a customer order for which the estimation status is “Pending” and the order status is “Fresh”.

The work units, which must be performed as a part of the maintenance service work, are attached to the customer order in the “Create Customer Order” page. Each work unit is assigned a customer order line number, by which it is referred to, in other activities. You can furnish detailed work scope information for the customer order line number.

1. Select **Prepare Quotation** link under **Customer Order Management** business component. The **Select Customer Order** page appears.
2. Provide **Search Criteria** to search for the customer order, which needs estimation. Click the **Search** pushbutton.
3. Check the box in the multiline to select the customer order for estimation.
4. Select the **Edit Estimates** link at the bottom of the multiline to estimate work scope details for customer order. The **Edit Estimate** page appears. *See Figure 2.9.*

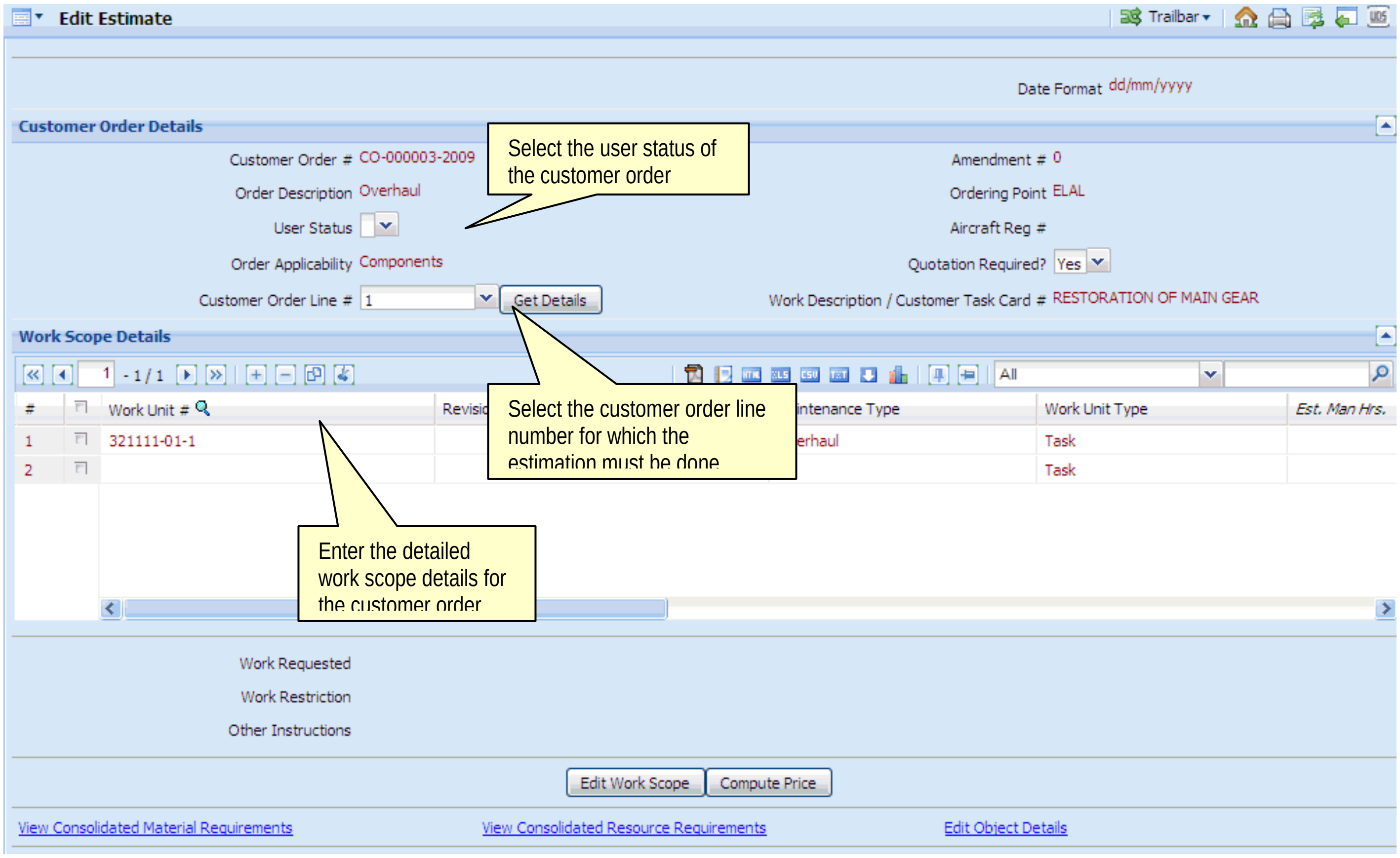


Figure 2.9 Estimating work scope for a customer order

5. In the **Customer Order Details** group box, select the **User Status** and the **Customer Order Line #** for which you wish to define the work scope details.

6. Click the **Get Details** pushbutton to retrieve the customer order line number details.

To enter detailed **Work Scope Details** multiline,

7. Enter the **Work Unit #** and **Revision #** of the work unit, if any, and select the **Work Unit Type** and the **Maintenance Type**.

Note: The work unit can be of type “Task”, “Standard Procedure”, “Aircraft Work Package”, “Component Work Package” or “Engineering Order”.

Note: The maintenance type can be “Overhaul”, Repair”, “Inspection” and “Others”.

8. Specify whether the work unit is billable or not in the **Billable (Y / N)** field..

9. Click the **Edit Work Scope** pushbutton to save the work scope details.

To provide further information,

- Select the **View Consolidated Materials Requirements** link to view consolidated material requirements for the customer order.
- Select the **View Consolidated Resource Requirements** link to view consolidated resource requirements for the customer order.
- Select the **Edit Object Details** link to enter details for the maintenance object for which the customer order is created.

Updating technical records

You can add new records or modify existing records for the maintenance objects associated with the customer order. You can create a new aircraft or component record, which is automatically updated in the "Aircraft" business component.

1. Select the **Edit Object Details** link in the **Edit Estimate** page. The **Update Technical Records** page appears. *See Figure 2.10.*

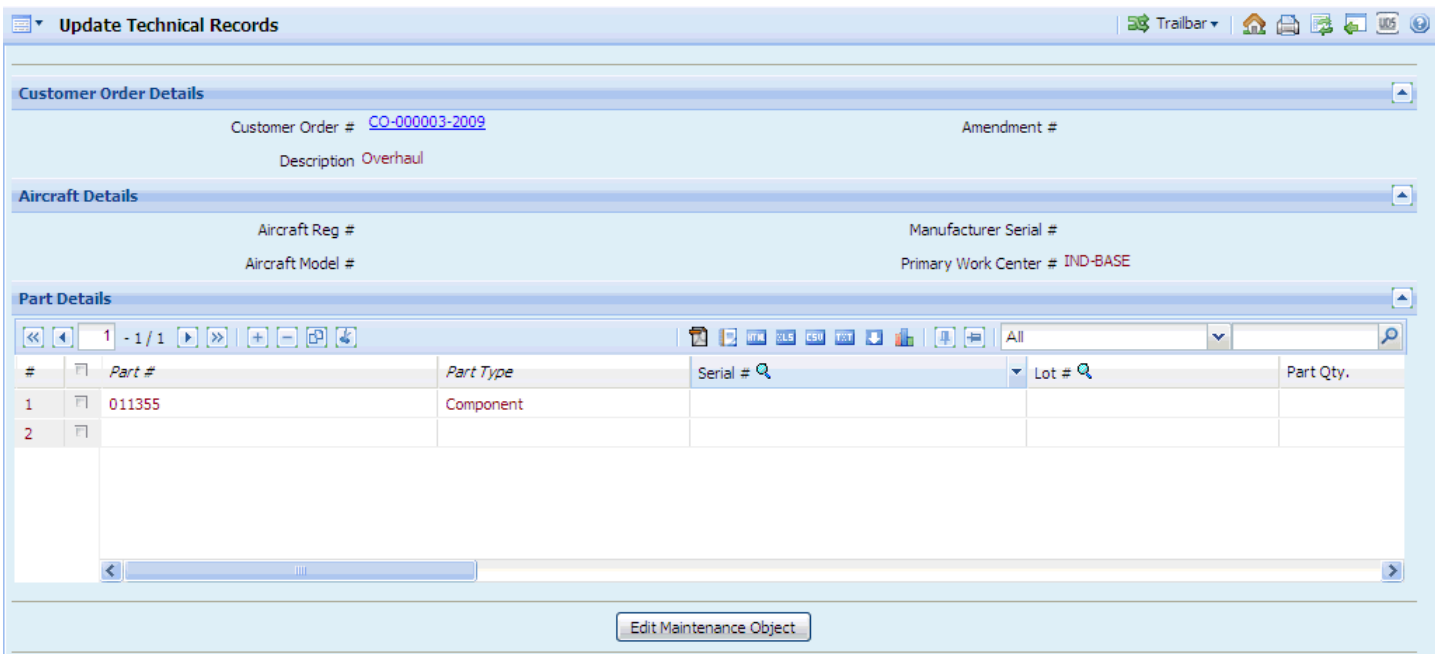


Figure 2.10 Updating technical records

2. Enter the **Serial #** and **Lot #** of the part in the **Part Details** multiline.
3. Enter the **Part Qty.**, and the **Stock Status** of the part.
4. Click the **Edit Maintenance Object** pushbutton to save the maintenance object details.

Authorizing customer order

If you have set "Approval of Customer Order" option as "Required" in the "Set Options" activity, you must authorize the customer order after estimation, to be able to process the customer order.

1. Select **Authorize Customer Order** link under **Customer Order** business component. The **Authorize Customer Order** page appears. *See Figure 2.11.*

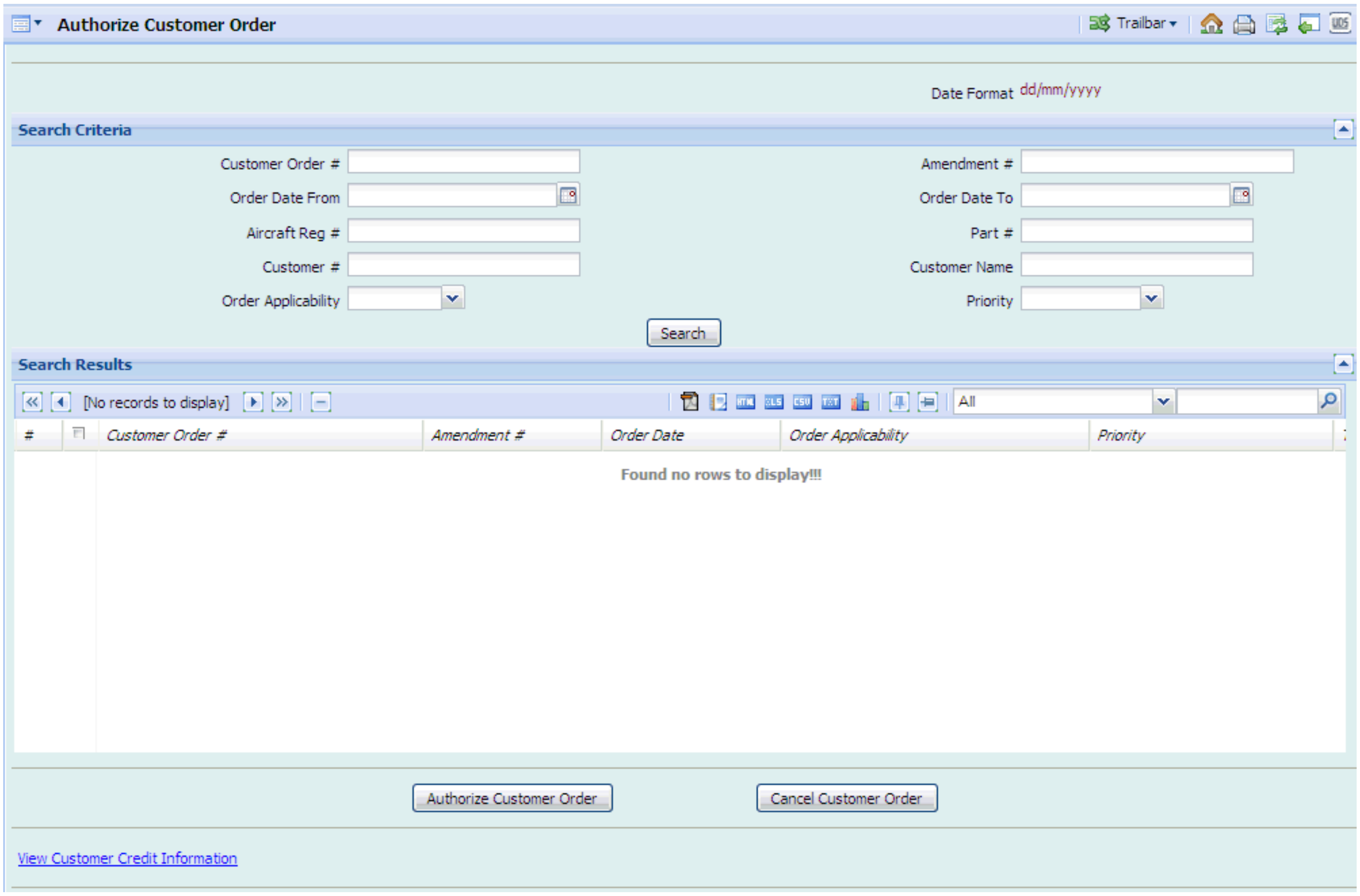


Figure 2.11 Authorizing customer order

2. Provide **Search Criteria** to search for the customer order to be authorized.

3. Select the **Customer Order #** in the multiline and click the **Authorize Customer Order** pushbutton.

4. To authorize customer orders in bulk, check the **Select All** box below the multiline and click the **Authorize Customer Order** pushbutton.

Note: On authorization, the customer order attains the "Authorized" status. The system creates the visit package, work scope or the repair order if the "Automatic Creation of Visit Package", "Automatic Creation of Work Scope" or the "Automatic Creation of Repair Order" option is set as "On Authorize" in the "Set Options" activity.

Canceling customer order

1. Select **Authorize Customer Order** under **Customer Order** business component. The Authorize Customer Order page appears.

2. Provide **Search Criteria** to search for the customer order to be cancelled.

3. Select the **Customer Order #** in the multiline and click the **Cancel Customer Order** pushbutton.

Note: The customer order attains "Canceled" status.

Revoking customer order

You can revoke a customer order that is cancelled. You cannot revoke a customer order when the associated execution orders (visit package, work scope or repair order) are released.

1. Select **Revoke Customer Order** under **Customer Order** business component. The **Revoke Customer Order** page appears. *See Figure 2.12*.

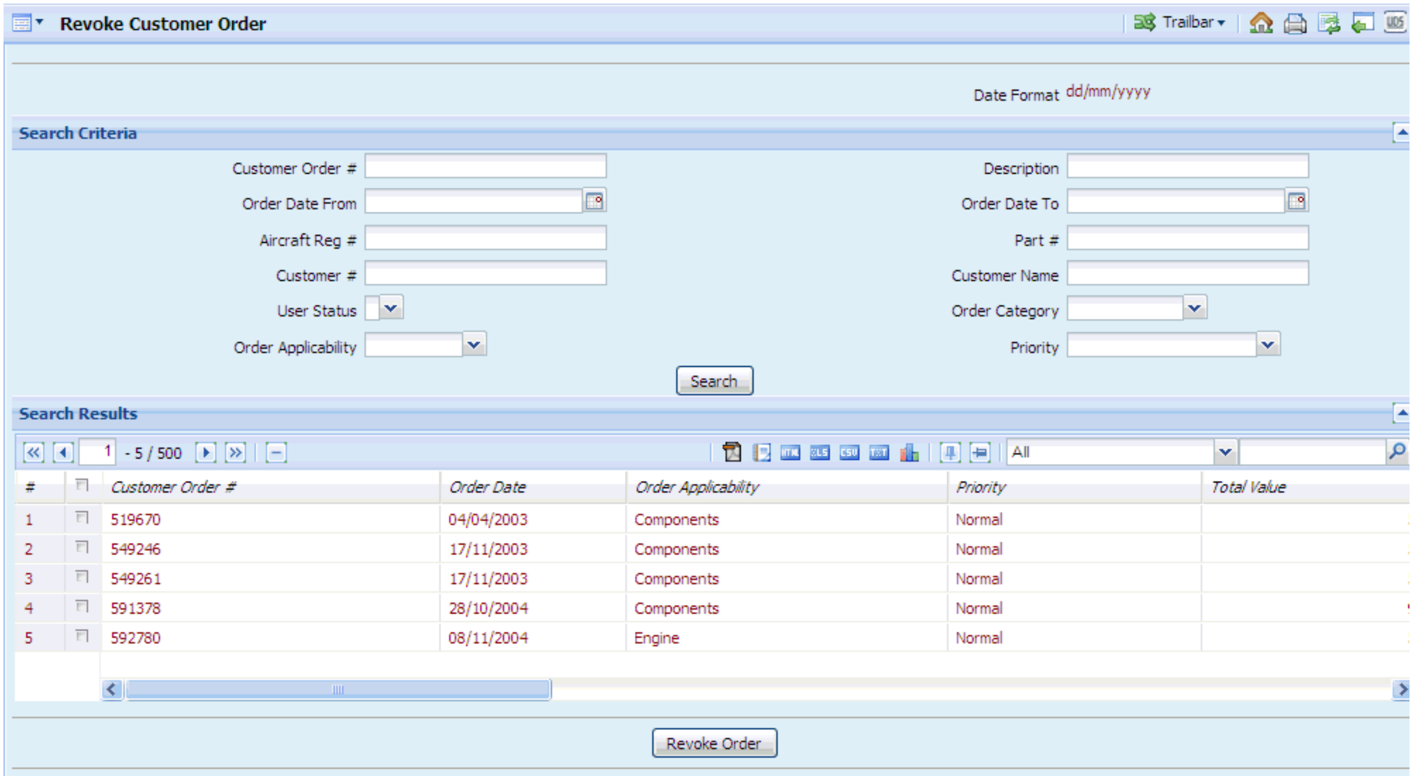


Figure 2.12 Revoking customer order

2. Provide **Search Criteria** to search for the customer order to be revoked.

3. Select the **Customer Order #** in the multiline and click the **Revoke Order** pushbutton.

Note: The customer order attains the “Revoked” status.

Amending customer order

You can amend the customer order details after authorization or processing. Amendment of the customer order is carried out to modify the details after authorization.

When you amend a customer order in the “Authorized” or “Processed” status, the status changes to “Under Amendment”. You must confirm the customer order for further processing. On confirmation, the status is updated as “Confirmed”.

You can also cancel the most recent amendment of a specific customer order. The system sets the Status of the cancelled customer order and amendment to “Cancelled”. However, you can cancel an amendment only if the status is “Under Amendment”.

1. Select **Amend Customer Order** under **Customer Order** business component. The Select Customer Order page appears.
2. Provide **Search Criteria** to search for the customer order that must be amended and click the **Search** pushbutton.
3. Click the hyperlinked **Customer Order #** in the multiline to amend the customer order. The **Amend Customer Order** page appears. *See Figure 2.13*.

Modify the following details of the customer order if required.

4. The textual description of the customer order in the **Order Description** field.
5. Use the drop-down list box to modify the **Engagement Mode,** which could be “Regular” or “Contract”.
6. Use the **User Status** drop-down list box to modify the user status of the customer order.
7. The date of creation of the customer order in the **Order Date**.
8. The date on which the maintenance object will be received for service in **Expected Receipt Date.**
9. The date on which the serviced maintenance object will be delivered to the customer in **Promised Delivery Date**.
10. Use the **Priority** drop-down list box to modify the priority for the execution of the customer order.
11. Use the **Work Center Capability Check** drop-down list box to indicate whether work center capability must be checked or not. The system provides the options “Required” and “Not Required”.

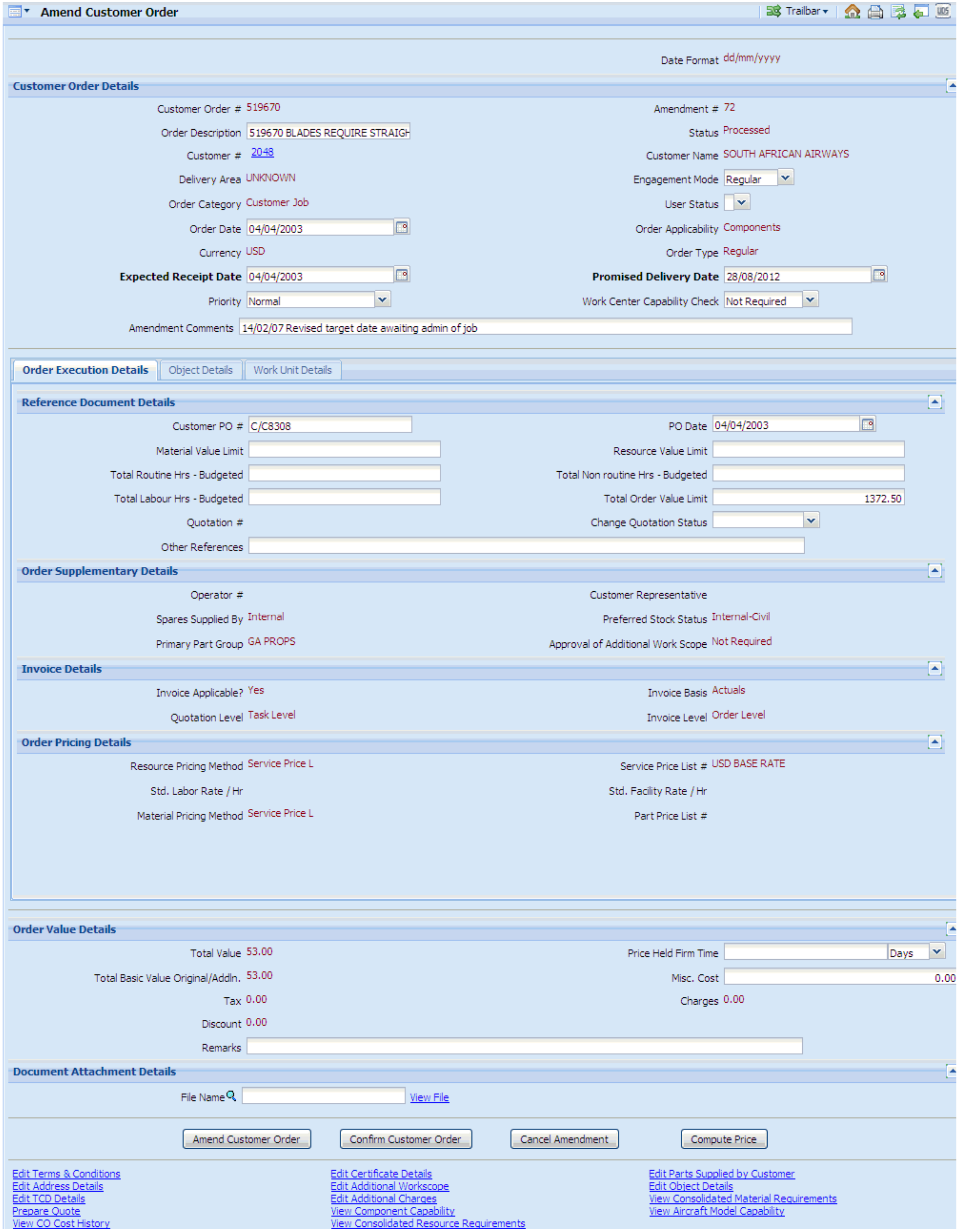


Figure 2.13 Amending customer order details

12. Click on the “**Order Execution Details**” tab to amend the order execution details.

Refer to the topic “Entering work order execution details” to proceed further.

13. Click on the “**Object Details**” tab to amend the object details.

Refer to the topic “Entering object details” to proceed further.

14. Click on the “**Work Units Details**” tab to amend the work unit details.

Refer to the topic “Entering work unit details” to proceed further.

15. Click the **Amend Customer Order** pushbutton to save the amended details.

Cancel Amendment

16. Select the **Cancel Amendment** pushbutton to cancel the most recent amendment of the customer order.

Note: You cannot modify details of the customer order, before cancellation of amendment.

Status Change Details (Amendment)

Before Amendment

Customer Order #	Amendment #	Status
CusOrd001	----	AUTHORIZED/ PROCESSED

After Amendment

Customer Order #	Amendment #	Status
CusOrd001	----	AUTHORIZED/ PROCESSED
CusOrd001	**1**	**UNDER AMENDMENT**

The row that is in bold represents the current status of the customer order after amendment.

17. Click the **Confirm Customer Order** pushbutton to confirm the customer order.

Status Change Details (Confirmation)

Before Confirmation

Customer Order #	Amendment #	Status
CusOrd001	----	AUTHORIZED/ PROCESSED
CusOrd001	1	**UNDER AMENDMENT**

On Confirmation

Customer Order #	Amendment #	Status
CusOrd001	----	AMENDED
CusOrd001	**1**	**PROCESSED**

The row that is in bold represents the current status of the customer order.

18. Click the **Compute Price** pushbutton to compute the pricing details for the customer order.

Note: The system retrieves the pricing details from the "Pricing Settings" business component according to the information supplied in this page. Service price list number, work unit number, part number (that is identified as material requirement), part supplied by MRO or service provider, resource requirements, customer order date and customer order currency are supplied as inputs to the pricing engine. Based on the predefined settings and the inputs supplied, the system retrieves the flat and estimated material price, flat and estimated resource price and miscellaneous price details.

Entering work order execution details

1. Select the **Order Execution Details** tab in the **Amend Customer Order** page. *See Figure 2.13.*
2. Enter the purchase order number against which the customer order is being created in **Customer PO #**, in **Reference Document Details** group box.
3. Enter the **PO Date** on which the purchase order was created.
4. Enter the total material limit specified in the purchase order in **Material Value Limit** field.
5. Enter the total resource limit specified in the purchase order in **Resource Value Limit** field.
6. Enter the total routine hours budgeted for all the resources specified in the purchase order in **Total Routine Hrs – Budgeted** field.

7. Enter the total additional or non-routine hours budgeted for all the resources specified in the purchase order in **Total Non Routine Hrs – Budgeted** field.

8. Enter the total labour hours budgeted for the purchase order in **Total Labour Hrs – Budgeted** field.

9. Enter the maximum total amount that can be incurred for the specified order in **Total Order Value Limit** field.

10. Use the **Change Quotation Status** drop-down list box to indicate the acceptance of the quotation by the quotation.

11. Enter the reference pertaining to customer order creation in **Other References** field.

12. Enter the **Misc Cost** incurred on the customer order in **Order Value Details** group box.

Entering object details

1. Select the **Object Details** tab in the **Amend Customer Order** page. *See Figure 2.14.*

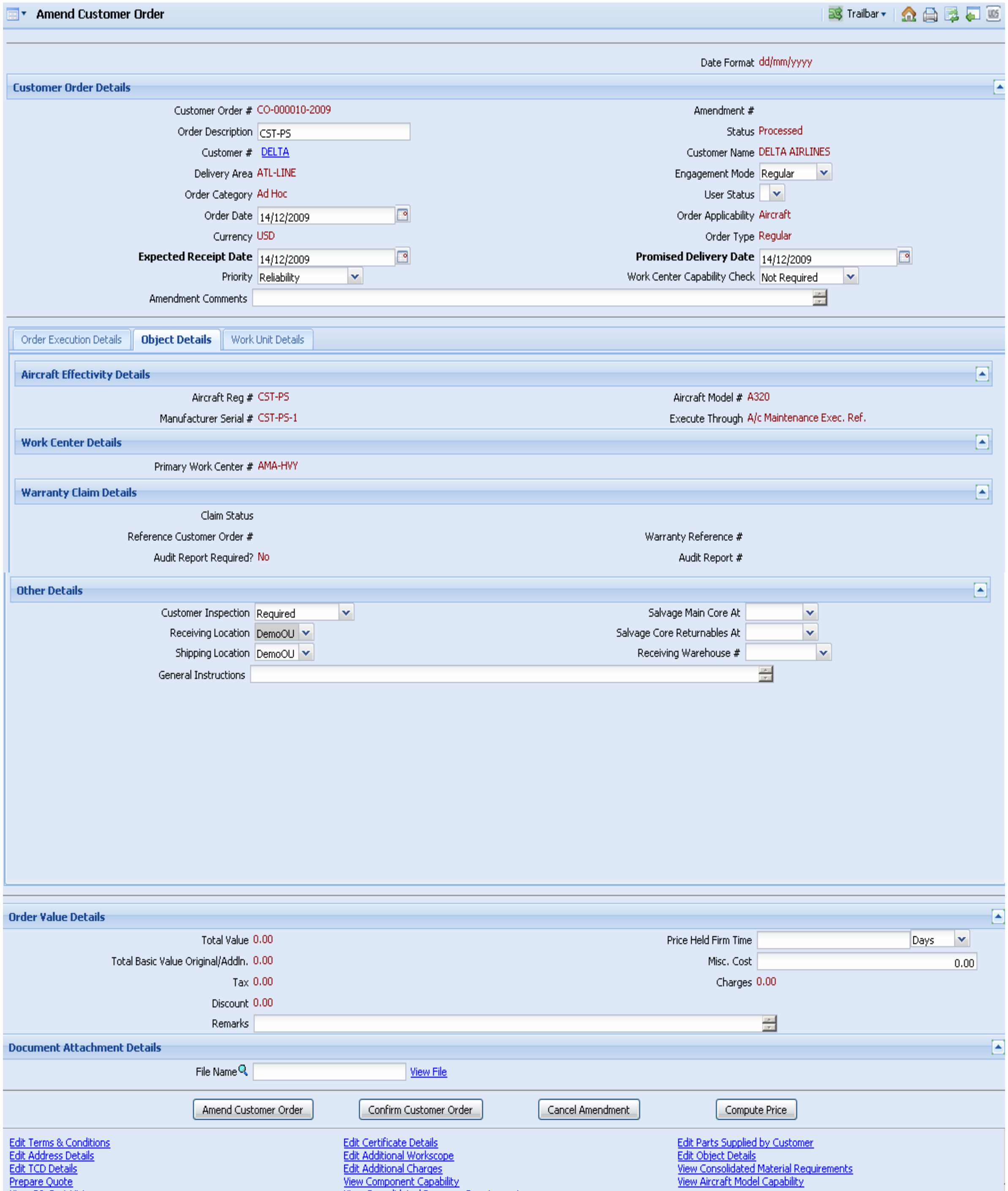


Figure 2.14 Amending object details of customer order

2. Enter the **Price Held Firm Time** in **Order Value Details** group box. Use the drop-down list box to select the time unit. The time unit could be “Hours”, “Days”, “Weeks” or “Months”.

3. Enter the **Misc Cost** incurred on the customer order in **Order Value Details** group box.

4. Enter the **File Name** of the document that you wish to attach to the customer order details in **Document Attachment Details** group box. Click the "**View File**" link provided alongside to view the file details.

Entering work unit details

1. Select the **Work Unit Details** tab in the **Amend Customer Order** page. *See Figure 2.15.*
2. Enter the number identifying the work unit that must be performed on the maintenance object in the **Work Unit #** field in the **Work Unit Details** multiline.
3. Specify the **Work Unit Type**. The system lists the options "Task", "Standard Procedure", "Aircraft Work Package", "Component Work Package", "Maintenance Change Request" and "Engineering Order".
4. Enter the **Applicability Group** of the work unit.
5. Use the **Repair Process Code** drop-down list box to select the repair process for the customer.
6. Enter the **Revision #** of the work unit.
7. Use the **Maintenance Type** drop-down list box to specify the maintenance type of the work unit. The system lists the options "Overhaul", "Repair", "Inspection" and "Others".
8. Use the **Billable?** drop-down list box, to specify whether the work unit is billable or not. The system provides the options "Yes" and "No".
9. Enter the **Related Task Count** of the work unit.
10. Use the **Quotation Required** drop-down list box to specify whether estimation for work unit is required or not. The system provides the options "Yes" and "No".
11. Enter the total man-hours to complete the non-routine work unit in the **Non – Routines Est. Man Hrs** field. Ensure that the value entered is positive.
12. Enter the **Total Est. Material Price**, **Total Est. Resource Price**, **Embodiment Fee** and **Misc Cost** in the multiline.
13. Enter the **Remarks** or Comment regarding the work unit.
14. Specify the **Work Scope Category**, **CWO Category**, **RO Category**, and **RO priority** in **Execution Document Details** group box.
15. Enter the **Price Held Firm Time** in **Order Value Details** group box. Use the drop-down list box provided alongside to select the time unit. The time unit could be "Hours", "Days", "Weeks" or "Months".

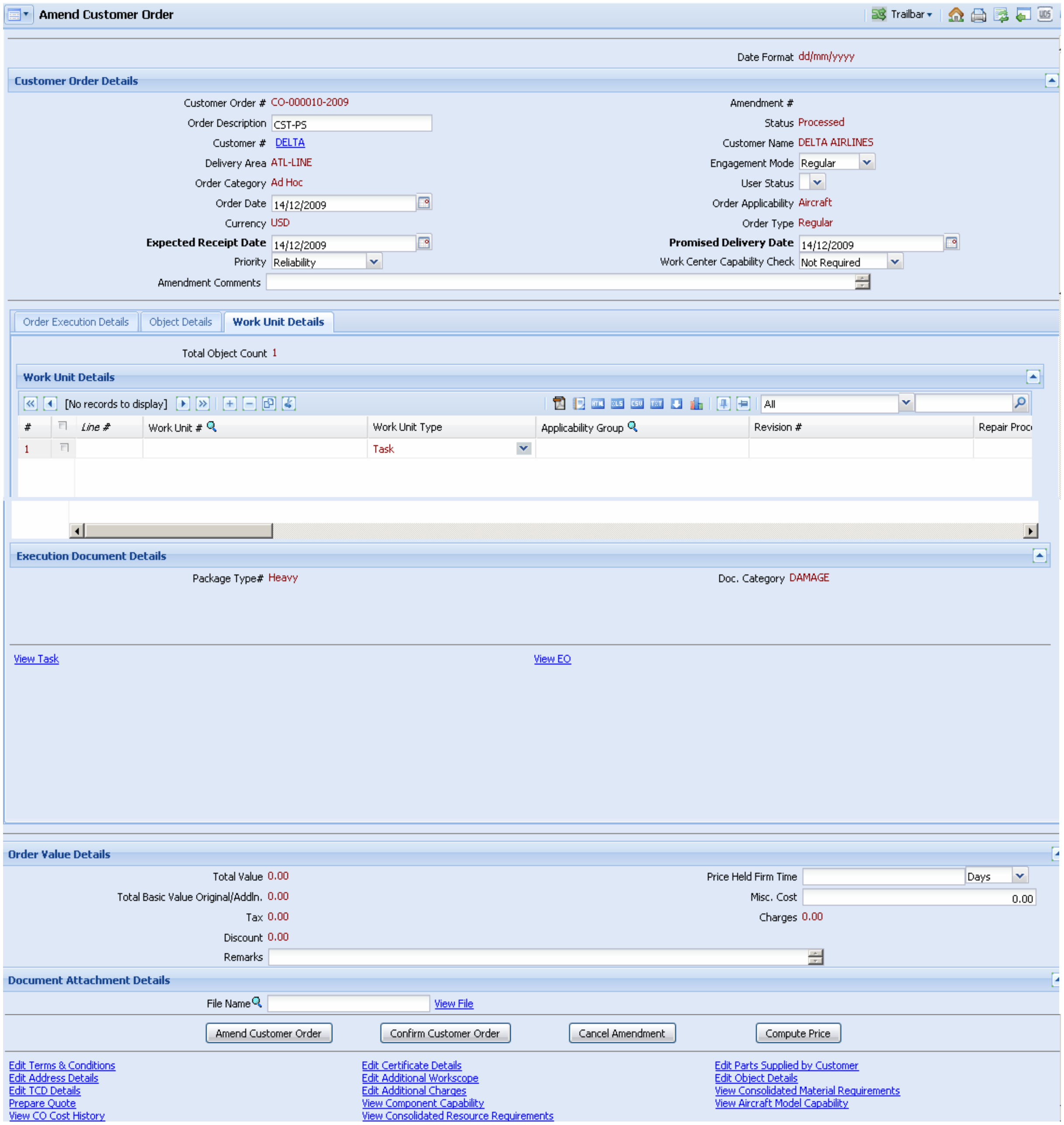


Figure 2.15 Amending work unit details of customer order

16. Enter the **Misc Cost** incurred on the customer order.

17. Enter the **File Name** of the document that you wish to attach to the customer order details in **Document Attachment Details** group box. Click the "**View File**" link provided alongside to view the file details.

Editing Additional Work Scope Details

This activity allows you to edit the additional work scope details. This page allows you to modify the work scope that is added to the customer order from the execution centers. The system retrieves the additional work scope details and you can modify them.

1. Select the **Edit Additional Workscope** link at the bottom of **Amend Customer Order** page. The **Edit Additional Workscope** page appears. *See Figure 2.16.*

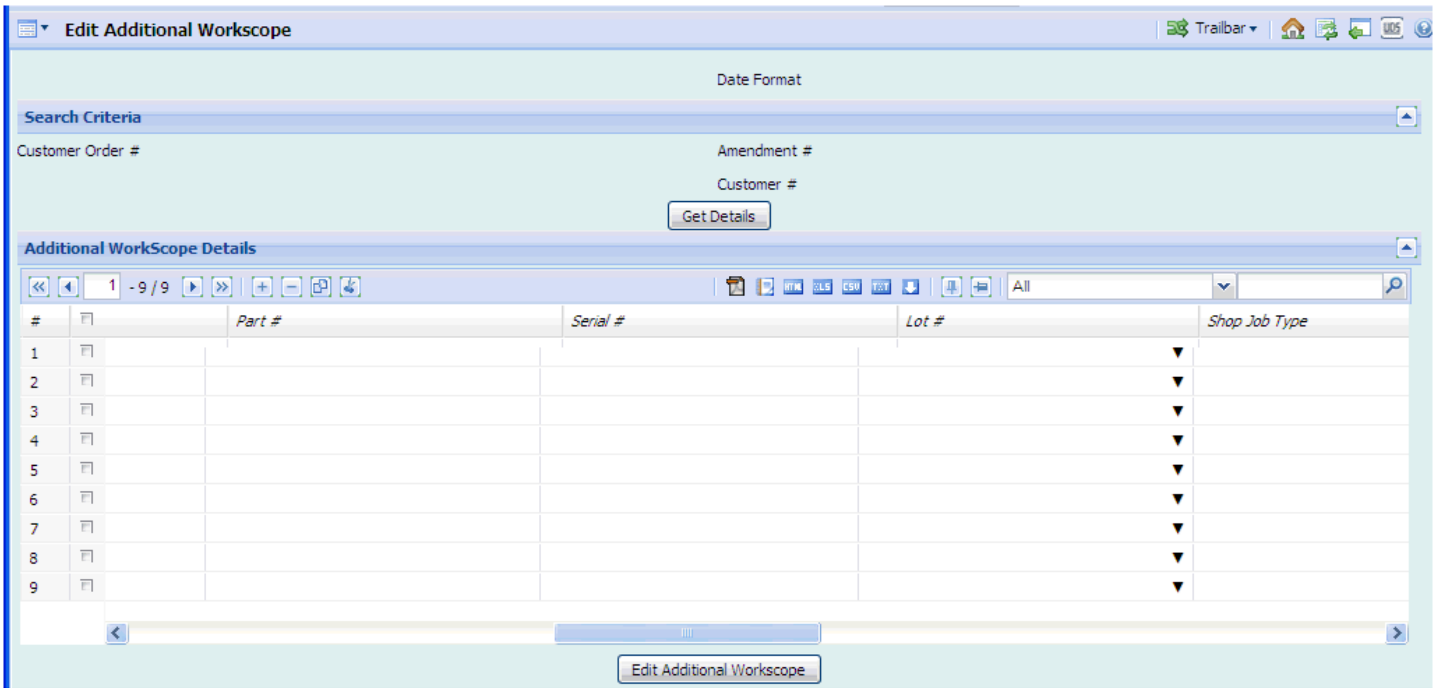


Figure 2.16 Estimating additional work scope details of customer order

2. The system displays the **Customer Order #, Amendment #, Customer Order Desc.** and **Customer #** in the **Search Criteria** group box.

3. Click the **Get Details** pushbutton, to display the additional workscope details in the multiline.

4. The system displays the **CO Line #, Work Unit #, Work Unit Type, Revision #, Description, Execution Order #, Execution Order Type, Execution Location, Est.Man Hrs., Part #, Serial #, Lot#, Shop Job Type, Aircraft Reg #, Model #, Estimated Total** and **Authorization Status** in the **Additional WorkScope Details** multiline.

5. Use the **Billable?** drop-down list box to specify whether the work unit is billable.

6. Use the **Quotation Required?** drop-down list box to specify whether quotation is required or not for the work unit.

7. Click the **Edit Additional Workscope** pushbutton, to edit the additional work scope details.

Processing customer order

Processing customer order involves generating visit package, work scope and repair order. Visit package, work scope and repair order are created to carry out the maintenance activity on the maintenance object.

Only customer orders that are in the "Confirmed" or "Authorized" status can be processed into execution orders.

1. Select **Process Customer Order** under **Customer Order Management** business component. The Select Customer Order page appears.

2. Provide **Search Criteria** to search for the customer order that must be processed and click the **Search** pushbutton.

3. Click the hyperlinked **Customer Order #** in the multiline to process the customer order. The **Process Customer Order** page appears. *See Figure 2.17.*

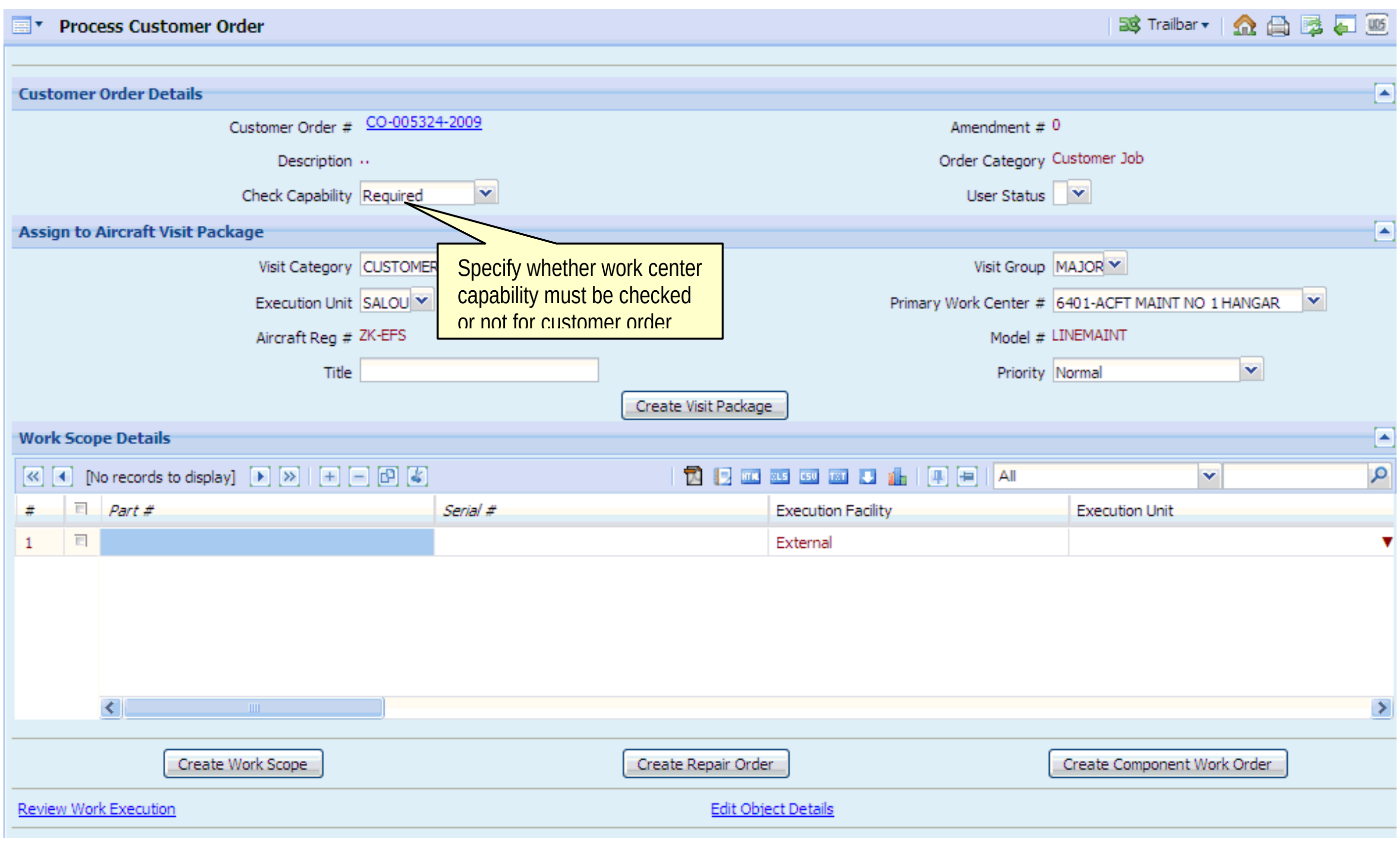


Figure 2.17 Processing customer order

4. To cancel work scope, select appropriate option in the **Action** drop-down list box in the **Canceling Work Scope** group box below the multiline and click the **Cancel** pushbutton.

Note: Ensure that the visit package, work scope and repair order that you wish to cancel, is not in "Released" status.

5. Select the **User Status** for the customer order.

To create visit package,

6. In the **Assign To Aircraft Visit Package** group box, select the category for the visit package in the **Visit Category** field, and select the **Visit Group**.

7. Enter the **Title** of the visit package and select the **Execution Unit** and **Primary Work Center #** where the visit package will be executed.

8. Select the **Priority** of the customer order.

9. Click the **Create Visit Package** pushbutton to create a visit package.

To create repair order,

10. In the **Work Scope Details** multiline, set the **Execution Facility** as "External".

11. Select the **RO Location** and enter **Repair Shop #** where the repair will be performed.

12. Select the category of the repair order in the **RO Category field,** and select the **RO Priority.**

13. Click the **Create Repair Order** pushbutton to create a repair order.

Note: For components for which the execution facility is "External", a repair order is created.

To create work scope,

14. In the **Work Scope Details** multiline, set the **Execution Facility** as "Internal".

15. Select the **Execution Unit** and **Execution Center** where the work scope will be carried out.

16. Click the **Create Work Scope** pushbutton to create a work scope.

Note: For components for which the execution facility is "Internal", a work scope is created.

To create component work order,

17. In the **Work Scope Details** multiline, set the **Execution Facility** as “Internal”.
18. Select the **CWO Category** and the **Work Scope Category**.
19. Click the **Create Component Work Order** pushbutton to create a component work order.

To view work execution details,

▼ Select the **Review Work Execution** link.

To provide further information,

▼ Select the **Edit Object Details** link to update the maintenance object details.

Receiving customer goods

In the maintenance shop, on receipt of customer goods, a customer goods receipt is generated. The customer part(s) are delivered to the maintenance shop, for performing the services, or to be used as spares on the maintenance object. The delivery of customer goods to the maintenance shop can occur with or without a customer order.

The generation of a customer goods receipt against a customer order is termed as *Customer Order Based Goods Receipt.* Generation of customer goods receipt against a customer without any reference to the customer order is termed as *Direct Customer Goods Receipt.*

Once the customer goods receipt details are finalized and the receipt details are frozen, further modifications of the customer goods receipt cannot be done. Then the parts are moved to the designated warehouses. The receipt process is complete only when the item is moved to the warehouse.

Before moving to the designated warehouse, the customer goods receipt undergoes the following status transformation:

- Fresh: The status of the customer goods receipt on creation.
- Partially Freezed: The status of the customer goods receipt document when only certain line item quantities of the part numbers are in the “Freezed” status.
- Freezed: The status of the customer goods receipt document when the details have been frozen and can no longer be modified.
- Partially Moved: The status of the customer goods receipt document when only certain line item quantities of the part numbers have been moved to the warehouse.
- Moved: The status of the customer goods receipt document when all the part numbers available in the line(s) have been moved to the warehouse.

Setting options for customer goods receipt

You can set the default option for the “Customer Goods Receipt” business component. You can set the option for allowing or disallowing the movement of the goods to the warehouse on freezing the customer goods receipt.

1. Select the **Set Options** link in the **Customer Goods Receipt** business component. The **Set Options** page appears. *See Figure 2.18*.
2. Set the **Movement to Warehouse on Freeze Receipt** as “Required” in the **Option Setting Details** group box to enable the movement of the goods to the warehouse on freezing the customer goods receipt. Select “Not Required” otherwise.

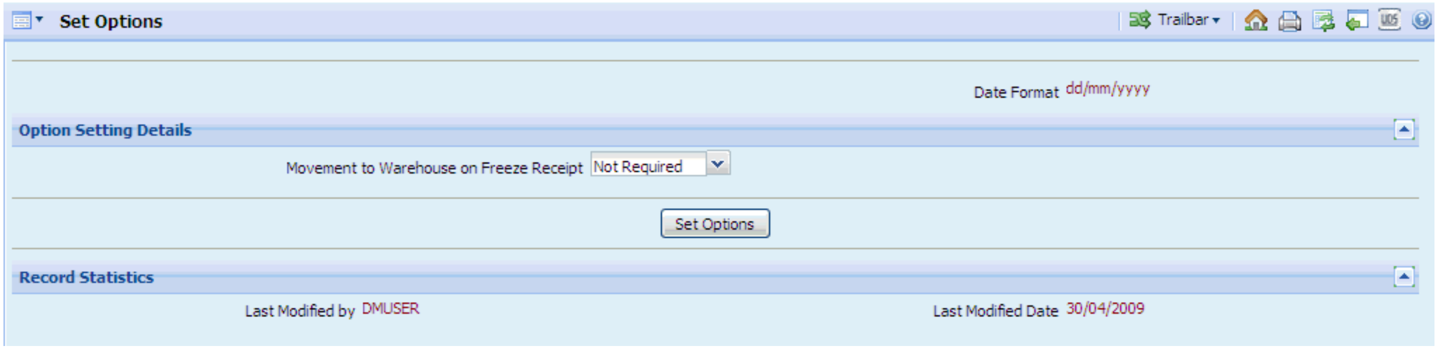


Figure 2.18 Setting options for customer goods receipt

3. Click the **Set Options** pushbutton to set the options.

Creating quick codes for customer goods receipt

Quick codes are user-defined values, used to categorize details based on certain characteristics. You can define the quick code values for each of the quick code types; These quick codes are later used in other activities, where the details are classified.

The basic quick code types for customer goods receipt are defined in the system. The basic quick code types such as "CGR Category" and "User Status" are defined in the system. Quick codes can be defined under each of these quick code types.

1. Select the **Create Quick Codes** link in the **Customer Goods Receipt** business component. The **Create Quick Codes** page appears. *See Figure 2.19*.

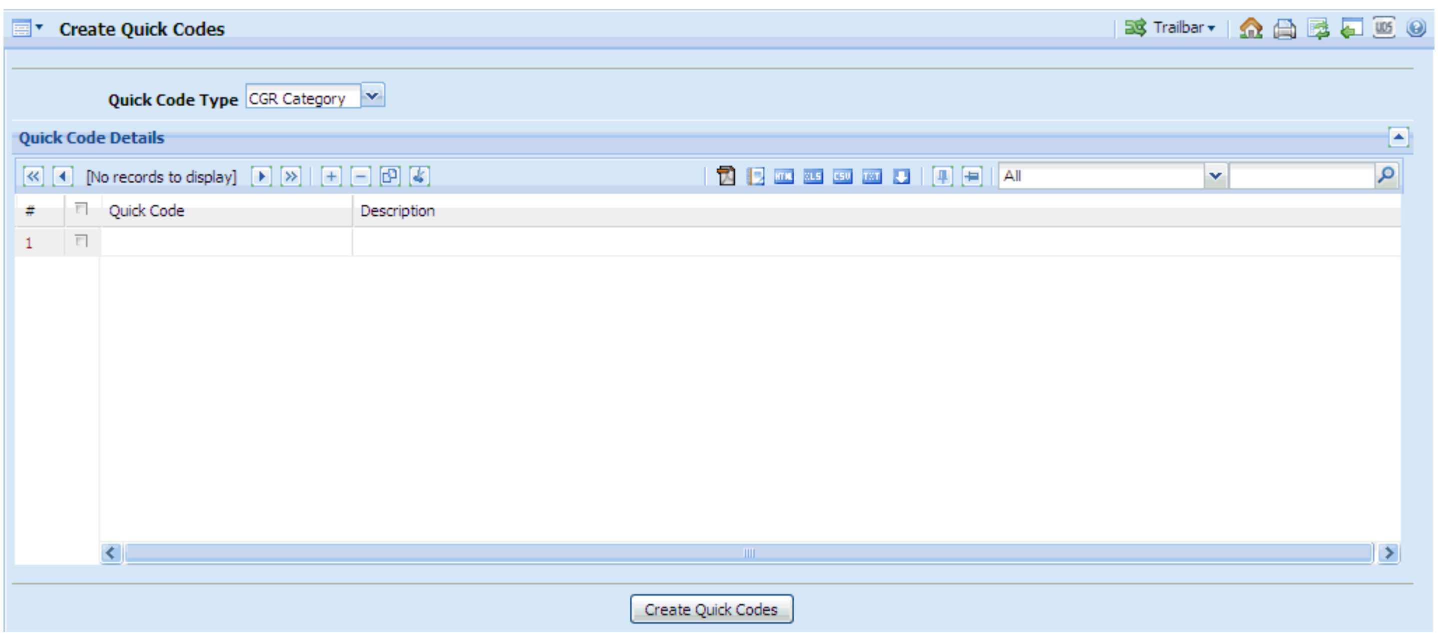


Figure 2.19 Creating quick codes for customer goods receipt

2. Select the **Quick Code Type** as "CGR Category" or "User Status".

3. Enter the **Quick Code** and **Description** in the Quick Code Details multiline.

4. Click the **Create Quick Codes** pushbutton to create the quick codes.

Note: The system assigns the "Active" status to the quick codes entered in the multiline.

Creating customer order based goods receipt

The Customer Order Based Goods Receipt is created based on the customer order referring to the details of the aviation asset and /or spares sent to the Repair/ Maintenance shop for performing services. A customer order communicates the details of the service to be performed on the maintenance object. It contains details such as the work units, sub-component information, customer-supplied part details, discrepancies and maintenance object details.

You are also provided with the option of freezing the customer goods receipt, when all the details pertaining to the customer goods receipt are recorded.

Note: The details of customer goods receipts that are in “Freezed” status cannot be modified.

Creating customer goods receipt

1. Select the **Create Customer Order Based Goods Receipt** link in the **Customer Goods Receipt** business component. The Select Customer Order page appears.

2. Enter the **Customer Order #** in the **Direct Entry** group box and select the **Create Customer Goods Receipt** link provided along side.

Or

3. Enter the **Search Criteria** and click the **Search** pushbutton.

4. Select the hyperlinked **Customer Order #** in the **Search Results** multiline. The **Create Customer Goods Receipt** page appears. *See Figure 2.20*.

5. Select the **Numbering Type** in the **Customer Goods Receipt Details** group box to specify the numbering pattern for the generation of customer goods receipt.

6. Enter the **Receipt Date** on which the customer goods were received.

7. Enter the **Reference Document #** and the **Reference Document Date** in the **Reference Document Details** group box.

8. Select the **Ordering Point** to specify the location where the customer order is placed.

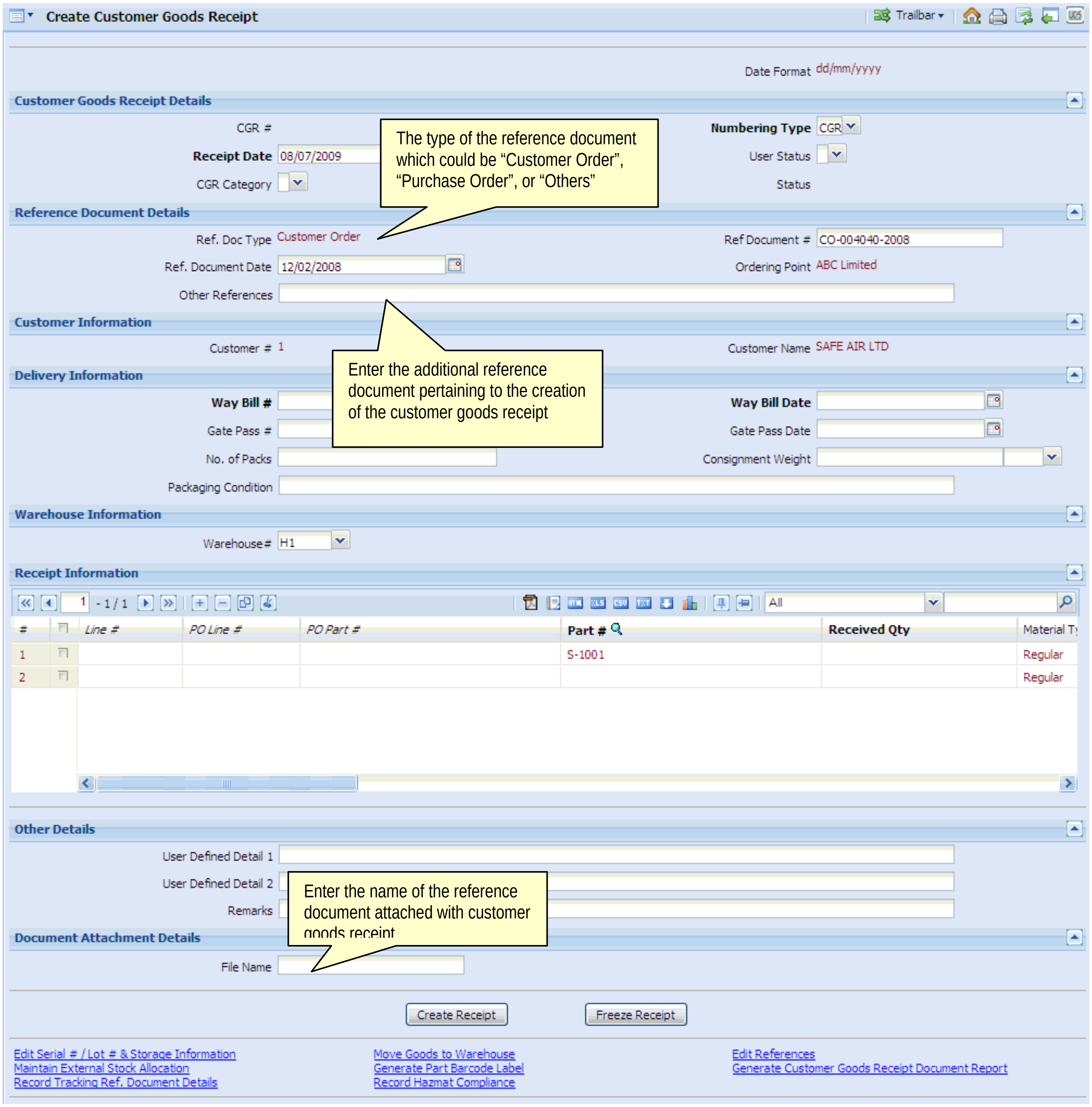


Figure 2.20 Creating customer goods receipt

9. Enter the **Way Bill #**, **Way Bill Date**, **Gate Pass#** and **Gate Pass Date** in the **Delivery Information** group box.

Note: The way bill date and gate pass date should be later than the reference document date.

10. Enter the **No of Packs**, to specify the number of cartons or packages in which the customer part(s) have been packed.

11. Enter the **Packaging Condition** of the customer goods

12. Select the **Warehouse #** in the **Warehouse Information** group box to specify the warehouse to stock the goods.

13. Enter the **Part #** in the **Receipt Information** multiline.

Note: If the 'Ref Doc Type' is 'Customer Order', ensure that a value is entered in "Part #" and the same value exists in "Customer Order" as defined in the "Customer Order" business component.

Note: If the 'Ref Doc Type' is 'Purchase Order', ensure that a value is entered in "Part #" and the same value exists in "Purchase Order" as defined in the "Purchase Order" business component.

14. Enter the **Received Quantity** to specify the actual quantity of parts received from the customer.

15. Use the **Material Type** drop down list box to select the material type of the part. The system lists the options 'Main Core' and 'Regular'.

16. Use the **Stock Status** drop-down list box to assign a user-defined stock status.

17. Enter the **Customer Part #** and **Pack Slip Quantity**.

18. Enter the user-defined details in the **Other Details** group box.

19. Click the **Create Receipt** pushbutton to create the customer goods receipt.

Note: The system generates the customer goods receipt number based on the numbering type selected and updates the status as "Fresh".

Freezing the customer goods receipt

20. Click the **Freeze Receipt** pushbutton to freeze the customer goods receipt.

Note: The system updates the status of the customer goods receipt as "Freezed".

Note: In the "Set Options" activity, if "Movement To Warehouse on Freeze Receipt" is set as "Required":

- For the CGR Line #, the system moves the quantity of parts received to the designated warehouse, updates the status of the CGR line item as "Moved" and refreshes the page.

- The system updates the status of the customer goods receipt document as "Moved" only if the entire quantity of the received goods is moved to the respective warehouse. Else, the status is set as "Partially Moved".

Note: In the "Set Options" activity, if "Movement To Warehouse on Freeze Receipt" is set as " Not Required":

- The system updates the status of the CGR line item as "Freezed" for all the non-serial-controlled and non-lot-controlled parts.
- The system updates the status of the customer goods receipt document as "Freezed" only if all the serial-controlled and lot number-controlled part details are entered. Else, the system updates the status of the customer goods receipt document as "Partially Freezed".

To proceed further,

- Select the **Edit Serial #/ Lot # & Storage Information** link to record the serial number, lot number and the storage details for the customer goods receipt.
- Select the **Move Goods to Warehouse** link to move the customer goods to the warehouse at single storage location.
- Select the **Edit References** link to enter the reference details of the customer goods receipt.
- Select the **Maintain External Stock Allocation** link to map Customer # -Warehouse # as defined in "Storage Administration" business component.
- Select the **Generate Part Barcode Label** link to generate barcode label details of the individual parts of a customer goods receipt.
- Select the **Generate Customer Goods Receipt Document Report** link to generate a report format of the customer goods receipt document.
- Select **Record Tracking Ref. Document Details** link to record and view the details of processed tracking reference document.

Creating purchase order based customer goods receipt

A Customer Goods Receipt can be created against the purchase order, to record the serviceable or maintainable objects such as the component or spares received, which is/are further moved and stored in the specific warehouse(s).The Purchase Order Based Goods Receipt is created based on the purchase order referring to the details of the Customer Parts sent to the Repair/ Maintenance shop for performing services. In this case, the "Purchase Order" would be treated as the reference document based on which the goods receipt is raised. Once the customer goods receipt details are freezed, the goods receipt cannot be modified.

1. Select the **Create Purchase Order Based Customer Goods Receipt** link in the Customer Goods Receipt business component. The **Select Purchase Order** page appears.

2. Enter the **Purchase Order #** in the **Direct Entry** group box and select the **Create PO based Customer Goods Receipt** link provided along side.

   Or

3. Enter the **Search Criteria** and click the **Search** pushbutton.

4. Select the hyperlinked **Purchase Order #** in the **Search Results** multiline. The **Create Customer Goods Receipt** page appears. *See Figure 2.21*.

5. Select the **Numbering Type** in the **Customer Goods Receipt Details** group box to specify the numbering pattern for the generation of customer goods receipt.

6. Enter the **Receipt Date** on which the customer goods were received.

7. Enter the **Reference Document #** and the **Reference Document Date** in the **Reference Document Details** group box.

8. Enter the **Way Bill #**, **Way Bill Date**, **Gate Pass**# and **Gate Pass Date** in the **Delivery Information** group box.

Note: The way bill date and gate pass date should be later than the reference document date.

9. Enter the **No of Packs**, to specify the number of cartons or packages in which the customer part(s) have been packed.

10. Enter the **Packaging Condition** of the customer goods.

11. Select the **Warehouse #** in the **Warehouse Information** group box to specify the warehouse to stock the goods.

12. Enter the **Part #** in the **Receipt Information** multiline.

Note: If the 'Ref Doc Type' is 'Customer Order', ensure that a value is entered in "Part #" and the same value exists in "Customer Order" as defined in the "Customer Order" business component.

Note: If the 'Ref Doc Type' is 'Purchase Order', ensure that a value is entered in "Part #" and the same value exists in "Purchase Order" as defined in the "Purchase Order" business component.

Note: If the 'Ref Doc Type' is 'Purchase Order', and the received part number is different from the ordered part number, ensure that the "Alternate Type" drop-down list box is set as either "Allowed" or "Specific Alternate" as defined in the "Create Purchase Order " activity of the "Purchase Order " business component.

Note: If the 'Ref Doc Type' is 'Purchase Order' and the received part number is different from the ordered part number and the "Alternate Type" is set to "Allowed" in the Purchase Order , ensures that the received part number is an alternate part to the ordered part number as defined in the "Part Administration" business component. The alternate part can be either a direct alternate or a conditional alternate or customer-specific alternate.

Note: If the 'Ref Doc Type' is 'Purchase Order' and the received part number is different from the ordered part number, and the "Alternate Type" is set to "Specific Alternate" in the Purchase Order, ensure that the received part number is the same as the alternate part number set in the Purchase Order.

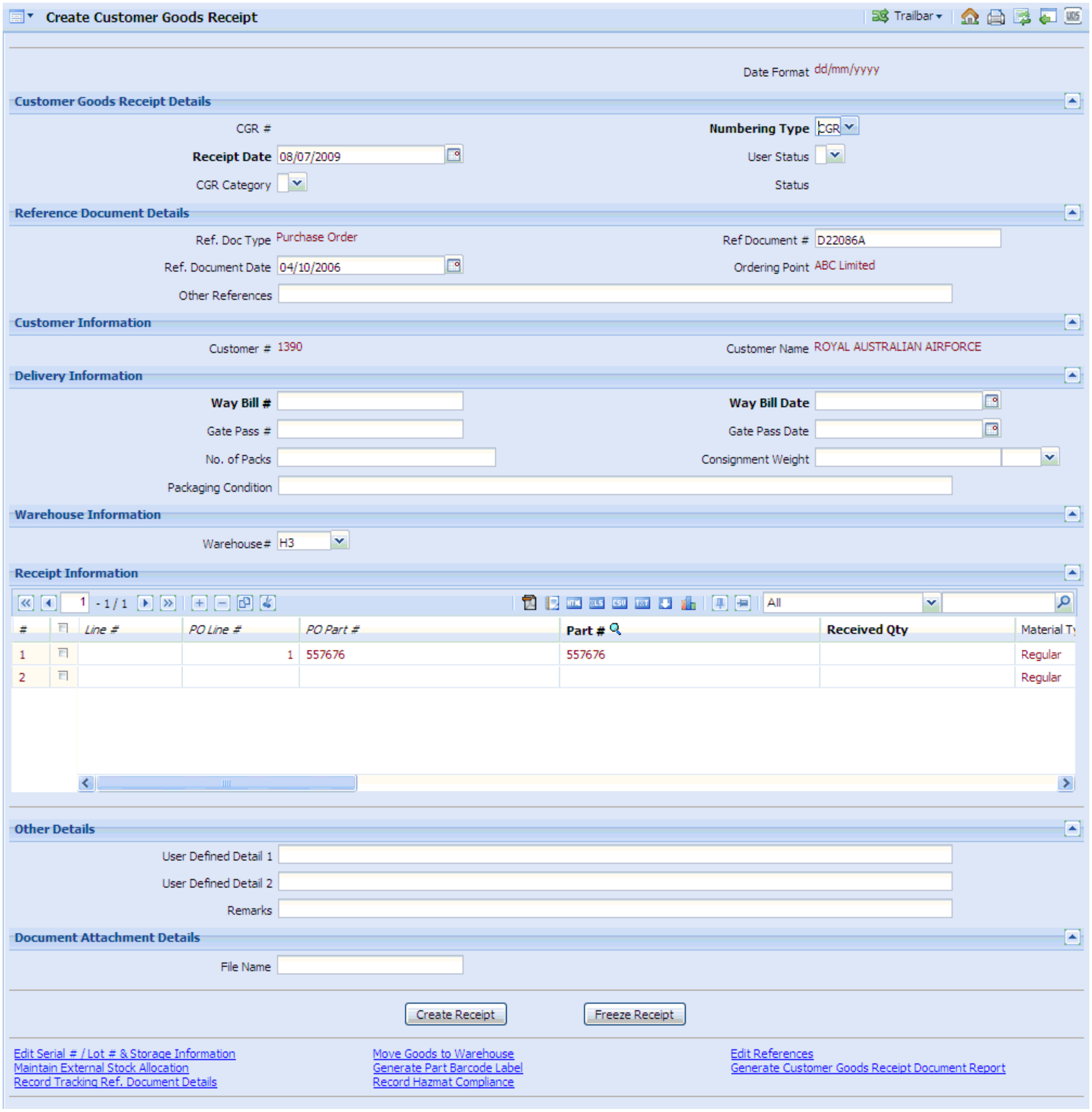


Figure 2.21 Creating purchase order based goods receipt

13. Enter the **Received Quantity** to specify the actual quantity of parts received from the customer.

14. Use the **Material Type** drop down list box to select the material type of the part. The system lists the options 'Main Core' and 'Regular'.

15. Use the **Stock Status** drop-down list box to assign a user-defined stock status.

16. Enter the **Customer Part #**.

17. Enter the **Pack Slip Quantity** to specify the quantity of parts listed by the customer.

18. Enter the user-defined details in the **Other Details** group box.

19. Click the **Create Receipt** pushbutton to create the customer goods receipt.

Note: The system generates the customer goods receipt number based on the numbering type selected and updates the status as "Fresh".

Freezing the customer goods receipt

20. Click the **Freeze Receipt** pushbutton to freeze the customer goods receipt.

Note: The system updates the status of the customer goods receipt as "Freezed".

To proceed further,

- Select the **Edit Serial #/ Lot # & Storage Information** link to record the serial number, lot number and the storage details for the customer goods receipt.
- Select the **Move Goods to Warehouse** link to move the customer goods to the warehouse at single storage location.
- Select the **Edit References** link to enter the reference details of the customer goods receipt.
- Select the "**Maintain External Stock Allocation**" link to map Customer # - Warehouse # as defined in "Storage Administration" business component.
- Select the **Generate Part Barcode Label** link to generate barcode label details of the individual parts of a customer goods receipt.
- Select the **Generate Customer Goods Receipt Document Report** link to generate a report format of the customer goods receipt document.
- Select **Record Tracking Ref. Document Details** link to record and view the details of processed tracking reference document.

Entering the serial number, lot number and storage details for customer goods

You can enter the serial number, lot number and the storage information for the part(s) received from the customer. You can also specify the number of quantities of parts that are received and moved for a particular lot number and serial number. The sum of all these quantities must be equal to the total quantity of the part(s) received.

You can enter these details for only those customer goods for which the placement strategy is "Manual".

1. Select the **Edit Serial #/ Lot # & Storage Information** link in the **Create Customer Goods Receipt** page. The **Edit Serial #/ Lot # & Storage Information** page appears. *See Figure 2.22*.

2. Select the **CGR Line #** in the **Customer Goods Receipt Details** group box to specify the customer goods receipt line number for which the serial and lot details and storage details must be specified.

Note: The system retrieves only those customer goods receipt line numbers for which the placement strategy is set as "Manual" in the main page.

3. Click the **Get Details** pushbutton to retrieve the details for the selected line item.

4. Enter the **Warehouse** #, **WH-Zone** # and **Bin** # in the **Default Value** group box to specify the default warehouse, zone and bin where the customer goods are to be stocked.

5. Enter the **Certificate Type**, **Certificate #**, **Certificate Date** and, **Default Expiry Date**.

6. Enter the **Manufacture Serial #** in the **Storage Details** multiline.

7. Enter the **Component #** of the part received from the customer.

Note: If the component ID already exists for the specified customer-supplied part serial number in the "Aircraft" business component, the system displays the same as the component number.

8. Enter the **Manufacturer Lot #**.

9. Select the **Part Condition** as "Serviceable", "Unserviceable", "Over hauled", or "New".

Note: Ensure that the part condition is selected if the "Component #" is entered.

10. Enter the **Received Quantity** to specify the quantity of parts received from the customer.

11. Enter the **Moved Quantity** of parts.

12. Enter the **Warehouse #** to specify the warehouse where the customer is allowed to stock the goods.

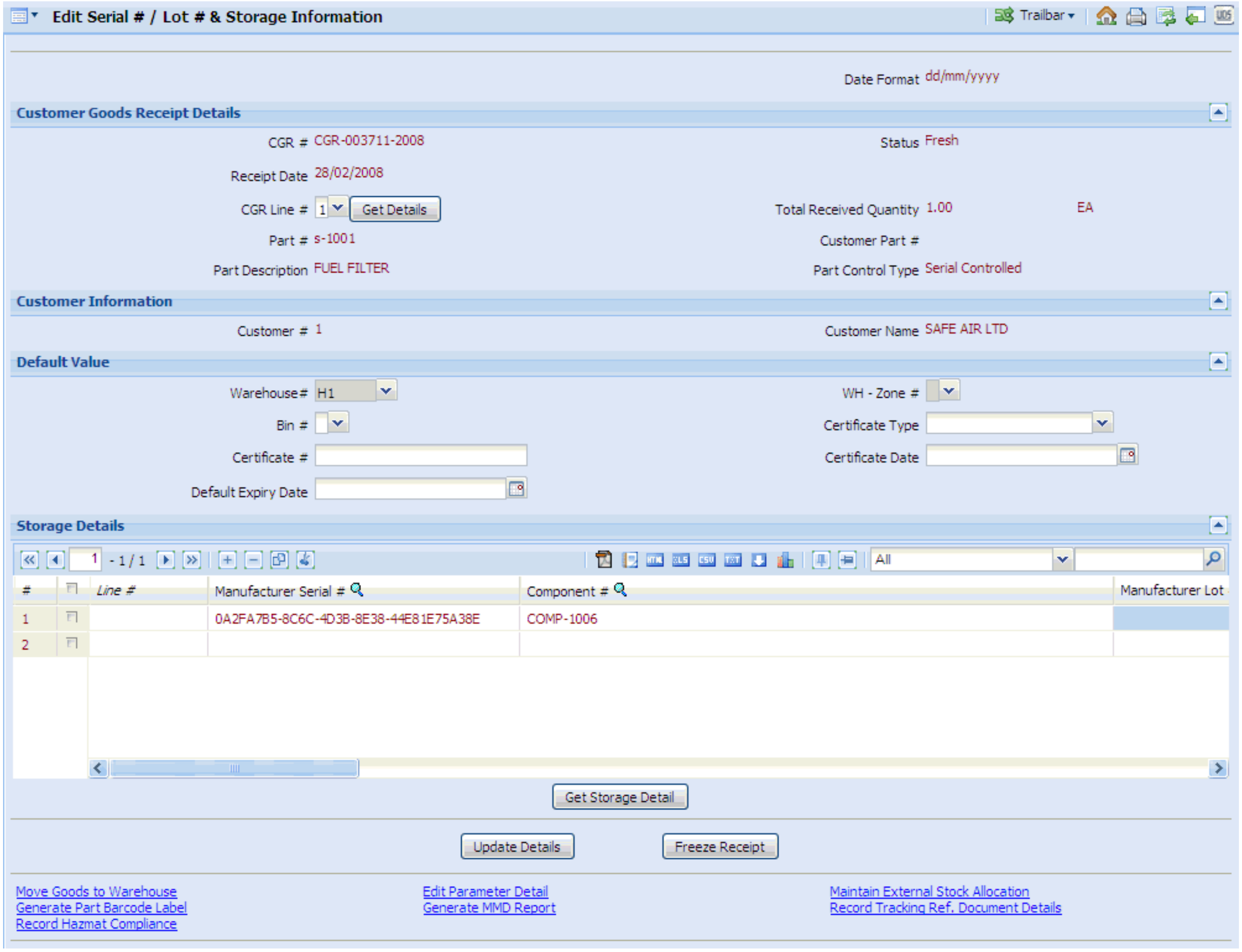


Figure 2.22 Entering serial number, lot number and storage details for customer goods

13. Click the **Get Storage Details** pushbutton to retrieve the storage details of the zone and the bin for the selected warehouse.

Note: If the "Placement Strategy" is set as "Automatic" for the selected customer goods receipt line item, the system automatically retrieves the storage details such as the warehouse/zone/bin information stored against the line item.

14. Enter the **WH-Zone** # and **Bin** #.

15. Select the user-defined **Stock Status**.

16. Enter the **Certificate Type**, **Certificate #, Certificate Date, Authorization #** and **Expiry Date**.

17. Click the **Update Details** pushbutton to update the storage details.

18. Click the **Freeze Receipt** pushbutton to freeze the customer goods receipt details.

Note: The system updates the status of the customer goods receipt as "Freezed".

Note: In the "Set Options" activity, if "Movement To Warehouse on Freeze Receipt" is set as "Required":

- For the CGR Line #, the system moves the quantity of parts received to the designated warehouse, updates the status of the CGR line item as "Moved" and refreshes the page.

- The system updates the status of the customer goods receipt document as "Moved" only if the entire quantity of the received goods is moved to the respective warehouse. Else, the status is set as "Partially Moved".

Note: In the "Set Options" activity, if "Movement To Warehouse on Freeze Receipt" is set as " Not Required":

- The system updates the status of the CGR line item as "Freezed" for all the non-serial-controlled and non-lot-controlled parts.

- The system updates the status of the customer goods receipt document as "Freezed" only if all the serial-controlled and lot number-controlled part details are entered. Else, the system updates the status of the customer goods receipt document as "Partially Freezed".

To proceed further,

- Select the **Move Goods to Warehouse** link to move the customer goods to the warehouse at single storage location.

- Select the **Edit Parameter Details** link to modify the parameter details of the customer part(s).

Note: This page can be launched only if the part type for the part number is "Component".

- Select the "Maintain External Stock Allocation" link at the bottom of the page, to maintain external stock allocation details.

- Select the "Generate Part Barcode Label" link at the bottom of the page, to generate barcode label details of the individual parts of a customer goods receipt.

- Select the "Generate MMD Report" link at the bottom of the page, to generate a stock status report in the form of a material movement document.

- Select "Record Tracking Ref. Document Details" link at the bottom of the page, to record and view the details of processed tracking reference document.

Entering the parameter details of the customer part

You can enter maintenance parameter values for the part for which the customer goods receipt is created. You can enter parameters, such as the time or cycle since the component was manufactured or underwent maintenance like overhaul, repair and inspection.

1. Select the **Edit Parameter Detail** link in the **Edit Serial # / Lot # & Storage Information** page. This link can be launched only if the part type for the part number is “Component”. The **Edit Parameter Detail** page appears.

2. Select the **Part Serial #** in the **Customer Goods Receipt Details** group box to select the serial number of the part to enter the parameter information.

3. Click the **Get Details** pushbutton to retrieve the details for the part serial number.

4. Enter **Since New**, **Since Overhaul**, **Since Repair**, **Since Inspection** and **Since Last Shop Visit** to specify the cumulative flying hours or flying cycles of the component, since its manufacture, last overhaul in the shop, last repair in the shop, last inspection in the shop and last visit to the shop for maintenance respectively.

Note: If the part condition is “New”, then all the parameter values will be blank.

Note: If the part condition is “Overhaul”, then the parameter value for “Since New” should be greater than zero and other parameters such as “Since Repair”, “Since Inspection” and “Since Last Shop Visit” should be set to zero.

Note: If the part condition is “Serviceable”, then “Since New” should be greater than or equal to “Since Overhaul” and “Since Overhaul” should be greater than or equal to “Since Repair”, “Since Last Shop Visit” and “Since Inspection”.

5. Click the **Edit Parameter Details** pushbutton to update the parameter details.

Note: This link can be launched only if the part type for the part number is “Component”.

Canceling the customer goods receipt

You can cancel the customer goods receipts, which are in “Fresh” status.

1. Select the **Edit Customer Goods Receipt** link in the **Customer Goods Receipt** business component. The Select Customer Goods Receipt page appears.

2. Enter the **CGR #** directly and select the **Edit Customer Goods Receipt** link provided alongside.

Or,

3. Specify **Search Criteria** to search for customer goods receipt document, click the **Search** pushbutton and select the hyperlinked document number in the multiline. The **Edit Customer Goods Receipt** page appears. *See Figure 2.23*.

4. Click the **Cancel Receipt** pushbutton to cancel the customer goods receipt.

Note: You cannot cancel the customer goods receipt which is in "Freezed" status.

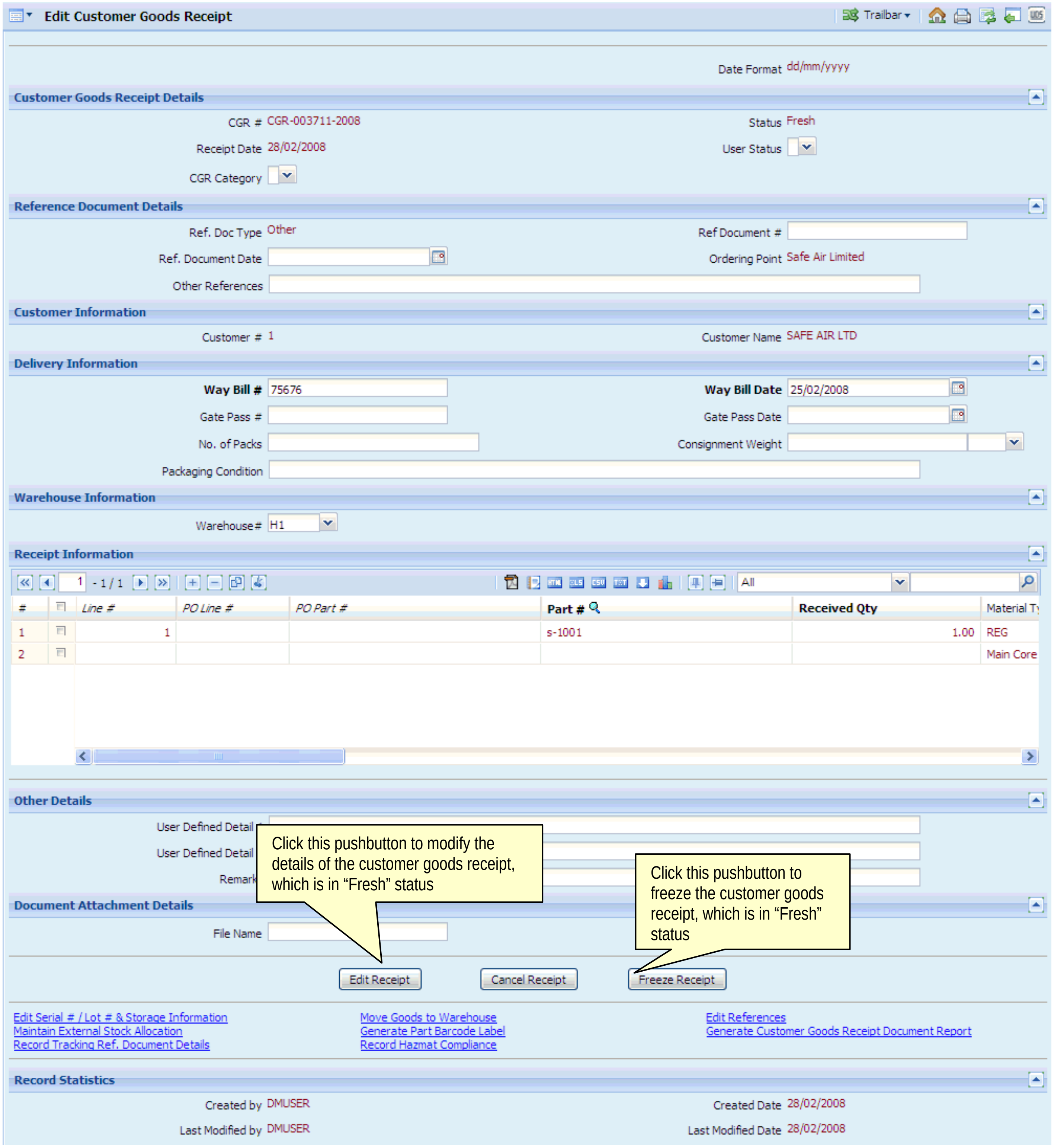


Figure 2.23 Canceling the customer goods receipt

Creating direct customer goods receipt

You can raise a customer goods receipt on a customer, for the part(s) received from the customer to the Repair /Maintenance shop, to perform the service or maintenance activity without any reference to the customer order. You are also provided with the option of freezing the customer goods receipt, when all the details pertaining to the customer goods receipt are recorded.

Note: The details of customer goods receipts that are in "Freezed" status cannot be modified.

1. Select the **Create Direct Customer Goods Receipt** link in the **Customer Goods Receipt** business component. The Select Customer page appears.
2. Enter the **Customer #** in the **Direct Entry** group box and select the **Create Customer Goods Receipt** link provided along side.

Or

3. Enter the **Search Criteria** and click the **Search** pushbutton.
4. Select the hyperlinked **Customer #** in the **Search Results** multiline. The **Create Customer Goods Receipt** page appears.

To proceed further, follow the steps described under **Creating customer goods receipt** in the **Creating Customer Order Based Goods Receipt** section.

Moving customer goods to warehouse

You can move the customer stock from the place of receipt to the warehouse designated for the customer.

Note: You can move the parts received through customer goods receipt only if the customer goods receipt is in "Freezed" status.

You can move the customer stock to the designated warehouse in two levels.

- Document Level – Indicates that all the parts received through customer goods receipt can be moved to a single storage location after the details have been entered. The status of the customer goods receipt document is updated as "Moved".
- Line / Item Level – Indicates that parts available in the individual lines of the customer goods receipt document can be moved to the multiple warehouses partially or fully and the status of the customer goods receipt document is updated as "Partially Moved" or "Moved" respectively.

Moving customer parts at the document level to the warehouse

You can move the part(s) available in the customer goods receipt to storage location (warehouse/zone/bin). The system defaults the storage details depending on whether the picking strategy is selected as ‘Automatic’ or not.

1. Select the **Move Customer Goods to Warehouse** link in the **Customer Goods Receipt** business component. The **Select Customer Goods Receipt** page appears.

2. Enter the **CGR #** in the **Direct Entry** group box and select the **Move Goods To Warehouse** link provided alongside.

Or

3. Enter the **Search Criteria** and click the **Search** pushbutton to retrieve the customer goods receipt based on which the parts are to be moved.

4. Select the hyperlinked **CGR#** in the **Search Results** multiline. The **Move Customer Goods** page appears. *See Figure 2.24*.

5. Enter the **Warehouse** #, **WH- Zone** # and **Bin** # in the **Default Value** group box to specify the default warehouse, zone and bin where the customer goods are allowed to be stocked.

6. Enter the **Warehouse #** in the **Receipt Information** multiline to specify the warehouse where the customer goods can be moved.

Note: The warehouse should be selected either in the “Default Value” group box or “Receipt Information” multiline.

Note: Ensure that the “Warehouse #” selected allows the stocking of goods of the specified customer.

7. Enter the **WH- Zone #** and **Bin #**.

8. Enter the **Moved Quantity** of the part to the respective warehouse.

9. Select the user-defined **Stock Status**.

10. Click the **Get Storage Details** pushbutton to retrieve the storage details of the zone and the bin for the selected warehouse.

Note: The system ensures that the ‘CGR’ document is in “Freezed” status.

Note: If the “Placement Strategy” is set as “Automatic” for the selected customer goods receipt line item, the system automatically retrieves the storage details such as the zone/bin information stored against the line item.

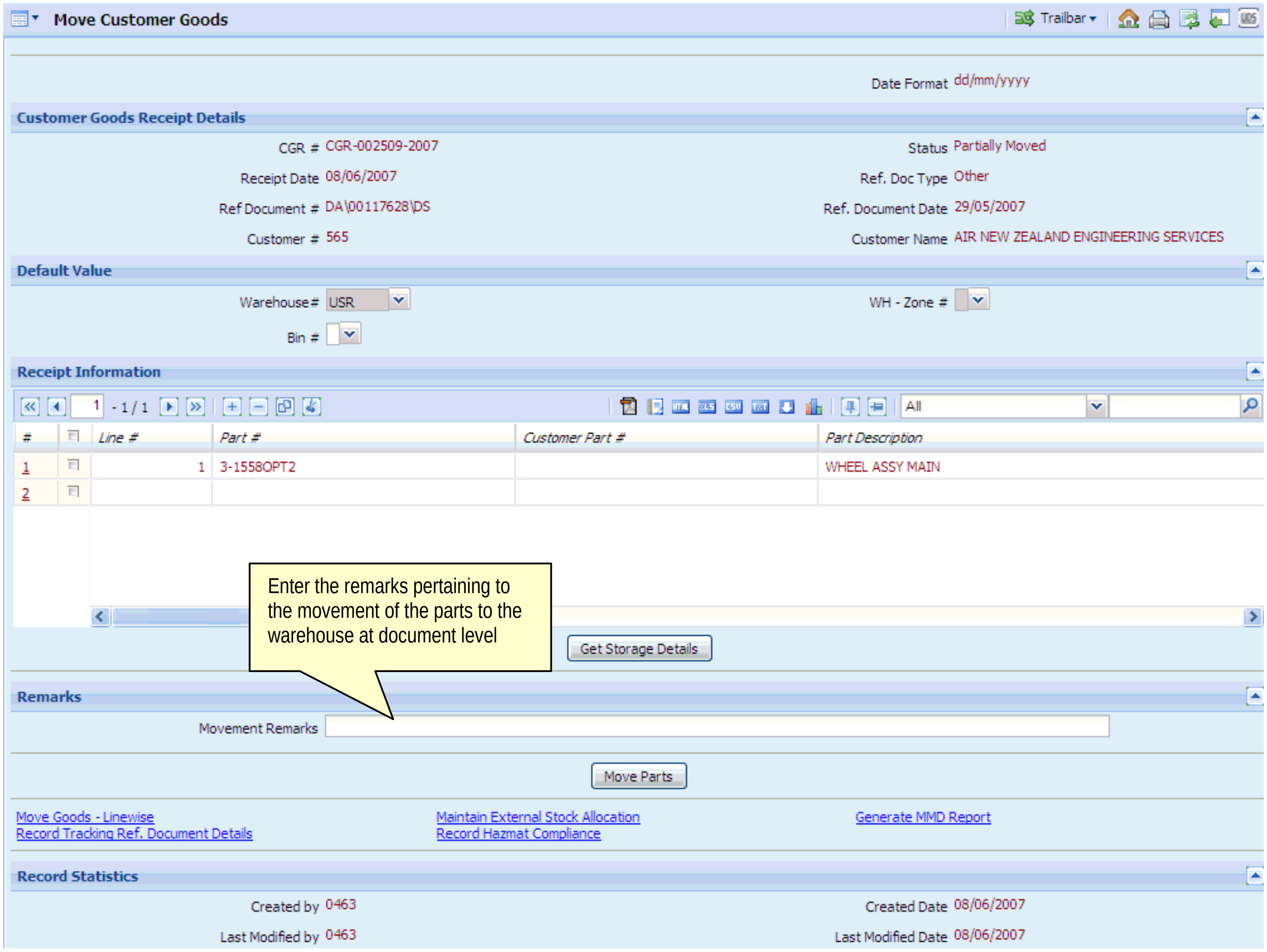


Figure 2.24 Moving customer parts at the document level to the warehouse

11. Click the **Move Parts** pushbutton to move the parts specified in the customer goods receipt to the designated warehouse.

Note: The system updates the status of the customer goods receipt as “Moved” if all the parts present in the CGR line have been moved. Else, the system updates the status as “Partially Moved”.

Note: The system generates the internal serial number and lot number for serial number-controlled and/or lot number-controlled parts on movement to warehouse/zone/bin.

*Note: If the 'Ref Doc Type' is 'Purchase Order' then for the line item, the system retrieves and displays the receipt positive tolerance percent from “PO”. If the tolerance percent is null or zero, then Moved Qty must be lesser than or equal to the Pending Qty. If it is greater than zero, then Moved Qty must be lesser than or equal to pending qty+ (order qty*receipt positive tolerance percent specified/100).*

To proceed further,

- Select the **Move Goods Line - Wise** link to move the customer goods at the line item level to the warehouse.
- Select the **Maintain External Stock Allocation** link to maintain external stock allocation details.
- Select the **Generate MMD Report** link to generate a stock status report in the form of a material movement document.
- Select the **Record Tracking Ref. Document Details** link to record and view the details of processed tracking reference document.

Moving customer parts at the line item level to the warehouse

You can move the parts received from the customer through a customer goods receipt to the selected multiple storage location (warehouse/zone/bin). The movement is done at the line item level, that is, the part number available in the selected line number is moved to the selected warehouse.

1. Select the **Move Goods Line - Wise** link in the **Move Customer Goods** page. The **Move Customer Goods – Linewise** page appears. *See Figure 2.25*.

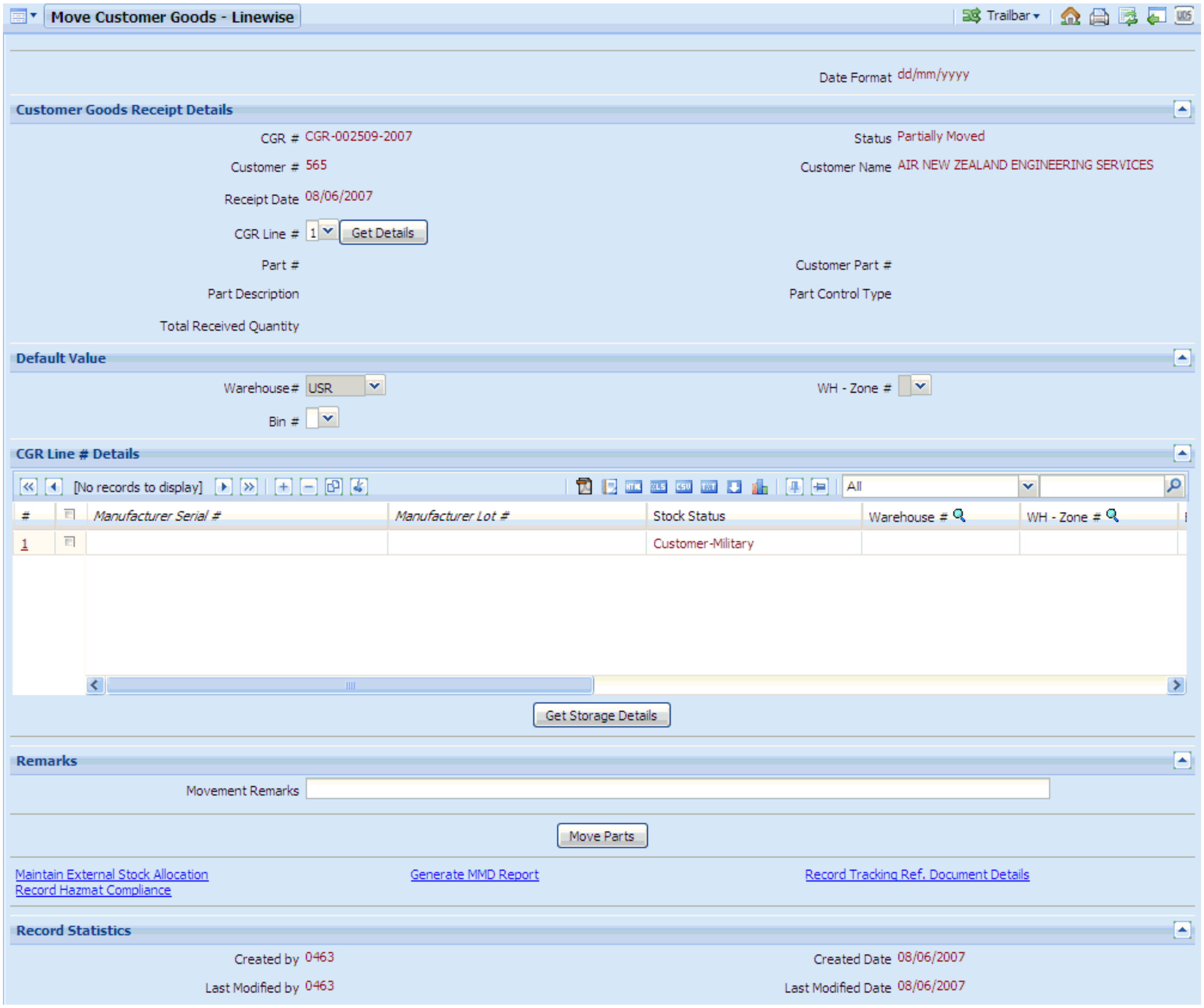


Figure 2.25 Moving customer parts at the line item level to the warehouse

2. Select the **CGR Line #** to specify the customer goods receipt line number containing the parts, to be moved to the warehouse.

Note: The system retrieves only those customer goods receipt line items, which are not in “Moved” status.

3. Enter the **Warehouse** #, **WH- Zone** # and **Bin** # in the **Default Value** group box to specify the default warehouse, zone and bin where the customer goods are allowed to be stocked..

4. Enter the **Warehouse #** in the **Receipt Information** multiline to specify the warehouse where the customer goods can be moved.

Note: The warehouse should be selected either in the "Default Value" group box or "Receipt Information" multiline.

Note: Ensure that the "Warehouse #" selected allows the stocking of goods of the specified customer.

5. Click the **Get Storage Details** pushbutton to retrieve the storage details of the zone and the bin for the selected warehouse.

Note: If the "Placement Strategy" is set as "Automatic" for the selected customer goods receipt line item, the system automatically retrieves the storage details such as the zone/bin information stored against the line item.

6. Enter the **WH- Zone** # and **Bin** #.

7. Click the **Copy Lot** # pushbutton to copy the manufacturer lot number details of the part to the subsequent multiline.

Note: You can copy the details of only those parts of type "Lot Controlled".

Note: On copying the manufacturer lot details to the subsequent multiline, the system generates unique internal lot numbers for the manufacturer lot quantity. The sum total of part received quantity for all the rows will be equal to the quantity received for that manufacturer lot number.

8. Enter the **Moved Quantity** to indicate the quantity of parts moved to the respective warehouse. The value entered here must be greater than zero.

9. Select the user-defined **Stock Status**.

10. Click the **Move Parts** pushbutton to move the selected parts specified in the CGR line item to the warehouse.

Note: The system updates the status of the CGR line item as "Moved".

Note: The system generates internal serial numbers and lot numbers for serial number-controlled and/or lot number-controlled parts on movement to the warehouse/zone/bin.

To proceed further,

- Select the **Maintain External Stock Allocation** link to maintain external stock allocation details.
- Select the **Generate MMD Report** link to generate a stock status report in the form of a material movement document.
- Select the **Record Tracking Ref. Document Details** link to record and view the details of processed tracking reference document.

Recording tracking reference document details

You can record the tracking reference document details of customer owned goods received through customer goods receipt and facilitates tracking shipment of customer owned items.

1. Select the **Record Tracking Ref. Document Details** link in the **Customer Goods Receipt** business component. The **Record Tracking Ref. Document Details** page appears. *See Figure 2.26*.

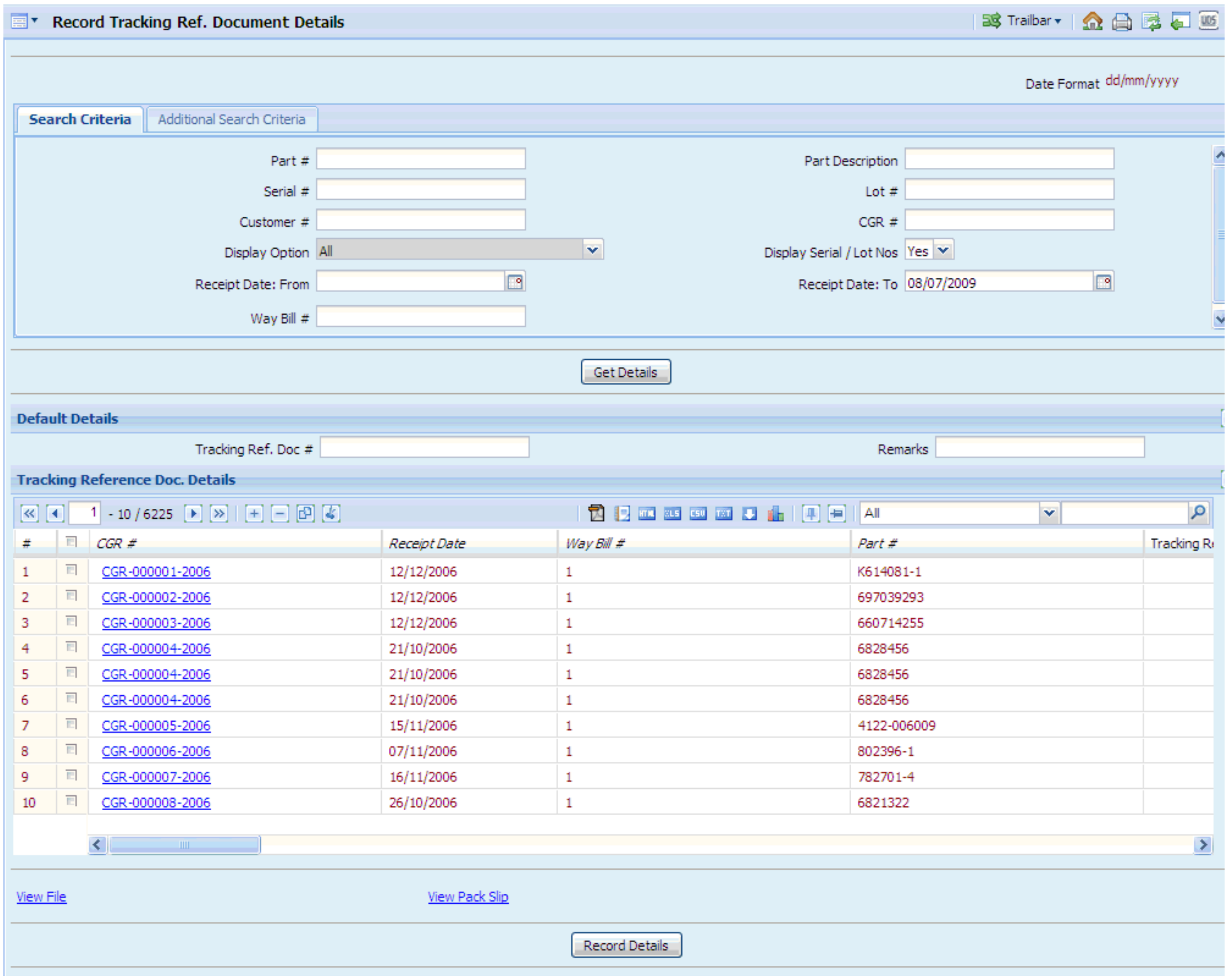


Figure 2.26 Recording tracking reference document details

2. Select the **Search Criteria** tab to retrieve the tracking reference document details of the customer owned goods received through customer goods receipt.

Refer to the topic "Entering the search criteria" for more details.

3. Select the **Additional Search Criteria** tab to retrieve the tracking reference document details.

Refer to the topic "Entering the additional search criteria" for more details.

4. Click the **Get Details** pushbutton to retrieve record tracking reference document details.

In the **Default Details** group box:

5. Enter the number identifying the tracking reference document pertaining to customer owned items received through a customer goods receipt in the **Tracking Ref Doc #** field.

6. Enter any further information pertaining to the customer goods receipt in the **Remarks** field.

In the **Tracking Reference Doc. Details** multiline:

7. Use the **Tracking Ref Doc. Applicable?** drop-down list box list box to specify the applicability of the tracking reference document to the customer goods receipt. Select the option “Yes” if the tracking reference document is applicable to the customer goods receipt. Else select the option “No”.

Note: The system updates the “Tracking Ref. Doc Applicable?” field with “Yes” for records with tracking reference document number.

8. Enter the number identifying the tracking reference document pertaining to customer owned items received through a customer goods receipt in the **Tracking Ref Doc #** field.

Note: This field must not be left blank when the “Tracking Ref Doc. Applicable?” drop-down list box in the multiline is selected as “Yes”.

9. Enter the date of the tracking reference document in the **Tracking Ref Doc Date** field.

Note: This field is mandatory if the “Tracking Ref. Document #” is specified.

10. Enter the quantity of the part in the CGR that is shipped to the customer in the **Shipped Qty** field.

Note: Ensure that the value entered here is a positive integer greater than zero.

For lot controlled or none controlled parts, ensure that a value is entered in this field if the reference document type and reference document number is specified.

11. Enter the type of the reference document, which could be “Pack Slip” or “Others” in the **Ref Doc Type** field in the multiline. The system leaves the field blank by default.

Note: Data selection in this field is mandatory if the reference document number is specified.

Note: Ensure that the customer number in the Pack Slip is the same as the customer number in the customer goods receipt number.

12. Enter code identifying the reference document that is associated with the customer goods receipt in **Ref Document #** field. Data entry in this field is mandatory if reference document type is specified.

13. Enter any further information pertaining to the customer goods receipt in the **Remarks** field.

14. Enter any additional details pertaining to the customer goods receipt in the **Other Details** field.

15. Enter the name of the reference file associated with the customer goods receipt in the **File Name** field.

This field must be left blank if reference document type and number are not specified.

To proceed further,

- Select the **View File** link to view the file details.
- Select the **View Pack Slip** link to view the Pack Slip details.

Entering the search criteria

Using this tab you can specify the search criteria for tracking reference document details.

1. Select the **Search Criteria** tab in the **Record Tracking Ref. Document Details** page. *See Figure 2.26*.

2. In the search criteria tab, enter the **Part #, Part Description, Serial #, Lot #, Customer #, CGR #, Receipt Date: From, Receipt Date: To, Way Bill #.**

Note: Ensure that the entered CGR number is in "Freezed", "Partially moved" or "Moved" status only.

3. Use the **Display Option** drop-down list box to specify the mode of retrieving the customer goods document details. The system provides the following options:

   - Pending Tracking Ref Doc. # entry – Select this option if you want to retrieve all the customer goods receipt documents for which tracking reference document number is not available.
   - Pending for Shipment – Select this option if you want to retrieve customer goods receipt details for which tracking reference document number is available but reference document number is not available.
   - Shipped – Select this option if you want to retrieve customer goods receipt detail for which both the tracking reference document number and reference document number is available.

- All – Select this option if you want to retrieve all the customer goods receipt that fall under either of the above (Pending Tracking Ref. Doc #, Pending for Shipment, Shipped)

The system displays “Pending Tracking Ref Doc. # entry” by default.

4. Use the **Display Serial / Lot Nos** drop-down list box to specify the display of receipts in the customer goods receipt. Select the option “Yes” if the display must be serial / lot number wise and select the option “No” if the display must be part-wise.

The system displays “No” by default.

If the Display Option field is not set as “Pending for Tracking Ref. Doc # entry” the system loads this field with the value “Yes” and defaults with the same.

Entering the additional search criteria

Using this tab you can specify the additional search criteria for tracking reference document details.

1. Select the **Additional Search Criteria tab** in the **Record Tracking Ref. Document Details** page. *See Figure 2.27.*

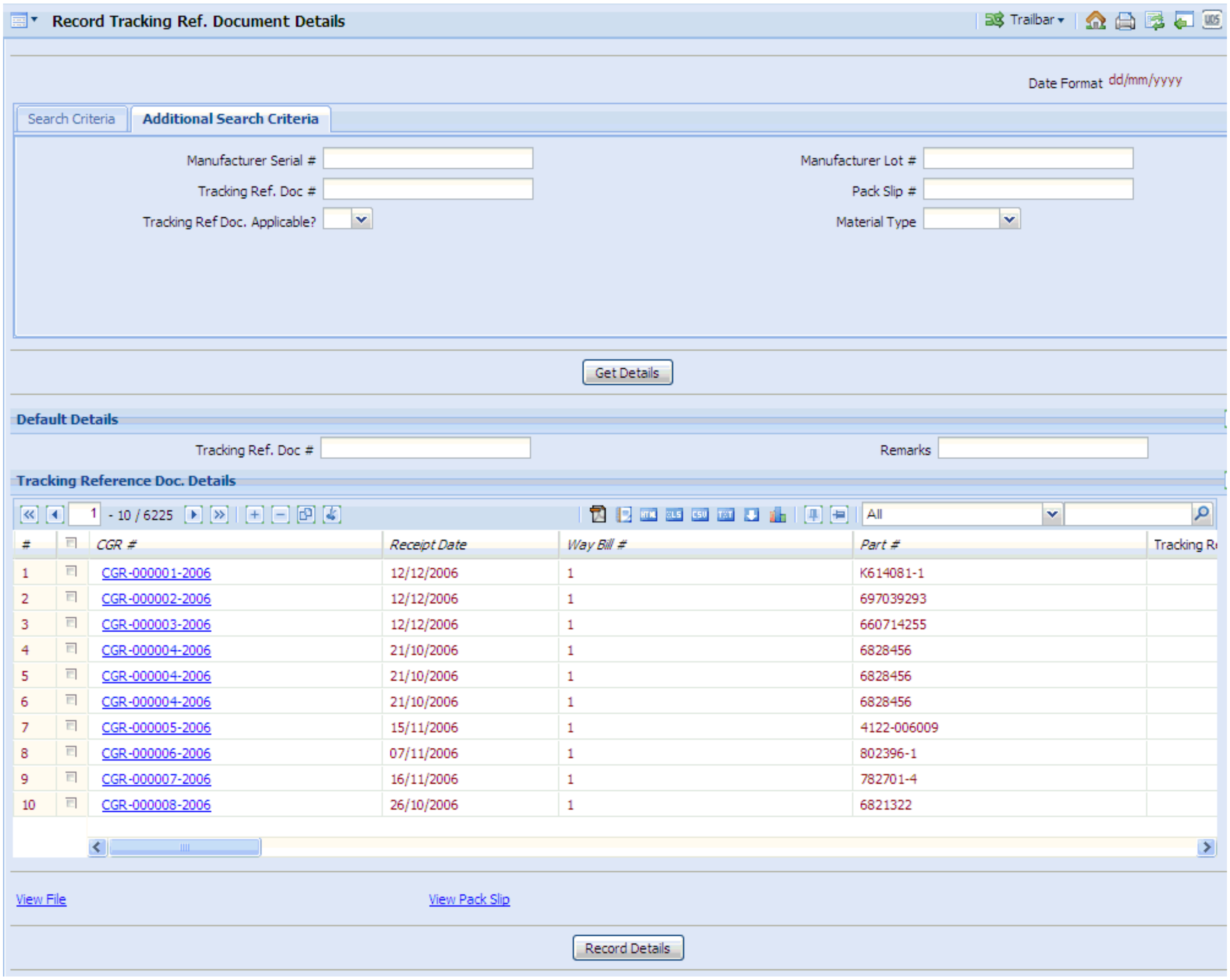


Figure 2.27 Entering additional search criteria

2. In the additional search criteria tab, enter the **Manufacturer Serial** #, **Manufacturer Lot** #, **Tracking Reference Doc. #, Pack Slip #,**

3. Use the **Tracking Ref Doc. Applicable ?** drop-down list box to specify the applicability of the tracking reference document to the customer goods receipt. Select the option "Yes" if the tracking reference document is applicable to the customer goods receipt. Select the option "No" if the tracking reference document is not applicable to the customer goods receipt.

The system updates the "Tracking Ref. Doc Applicable?" field with "Yes" for records with tracking reference document number and with "Tracking Ref. Doc Applicable?" field as "Blank"

4. Use the **Material Type** drop-down list box to specify the type of material of the part. The system provides the following options:

- Main Core - Indicates the part on which the maintenance work is carried out.
- Regular - Indicates the other parts.

The system leaves the field blank by default.

The system displays only those customer goods receipts that are freezed, partially moved or moved status for which values are either "Main Core" or "Regular".

Note: Ensure that at least one record is selected in the multiline.

Note: If Ref.Document Type and Ref. Document # are to be entered for an Item received through CGR and if the Part is Serial controlled or lot Controlled or both, then the system mandates the user to enter the reference document details at the serial or lot number level.

Note: If the 'Display Serial/Lot Nos' is set as 'No', then on execution of 'Get Details', the system would display the CGR details in the multiline without the serial or lot details information at the part level.

Note: The reference document type and reference document number can be updated only for those customer goods receipt which are in "Moved" status.

Note: If "Tracking Ref. Doc Applicable?" is either blank or "Yes" the system updates the "Tracking Ref Document #" in the multiline with the value available in the default details data cluster.

Note: If "Remarks" in the multiline is blank, the system updates the field with the value available in the "Default Details" group box.

Executing service

The maintenance or service work is carried out on the maintenance object through the execution of visit package, repair order or work scope as applicable.

Preparing Quotation is a document issued by the supplier to quote the price, availability and other terms of the requested parts. You can prepare the quotation against which the customer order is being created.

You can select a customer order and prepare quotation for resources utilized and for the materials.

1. Select the **Prepare Quotation** link in the **Customer Order Management** business component. The **Select Customer Order** page appears.
2. Enter the **Search Criteria** and click the **Search** pushbutton.
3. Check the box in the multiline to select the customer order for preparing the quotation.
4. Select the **Prepare Quote** link at the bottom of the multiline to prepare the quotation for resources utilized. The **Prepare Quotation** page appears. *See Figure 2.28*

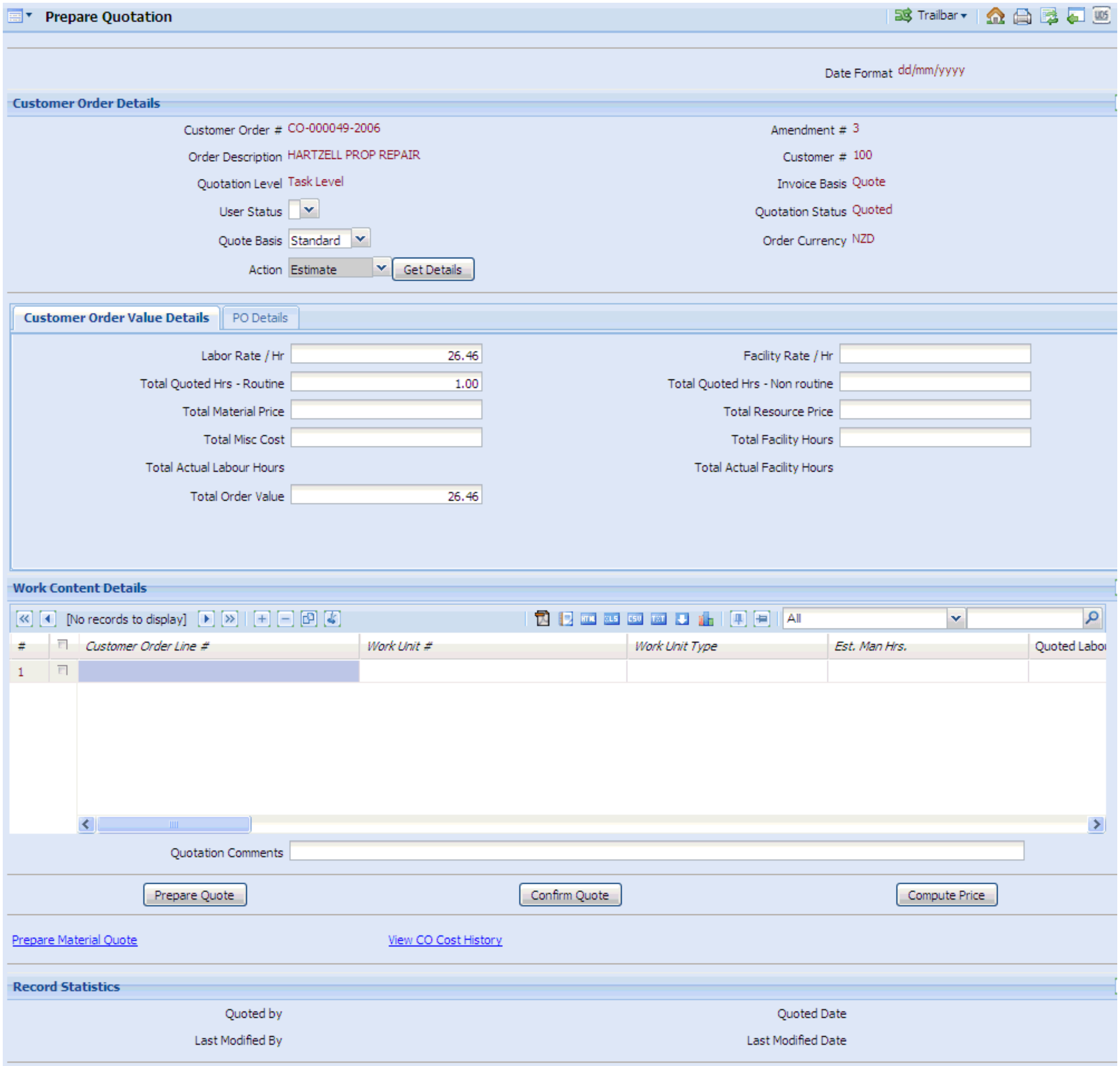


Figure 2.28 Preparing quotation

5. Select the **User Status** of the customer order.

6. Use the **Action** drop-down list and select "Estimate" if the estimation is done for work unit execution before confirming the quotation, or "Re-Estimate" if the estimation is done after confirming the quotation, and **Action** to be performed.

7. Click the **Get Details** pushbutton to retrieve the customer order value details and the work content details.

To proceed carry out the following:

- ▼ Click the **Customer Order Value Details** tab to enter the customer order value details.

Refer to the topic “Entering customer order value details” for more details.

- ▼ Click the **PO Details** tab to view the purchase order details.

Refer to the topic “Viewing purchase order details” for more details.

Entering customer order value details

Using this tab you can enter the customer order value details for preparing the quotation.

1. Select the **Customer Order Value Details** tab in the main page. *See Figure 2.28.*

2. Modify the **Labor Rate / Hr** and **Facility Rate / Hr**.

Note: The Labor Rate / Hr and the Facility Rate / Hr are calculated using the following formula:

Note: Labor Rate / Hr= Total Labor Price / Total Labor Hours

Note: Facility Rate / Hr = Total Facility Price / Total Facility Hours

3. Modify the Total Quoted Hrs – Routine, Total Quoted Hrs - Non routine, Total Material Price and Total Resource Price.

Note: If the “Quotation Level” of the customer order is “Order Level”, the system calculates the total resource price as the sum of the Total Facility Price, Total Routine Price and Total Non-Routine Price, where

   *a) Total Facility Price = Facility Rate / Hr * Total Quoted Facility Hours*

   *b) Total Routine price = Labor Rate / Hr * Total Quoted Routine Hours*

   *c) Total Non-Routine price = Labor Rate / Hr * Total Quoted Non-Routine Hours.*

Note: If the “Quotation Level” of the customer order is “Order-line Level” or “Task Level”, the system calculates the total resource price as the sum of the estimated resource price for all the work units across for which “Billable?” is set as “Yes”.

Note: The system performs the resource price calculation only if the “Billable?” is set as “Yes” and Quotation Required” is set as “Yes” in the “Customer Order” business component.

4. Modify the **Total Misc Cost**, **Total Facility Hours** and the **Total Order Value**.

Viewing purchase order details

Using this tab you can view the purchase order details.

1. Select the **PO Details** tab in the main page to view the purchase order details.. *See Figure 2.29.*

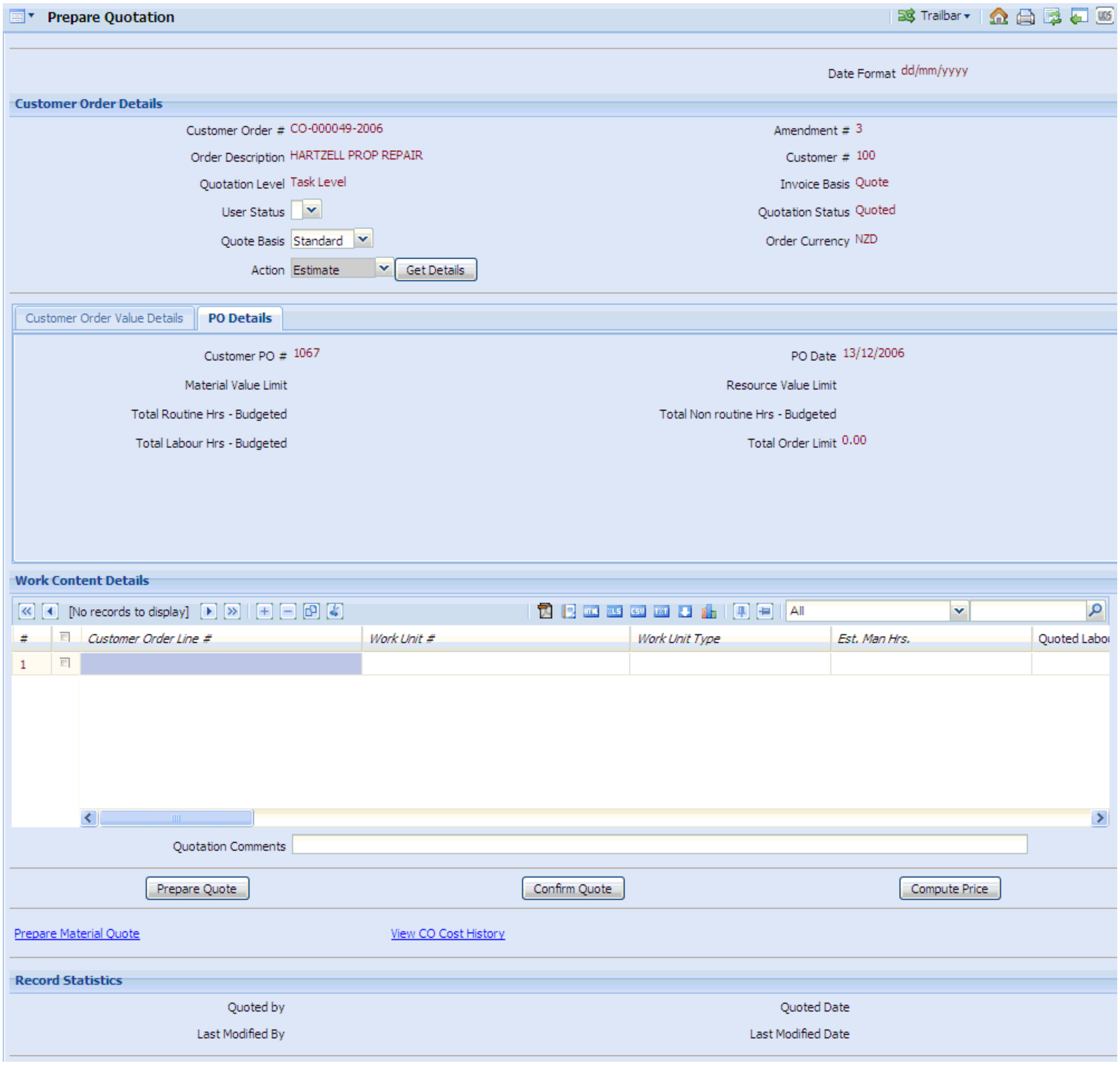


Figure 2.29 Viewing purchase order details

2. The system displays the following fields in the **PO Details tab: Customer PO #**, **PO Date**, **Material Value Limit**, **Resource Value Limit**, **Total Routine Hrs – Budgeted**, **Total Non routine Hrs – Budgeted**, **Total Labour Hrs – Budgeted** and **Total Order Limit**.

You will return to the **Prepare Quotation** page.

In the **Work Content Details** multiline**,**

3. Enter the **Quoted Labour Hrs**, **Quoted Facility Hrs**, **Labor Rate / Hr**, **Facility Rate / Hr**, **Est. Resource Price**, **Est. Material Price: Flat** and **Est. Misc Price**.

Note: If the “Resource Pricing Method” is set as “As Entered” and the “Quotation Level” is set as “Order-line Level” in the “Customer Order” business component, the system performs the following:

a) Considers the Std. Labor Rate / Hr and Std. Facility Rate / Hr defined in the “Customer Order” business component, as the Labor Rate / Hr and the Facility Rate / Hr for each customer order line number.

b) Calculates the quoted labor hours as the sum of the labor hours reported across all the work units and customer order line number.

c) Calculates the quoted facility hours as the sum of the facility hours reported across all the work units and customer order line number.

Note: If the “Resource Pricing Method” is set as “As Entered” and the “Quotation Level” is set as “Task Level” in the “Customer Order” business component, the system performs the following:

a) Considers the Std. Labor Rate / Hr and Std. Facility Rate / Hr defined in the “Customer Order” business component, as the Labor Rate / Hr and the Facility Rate / Hr for each customer order line number, Work Unit # and Work Unit Type.

b) Calculates the quoted labor hours as the sum of the labor hours reported across each customer order line number, work unit number, work unit type.

c) Calculates the quoted facility hours as the sum of the facility hours reported across each customer order line number, work unit number, work unit type.

Note: The system calculates the estimated resource price based on the following formula:

*Est. Resource Price = (Facility Rate / Hr * Quoted Facility Hours) + (Labor Rate / Hr * Quoted Labor Hours)*

Note: The system performs the resource price calculation only if the “Billable?” is set as “Yes” and Quotation Required” is set as “Yes” in the “Customer Order” business component.

4. Set the **Billable?** Drop-down list box to “Yes” or “No” to indicate whether the work unit execution must be billed or not.

5. Click the **Prepare Quote** pushbutton to prepare the quotation for resources.

Note: If the Quotation Level is "Order Level", "Workunit Level" or "Task Level", the system performs the following on clicking the "Prepare Quote" pushbutton:

a) Updates the Quotation Status for each work unit from "Pending Material and Labor Estimates" to "Pending Material Estimates".

b) Updates the Quotation status from "Pending Labor Estimates" as "Pending Confirmation"

6. Click the **Confirm Quote** pushbutton to confirm the quotation.

Note: The system updates the Quotation Status for each workunit as "Confirmed" and updates the order level quotation to "Quoted", on clicking the "Confirm Quote" pushbutton.

7. Click the **Compute Price** pushbutton to compute the price details.

Note: For the selected customer order number, if the "Resource Pricing Method" is set as "Service Price List" in the "Customer Order" business component, the system calculates the resource price using the pricing logic defined in the "Pricing Settings" business component.

Note: For the selected customer order number, if the "Material Pricing Method" is set as "Service Price List" or "Part Price List" in the "Customer Order" business component, the system calculates the material price using the pricing logic defined in the "Pricing Settings" business component.

To proceed further,

- Select the **Prepare Material Quote** link to prepare the material quotation.
- Select the **View CO Cost History** link to view the customer order cost history.

Preparing Material Quotation

You can prepare quotation for the materials utilized for the work unit execution.

1. Select the **Prepare Material Quote** link in the **Select Customer Order** page or **Prepare Quotation** page. The Prepare Material Quotation page appears. See *Figure 2.30*.
2. Select the **User Status** of the customer order.
3. Use the **Action** drop-down list and select "Estimate" if the estimation is done for work unit execution before confirming the quotation, or "Re-Estimate" if the estimation is done for work unit execution after confirming the quotation.

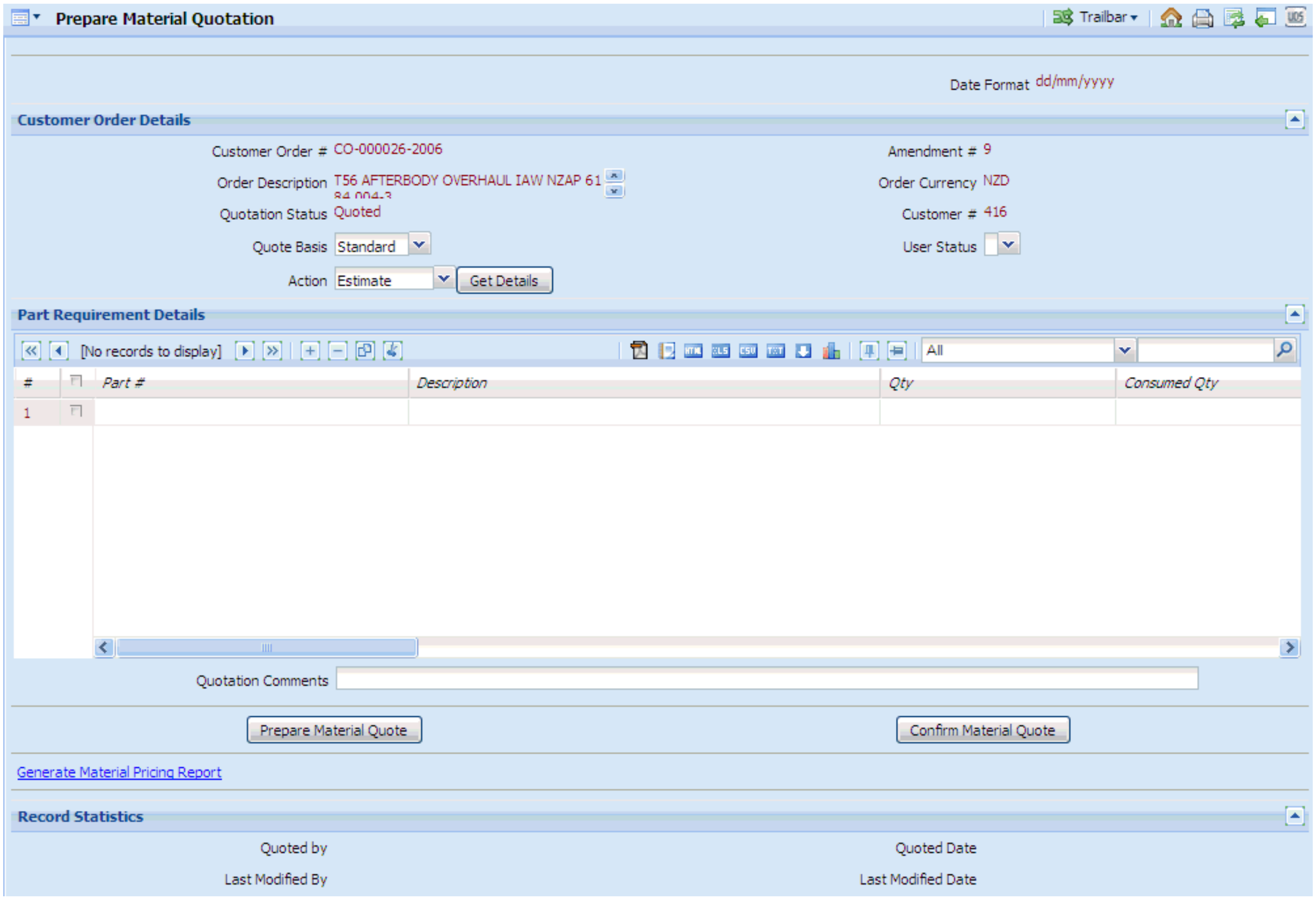


Figure 2.30 Preparing material quotation

In the **Part Requirement Details** multiline,

4. Enter the **Unit Price – Order Currency** indicating the unit price of the part in terms of customer order currency.

5. Enter the **Embodiment Fee** specifying the fee charged by the service provider for holding parts supplied by the customer.

6. Enter the **Quotation Comments,** if any, below the multiline.

7. Click the **Prepare Material Quote pushbutton** to prepare the material quotation.

Note: Based on the Quotation Level specified, the system updates the Quotation Status for each customer order line number of task number, from “Pending Material Estimates”, “Pending Material and Labor Estimates”, “Confirmed” or “Quoted” to “Pending Material Confirmation”.

8. Click the **Confirm Material Quote** pushbutton to confirm the material quotation.

Note: Based on the Quotation Level specified, the system updates the Quotation Status for each customer order line number of task number, from "Pending Material Confirmation" to "Pending Confirmation", if the labor estimates have been quoted. Else the system updates the Quotation Status as "Pending Labor Estimates".

To proceed further,

- Select the **Generate Material Pricing Report** link to generate the material pricing report.

Authorizing additional work scope

After a customer order is processed into execution documents, it is allocated to the respective work centers for execution. During the work progress, conditions may arise that demand the addition of work units to the execution document. These work units can be termed as non-routines and must be authorized if “Approval of Additional Work Scope” is set as “Required” in the “Create Customer Order” page.

The work scope can be carried out only after approval.

1. Select the **Approve Additional Work Scope** link under **Customer Order** business component. The Select Customer Order page appears.

2. Enter the **Customer Order #** for which you wish to approve additional work scope and select the **Approve Additional Work Scope** link. Else, provide filter criteria to search for customer order, and click the **Search** pushbutton. Click the hyperlinked **Customer Order #** in the multiline to authorize additional work scope. The **Authorize Additional Work Scope** page appears.

3. Select the work unit in the multiline and click the **Approve Additional Work Scope** pushbutton to approve additional work scope.

4. Select the work unit in the multiline and click the **Reject Additional Work Scope** pushbutton to reject the work scope.

5. Check the box in the **Select All** field to select all work units listed in the multiline for approval or rejection.

6. Click the **Approve Additional Work Scope** or **Reject Additional Work Scope** pushbutton.

Reporting execution details

The customer order is processed and a visit package, work scope and repair order is generated to carry out the maintenance work. In this activity, you can review the work execution details.

1. Select the **Review Work Execution** link under **Customer Order Management** business component. The **Select Customer Order** page appears.

2. Provide **Search Criteria** to search for the customer order and click the **Search** pushbutton.

3. Select the **Customer Order #** in the multiline and select the **Review Work Execution** link below the multiline. The **Review Work Execution** page appears. *See Figure 2.31*.

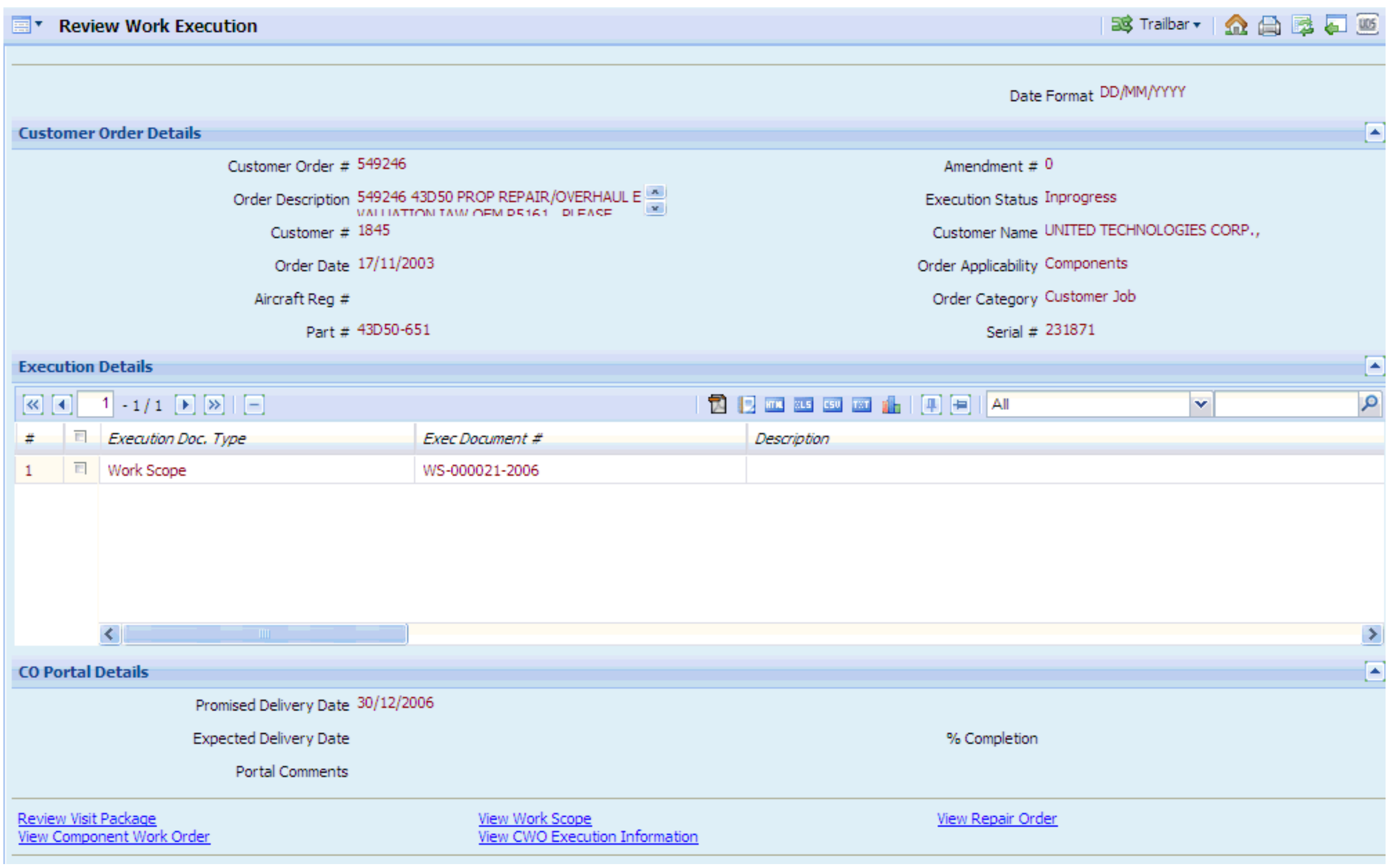


Figure 2.31 Reviewing work execution details

4. Select the **Exec Document Type** in the multiline.

5. Select the **Review Visit Package** link below the multiline to view the visit package execution.

6. Select the **View Work Scope** link below the multiline to view the work scope execution.

7. Select the **View Repair Order** link below the multiline to view the repair order execution.

8. Select the **View Component Work Order** link below the multiline to view the component work order execution.

Maintaining Correspondence details

This activity allows you to maintain the customer correspondence details for a customer order. You can directly enter the customer order number and the amendment number or, you can perform a search based on the customer order number, amendment number, order description, customer number, order category, aircraft registration number, part number, serial number, order applicability and the order status.

1. Select the **Maintain Customer Correspondence** link under the **Customer Order Management** business component. The **Select Customer Order** page appears.

2. Enter the **Customer #** and the **Amendment #** and click the **Maintain Customer Correspondence** link provided alongside.

   Or

3. Provide the **Search Criteria** to search for the customer order, which needs to be maintained. Click the **Search** pushbutton.

4. Select the hyperlinked **Customer Order #** in the multiline. The **Maintain Customer Correspondence** page appears. *See Figure 2.32*.

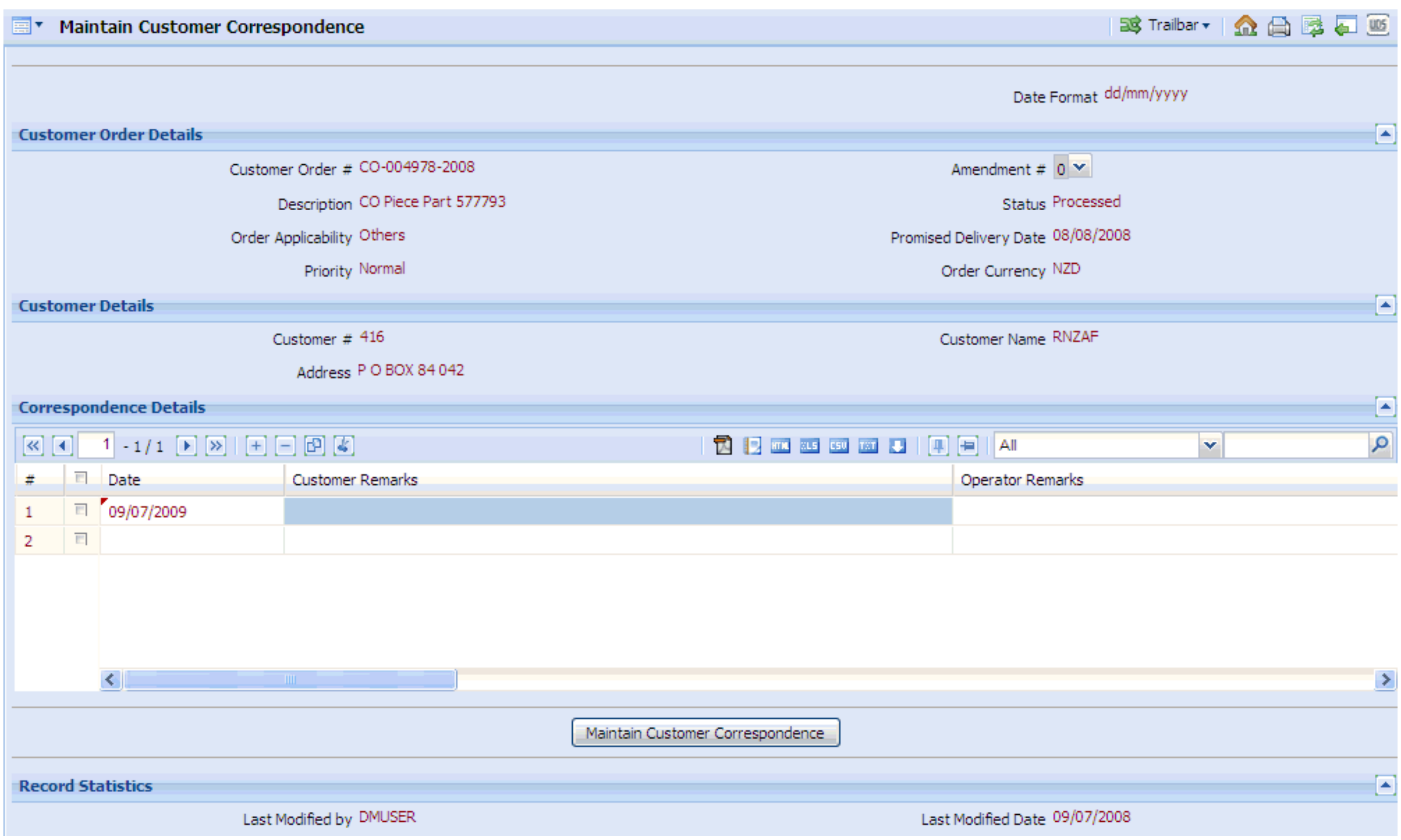


Figure 2.32 Maintaining customer correspondence

5. Specify the **Amendment #** of the customer order in the **Customer Order** Details group box.

6. Enter the **Date** on which the correspondence details are recorded.

7. Enter any additional remarks provided by the customer with respect to the customer order, in the **Customer Remarks** field.

8. Enter any additional remarks provided by the operator with respect to the customer order, in the **Operator Remarks** field.

9. Enter **Special Instructions** pertaining to the customer order.

Note: Ensure that "Customer Remarks", "Operator Remarks" or "Special Remarks" field is entered, if the "Date" is specified.

10. Enter the **Contact Person** and the **Phone** number of the contact person.

11. Use the **Correspondence Category** drop-down list box to specify the category of the customer correspondence.

12. Use the **Correspondence Status** drop-down list box to specify the status of the customer correspondence.

13. Enter the **Reference** regarding the customer correspondence details and the name of the employee who attended the queries of the customer in the **Attended By** field.

14. Click the **Maintain Customer Correspondence** pushbutton to record the customer correspondence details for the customer order.

Note: The system throws an error message if any other concurrent user simultaneously tries to modify the record.

Note: You can record the correspondence details for a customer order only if the customer order is in "Fresh", "Under Amendment", "Confirmed", "Authorized" or "Closed" status.

Note: For customer orders in "Processed" and / or "Completed" status, the system checks whether the customer order document has maximum amendment number with the amendment status as "Under Amendment". If yes, then the system allows you to record the correspondence information against the amendment number. Otherwise, the system throws an error message on clicking the pushbutton.

Initiating invoice processing

This activity allows you to update the invoice details for the customer orders raised against component work orders, hangar work orders and repair orders. On updating the invoice details, the customer order can be released for invoice processing. The invoice processing is carried out only for those work orders/ repair orders that are in “Closed” status. The system updates the status of the customer order to “Released” once the customer order is released for invoice processing.

The system updates the invoice status of the customer order from “Pending Invoice” to “Partially Invoiced” and maintains the status as “Partially Invoiced” unless invoicing stage is set as “Final”.

This activity allows you to carry out invoice processing for parts, by updating the invoice price details for the parts consumed while executing a task or work order (Component work order or Hangar work order). You can also process the TCD details for invoice, using “Customer Order TCD” and “Additional Charges” tab pages. The additional charges reported against the work order can also be modified though the “Edit Additional Charges” page, if required.

This activity also enables you to stop the invoicing process of a customer order. Consequently, the system sets the status of the Release ID of the customer order to “Cancelled”.

Invoice processing for customer order

1. Select the **Initiate Invoice** link under the **Customer Order Management** business component. The **Select Customer Order** page appears.
2. Provide the search details in the **Search Criteria** group box and click the **Search** pushbutton. The system displays the customer order details in the **Search Results** multiline.
3. Select the hyperlinked **Customer Order #** in the multiline. The **Initiate Invoice Processing** page appears. *See Figure 2.33*.
4. Specify the **User Status** of the customer order in the **Customer Order Details** group box.
5. Specify the **Order Status** of the customer order. The system provides the options “Processed” and “Completed”.

Note: Ensure that this field is set to “Completed”, if the invoicing stage of the customer order is set as “Final”.

6. Use the **Invoicing Stage** drop-down list box to specify the processing stage of the invoice. The system provides the options “Interim” and “Final”.

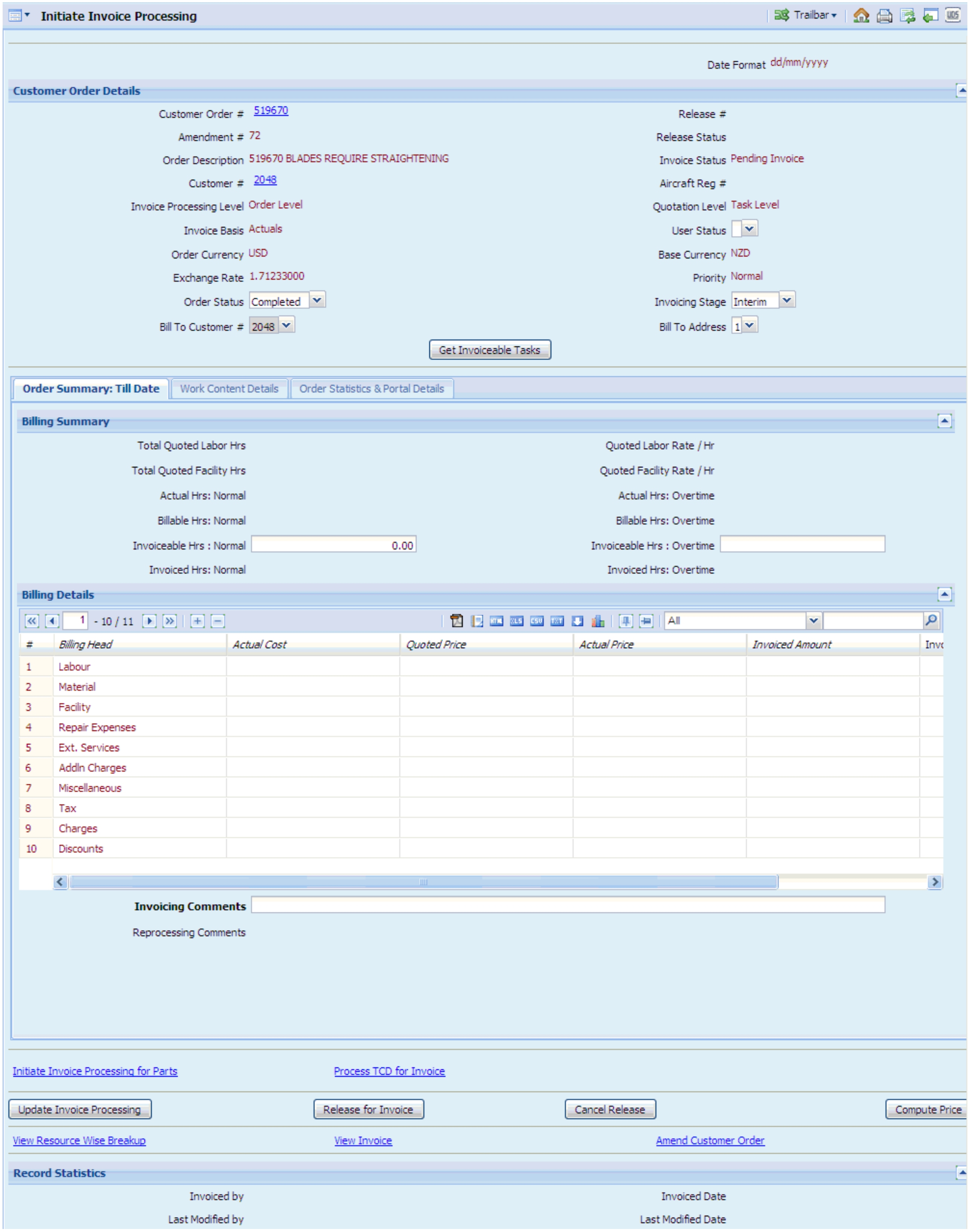


Figure 2.33 Initiating invoice processing

7. Use the **Bill to Customer** drop-down list box, to select the entity to be invoiced on behalf of the customer.

8. Use the **Bill to Address** drop-down list box, to select the address ID of the specified Bill to Customer #.

9. Click the **Get Invoiceable Tasks** pushbutton to retrieve the invoice details for the customer order.

10. Select the **Order Summary: Till Date** tab update the billing details for the customer order.

Refer to the topic “Entering billing details for customer order” for more details.

11. Select the **Work Content Details** tab to update the work content details.

Refer to the topic “Entering work content details” for more details.

12. Select the **Order Statistics & Portal Details** tab to update the customer order portal details.

Refer to the topic “Entering order statistics and portal details” for more details.

13. Click the **Update Invoice Processing** pushbutton to update the invoice details for the customer order.

Note: You cannot modify the invoicing details in the “Work Content Details” multiline in the “Work Content Details” tab page, if the invoice processing level is set to “Order Level”.

Note: You cannot modify the invoicing details against the billing summary in the “Order Summary: Till Date” tab page, if the invoice processing level is set to “Task Level”.

14. Click the **Release For Invoice** pushbutton to release the customer order for invoice processing.

Note: The system updates the status of the customer order to “Released”.

Note: You cannot modify the invoicing details in the “Work Content Details” multiline in the “Work Content Details” tab page, if the invoice processing level is set to “Order Level” or if the display option is set to “Order Line Level”.

15. Click the **Cancel Release** pushbutton to cancel the release ID of the of the customer order.

Note: On cancellation, the system sets the Release Status of the customer order invoice to “Cancelled”. You can cancel an invoice only if its Release Status is “Returned” or “Fresh”.

16. Click the **Compute Price** pushbutton, to compute the pricing details for the customer order invoice.

Note: The system performs price computation, only for those releases generated for the customer order that are in "Fresh" status.

To proceed carry out the following:

- Select the **Initiate Invoice Processing for Parts** link provided at the bottom of the page to initiate the invoice processing for parts.
- Select the **Process TCD for Invoice** link provided at the bottom of the page to process the TCD details for the invoice.
- Select the **View Resource Wise Breakup** link provided at the bottom of the page to view the priced details with respect the resource.
- Select the **View Invoice** link provided at the bottom of the page to view the invoice details for the customer order.
- Select the **Amend Customer Order** link provided at the bottom of the page to amend the customer.

Entering billing details for customer order

Using this tab you can updated the billing details for the customer order.

1. Select the **Order Summary: Till Date** tab in the **Initiate Invoice Processing** page. *See Figure 2.33*.
2. Enter the normal working hours reported by the employee for which the invoice is applicable in the **Invoiceable Hrs: Normal** field in the **Billing Summary** group box.

Note: Ensure that the value entered here is positive and greater than zero.

3. Enter the overtime hours reported by the employee for which the invoice is applicable in the **Invoiceable Hrs: Overtime** field.
4. Enter the Invoiceable Amount in the **Billing Details** multiline.
5. Enter any additional comments pertaining to the invoice details in the **Invoicing Comments** field.'

Entering work content details

1. Select the **Work Content Details** tab in the **Initiate Invoice Processing** page. *See Figure 2.34*.

2. Use the **Billable?** drop-down list box and select the option “Yes” in the **Default Details** group box, if the work unit execution is billable. Else select the option “No”.

3. Enter any **Default Comments** pertaining to the invoice raised against the customer order.

4. Use the **Display Option** drop-down list box in the **Work Content Details** multiline to specify the display option of the quotation level details. The system provides the following options:

   - “Order Line Level” – Select this option to specify if the quotation details have to displayed at the customer order line level.
   - “Task Level” – Select this option if the quotation details have to displayed at the task level.
   - “Resource Level” - Select this option if the details have to displayed at the resource level.

5. Click the **Get Details** pushbutton provided alongside to retrieve the work content details.

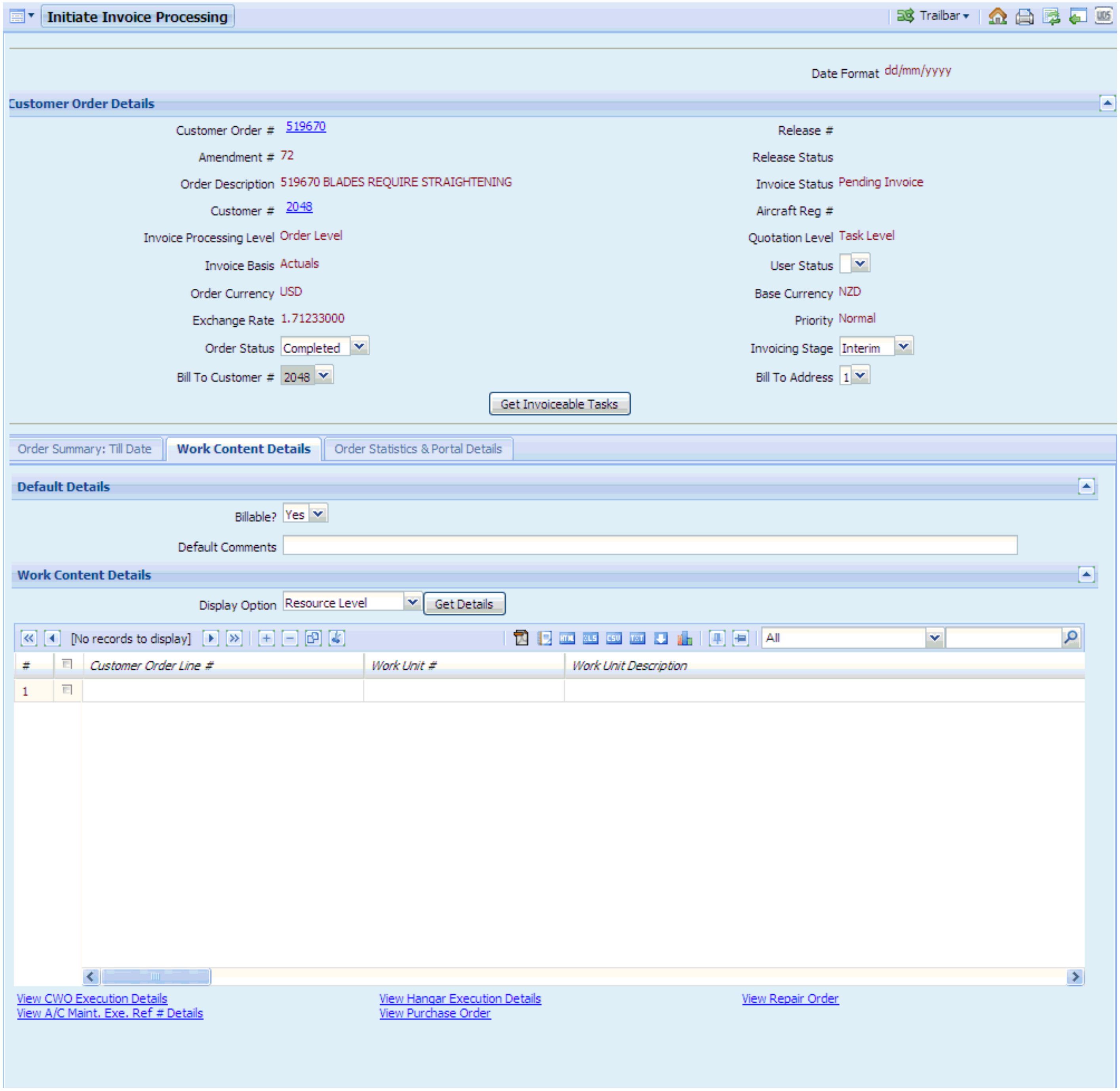


Figure 2.34 Updating work content details

6. Enter the reported hours for which invoice is applicable in the **Invoiceable Hrs** field in the multiline.

7. Use the **Billable?** drop-down list box to specify whether the work unit execution is billable or not.

8. Any additional comments pertaining to the invoice in the **Invoicing Comments** field. Entry in this field is mandatory, if the invoice processing level is set to “Order Level”.

9. Enter the **Billable Labor Price**.

10. The facility price that is billable in the **Billable Facility Price** field

Note: Ensure that the value entered in the “Invoiceable Hrs”, “Billable Labor Price” and the “Billable Facility Price” field is positive and greater than or equal to zero.

Note: if the invoice processing level is “Task Level”, ensure that any one of either “Default Comments” or “Invoicing Comments” field is entered against each line number in the multiline.

11. Enter the billable material cost that is incurred for executing the work unit in the **Billable Misc Cost** field.

Entering order statistics and portal details

1. Select the **Order Statistics & Portal Details** tab in the **Initiate Invoice Processing** page. *See Figure 2.35*.

2. The system displays the **No of Planned Tasks**, **No of Invoiced Tasks**, **No of Execution Documents Generated**, **Order Within Budget?**, **No of Unplanned Tasks**, **No of Pending Invoiced Tasks**, **No of Execution Documents Closed**, **Schedule Variation?** In the **Order Statistics** group box.

3. Enter the **Expected Delivery Date** of the serviced maintenance object to the customer, in the **Customer Portal Details** group box.

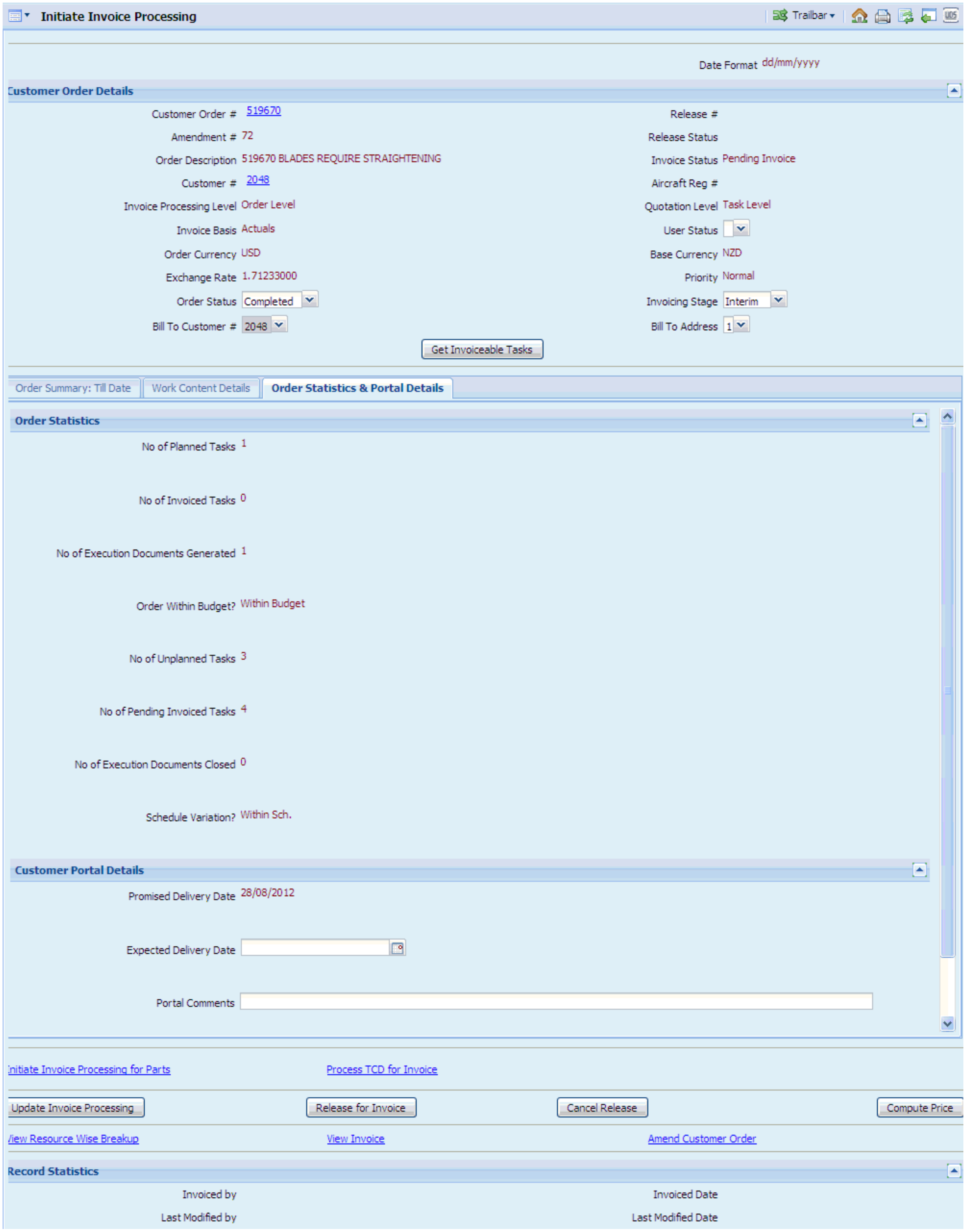


Figure 2.35 Entering order statistics and portal details

4. Enter any additional comments pertaining to the portal details of the customer order in the **Portal Details** field.

5. Enter the percentage of completion of the work order in the **% Completion** field.

6. Click the **Update Portal Details** pushbutton to update the portal details of the customer order.

Invoice processing for parts

This activity allows you to perform invoice processing for parts that are consumed while executing a task or work order (Component work order or Hangar work order).

1. Select the **Initiate Invoice Processing for Parts** link provided at the bottom of the **Initiate Invoice Processing** page. The **Initiate Invoice Processing for Parts** page appears. *See Figure 2.36*.

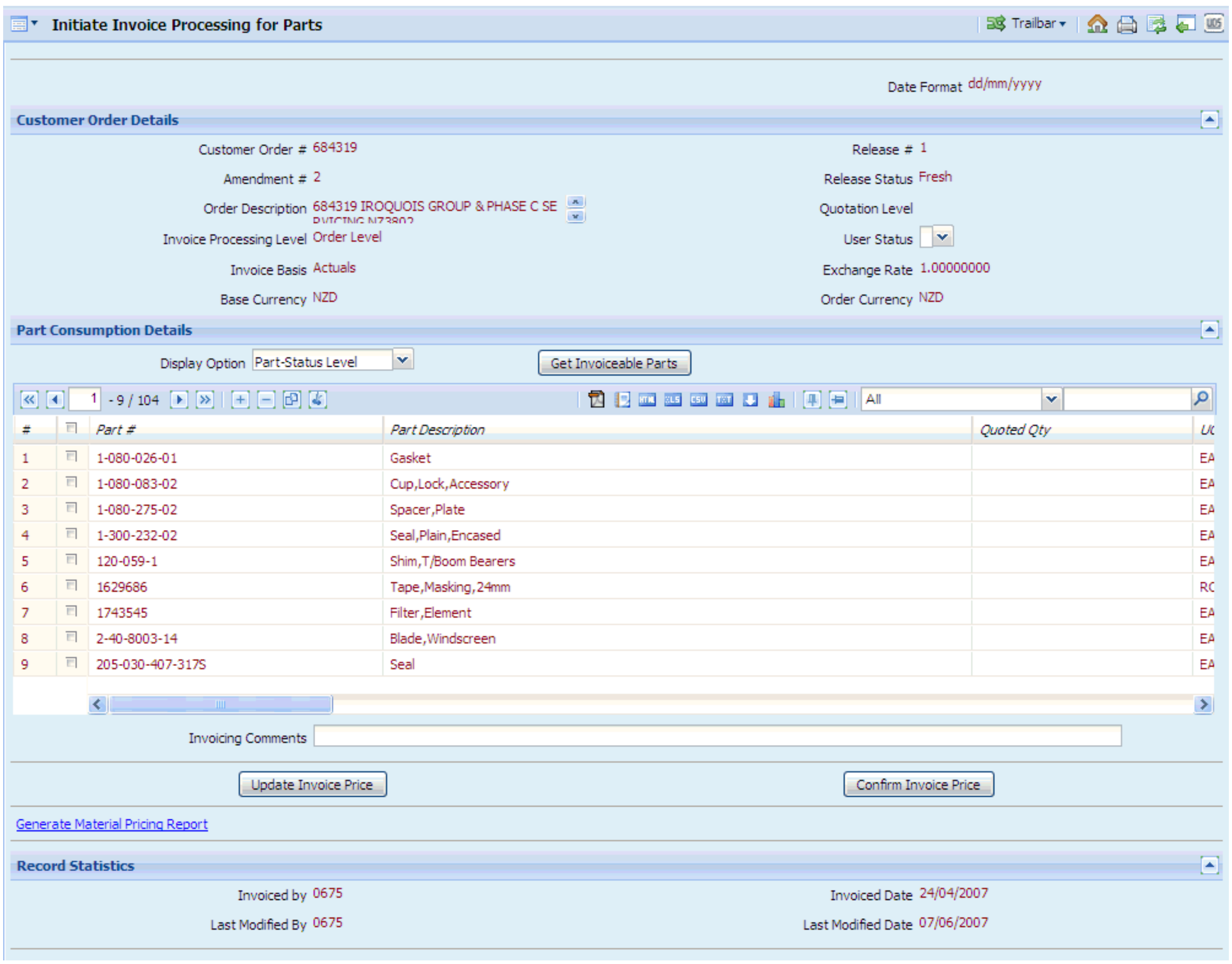


Figure 2.36 Invoice processing for parts

2. The system displays the **Customer Order #**, **Release #**, **Amendment #**, **Release Status**, **Order Description**, **Quotation Level**, **Invoice Processing Level**, **Invoice Basis**, **Exchange Rate**, **Base Currency** and **Order Currency** in the **Customer Order Details** group box.

3. Specify the **User Status** of the customer order.

4. Click the **Get Invoiceable Parts** pushbutton to retrieve the part details in the **Part Consumption Details** multiline.

5. Specify the **Display Option** of the part consumption details whether "Part Status Level" or "Part Consumption Status Level", above the **Part Consumption Details** multiline

6. The system displays the **Part #**, **Part Description**, **Quoted Qty**, **UOM**, **Consumed Qty**, **Component** #, **Condition**, **Stock Status**, **Billable Quantity**, **Quoted Unit Price**, **Quoted Material Price**, **Actual Issue Cost**, **Actual Unit Price**, **Billable Material Price**, **Margin %**, **Part Price List** and Revision # in the **Part Consumption Details** multiline.

7. Enter the amount to be invoiced in the **To Be Invoice Amount** field in the multiline.

8. Enter the **Invoicing Comments**.

9. Click the **Update Invoice Price** pushbutton to update the invoice price details for the part.

Note: The system throws an error message, if any concurrent user tries to modify the details in the multiline.

Note: The system changes the invoice status from "Pending Material Invoice" to "Pending Material Invoice Confirmation".

10. Click the **Confirm Invoice Price** pushbutton to confirm the invoice price details for the part.

Note: The system updates the invoice status from "Pending Material Invoice Confirmation" to "Pending Release".

Processing TCD for invoice

This page allows you to process the TCD details for invoice raised against the customer order. The TCD details and the additional charges for executing the customer order can be updated using the tab pages.

1. Select the **Process TCD for Invoice** link under the **Initiate Invoice Processing** page. *See Figure 2.37*.

2. The system displays the **Customer Order #**, **Order Description**, **Amendment #**, **Customer Status**, **Delivery Area**, **Order Currency** and **Release #** in the **Customer Details** group box.

3. Click the **Get Details** pushbutton to get the TCD details in the multiline.

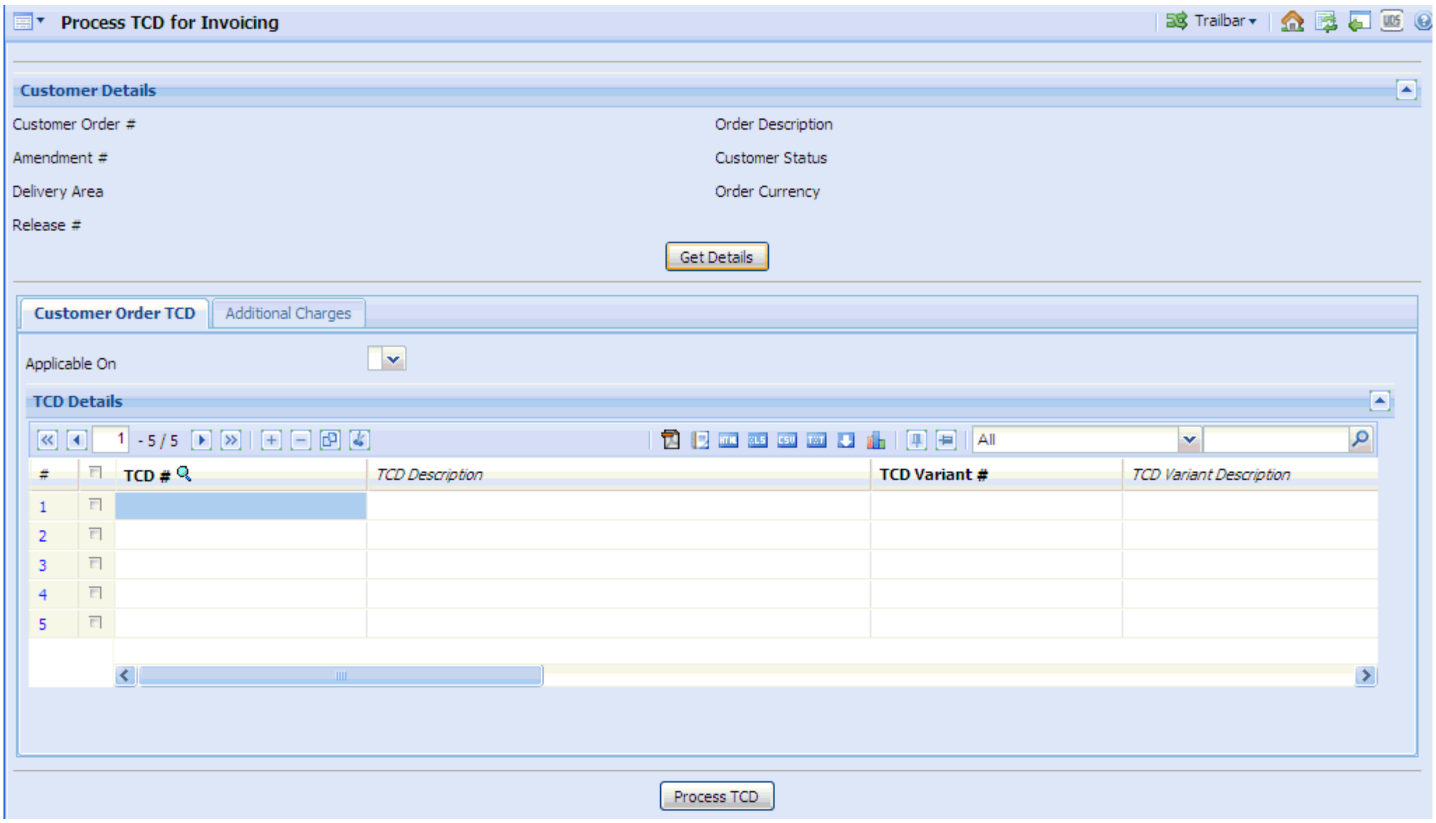


Figure 2.37 Invoice processing for parts

4. Select the **Customer Order TCD** tab in the main page.

Refer to the topic “Entering customer order TCD details” for more details.

5. Select the **Additional Charges** tab in the main page.

Refer to the topic “Updating additional charges for invoice” for more details.

6. Click the **Process TCD** pushbutton to update the TCD details for the invoice.

Note: You cannot modify the TCD rate if the TCD basis is percentage.

Note: The system ensures that the record existing in the multine has a valid TCD #-TCD Variant # combination as defined in the “Taxes, Charges and Discounts” business component. Also, the system ensures that the record does not get duplicated in the multiline.

Entering customer order TCD details

Using this tab you can record the TCD details for the invoice raised against the customer order.

1. Select the **Customer Order TCD** tab in the **Process TCD for Invoice** page. *See Figure 2.37*.
2. Use the **Applicable On** drop-down list box to indicate if the TCD computation is applicable on “Material’, “Resource” or “Order Level”.
3. Enter the code identifying the tax, charge or discount in the **TCD #** field in the **TCD Details** multiline.
4. Enter the number identifying the variant of the TCD in the **TCD Variant #** field. Entry in this field is mandatory, if a value is entered in the “TCD #” field.
5. Specify the **Currency** in which in which the TCD details for the invoice must be updated and the **TCD Rate**.
6. Use the **Billable?** drop-down list box and the select the option “Yes”, if the work unit execution is billable. Else select the option “No”.
7. The code identifying the supplier to whom the payment is to be made in the **Pay To Supplier** field.

Updating additional charges for invoice

Using this tab you can update the additional charges for invoice against the customer order.

1. Select the **Additional Charges** tab in the **Process TCD for Invoice** page. *See Figure 2.38*.

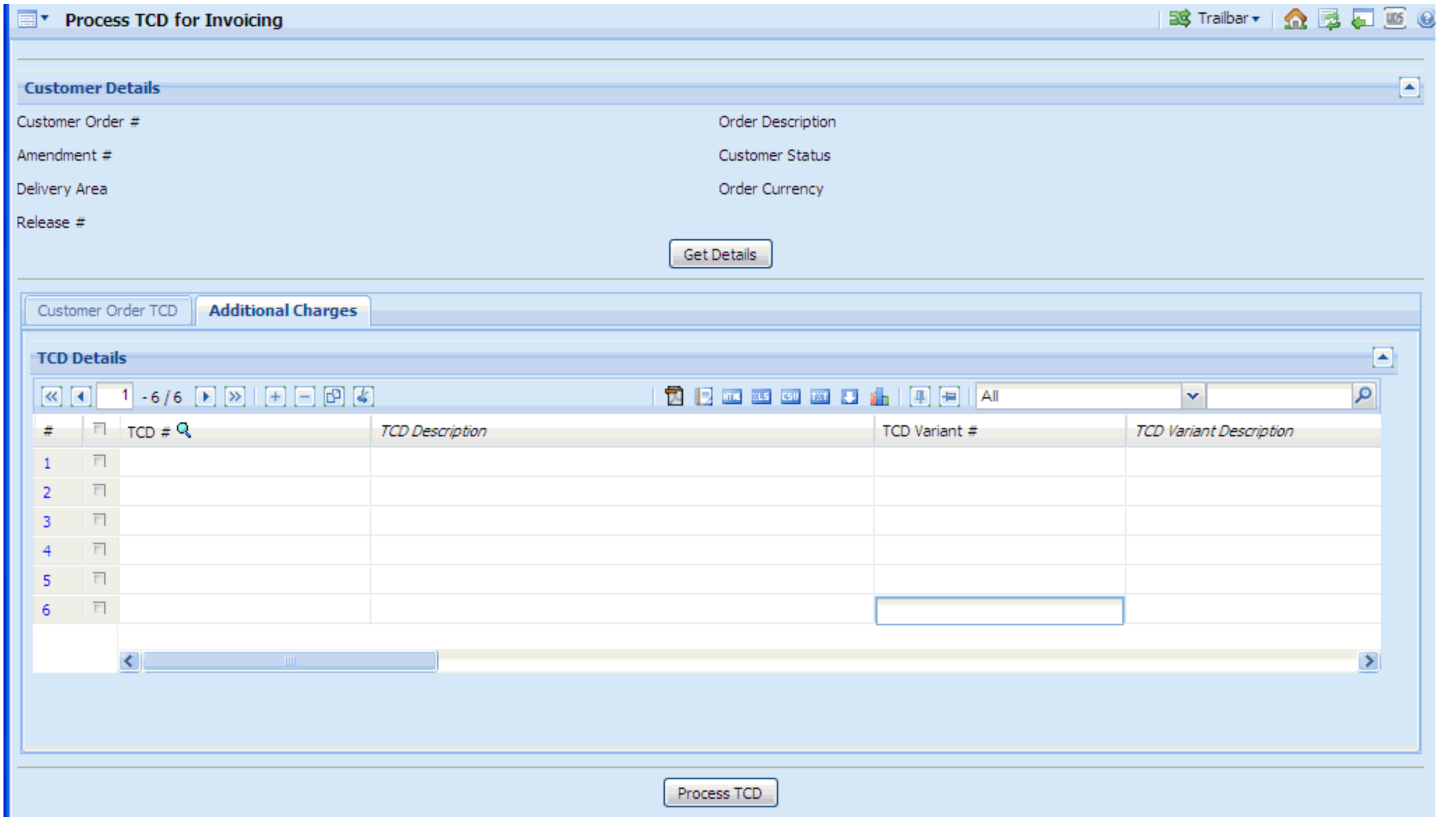


Figure 2.38 Invoice processing for parts

2. The code identifying the tax, charge or discount in the **TCD #** field.

3. The number identifying the variant of the TCD in the **TCD Variant #** field. Entry in this field is mandatory, if a value is entered in the “TCD #” field.

4. Enter the **TCD Rate** and the **Markup Factor** based on which the TCD amount is calculated.

Note: Ensure that the value entered in the “TCD Rate” and the “Markup Factor fields are greater than or equal to zero.

5. Specify the **Cost Center** that has been mapped to the TCD account.

6. Use the **Account Usage** drop-down list box to select the usage of account.

7. Enter the code identifying the supplier to whom the payment is to be made in the **Pay To Supplier** field.

8. Enter any additional comments pertaining to the TCD details in the **Remarks** field.

Editing additional charges

Using this page you can modify the details of the additional charges that are reported while executing a customer order.

1. Select the **Edit Additional Charges** link in the **Amend Customer Order** page. The **Edit Additional Charges** page appears. *See Figure 2.39*.

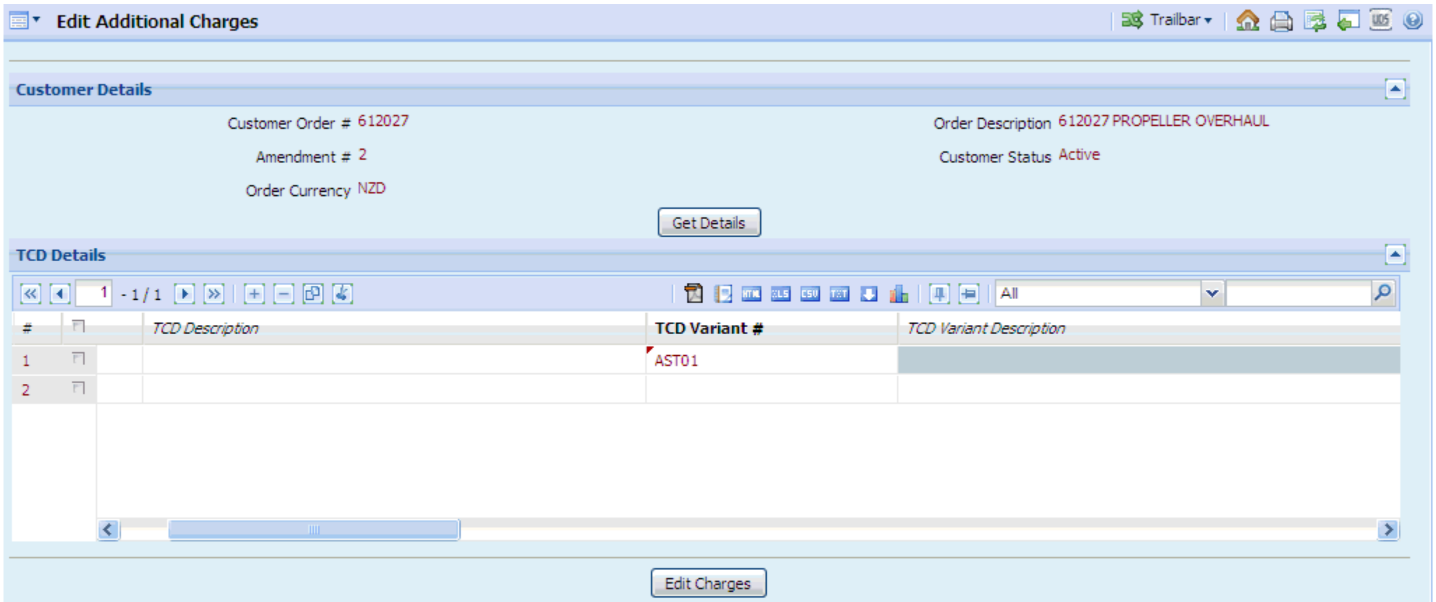


Figure 2.39 Modifying additional charges

2. The system displays the **Customer Order #**, **Order Description**, **Amendment #**, **Customer Status** and **Order Currency** fields in the **Customer Details** group box.

3. Click the **Get Details** pushbutton.

4. Enter the **TCD #** and the **TCD Variant #** in the **TCD Details** multiline.

Note: Ensure that a value is entered in the TCD Variant # field, if there exists a value in the "TCD #" field.

5. Enter the **TCD Rate** and the **Markup Factor** based on which the TCD amount is computed.

6. Specify the **Cost Center** mapped to the TCD account.

7. Use the **Account Usage** drop-down list box to specify the usage of account.

8. Enter the code identifying the supplier to whom the payment is to be made in the **Pay To Supplier #** field.

9. Click the **Edit Charges** pushbutton to modify the additional charges.

Note: The system ensures that the record existing in the multiline has a valid TCD #-TCD Variant # combination as defined in the "Taxes, Charges and Discounts" business component. Also, the system ensures that the record does not get duplicated in the multiline.

Note: The system throws an error message if any concurrent user tries to modify the details in the multiline.

Generating pack slip for goods owned by the customer

Pack slip is a delivery notice sent to the customer along with the shipment of goods or parts. A pack slip is created in the following circumstances:

- For customer goods: The customer goods pack slip is created when you wish to return the core or parts belonging to the customer. This type of pack slip allows you to return the customer-owned goods or parts that are lying in excess in the maintenance shop.
- Against a customer order: A customer order communicates the details of the service to be performed on an aviation asset. It contains details such as the work units, sub-component information, customer-supplied part details, discrepancies and maintenance object details. After the service is performed, a pack slip can be created against the customer order, to return the serviced goods to the customer.
- For sale of parts: You can create a pack slip, to ship parts that are directly sold to the customer. You can sell parts that are in the maintenance shop, to any customer. The part sale pack slip refers to the delivery notice, which is sent to the customer along with the shipment.

The **Service Sales Management** sub process addresses the *Pack Slip for Customer Goods* and *Customer Order Based Pack Slip* activities of the **Pack Slip** business component.

Refer to the topic **Generating Pack Slip** in **Chapter/3 Part Sales Management** for details on creating part sales pack slip.

Generating pack slip for customer goods

You can create the pack slip for returning the core or the goods belonging to the customer. You can return the customer-owned goods or parts that are lying in excess in the maintenance shop or the storage location.

1. Select the **Create Pack Slip for Customer Goods** link in the **Pack Slip** business component. The **Select Customer #** page appears. *See Figure 2.40*.
2. Enter the **Customer #** to specify the customer who owns the part in the **Direct Entry** group box and select the **Create Pack Slip** link provided along side.

Or

3. Enter the **Search Criteria** and click the **Search** pushbutton.
4. Select the hyperlinked **Customer #** in the **Search Results** multiline. The **Create Pack Slip** page appears.

5. Refer to the topic **Creating pack slip** under **Generating Pack Slip** in **Chapter/3 Part Sales Management** for further details on creating the pack slip.

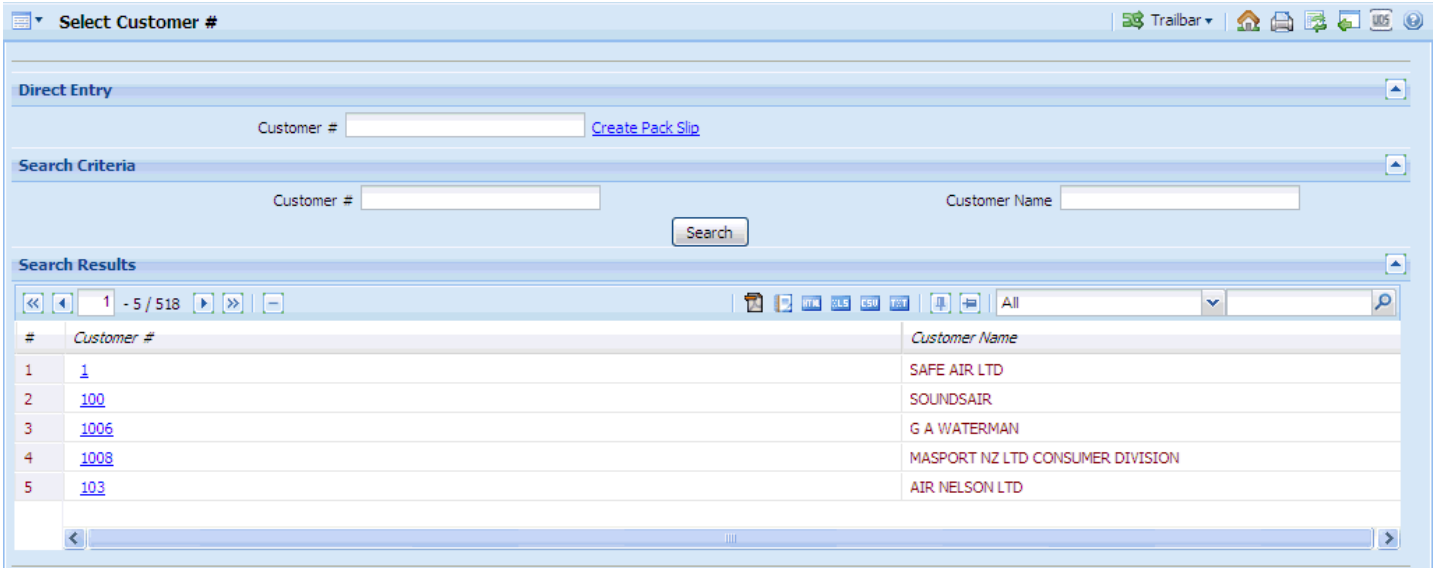


Figure 2.40 Selecting customer for creating customer goods pack slip

Generating customer order based pack slip

You can create a pack slip based on the order from the customer requesting the return of the serviced parts or goods from the maintenance shop/storage location.

A customer order communicates the details of the service to be performed on an aviation asset. It contains details such as the work units, sub-component information, customer-supplied part details, discrepancies and the maintenance object details. After the service is performed, a pack slip can be created against the customer order, to return the serviced goods to the customer.

Customer order based pack slip refers to the delivery notice, which is sent to the customer along with the shipment of the serviced goods or parts based on the order raised by the customer.

1. Select the **Create Customer Order Based Pack Slip** link in the **Pack Slip** business component. The Select Customer Order # page appears.

2. Enter the **Customer Order #** in the **Direct Entry** group box and select the **Create Pack Slip** link provided along side to create the pack slip. *See Figure 2.41.*

Or

3. Enter the **Search Criteria** and click the **Search** pushbutton to retrieve the customer order for creating the pack slip.

4. Select the hyperlinked **Customer Order #** in the **Search Results** multiline. The **Create Pack Slip** page appears.

Refer to the topic **Creating pack slip** under **Generating Pack Slip** in **Chapter/3 Part Sales Management** for further details on creating the pack slip.

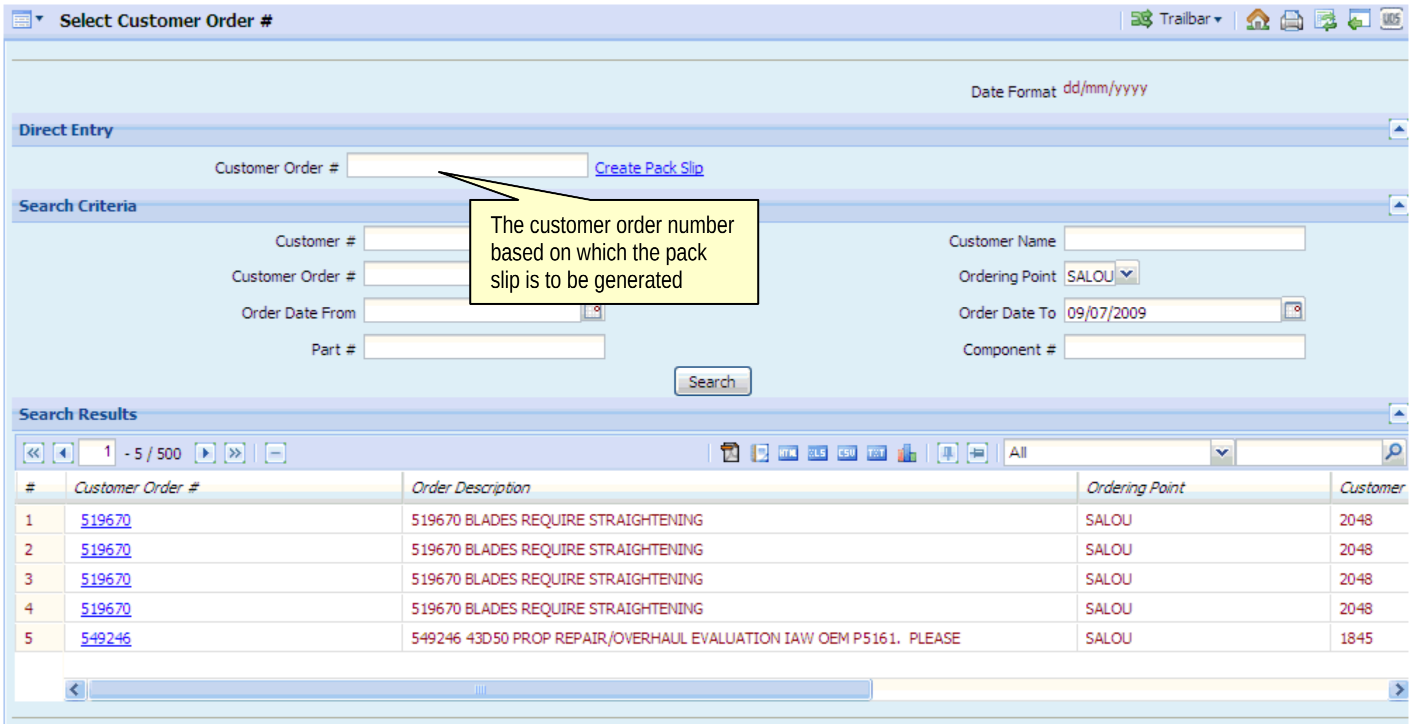


Figure 2.41 Generating customer order based pack slip

Allocating materials for pack slip

You can allocate the quantity of the specified parts to the selected customer. Once the materials are allocated for the pack slip, the status of the pack slip is updated as “Allocated”.

You are also provided with the option of canceling the allocation. The cancellation of part allocation can be done only for those pack slips with status as “Allocated”. On canceling the allocated pack slip, the status of the pack slip is reset to “Confirmed”.

Allocating materials for customer goods pack slip

1. Select the **Allocate Materials for Pack Slip** link under **Pack Slip** business component. The **Select Pack Slip #** page appears. *See Figure 2.42*.

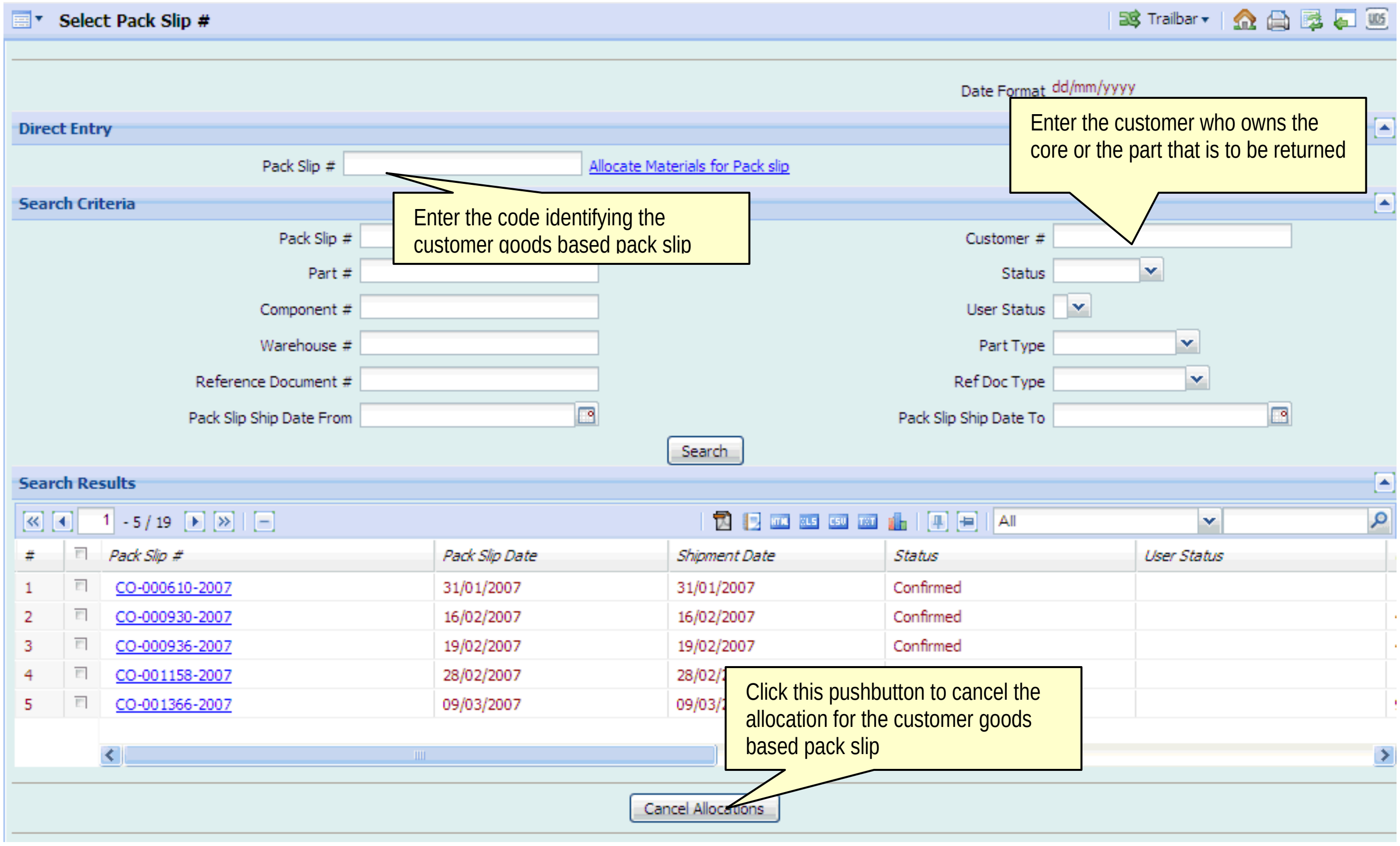
2. Enter the customer goods based **Pack Slip #** in the **Direct Entry** group box and click the **Allocate Materials For Pack Slip** link provided alongside.

Or

3. Enter **the Customer #** and/or select the **Reference Document Type** as General, and specify the other search criteria in the **Search Criteria** group box and click the **Search** pushbutton to retrieve the customer goods based pack slip.

4. Select the hyperlinked customer goods based **Pack Slip #** in the **Search Results** multiline. The **Allocate Materials For Pack Slip** page papers.

Refer to the topic **Allocating materials for the selected pack slip** under **Allocating materials for pack slip** in **Chapter/3 Part Sales Management** for allocating the material based on the selected pack slip.



See Figure 2.42 Selecting customer goods pack slip

Allocating materials for customer order based pack slip

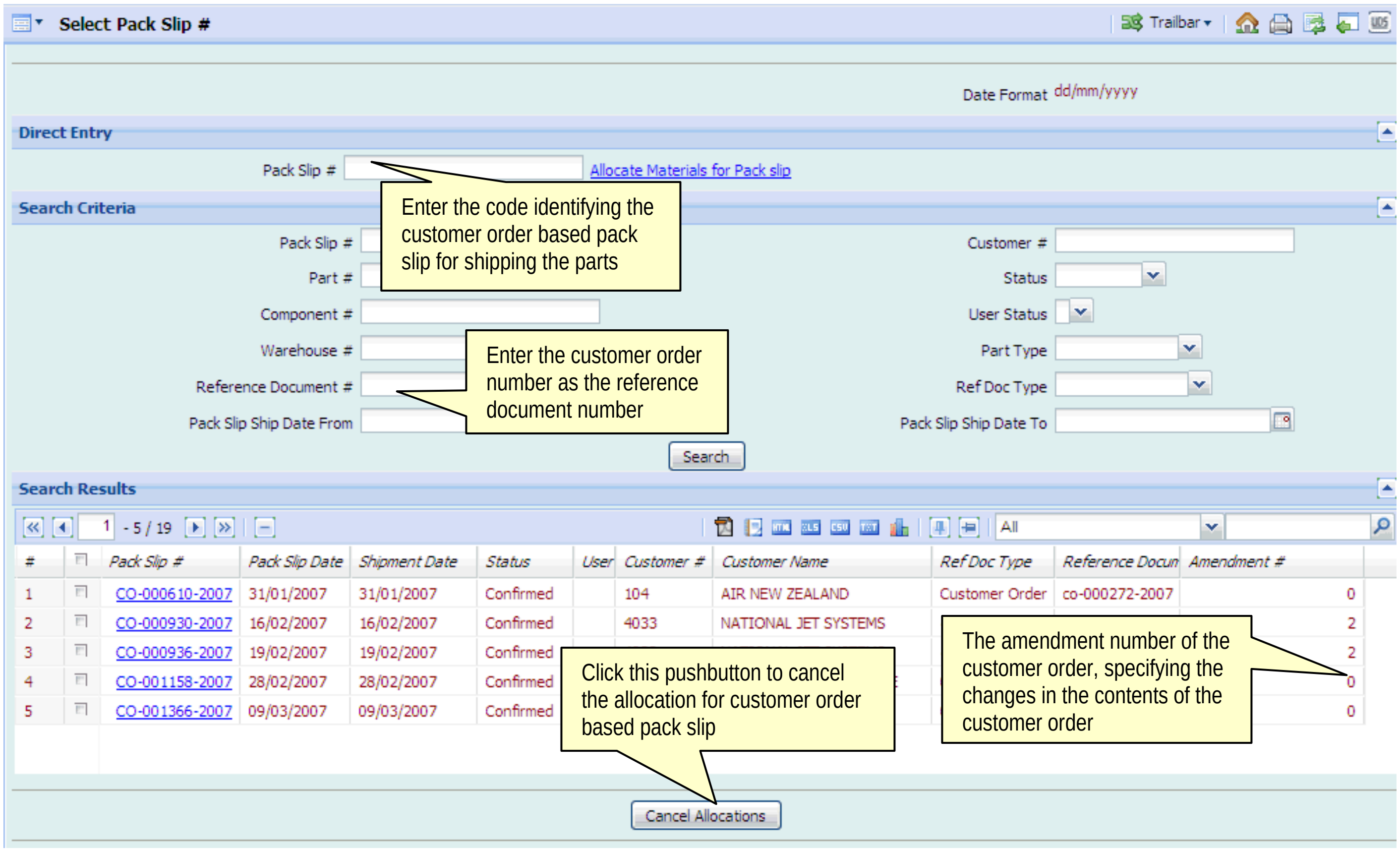
1. Select the **Allocate Materials for Pack Slip** link under **Pack Slip** business component. The **Select Pack Slip** # page appears. *See Figure 2.43*.

2. Enter the customer order based **Pack Slip #** in the **Direct Entry** group box and click the **Allocate Materials For Pack Slip** link provided alongside.

Or

3. Select the **Reference Document Type** as “Customer Order”, and/or specify the other search criteria in the **Search Criteria** group box and click the **Search** pushbutton to retrieve the customer goods based pack slip.

4. Select the hyperlinked customer order based **Pack Slip #** in the **Search Results** multiline. The **Allocate Materials For Pack Slip** page appears.



#		Pack Slip #	Pack Slip Date	Shipment Date	Status	User	Customer #	Customer Name	Ref Doc Type	Reference Docun	Amendment #
1		CO-000610-2007	31/01/2007	31/01/2007	Confirmed		104	AIR NEW ZEALAND	Customer Order	co-000272-2007	0
2		CO-000930-2007	16/02/2007	16/02/2007	Confirmed		4033	NATIONAL JET SYSTEMS			2
3		CO-000936-2007	19/02/2007	19/02/2007	Confirmed						2
4		CO-001158-2007	28/02/2007	28/02/2007	Confirmed						0
5		CO-001366-2007	09/03/2007	09/03/2007	Confirmed						0

Figure 2.43 Selecting customer order based pack slip for allocation

Refer to the topic **Allocating materials for the selected pack slip** under **Allocating materials for pack slip** in **Chapter/3 Part Sales Management** for allocating the material based on the selected pack slip.

Issuing materials for pack slip

You can issue the quantity of the parts allocated from the warehouse .To issue the required quantity, you can specify the location or the warehouse from where the part can be issued.

Once the materials are issued for the pack slip, the status of the pack slip is updated as "Issued".

You are also provided with option of canceling the allocation. The cancellation of part allocation can be done only for those pack slips with status as "Allocated". On canceling the allocated pack slip, the status of the pack slip is reset to "Confirmed".

Issuing materials for customer goods based pack slip

1. Select the **Issue Materials For Pack Slip** link under the **Pack Slip** business component. The **Select Pack Slip #** page appears. *See Figure 2.44*.

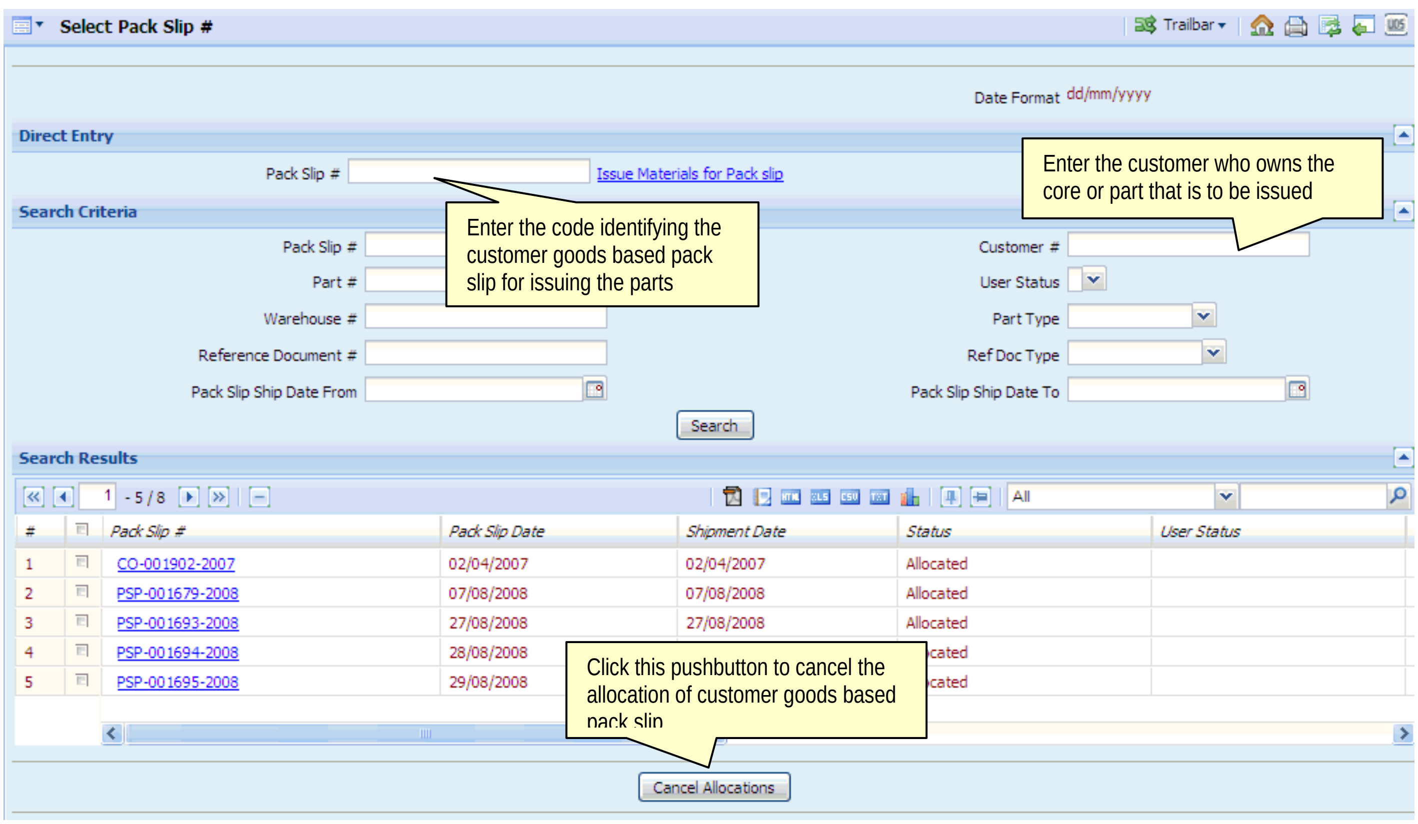


Figure 2.44 Selecting customer goods based pack slip

2. Enter the customer goods based **Pack Slip #** in the **Direct Entry** group box and select the **Issue Materials For Pack Slip** link provided alongside.

Or

3. Enter the **Customer #** and/or select the **Reference Document Type** as "General", and specify the other search criteria in the **Search Criteria** group box and click the **Search** pushbutton to retrieve the customer goods based pack slip.

4. Select the hyperlinked customer goods based **Pack Slip #** in the **Search Results** multiline. The **Issue Pack Slip** page appears.

Refer to the topic **Issuing materials for the selected pack slip** under **Issuing materials for pack slip** in **Chapter/3 Part Sales Management** for issuing the material based on the selected pack slip.

Issuing materials for customer order based pack slip

1. Select the **Issue Materials For Pack Slip** in the **Pack Slip** business component. The **Select Pack Slip #** page appears. *See Figure 2.45*.

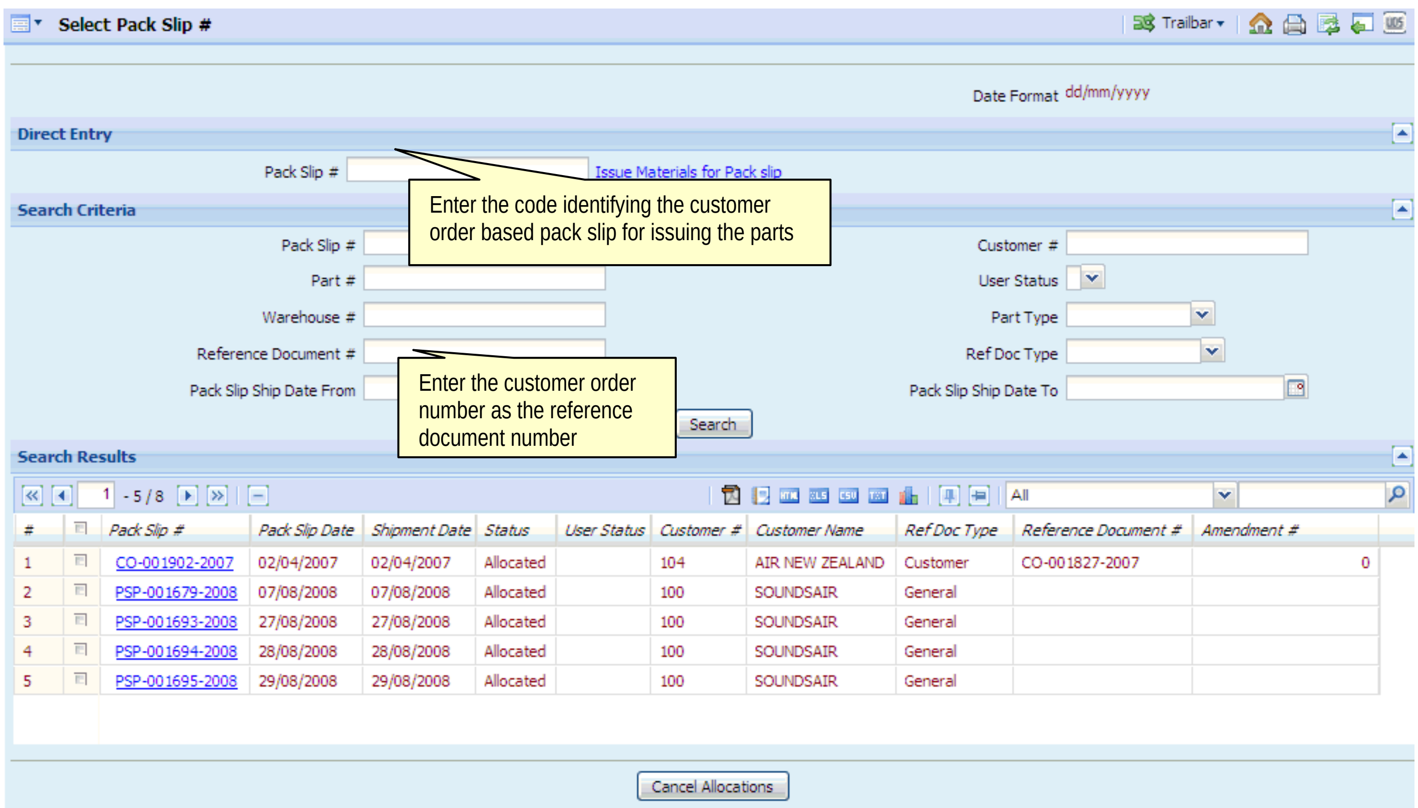


Figure 2.45 Selecting customer order based pack slip

2. Enter the customer goods based **Pack Slip #** in the **Direct Entry** group box and select the **Issue Materials For Pack Slip** link provided alongside.

Or

3. Select the **Reference Document Type** as "Customer Order", or/and specify the other search criteria in the **Search Criteria** group box and click the **Search** pushbutton to retrieve the customer order based pack slip.

4. Select the hyperlinked customer order based **Pack Slip #** in the **Search Results** multiline. The **Issue Pack Slip** page appears.

Refer to the topic **Issuing materials for the selected pack slip** under **Issuing materials for pack slip** in **Chapter/3 Part Sales Management** for issuing the material based on the selected pack slip.

Holding or releasing pack slip

You can hold the pack slip from further processing or release the pack slip for further processing. Once a pack slip is held, it cannot be used for further actions, till it is released.

Only pack slips that are in “Confirmed”, “Allocated” or “Issued” status, can be held till further information. The transient status of the held pack slip is updated to “Hold”. You can release pack slips that are in “Hold” status. The transient status of the pack slip is then updated as “Released”.

Refer to the topic **Holding or releasing pack slip** in **Chapter/3 Part Sales Management** for holding or releasing the pack slip.

Short closing pack slip

You can short close the pack slip to prevent it from being used in further activities. You can short close only those pack slips that have been either confirmed or allocated.

If the pack slip has been confirmed, and if you wish to stop further allocation, then you can short close the pack slip. You can also short close the pack slip after allocation, so that it is not considered for further processing. Once the pack slip is short closed, it cannot be processed further for material issue or shipment.

Refer to the topic **Short closing pack slip** in **Chapter/3 Part Sales Management** for further details on short closing the pack slip.

Shipping goods

You can ship the issued quantity of the parts from the respective warehouses to the customer, based on the pack slip.

Shipping goods based on customer goods pack slip

1. Select the **Ship Pack Slip** link in the **Pack Slip** business component. The **Select Pack Slip #** page appears. *See Figure 2.46*.

2. Enter the customer goods based **Pack Slip #** in the **Direct Entry** group box and select the **Ship Pack Slip** link provided alongside.

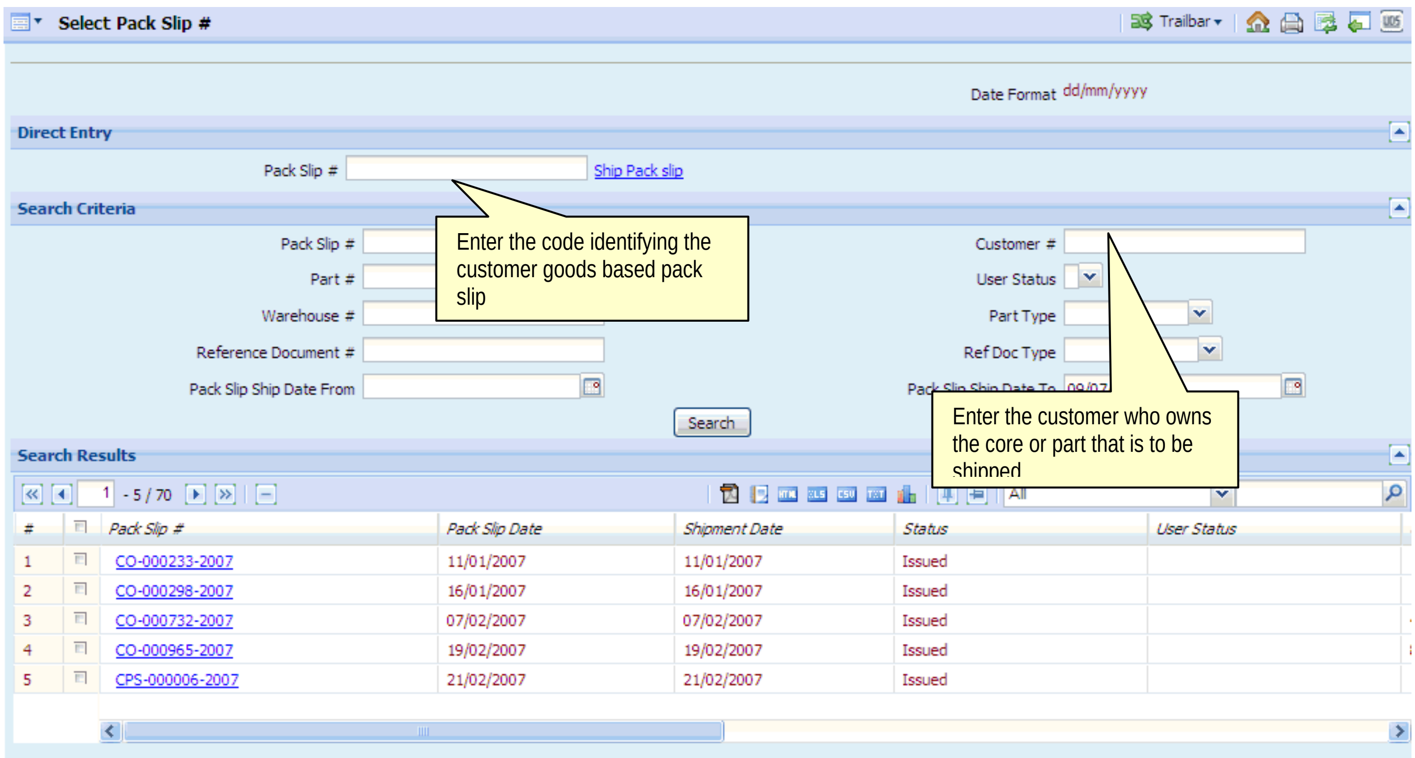


Figure 2.46 Selecting customer goods based pack slip

Or

3. Select the **Reference Document Type** as “General”, or/and specify the other search criteria in the **Search Criteria** group box and click the **Search** pushbutton to retrieve the customer goods based pack slip.

4. Select the hyperlinked customer goods based **Pack Slip #** in the **Search Results** multiline. The **Ship Pack Slip** page appears.

Refer to the topic **Shipping goods based on the selected pack slip** under **Shipping goods** in **Chapter/3 Part Sales Management** for details on shipping the goods based on the selected pack slip.

Shipping goods based on customer order based pack slip

1. Select the **Ship Pack Slip** link in the **Pack Slip** business component. The **Select Pack Slip #** page appears. *See Figure 2.47.*

2. Enter the customer order based **Pack Slip #** in the **Direct Entry** group box and select the **Ship Pack Slip** link provided alongside.

Or

3. Select the **Reference Document Type** as "Customer Order", or/and specify the other search criteria in the **Search Criteria** group box and click the **Search** pushbutton to retrieve the customer order based pack slip.

4. Select the hyperlinked customer order based **Pack Slip #** in the **Search Results** multiline. The **Ship Pack Slip** page appears.

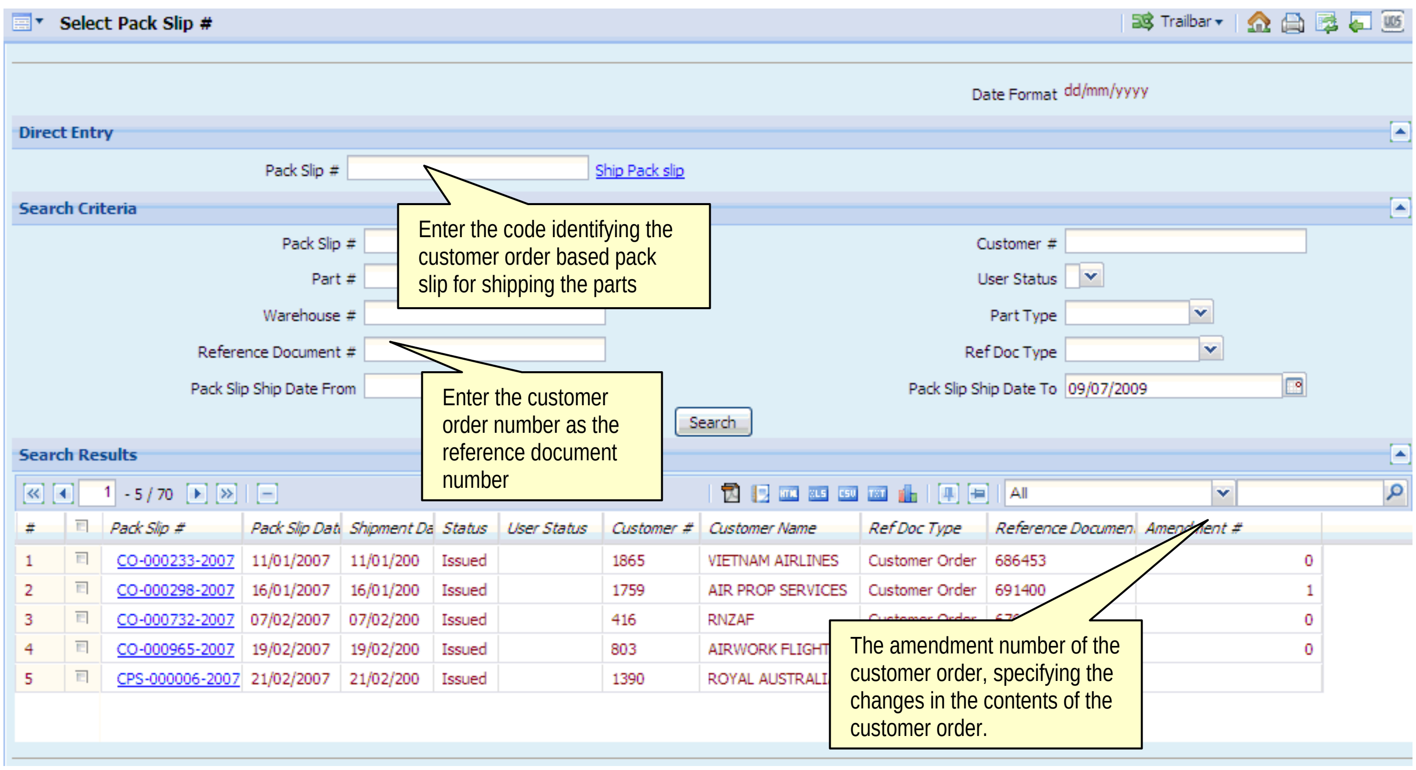


Figure 2.47 Selecting customer order based pack slip

Refer to the topic **Shipping goods based on the selected pack slip** under **Shipping goods** in **Chapter/3 Part Sales Management** for details on shipping the goods based on the selected pack slip.

Closing customer order

You can close the customer order after the work execution. You can close the customer order after the respective execution documents such as visit package, work scope and repair order are closed.

1. Select the **Close Customer Order** link under **Customer Order** business component. The **Close Customer Order** page appears. *See Figure 2.48.*

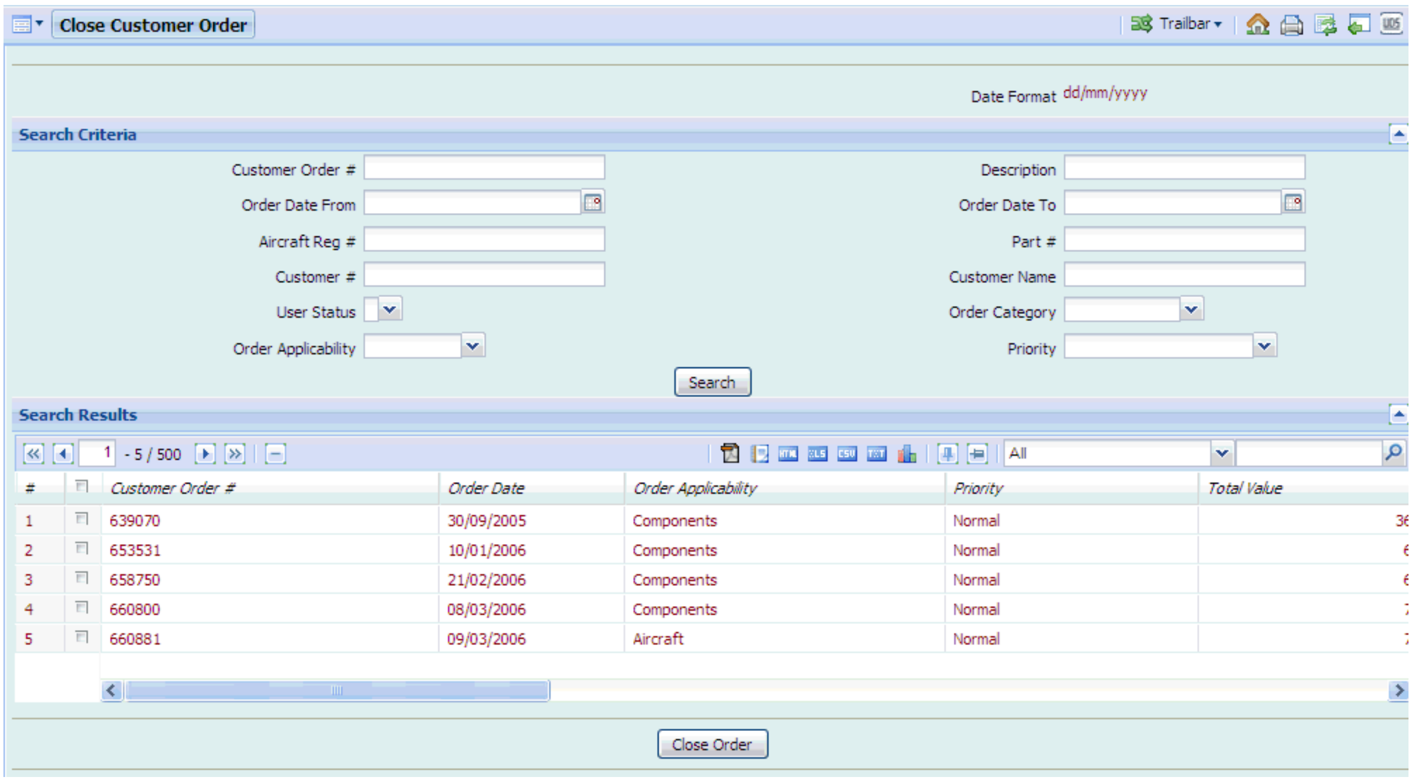


Figure 2.48 Closing customer order

2. Enter the **Customer Order #** in the Search Criteria group box.

3. Enter the textual **Description** of the customer order.

4. Enter the starting date in the range of dates during which the customer order was created in **Order Date From.**

5. Enter the ending date in the range of dates during which the customer order was created in **Order Date To.**

6. Enter the **Aircraft Reg. #** against which the customer order was created.

7. Enter the **Part #** against which the customer order was created.

8. Enter the **Customer #** for whom the customer order was created.

9. Enter the **Customer Name** for which the customer order was created.
10. Use the **User Status** drop-down list box to select the user status of the customer order.
11. Use the **Order Category** drop-down list box to select the category to which the customer order belongs.
12. Use the **Order Applicability** drop-down list box to select the order applicability. The system lists the options “Aircraft”, “Engine”, “Component” and “Others”.
13. Use the drop-down list box to select the **Priority**, which could be, “High”, “Low”, “Normal” etc;

Note: The system retrieves only the customer orders in “Processed” status.

14. Provide **Search Criteria** to search for the customer order to be closed.
15. Select the customer order and click the **Close Order** pushbutton to close the customer order.

Chapter 3/ Part Sales Management

The Part Sales Management sub process addresses the process of managing the sale of parts/goods from the maintenance shop to the customer without any order management.

The part sales management sub process maintains all information pertaining to the direct sale of parts/goods to the customer. It provides the facility to generate a pack slip and handle the issue and shipment of parts/goods to the customer based on the pack slip generated.

Pack Slip business component enables you to generate a pack slip for the sale of goods to the customer, with or without a customer order. Pack Slip is the delivery notice sent to the customer along with parts/goods sold, containing the information such as customer details, item details, quantities and shipping details.

Generating pack slip

Pack slip is a delivery notice sent to the customer along with the shipment of goods or parts.

A pack slip is created under the following circumstances:

- For the sale of parts to the customer which leads to the generation of Part Sales Pack Slip.
- To return the core or parts belonging to the customer lying in excess in the maintenance shop
- Against the customer order, to return the serviced goods to the customer.

The **Part Sales Management** sub process addresses only the **Part Sales Pack Slip** activity of the **Pack Slip** business component.

The process by which a part sale pack slip is generated and released to the customer for the sales of the part, is depicted in *Figure 3.1*.

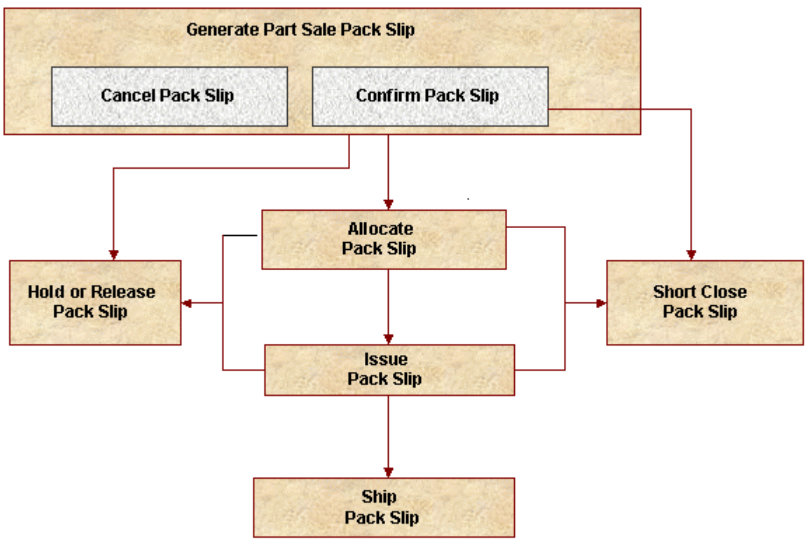


Figure 3.1 Part sale pack slip generation process

Setting options for pack slip

You can set the default options for the various activities of the “Pack Slip” business component. You can set the following options in this activity:

- Set the option for the subsequent action to be performed on confirmation. You can set the action as “Auto Allocation” or “Auto Issue” or “Auto Shipment”.
- Set the auto invoice generation as “Required” or “Not Required”, for the part sale pack slip.
- Set the numbering type for the auto issue .

1. Select the **Set Options** link in the **Pack Slip** business component. The **Set Options** page appears. *See Figure 3.2*.

2. Set the **Subsequent Action on Confirmation** as “Auto Allocation”, “Auto Issue” or “Auto Shipment”.

    a) Auto Allocation: Select this option to automatically allocate the parts on confirmation.

    b) Auto Issue: Select this option to automatically issue the parts on confirmation.

    c) Auto Shipment: Select this option to automatically ship the parts on confirmation.

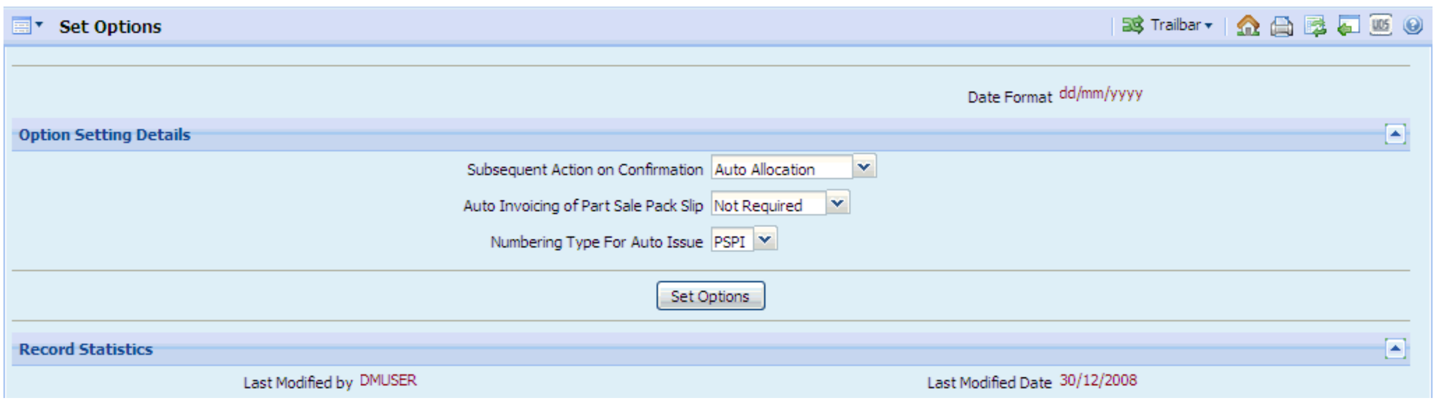


Figure 3.2 Setting options for pack slip

3. Set the **Auto Invoicing of Part Sale Pack slip** as “Required” to automatically generate the invoice for the sale of parts to the customer from the warehouse. Select “Not Required” otherwise.

4. Select the **Num Type For Auto Issue**, to specify the numbering type for automatic issue of materials against a pack slip.

5. Click the **Set Options** pushbutton to set the options.

Creating quick codes for pack slip

Quick codes are user-defined values, used to categorize details based on certain characteristics. You can define the quick code values for each of the quick code types. These quick codes are later used in other activities, where the details are classified.

The basic quick code types such as “Pack Slip Category” and “User Status” are defined in the system. Quick codes can be defined under each of these quick code types. For example, for the quick code type “Pack Slip Category”, you can define quick codes such as “Pack Slip For Customer Goods”, “Customer Order Pack Slip” and “Part Sale Pack Slip”.

1. Select the **Create Quick Codes** link in the **Pack Slip** business component. The **Create Quick Code** page appears. *See Figure 3.3*.

2. Select the **Quick Code Type** as “Pack Slip Category” or “User Status”.

3. Enter the **Quick Code** and **Description** in the **Quick Code Details** multiline.

4. Click the **Create Quick Codes** pushbutton to create the quick codes.

Note: The system assigns the "Active" status to the quick codes entered in the multiline.

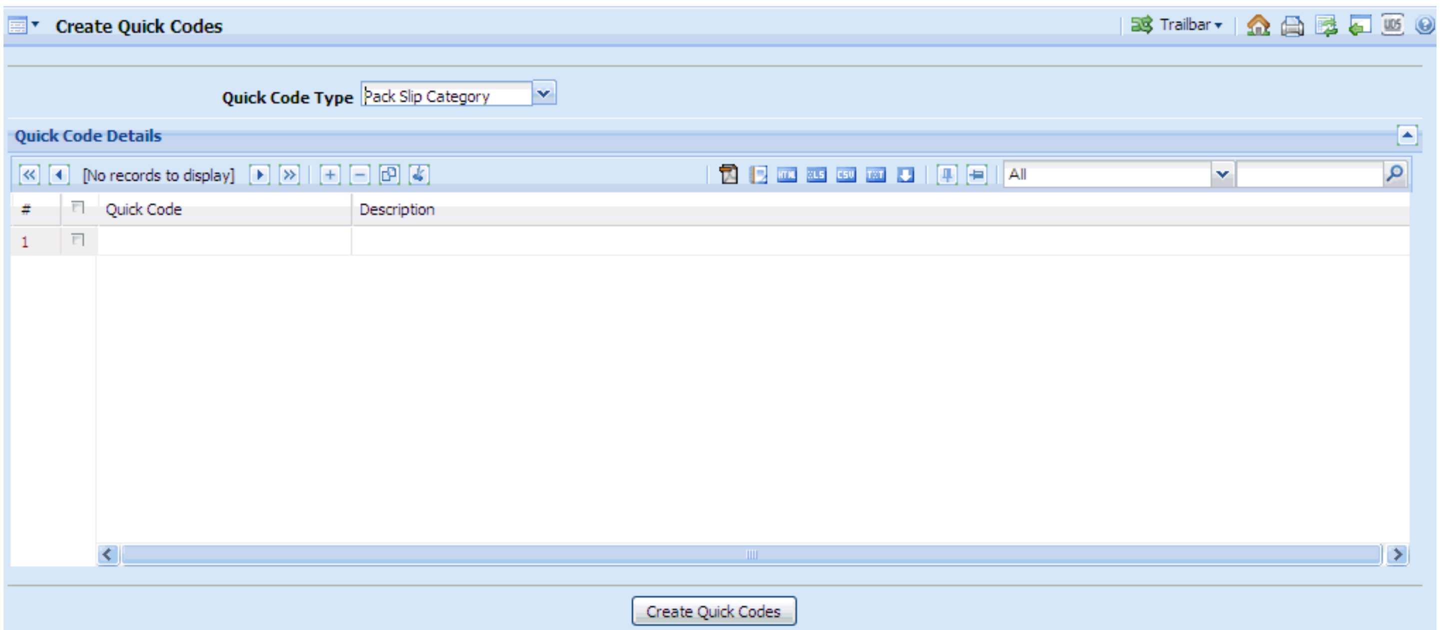


Figure 3.3 Creating quick codes

Generating pack slip for part sales

You can create a pack slip, to ship parts that are directly sold to the customer. You can sell parts that are in the warehouse, to any customer. The part sale pack slip refers to the delivery notice, which is sent to the customer along with the shipment. It contains information such as the shipping address, part details, the quantity of the part, insurance terms, the person who bears the insurance and the carrier by which the goods are being shipped.

1. Select the **Create Part Sale Pack Slip** link in the **Pack Slip** business component. The **Select Customer #** page appears.

2. Enter the **Customer #** and select the **Create Pack Slip** link provided along side.

Or

3. Enter the **Search Criteria** and click the **Search** pushbutton.

4. Select the hyperlinked **Customer #** in the **Search Results** multiline. The **Create Pack Slip** page appears. *See Figure 3.4*.

Creating pack slip

1. Select the **Numbering Type** to specify the numbering pattern for the pack slip in the **Pack Slip Details** group box.

Note: For details on creating numbering types, refer to the section "Defining numbering types for transactions" in the "Inventory Setup" User Guide.

2. Select the **Pack Slip Category** and **User Status**.

3. Enter the date of creation of the pack slip in the **Pack Slip Date** field.

4. Set **Invoice Applicable** as "Yes" to indicate that the invoice is applicable on the pack slip. Select "No" otherwise.

5. Select the **Ordering Point** from where the order is placed.

6. Enter the **Reference Document #** to specify the reference document associated with the pack slip.

Note: For a customer order pack slip, the reference document number is the same as the customer order number.

7. Enter the **Amendment #** of the reference document.

8. Select the **Ship To Customer #** and **Ship To Address** in the **Ship To Address Details** group box to specify the customer and address to where the goods have to be shipped.

9. Enter the **Part #** to specify the part to be shipped.

Note: For a customer order based pack slip, the "Part #" refers to the parts referred in the selected customer order.

10. Enter the **Customer Part #** to specify the customer part.

11. Select the **Condition** of the part as 'New', 'Over Hauled', 'Serviceable', 'Un-Serviceable' or 'Phased Out'.

12. Select the user-defined **Stock Status** for the pack slip.

13. Enter the **Warehouse #** from where the part is being shipped.

Note: The warehouse entered must allow the transaction type "Pack Slip".

14. Enter the **Pack Slip Quantity** to specify the quantity of part to be shipped to the customer.

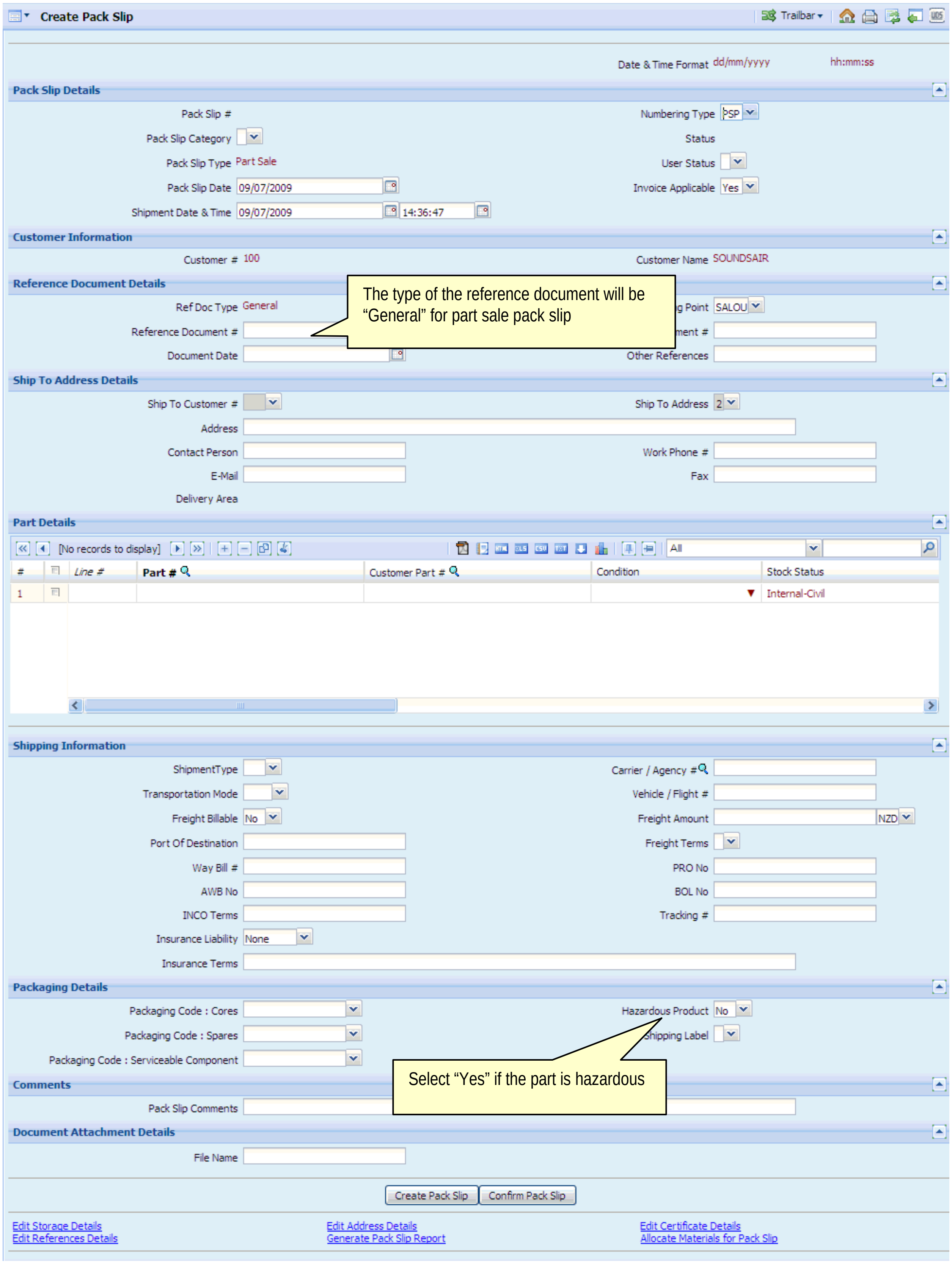


Figure 3.4 Creating pack slip

15. Select the **Picking Strategy** of the part as "Automatic" to automatically pick the part from the warehouse for shipment. Select "Manual" otherwise.

Note: If the picking strategy is set as "Automatic", the system retrieves the picking strategy associated with the selected part from the "Part Administration" business component.

16. Set the **Pack Slip For** drop-down list box to "Main Component", "Core Return", "Excess Returns" or "Part Sale".

17. Select the **Shipment Type** and **Transportation Mode** in the **Shipping Information** group box.

18. Set the **Freight Billable** as "Yes" to indicate that the freight is billable for the stock. Select "No" otherwise.

19. Enter the **Freight Amount** to indicate the sum of freight charges that have been levied for the stock's transfer.

Note: Ensure that the freight amount is entered, if the "Freight Billable" field is set as "Yes".

20. Select the **Fright Terms**.

21. Enter the **Way Bill #** to specify the document, containing the list of goods with shipping instructions related to the shipment.

22. Enter the **PRO No** to specify the bill number identifying a carrier's contract and receipt for goods when transportation is by land.

23. Enter the **AWB No** to specify the air way bill number identifying a carrier's contract and receipt for goods when transportation is by air.

24. Enter the **BOL No** to specify the bill of lading number identifying a carrier's contract and receipt for goods when transportation is by sea.

25. Enter the **INCO Terms** to specify the International Commercial Term indicating the party, such as the supplier, carrier or customer, with whom the risks and responsibilities lie, when parts are being shipped.

26. Select the **Insurance Liability** as "Shipper", "Carrier" or "Consignee" to indicate the person who bears the insurance amount.

27. Select the appropriate packaging codes in the **Packaging Code: Cores**, **Packaging Code: Spares** and **Packaging Code: Serviceable Component** drop-down list boxes in the **Packaging Details** group box.

28. Click the **Create Packslip** pushbutton to create the pack slip.

Note: The system generates the pack slip with the numbering type selected and updates the status as "Fresh".

29. Click the **Confirm Pack Slip** pushbutton to confirm the pack slip.

Note: The system updates the status of the pack slip as “Confirmed”.

Note: The system performs the following on confirmation depending on the options set in the “Set Options” activity:

a) If the “Subsequent Action on Confirmation” is set as “Auto Allocation”, the system updates the status of the pack slip as “Allocated” and the quantity of the part is allocated.

b) If the “Subsequent Action on Confirmation” is set as “Auto Issue”, the system updates the status of the pack slip as “Issued”.

c) If the “Subsequent Action on Confirmation” is set as “Auto Shipment”, the system updates the status of the pack slip as “Shipped”.

d) If the “Subsequent Action on Confirmation” is set as “Auto Shipment” or “Auto Issue”, then the system maintains the cost of goods sold account code and cost center account code for each line item and for the pack slip document. The system retrieves these details from the “Account Rule Definition” and “Cost Center Rule Definition” business components respectively.

To proceed further,

▼ Select the **Edit Storage Details** link to enter the storage details of the pack slip.

▼ Select the **Edit Address Details** link to enter or modify the address details of the customer.

▼ Select the **Edit Certificate Details** link to enter or modify the certificate details associated with the pack slip.

▼ Select the **Edit Reference Details** link to enter the reference details of the pack slip.

Entering the storage details

You can enter the storage details such as the zone number and the bin number from where the requested part can be shipped. You can also specify the serial number and the lot number of the part.

You can enter the storage details of the pack slip only:

- if the pack slip is in “Fresh” status.
- if the picking strategy for the part is set as “Manual”.

Note: If the picking strategy for the part is set as “Automatic”, the system automatically generates the storage details for the part, depending on the picking strategy as set in the “Part Administration” business component.

1. Select the **Edit Storage Details** link in the **Create Pack Sli**p page. The **Edit Storage Details** page appears. *See Figure 3.5*.

2. Select the **Line #** of the pack slip for which the storage details must be specified, in the **Part Details** multiline and click the **Get Part Details** pushbutton.

3. Enter the **WH – Zone #** and **Bin #** in the **Serial / Lot Details** multiline, to specify the warehouse zone and bin where the part is stored.

4. Enter the **Serial #** and **Lot #** of the part.

5. Enter the **Quantity** of the part.

6. Click the **Edit Storage Details** pushbutton to update the storage details.

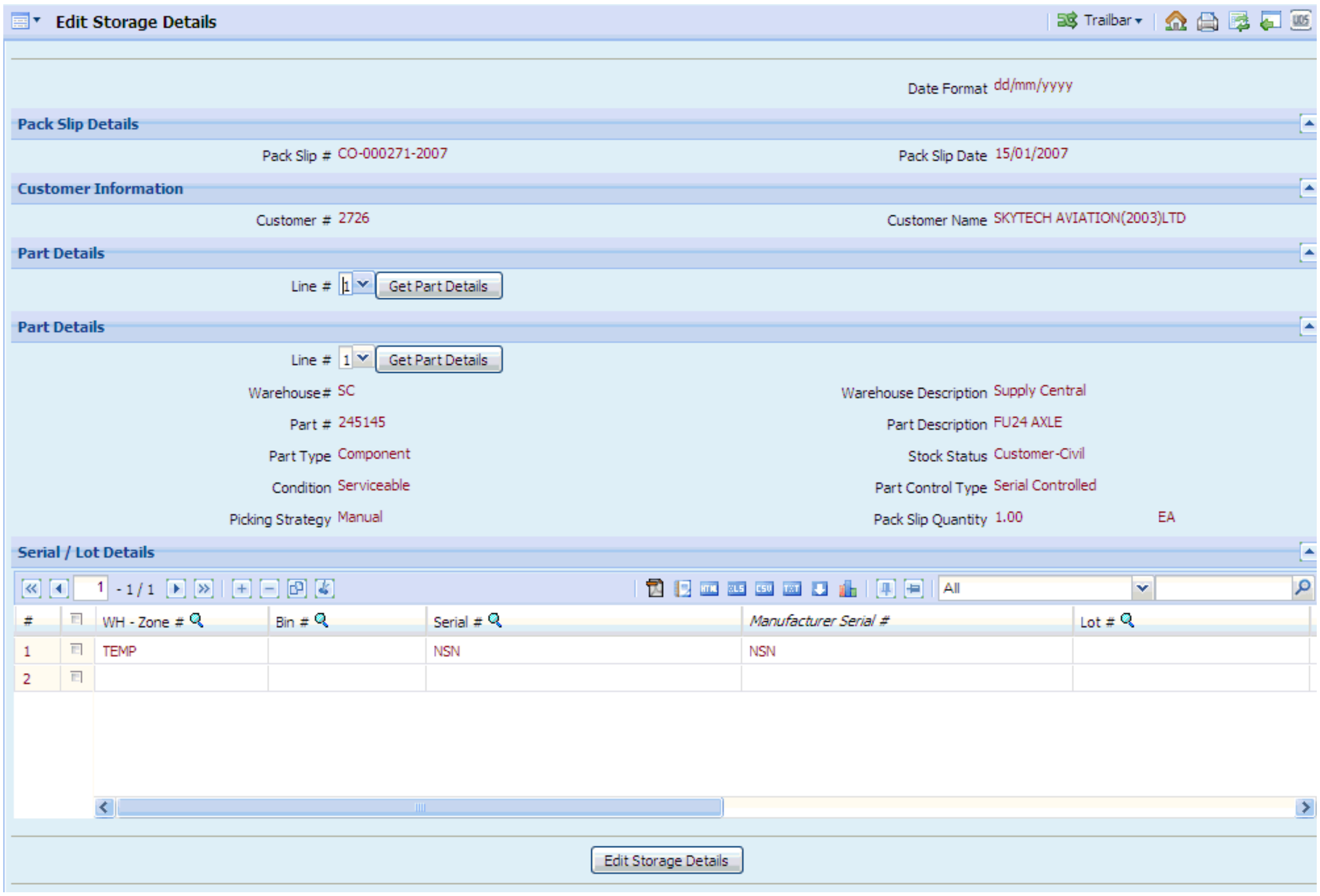


Figure 3.5 Entering storage details

Entering address details for the pack slip

You can enter or modify the address details of the customer to whom the goods are being shipped.

Note: You cannot modify the address details of the pack slip, which is in "Confirmed", "Cancelled" or "Shipped" status.

1. Select the **Edit Address Details** link in the **Create Pack Slip** page. The **Edit Address Details** page appears.

2. Select the **Bill To Customer #** and **Bill To Address** in the **Bill To Address Details** group box to specify the customer and the address of the customer against whom the pack slip is to be billed.

3. Enter the **Address**, **Contact Person**, **Work Phone #, Email** and **Fax**.

4. Click the **Edit Address Details** pushbutton to update the address details.

Entering the certificate details

You can record the certificate details associated with the part that is being shipped to the customer.

Note: You cannot modify the certificate details of the pack slip, which is in "Confirmed", "Cancelled" or "Shipped" status.

1. Select the **Edit Certificate Details** link in the **Create Pack Slip** page. The **Edit Certificate Details** page appears.

2. Select the **Line #** of the pack slip in the **Part Details** group box, for which the certificate details must be updated and click the **Get Details** pushbutton.

3. Enter the **Certificate #** in the **Certificate Details** multiline.

4. Select the **Certificate Type**.

5. Enter the **Issuer #**, to specify the person who issued the certificate.

6. Click the **Edit Certificate Details** pushbutton to update the certificate details.

Entering document references for pack slip

1. Select the **Edit References Details** link in the **Create Pack Slip** page. The **Edit References Details** page appears.

2. Select the **Line #** of the pack slip in the **Part Details** group box, for which the reference document details must be updated and click the **Get Details** pushbutton.

3. Select the **Reference Document Type** in the **Reference Document Details** multiline.

4. Enter the **Reference Document #, File name** and **Remarks**.

5. Click the **Edit Reference Details** pushbutton to update the reference document details.

Allocating materials for pack slip

You can allocate the quantity of the specified parts to the customer. Once the materials are allocated for the pack slip, the status of the pack slip is updated as “Allocated”.

You are also provided with the option of canceling the allocation. The cancellation of part allocation can be done only for those pack slips that are in “Allocated” status. On canceling the allocated pack slip, the status of the pack slip is reset to “Confirmed”.

Selecting pack slip for allocation

1. Select the **Allocate Material for Pack Slip** link in the **Pack Slip** business component. The **Select Pack Slip #** page appears. *See Figure 3.6*.

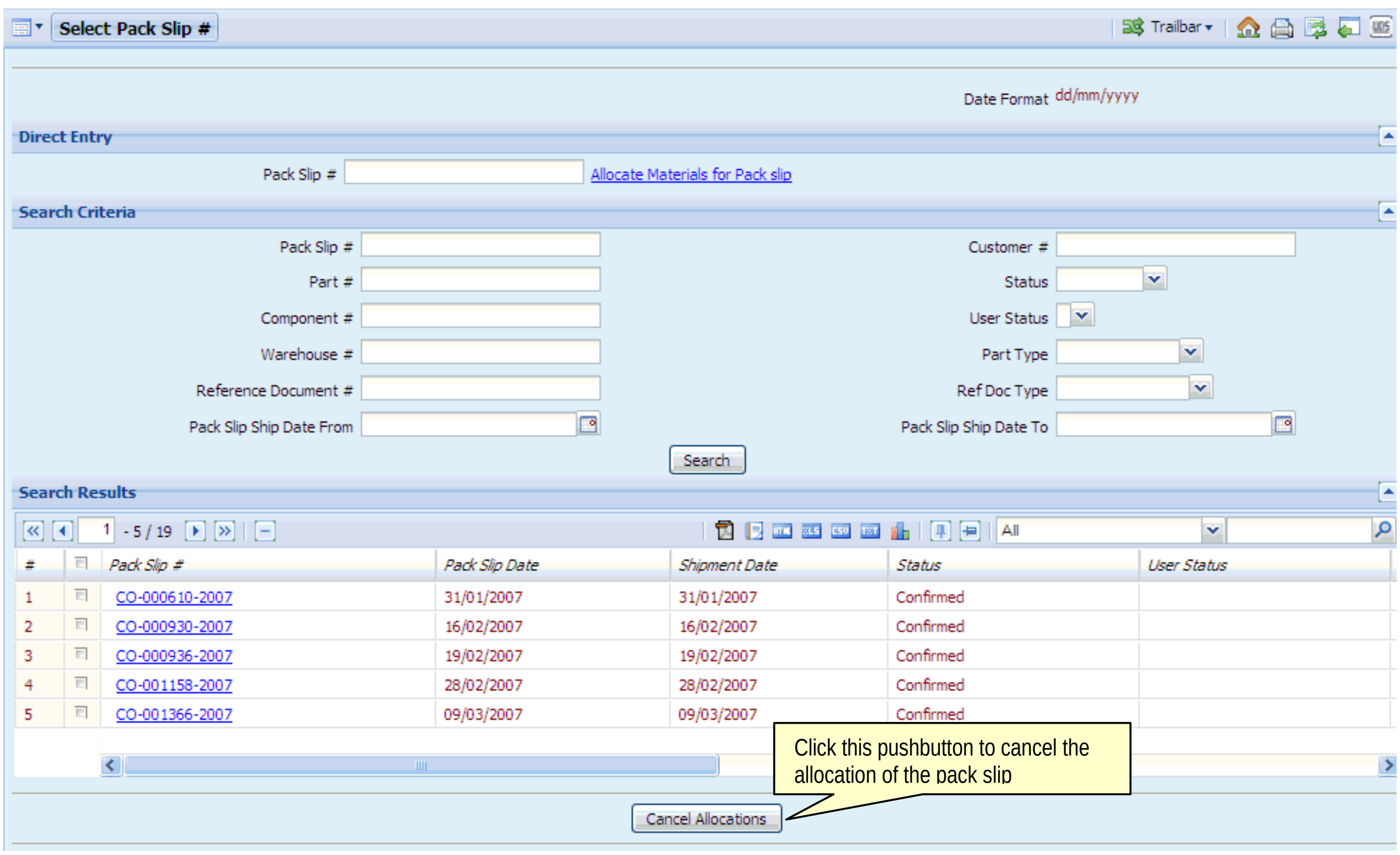


Figure 3.6 Selecting pack slip for allocation

2. Enter the **Pack Slip #** in the **Direct Entry** group box and select the **Allocate Materials for Pack Slip** link provided alongside.

Or

3. Enter the **Search Criteria** and click the **Search** pushbutton.

4. Select the hyperlinked **Pack Slip #** in the **Search Results** multiline. The **Allocate Materials for Pack Slip** page appears. *See Figure 3.7*.

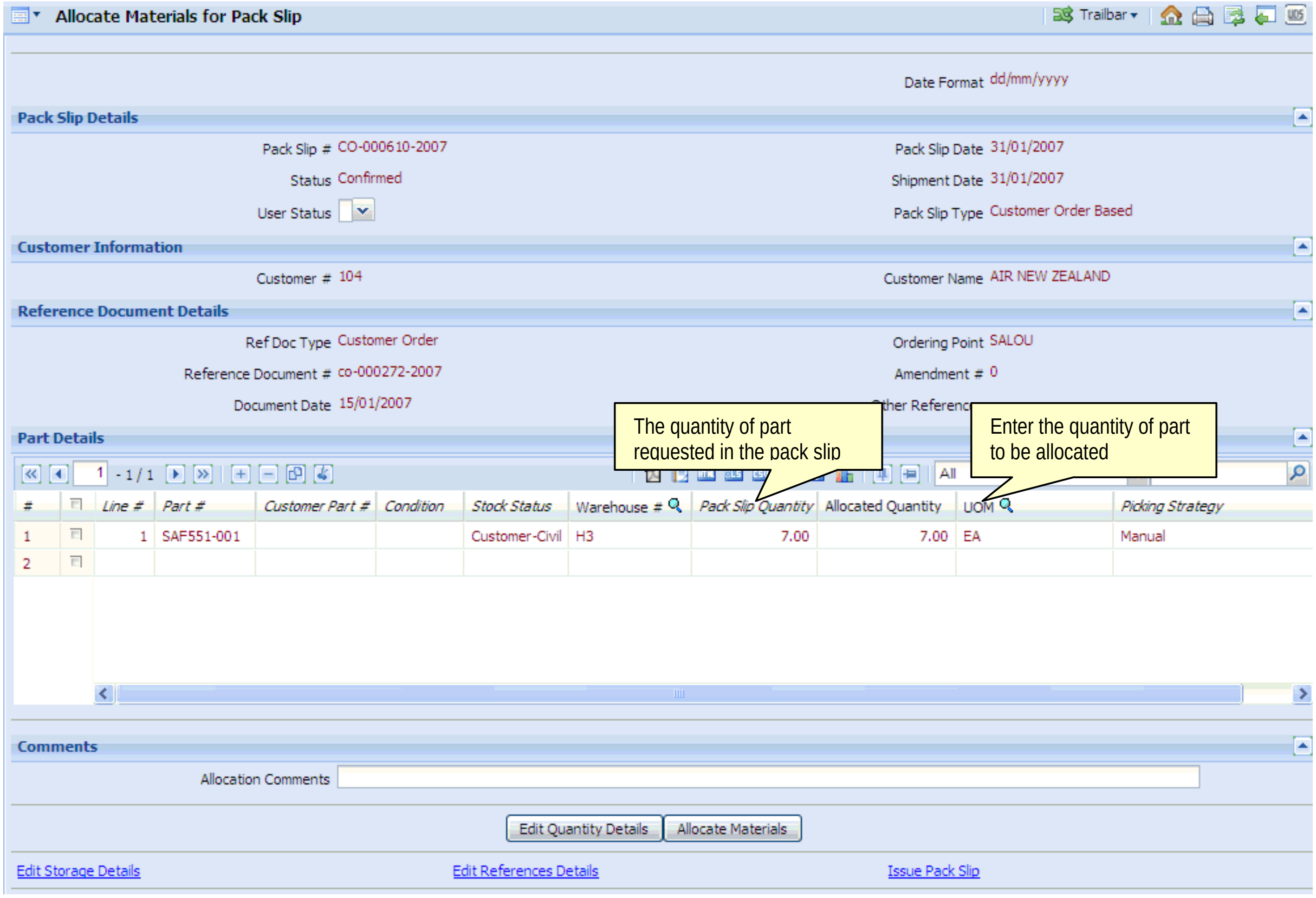


Figure 3.7 Allocating materials for pack slip

Allocating materials for the selected pack slip

1. Select the **User Status** of the pack slip in the **Pack Slip Details** group box.

2. Enter the **Warehouse #** in the **Part Details** multiline to specify the warehouse from where the part must be allocated.

3. Enter the **Allocated Quantity** of the part that must be allocated to the customer from the respective warehouse.

Note: The allocated quantity of the part must be less than or equal to the pack slip quantity.

4. Enter the **UOM** of the part.

5. Enter the **Allocation Comments** in the comments group box.

To modify the quantity details

6. Click the **Edit Quantity Details** pushbutton to modify the quantity details.

Note: You can modify the quantity of only those pack slips which are not in "Allocated" status.

To allocate the quantity

7. Click the **Allocate Materials** pushbutton to allocate the materials for the pack slip.

Note: The system updates the status of the allocated pack slip as "Allocated" and the allocated quantity of the parts are allocated.

To proceed further,

- Select the **Edit Storage Details** link to enter the storage details of the allocated quantity of the parts for the pack slip.
- Select the **Edit Reference Details** link to enter the reference details of the pack slip.

Entering storage details for the allocated quantity

You can enter the storage details of the allocated pack slip. You can specify the quantity of part that must be allocated along with the storage details such as the zone number and the bin number from where the requested part can be allocated. You can also specify the serial number and the lot number of the part.

Note: You can enter the storage details of the allocated pack slip only if the picking strategy for the part is "Manual".

1. Select the **Edit Storage Details** link in the **Allocate Materials for Pack Slip** page. The **Edit Storage Details** page appears.
2. Select the **Line #** in the **Part Details** multiline to specify the line number of the pack slip for which the storage details must be entered and click the **Get Details** push button.
3. Enter the **WH-Zone #** and **Bin #** in the **Serial / Lot Details** multiline, to specify the details of the zone and bin from where the part has been allocated.
4. Enter the **Serial #** and **Lot #** of the part that has been allocated.
5. Enter the **Quantity** of the parts that has been allocated.
6. Click the **Edit Storage Details** pushbutton to update the storage details of the pack slip.

Issuing materials for pack slip

You can issue the allocated quantity of parts, from the warehouse to the customer. To issue the required quantity, you can specify the location or the warehouse from where the part can be issued.

Once the materials are issued for the pack slip, the status of the pack slip is updated as “Issued”.

You are also provided with option of canceling the allocation. The cancellation of part allocation can be done only for those pack slips that are in the “Allocated” status. On canceling the allocated pack slip, the status of the pack slip is reset to “Confirmed”.

Selecting pack slip for issuing materials

1. Select the **Issue Materials for Pack Slip** link in the **Pack Slip** business component. The **Select Pack Slip #** page appears. *See Figure 3.8*.

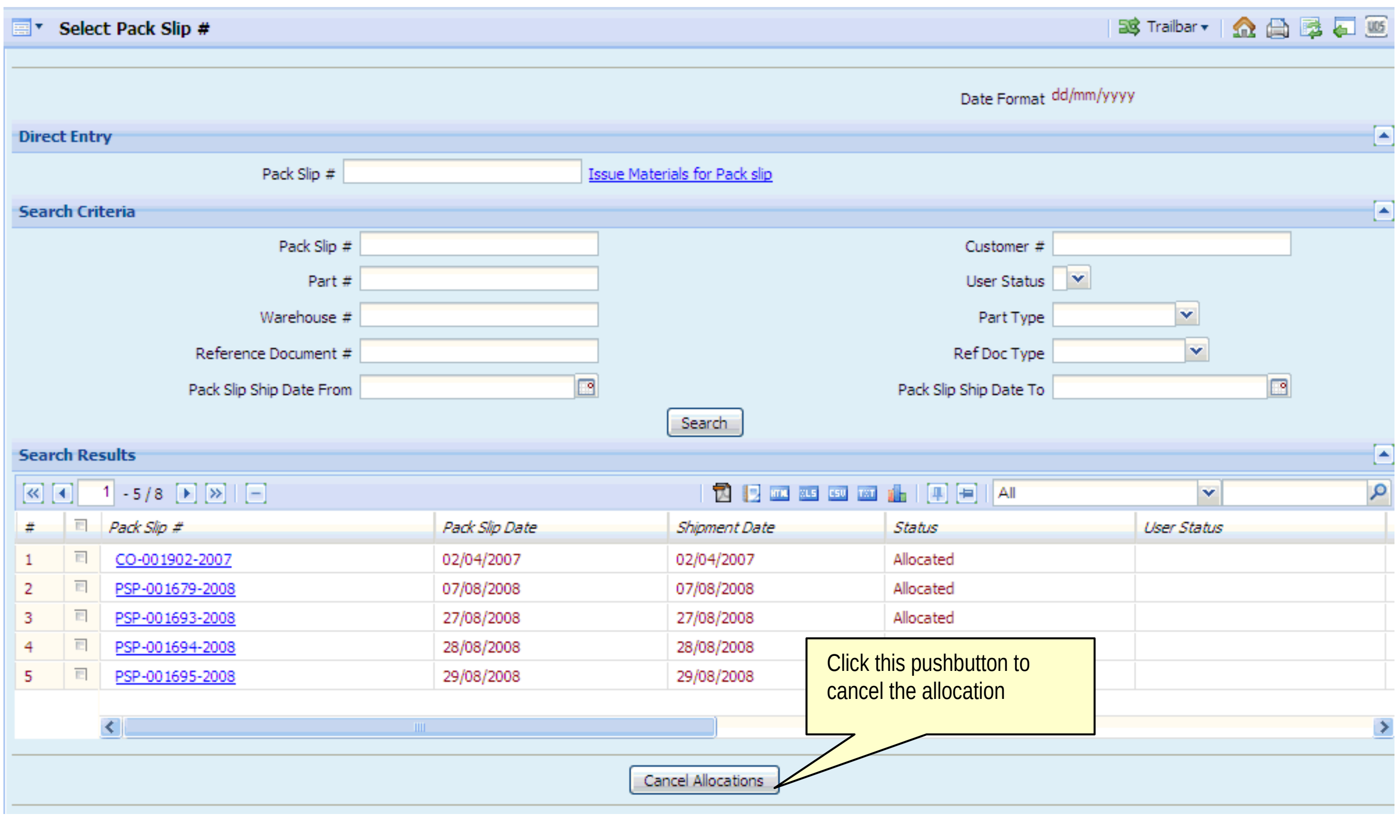


Figure 3.8 Selecting pack slip for issuing materials

2. Enter the **Pack Slip #** in the **Direct Entry** group box and select the **Issue Materials for Pack Slip** link provided along side.

Or

3. Enter the **Search Criteria** and click the **Search** pushbutton.

4. Select the hyperlinked **Pack Slip #** in the **Search Results** multiline. The **Issue Pack Slip** page appears. *See Figure 3.9*.

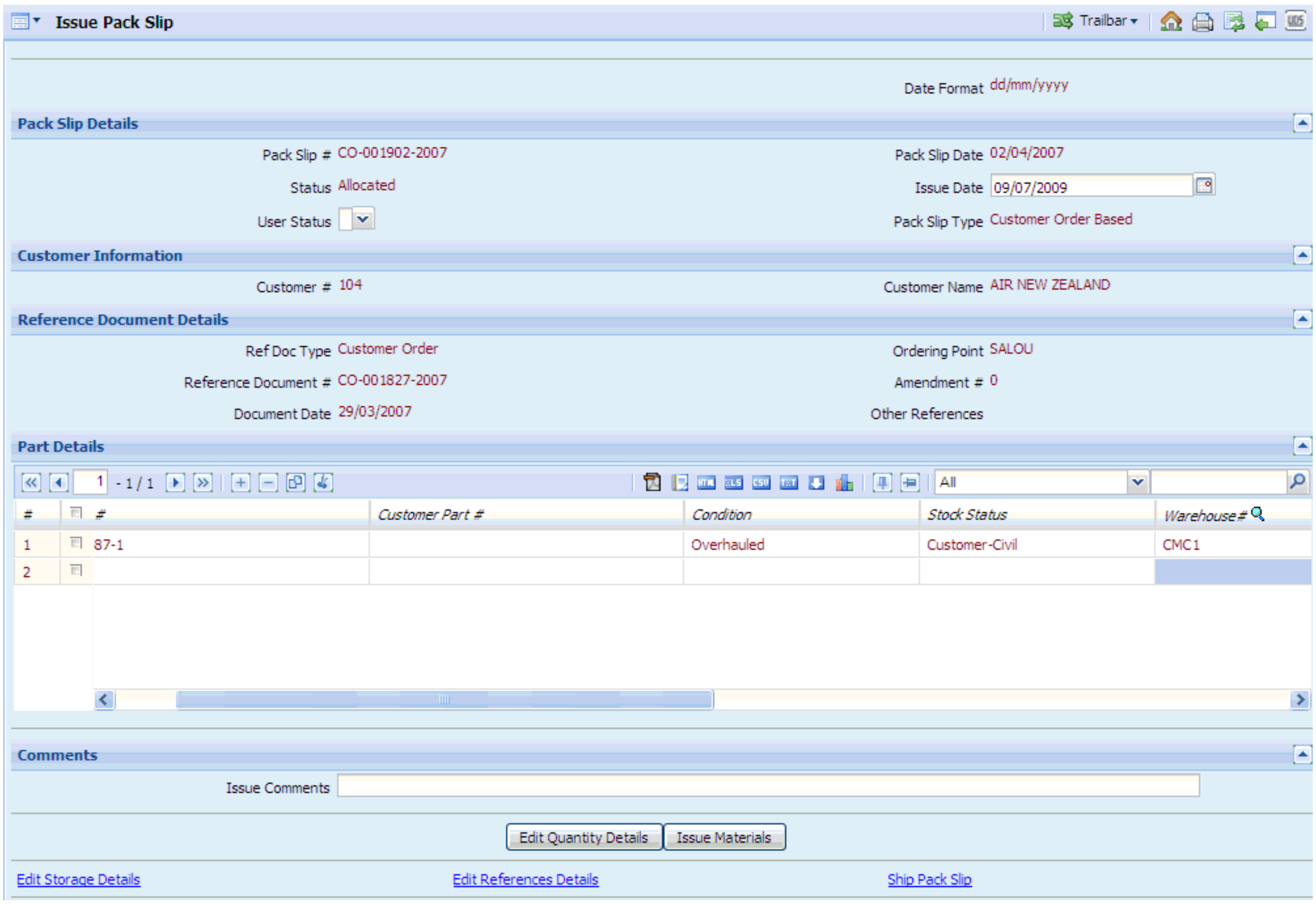


Figure 3.9 Issuing materials for pack slip

Issuing materials for the selected pack slip

1. Enter the **Issue Date** in the **Pack Slip Details** group box.

2. Select the **User Status** of the pack slip.

3. Enter the **Issued Quantity** in the **Part Details** multiline, to specify the quantity of the allocated parts that can be issued from the respective warehouse.

4. Enter the **Issue Comments** in the **Comments** group box.

To modify the quantity of parts issued

5. Click the **Edit Quantity Details** pushbutton to modify the quantity of the parts issued.

Note: You can modify the quantity details of only those pack slips which are not in "Issued" status.

To issue the quantity of parts

6. Click the **Issue Materials** pushbutton to issue the quantity of the parts.

Note: The system updates the status of the pack slip as "Issued" and the requested quantity of parts are issued.

If the "Subsequent Action on Confirmation" is set as "Auto Shipment" or "Auto Issue", then the system maintains the cost of goods sold account code and cost center account code for each line item and for the pack slip document. The system retrieves these details from the "Account Rule Definition" and "Cost Center Rule Definition" business components respectively.

To proceed further,

- Select the **Edit Storage Details** link to enter the storage details of the issued quantity of the parts for the pack slip.
- Select the **Edit Reference Details** link to enter the reference details of the pack slip.

Entering the storage details for the issued quantity

You can enter the storage details of the part issued. You can specify details of the quantity of the part that can be issued along with the storage details such as the zone number and the bin number from where the requested part can be issued. You can also specify the serial number and the lot number of the part.

1. Select the **Edit Storage Details** link in the **Issue Pack Slip** page. The **Edit Storage Details** page appears. *See Figure 3.10*.

2. Select the **Line #** in the **Part Details** multiline to specify the line number of the pack slip for which the storage details are to be entered, and click the **Get Details** pushbutton.

3. Enter the **WH-Zone #** and **Bin #** in the **Serial / Lot Details** multiline, to specify the zone and bin from where the part is issued.

4. Enter the **Serial #** and **Lot #** of the part being issued.

5. Enter the **Quantity** of parts that have been issued.

6. Enter the **Remarks** if any pertaining to the modification of the quantity.

7. Click the **Edit Storage Details** pushbutton to update the storage details for the pack slip.

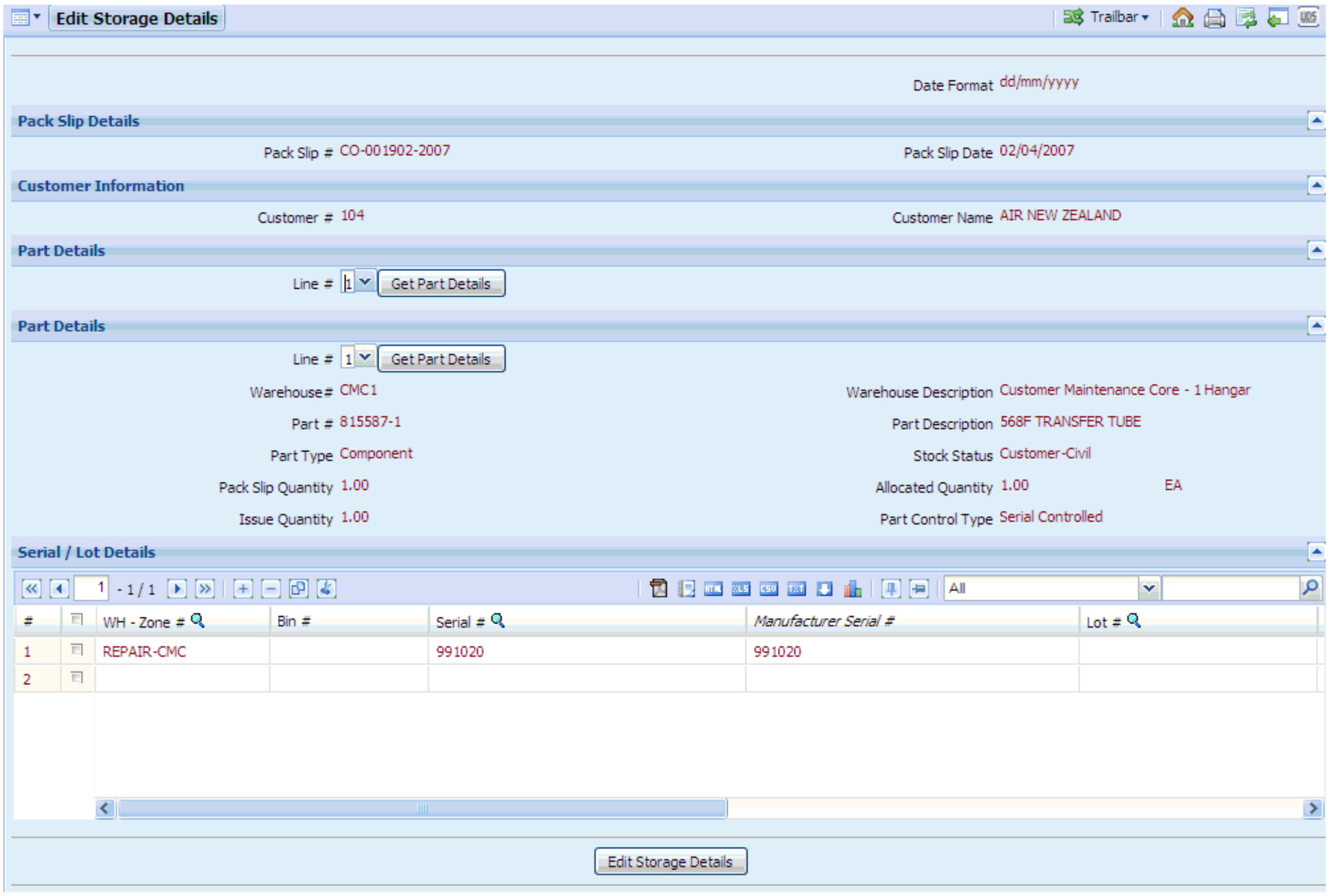


Figure 3.10 Entering storage details for the issued quantity

Holding or releasing pack slip

You can hold the pack slip from further processing or release the pack slip for further processing. Once a pack slip is held, it cannot be used for further actions, till it is released.

Only pack slips that are in “Confirmed”, “Allocated” or “Issued” status, can be held till further information. The transient status of the held pack slip is updated as “Hold”. You can release pack slips that are in “Hold” status. The transient status of the pack slip is then updated as “Released”.

1. Select **Hold / Release Pack Slip** under the **Pack Slip** business component. The **Hold / Release Pack Slip** page appears. *See Figure 3.11*.

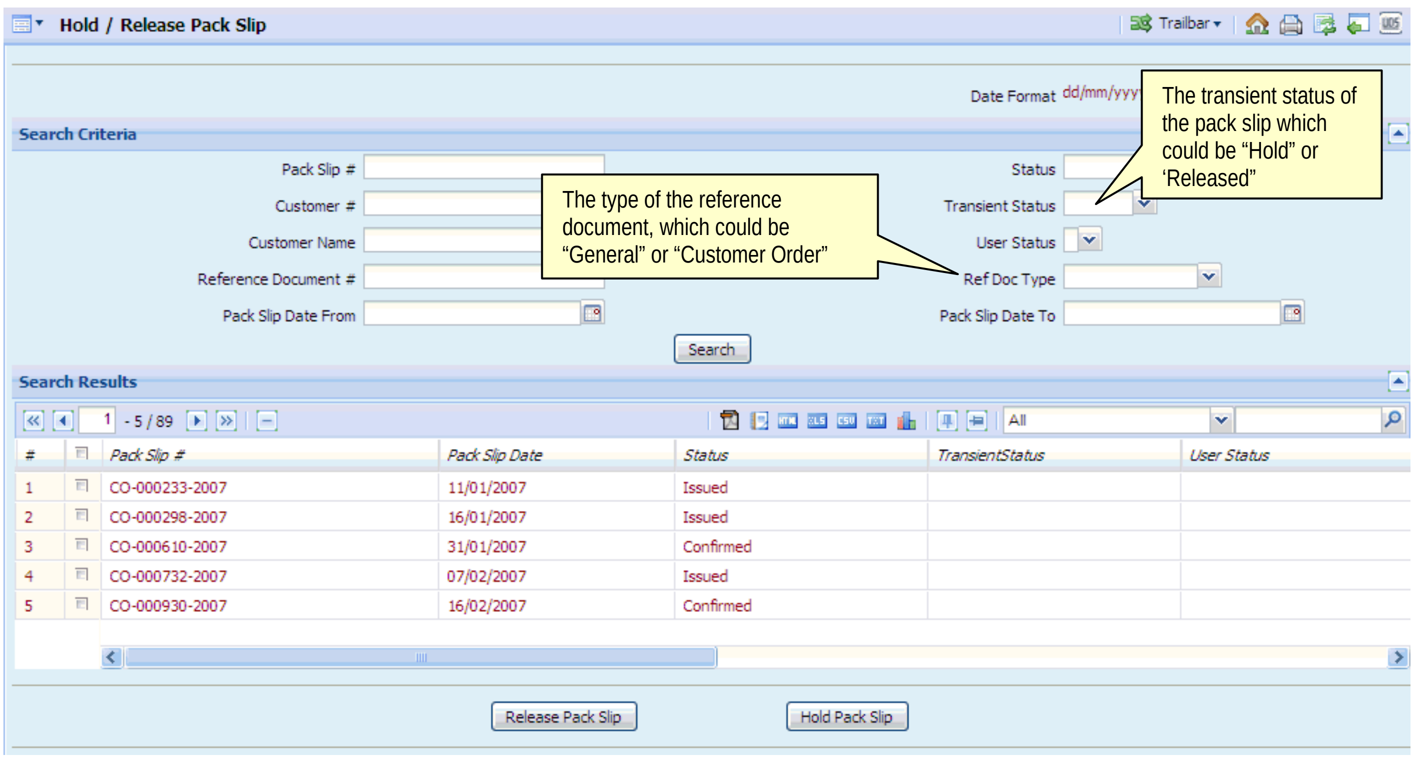


Figure 3.11 Holding or releasing pack slip

2. Enter the **Search Criteria** and click the **Search** pushbutton to search for the pack slips for holding or releasing.

3. Select the pack slip to be held or released, in the **Search Results** multiline.

Releasing the pack slip

4. Click the **Release Pack Slip** pushbutton to release the pack slip for future processing.

Note: The system updates the status of the pack slip as "Released".

Note: You can release only those pack slips that are in "Hold" status.

Holding the pack slip

5. Click the **Hold Pack Slip** pushbutton to hold the pack slip from future processing.

Note: The system updates the status of the pack slip as "Hold".

Note: You can hold only those pack slips that are in "Confirmed", "Allocated" or "Issued" status.

Short closing pack slip

If a pack slip has been confirmed, and if you wish to stop further allocation of materials against the pack slip, you can short close the pack slip. You can also short close the pack slip after allocation, so that it is not considered for further action. Once the pack slip is short closed, it cannot be processed further for materials issue and shipment.

Note: You can short close only those pack slips that are either confirmed or allocated.

1. Select the **Short Close Pack Slip** link in the **Pack Slip** business component. The **Short Close Pack Slip** page appears. *See Figure 3.12*.

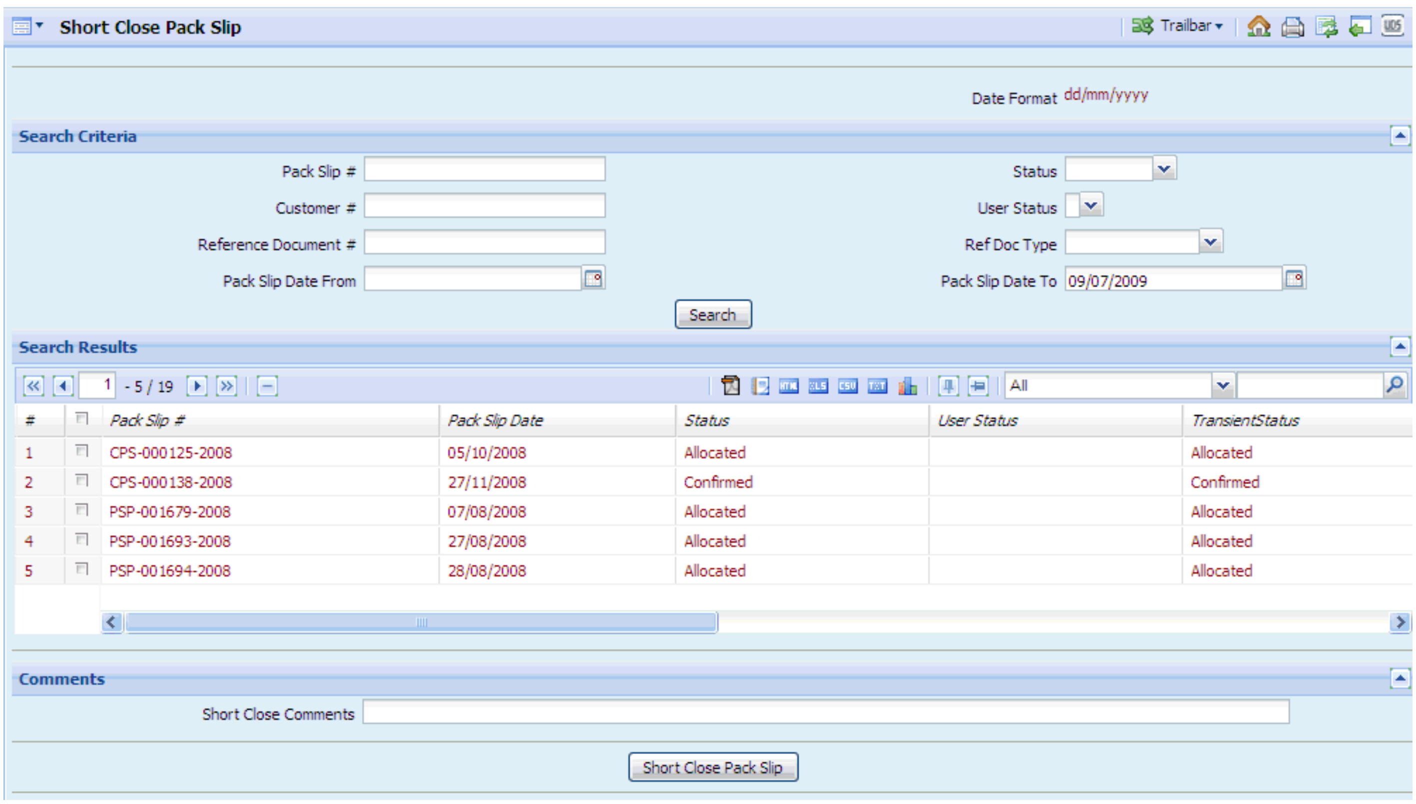


Figure 3.12 Short closing pack slip

2. Enter the **Search Criteria** and click the **Search** pushbutton.

3. Select the **Pack Slip #** to be short closed, in the **Search Results** multiline.

4. Check the **Select All** box to short close all the pack slips listed in the multiline.

5. Enter the **Short Close Comments** in the **Comments** group box, to specify any additional information pertaining to the short closing of pack slip.

6. Click the **Short Close Pack Slip** pushbutton to short close the pack slip.

Note: The system updates the status of the pack slip as “Short Closed”.

Note: You can short close only those pack slips that are in “Confirmed” or “Allocated” status.

Shipping goods

You can ship the issued quantity of the part from the respective warehouses to the customer based on a part sale pack slip.

Selecting part sale pack slip for shipping goods

1. Select the **Ship Pack Slip** link in the **Pack Slip** business component. The **Select Pack Slip #** page appears.
2. Enter the **Pack Slip #** in the **Direct Entry** group box and select the **Ship Pack Slip** link provided alongside.

Or

3. Enter the **Search Criteria** and click the **Search** pushbutton.
4. Select the hyperlinked **Pack Slip #** in the **Search Results** multiline. The **Ship Pack Slip** page appears. *See Figure 3.13*.

Shipping goods based on the selected pack slip

1. Select the **Ship To Customer #** and **Ship To Address** in the **Ship To Address Details** group box.
2. Enter the **Address**, **Contact Person**, **Work Phone #**, **E-Mail** and **Fax** of the person to whom the parts are to be delivered.
3. Enter the **Shipped Quantity** in the **Part Details** multiline, to specify the quantity of parts to be shipped to the customer from the warehouse.
4. Select the **Shipment Type** and **Transportation Mode** in the **Shipping Information** group box.
5. Set **Freight Billable** as “Yes” to indicate that the freight is billable for the stock. Select “No” otherwise.
6. Enter the **Freight Amount** to indicate the sum of freight charges that have been levied for the transfer of stock.

Note: Ensure that the freight amount is entered, if the “Freight Billable” field is set as “Yes”.

7. Enter the **Port of Destination** to specify the port to which the stock is designated to arrive.
8. Select the **Fright Terms**.

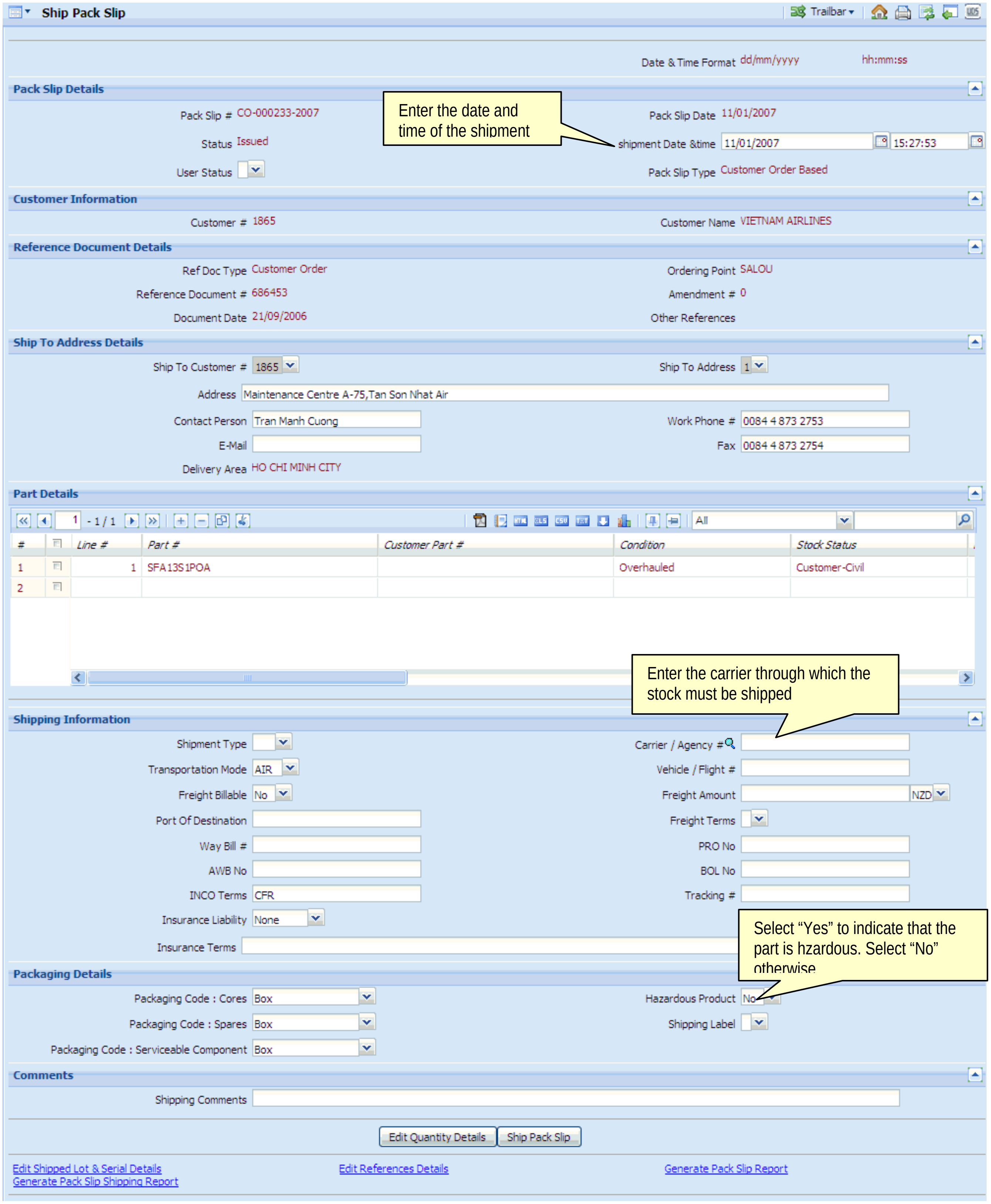


Figure 3.13 Shipping pack slip

9. Enter the **Way Bill #** to specify the document, containing the list of goods with shipping instructions related to the shipment.

10. Enter the **PRO No** to specify the bill number identifying a carrier's contract and receipt for goods when transportation is by land.

11. Enter the **AWB No** to specify the air way bill number identifying a carrier's contract and receipt for goods when transportation is by air.

12. Enter the **BOL No** to specify the bill of lading number identifying a carrier's contract and receipt for goods when transportation is by sea.

13. Enter the **INCO Terms** to specify the International Commercial Term indicating the party, such as the supplier, carrier or customer, with whom the risks and responsibilities lie, when parts are being shipped.

14. Enter the **Tracking #** to specify the document used for tracking the shipment.

15. Select the **Insurance Liability** as “Shipper”, “Carrier” or “Consignee” to indicate the person who bears the insurance amount.

16. Select the appropriate packaging codes in the **Packaging Code: Cores**, **Packaging Code: Spares** and **Packaging Code: Serviceable Component** drop-down list boxes in the **Packaging Details** group box.

17. Enter the **Shipping Comments** to specify the any additional information pertaining to the shipping of the parts.

18. Click the **Ship pack Slip** pushbutton to ship the pack slip.

Note: The system updates the status of the pack slip as “Shipped”.

19. Click the **Edit Quantity Details** pushbutton to modify the quantity of the part to be shipped.

Note: You can modify the quantity details of only those pack slips, which are not in “Shipped “ status.

Note: Ensure that “Shipped Quantity” is the total of the lot number and serial number-controlled parts, if the parts are serial-controlled or lot and serial-controlled.

To proceed further,

- Select the **Edit Shipped Lot & Serial Details** link to enter the serial and lot number details of the shipped goods.
- Select the **Edit Reference Details** link to modify the reference details pertaining to the pack slip.
- Select the **Generate Pack Slip Report** link to generate details of the pack slip document.

- Select the **Generate Pack Slip Shipping Report** link to generate details of the pack slip shipping document.

Entering lot number and serial number details for the shipped quantity

You can specify the serial number and the lot number of the quantity of parts that are to be shipped to the customer.

1. Select the **Edit Shipped Lot & Serial Details** link in the **Ship Pack Slip** page. The **Edit Shipped Lot & Serial Details** page appears. *See Figure 3.14*.

2. Select the **Line #** in the **Part Details** group box, to specify the line number of the pack slip which contains the part for which the serial number and lot number details are to be entered.

3. Enter the **Quantity** in the **Serial / Lot Details** multiline, to specify the quantity of the parts for which the serial number and lot numbers are to be entered.

4. Click the **Edit Quantity Details** pushbutton to update the serial and lot details of the shipped parts that are serial-controlled or lot-controlled.

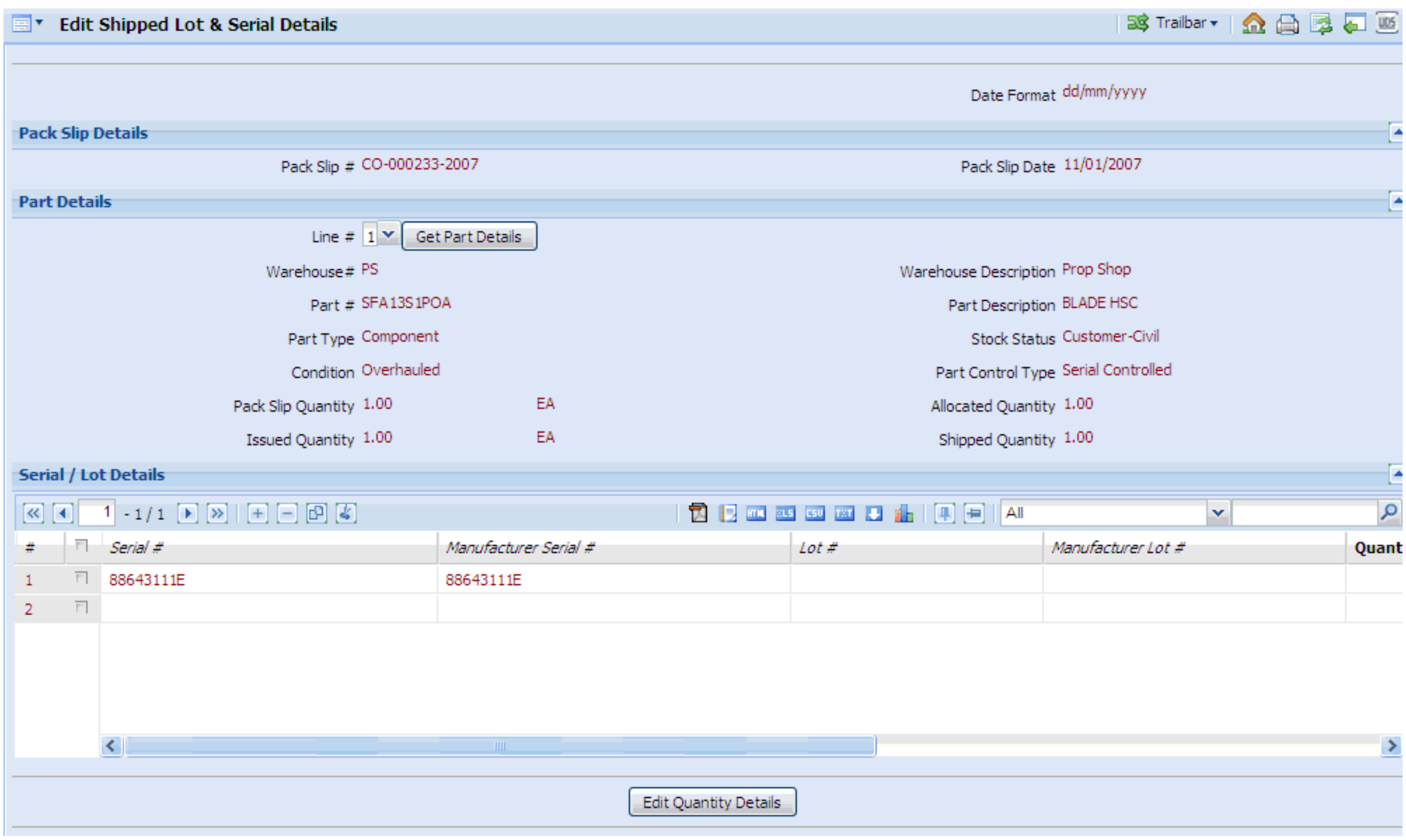


Figure 3.14 Entering serial and lot number details for shipped goods

Index

Corporate Office and R&D Center

Ramco Systems Limited, 64, Sardar Patel Road, Taramani Chennai – 600 113, India

Tel: +91 (44) 2235 4510. Fax +91 (44) 2235 2884

www.ramco.com